**Questions and Answers from the CAN Energy Roadshow January 21st, 2025**

**Anthony from Felton CAN - Climate and Nature CIC asked:**

Our community group wishes to give advice to residents about improving the energy efficiency of their homes. Would this only duplicate what CAN/EARN does? If not, how best can we have our advisors trained to give reliable advice?

**CAN’s response:**

We have e-mailed Anthony with details of the work we do, and we will be looking at how we can support the community group with training their advisors to enable them to be able to provide reliable energy advice.

**Solar PV**

**Karen asked:**

Do solar panels lie on top of the existing roof? Do they compromise the integrity of the roof at all?

**CAN’s response:**

As part of the solar specification your installer will assess the ability of your roof to take the weight of a solar panel array

Karen also mentioned “we've recently had a coating applied to the roof . A reputable installer should be able to consider this during their assessment or in a pre-assessment phone call?”

Brian Watson Community Action Northumberland replied: “Absolutely”

For further information on calculating the potential for Solar PV on your roof see: https://solarwizard.org.uk/ [Solar Wizard](https://solarwizard.org.uk/)

**Helen asked:**

Do you have demonstration homes - we could be one?

**CAN’s response:**

This is not something we are directly involved in. There is a website available that lists people with renewable technology who are happy for people to go along and see the technology in action, but not currently in our area. Whilst not a directory the principle of visiting energy efficiency homes powered by renewables can be seen by going to [**www.futurereadyhomes.org.uk**](http://www.futurereadyhomes.org.uk) **and searching for Green Open Homes.**

**Elizabeth asked:**

Are eddi solar divertor units for solar panels recommended? Are there any reasons to avoid please? (I have a water tank with ASHP)

**CAN’s response:**

Eddi diverters work well and in effect, supply solar energy to an immersion heater in your hot water tank. Pre heating water can help reduce the workload of the ASHP but you would need to talk to the firm who installed your ASHP to ensure that an Eddi would be compatible with your existing kit and also whether or not the high cost (up to £900) is worth it (i.e. will it pay for itself?).

**ASHP (Air Source Heat Pump)**

**Val & Chris asked ..**

About a year ago there was an article in The Telegraph. It said a new type of ASHP was producing temperatures similar to gas boilers and could be fitted as a direct replacement. Unfortunately we can't find an installer who knows about this. Do you have any information please?

**CAN’s response:**

This is not technology that we are familiar with, however, we have made some enquiries and they are known as High Temperature Heat Pumps. The main difference to normal ASHP’s is the type of refrigerant employed, such pumps include the Daikin Altherma and the Trianco Activair. Vattenfall also manufacture high temperature pump.

High temperature pumps are 10% more expensive to install and will cost more to run (see below) but may avoid the need to install more insulation or replace pipework and radiators and could be particularly suitable for listed buildings where insulation works may not be allowed. This is new technology and may be better suited to a house where the piping is inaccessible (maybe under concrete) and small bore, therefore reducing the flow of water around the system. A higher temperature produced by the higher temperature might be best suited overcoming this shortfall in flow rate.

Manufacturers will have a list of local installers for their products and you should be able to find an installer in the North East and we also recommend you following our link to the MCS website and searching for installers, and whilst we cannot recommend any particular installer, JP Westall based in Hexham should be able to provide you with further information about these.

However, please note that whilst these High Temperature Heat Pumps are capable of reaching higher temperatures they are not as efficient as your standard ASHP. Consider them similar to a high powered car engine. It is capable of achieving higher speeds but the cost is at a reduced fuel efficiency i.e. it uses more fuel to get to the higher speeds.

To get the best out of one of these (for efficiency) you would need to be able to take advantage of flexible tariffs for electricity alongside a system that used electricity best and when at its cheapest.

**Further information**

**Important information about the MCS Scheme not covered in the presentation**

BrianWatson from Community Action Northumberland said “Installers of air source heat pumps should be registered with the Microgeneration Certification Scheme (MCS)”. This is a registered scheme which any reputable and competent installer will be registered with. MCS is a mark of quality, which demonstrates that your chosen installer has adhered to recognised industry standards when completing your installation – highlighting quality, competency and compliance. For further information and a list of registered installers please click on the following link [MCS Certified | Giving you confidence in home-grown energy](https://mcscertified.com/)

**Resources, newsletters, websites to follow:**

Energy and Climate Information Unit **–** [**www.eciu.net**](http://www.eciu.net)

pv magazine **–** [**www.pv-magazine.com**](http://www.pv-magazine.com)

North East and Yorkshire Net Zero Hub **–** [**www.neynetzerohub.com**](http://www.neynetzerohub.com)

Centre for Sustainable Energy (CSE) **–** [**www.cse.org.uk**](http://www.cse.org.uk)

National Energy Action (NEA) **–** [**www.nea.org.uk**](http://www.nea.org.uk)

Ofgem **–** [**www.ofgem.gov.uk**](http://www.ofgem.gov.uk)

Energy Savings Trust (EST) **–** [**www.energysavingtrust.org.uk**](http://www.energysavingtrust.org.uk)

**Further Reading**

The following articles maybe of further interest

**Bankers for Zero Carbon; ‘The Retrofit Conundrum’**

Link here[**The UK Retrofit Conundrum | Insights | HSBC**](https://www.business.hsbc.com/en-gb/insights/sustainability/uk-retrofit-conundrum)

**‘Power Plant on Wheels’ from the Energy and Climate Information Unit**

Link here[**Energy & Climate Intelligence Unit | Power plants on wheels**](https://eciu.net/analysis/reports/2023/power-plants-on-wheels)

**Further information** on our projects and the help we offer can be found at www.energyadvicenorthumberland.org.uk [Energy Advice in Rural Northumberland | EARN](https://energyadvicenorthumberland.org.uk/) or call us on 01670 517 178 or email the team on [energy@ca-north.org.uk](mailto:energy@ca-north.org.uk)

Thank you for your time.