

LCN Fund Full Submission

Supplementary Answer Form

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	WPDT205	Question Number	13
Question date	17/09/2013	Answer date	19/09/2013
Submission section question relates to	Technical		
Topic	8. Customer Impacts		
Question	We understand that domestic customers who sign up to have CHP units installed in their homes. Please describe the level of work that will be involved in a typical installation, what information will be provided to customers before installation and how will complaints relating to this work be handled. Please outline how the party that will conducted the installations was/will be identified.		
Notes on question			
Answer	<p>Describe the level of work involved in a typical installation.</p> <p>The Ecogen is installed in domestic homes. It can be a replacement for an existing central heating boiler on a sealed system. The level of work required is like a typical condensing boiler but with the following additional requirements. The system must be cleaned and power flushed and a magnetic filter fitted. Additional electrical wiring will be required including the fitting of meters. Additional system modifications (depending on the final specification for this trial) will be required. This will include equipment required for remote monitoring and operation.</p> <p>What information will be provided to the customers before installation?</p> <p>Before installation there will be a site survey and key requirements check. The information to be provided to customers of this trial will be determined during detailed trial design. However we would anticipate this including a FAQ which outlines the key implications of having a CHP unit installed and the additional implications of trial participation. Contact information would be provided for requesting follow up information to alleviate any remaining concerns. This may include a face-to-face with a representative of either WREN or Baxi as appropriate based on the customers area of concern.</p>		

	<p>How will complaints relating to the installation work be handled?</p> <p>The installations will be checked and signed off by Baxi Engineers. If there are issues with the installation or system the installer is called. If there is an issue with the appliance this is escalated internally within Baxi.</p> <p>If complaints are subsequently raised by the customer, these will be directed to WREN who will act as the local point of contact with the customer. WREN will ascertain the reason for the complaint and, where possible, seek to resolve the issue directly with the customer. If the issue is more of a technical nature then it will be fed back to Baxi for resolution either directly or through Baxi's appointed installer.</p> <p>Outline how the party that will conduct the installation will be identified.</p> <p>The installers selected for Ecogen installations have to be Baxi trained and MCS accredited. Baxi already has a number of suitably trained installers in the Wadebridge area.</p>
Attachments	
Verbal Clarifications (Consultants)	