



Sign Up Form

To take part in the Deddington and Duns Tew heat pump trial

Thank you for your interest in taking part in Deddington and Duns Tew heat pump trial. This trial is managed by local community organisation Low Carbon Hub as part of Project LEO.

Read on for:

- More information on this heat pump trial
- A form to join the trial
- More information on Project LEO and who is involved.

The trial

This heat pump trial aims to better understand how heat pumps can help speed up the decarbonisation of heating in rural communities – the switch from oil and gas to electric based heating systems - and learn more about what might prevent or encourage householders from taking part.

We are looking for 15 homeowners in Deddington or Duns Tew to participate in the trial, who are interested in installing a heat pump in their home (or already have one).

The opportunity

By participating in the trial, you can benefit from the following support package, giving you access to expert support on the suitability, selection and installation of your heat pump. This includes:

- A free Cosy Homes Oxfordshire home assessment and Whole House Plan (worth £250+)
- The opportunity for retrofit experts Cosy Homes Oxfordshire to project manage your heat pump installation (worth £750), should you take up their service offer
- A free PassivUK heat pump control system to improve your ongoing control of the heat pump
- £300 contribution to thank you for your participation, a sum representing the amount we anticipate heat pump owners could potentially receive from participating in flexibility markets in the future.

By taking part, you agree to:

- Have your home assessed to ensure we understand your home, existing heating system, and any additional energy efficiency concerns to be addressed to make the best recommendations for your home
- Install a suitable heat pump (if you don't already have one)
- Install communications equipment to the heat pump, enabling us to monitor and control the heat pump and gather data
- Provide feedback on your experience with the heat pump and trial to the project team at the end of the trial period (March 2023).



Costs

There are no direct costs to becoming a trial participant, but if you don't already have a heat pump you will need to cover the cost of installing your heat pump. However, you will benefit from the package detailed above, including a free home assessment and free project management for the installation.

About us

The Low Carbon Hub CIC is a local community organisation based in Oxfordshire with the mission to prove that we can meet our energy needs in a way that is good for people and good for the planet. We are managing this trial as part of Project LEO (Local Energy Oxfordshire), an ambitious, wide-ranging and innovative energy project, accelerating the UK's transition to a zero carbon energy system. The Deddington and Duns Tew heat pump trial is one of our Smart and Fair Neighbourhood trials taking place across Oxfordshire. Find out more here: project-leo.co.uk



Data we will collect and how we will use it

- 1) **Your home energy information.** We will collect information on your property type, existing energy use, heating system, building fabric, energy spend, comfort levels and anticipated heating needs. This is to help us understand your home's energy performance and likely electricity needs.
- 2) **Heat pump data.** After the heat pump has been installed, we will use the communications equipment to measure, analyse and in some cases control:
 - temperature of the property
 - thermal capacity of the property
 - your preferred temperature settings for your home

This will help us understand what level of control and flexibility – turning demand up or down - we are able to provide to the grid through a home heating system.

- 3) **Your feedback about participating in the trial, including:**

- any changes to your energy bills following the switch to a heat pump
- your experience with the heat pump as a heating system, particularly regarding home comfort
- your experience with the monitoring system and trial participation.

This will help us better understand the flexibility services that electric heating can provide to the grid, the benefit this could provide to the grid and to homeowners, and to identify potential barriers to electrifying heat for homeowners in rural communities.

Understanding your data rights

The Low Carbon Hub CIC will be responsible for collecting and managing your data in line with the General Data Protection Regulation (GDPR) and associated legislation.

We remain committed to only using information about you in accordance with all relevant Data Protection legislation (including GDPR). We will retain your private data until June 2023 when the final write up of the project will be completed.

All data gathered will be held securely as per our Low Carbon Hub privacy statement:

www.lowcarbonhub.org/privacy-statement/

In order to deliver the trial, we are working with subcontractors, to collect and process data, who will be contractually obliged to abide with our privacy policy and the law. These subcontractors will include:

- PassivUK who will control the heat pump for the length of the trial.
- RetrofitWorks who will carry out the home assessments and support heat pump installation.
- Origami Energy who will support analysis of data.



- Smarter Grid Solutions, who will provide the online platform that will interface with PassivUK's system to provide grid services.

The trial forms part of Project LEO. We will share anonymised data gathered in the trial with:

- Project LEO consortium partners as part of our evaluation process. A full list of partners can be seen at www.project-leo.co.uk
- Innovate UK and the Department of Business, Energy, and Industrial Strategy as funders of Project LEO – who may also share findings with the wider public when acting on the recommendations made.

As a publicly funded trial, the findings of our trial will be published, however all data in our public reports will be anonymised and we will not include any data which could identify you as the homeowner when discussing our findings, although you may be quoted anonymously.

Your rights

Security of your personal data

We are committed to taking appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage.

The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party. We may also allow access to your information by other third parties who act for us for the purposes described in this Privacy statement or for other purposes approved by you. All personal data stored electronically is in secure cloud-based systems and may be processed outside the European Economic Area (the European Economic Area being the European Union and Iceland, Liechtenstein and Norway, also referred to as the "EEA").

To access to your personal information

You have a right to request access to the personal data that we hold about you. This could include purchase information relating to products and services.

If you have questions in relation to your personal data, please contact us at: info@lowcarbonhub.org with your name and postcode along with an outline of your request. We'll get back to you with an initial response in a week and hope to deal with your request within 30 days.

To have your personal information deleted

You have a right to be forgotten and have your personal data erased and / or stop being processed:

- Where the personal data is no longer necessary for the purpose it was collected or processed for;
- We are relying on consent e.g. as a mailing list subscriber and you withdraw consent
- We are relying on legitimate business interests as our basis for processing and you object to our processing of the data, and there is no overriding legitimate reason to continue this processing,



- We are processing the personal data for direct marketing purposes and you object to that processing.

If we cease the contract with any of our cloud-based service providers, there may be a brief retention period beyond the contract end date. Details specific to each provider can be found in our online Privacy Statement.

Restrict the processing of your personal information

You have a right for your personal data to be stored but not processed. This is achieved through the withdrawal of consent.

If you have questions in relation to your personal data, please contact us at: info@lowcarbonhub.org.

Rights related to automated decision making

Low Carbon Hub does not engage in any automated decision-making processes, i.e. where decisions are made based solely on your data by automated means and without any human involvement.



Consent

The **Deddington and Duns Tew heat pump trial** is entirely voluntary. You may withdraw your consent **at any time** by emailing info@lowcarbonhub.org. We will only use your information in the way we have set out in this document.

Please **tick** the boxes below if you agree with all the following statements:

- I have understood the information and have had time to ask questions.
- I am willing and able to participate in all research activities proposed in this document.
- My participation is voluntary, and I can withdraw at any time without providing a reason and to no personal detriment.
- I agree to the use of my personal data for the purposes set out in this document.

Full name: _____

Address: _____

Email: _____

Phone: _____

Preferred communication method (please tick one):

Email Letter Phone In person

Signature: _____

Date: _____

Please return this form: by email to info@lowcarbonhub.org. You can also return by post to: Low Carbon Hub Wood Centre for Innovation, Stansfeld Park, Quarry Road, Headington, Oxford, OX3 8SB

If you have any questions about this form, please contact the Low Carbon Hub by email to: info@lowcarbonhub.org or by phone: 01865 246099.

About the Low Carbon Hub and Project LEO

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Find out more here: project-leo.co.uk

