Heat Pump Sector Deal Expert Advisory Group:

Scottish Government Response

Scottish Government
Riaghaltas na h-Alba

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Ministerial Foreword

Heat pumps are one of the key strategic technologies required to support the transition to Green Heat in Scotland. Although we currently have a strong foundation, with around 4000 units installed annually, achieving our ambitions set out in our Heat in Buildings Strategy will mean we must scale up and accelerate the deployment of zero emission heating systems at a rapid pace.

The Scottish Government are committed to working with industry to achieve these targets and so, in October 2020 we convened an Expert Advisory Group (EAG) of stakeholders from across industry to better understand the actions that are required to develop a high volume heat pump supply chain in Scotland. The EAG provided a series of recommendations within the Heat Pump Sector Deal Expert Advisory Group Report[1], published in December 2021, on the potential scope of a Heat Pump Sector Deal.

We are encouraged to see the group call for action across both government and industry, and we recognise that a long term collaborative effort is required to unlock progress towards our aims. In our Heat in Buildings Supply Chains Delivery Plan: *Towards an Industry for Green Heat*, we outline our vision to build upon the current foundation to establish a strong Green Heat sector - providing zero emissions heat to properties with high thermal performance at a price which is affordable to consumers - along with the actions we are taking to create the ecosystem required to foster further supply chain development and drive forward the Green Heat Transition.

I wish to thank the EAG for their hard work and commitment in formulating their report. Their advice has been vital in informing and shaping our support for the developmental needs of the heat pump sector and wider Green Heat Industry. In this document we outline our full response and the steps we are taking to address the opportunities and challenges outlined within their report.

Patrick Harvie MSP
Minister for Zero Carbon Buildings, Active Travel and Tenants' Rights

[1] Heat Pump Sector Deal Expert Advisory Group: final report - gov.scot (www.gov.scot)

Recommendation 1:

The Scottish Government to provide clarification on the relationship between targets in the Heat in Buildings Strategy and the Heat Networks (Scotland) Act.

Scottish Government Response

The Heat in Buildings Strategy[2] outlines our ambitions to rapidly scale up deployment of zero emissions heating systems and identifies individual heat pumps and heat networks as two primary technologies which will be key to achieving our climate change ambitions over the next decade.

The Heat Networks (Scotland) Act [3](referred to below as the 2021 Act) sets statutory targets for the supply of thermal energy through heat networks. This includes a target to generate a total combined output of 6 TWh of heat delivered through heat networks by 2030.

The Heat Networks Delivery Plan[4] provided information on indicative scenarios to achieve the 2030 target of the 2021 Act. This, alongside the statutory duty for local authorities to produce Local Heat and Energy Efficiency Strategies by the end of 2023, will provide further clarity on the scale of heat network deployment.

The scale of heat network growth beyond the 2030 target of the 2021 Act, will depend on a number of factors, including location and viability relative to other zero emission solutions. Whilst it is not possible at this stage to provide absolute certainty to the industry as to the relative numbers of small and large heat pumps, or other heat sources required to deliver our Heat in Buildings strategy, we will continue working with industry to provide visibility of opportunities as the market develops.

[2] Heat in Buildings Strategy - gov.scot (www.gov.scot)
[3] Heat Networks (Scotland) Act 2021 (legislation.gov.uk)
[4] Heat networks delivery plan - gov.scot (www.gov.scot)

Recommendation 2:

Scotland's enterprise agencies should work with industry to support Scotland as a global centre of excellence for heat pump manufacture.

Scottish Government Response

We have the ambition for Scotland to be a global centre for excellence in heat pump manufacturing and to harness this opportunity we must build a resilient supply chain. We are working with our enterprise agencies to develop a programme of support which ensures that we do this and support the creation of green jobs and economic growth.

In October 2022, Scottish Enterprise (SE) launched the 'Green Heat Hub Grand Challenge'[5]. This challenge invites consortia to develop proposals for a 'Green Heat Hub' which will act as a focal point for collaboration, innovation and inward investment across the Green Heat supply chain and to help position Scotland as a leading location for Green Heat manufacturing.

To position Scotland as leader in Green Heat we must support Scottish companies to respond to innovation challenges. Through SE we have established a new Green Heat Innovation Support Programme. This 4-year programme will make a total of up to £17.6 million in support available over the course of this parliament through a variety of channels to support innovation, research & development and collaboration. This will be delivered across Scotland with support from Highlands and Islands Enterprise (HIE) and South of Scotland Enterprise (SoSE).

Networking and collaboration are an essential component of any thriving, innovative and fast-growing sector. Earlier this year, Scottish Enterprise along with Highlands and Islands Enterprise and South of Scotland Enterprise, appointed Built Environment - Smarter Transformation (BE-ST) to establish and operate a collaborative knowledge hub to help bring together knowledge, partners and resources from across the industry in order to help ready the sector for our net zero targets. This hub, known as HeatSource[6], was launched in June 2022.

HeatSource will run for an initial 18-month period and will support the growth of the heat 'ecosystem' into a network; connecting stakeholders and increasing collaboration opportunities.

[5] Green Heat Hub Grand Challenge - Scottish Enterprise (scottish-enterprise.com)
[6] HeatSource

Recommendation 3:

The Scottish Government should commit to tracking heat pump targets in its own programmes.

Scottish Government Response

As set out in our Heat in Buildings Strategy, we are committed to developing a monitoring and evaluation framework to monitor our progress against the objectives set out in the Strategy. We aim to create a framework that is robust, independent, thorough and long term and which covers homes, work places, public sector buildings and other non-domestic buildings.

We will also build in evaluation to our delivery programmes, such as Warmer Homes Scotland, Area Based Schemes, the replacement to the Low Carbon Infrastructure Transition Programme and CARES.

The Scottish Government provides support for the deployment of heat pumps through a range of programmes, many of which are demand-led. However, it is important to ensure that our programmes deliver the best solution for each building and this may include other forms of zero emissions heating and energy efficiency measures. Additionally, in our Heat in Buildings Strategy we commit to only taking forward actions where they are found to have no detrimental impact on fuel poverty rates.

In order to ensure that we deliver the most appropriate solution for each building and protect those experiencing or at risk of fuel poverty, it would not be appropriate to commit to heat pump deployment targets within our programmes as outlined in the EAG's wider recommendation. However, we continue to support and encourage the deployment of zero emissions heating, including heat pumps, though our programmes.

Area Based Schemes

Area Based Schemes (ABS) follow a `whole house' approach to retrofit that focuses upon fabric first but includes support for zero/low carbon heating and microgeneration where it is both technically feasible and reduces energy bills. We anticipate that ABS funding will continue to support an expansion in the number of heat pumps being installed each year, particularly in off gas areas. However, heat pumps may not always be the best solution for every property.

Warmer Homes Scotland

The Warmer Homes Scotland scheme is voluntary and demand-led. The scheme takes a "zero emissions heating first" approach, which has seen

increasing numbers of heat pumps installed, and we continue to encourage this as much as possible. By increasing the per-property funding levels to support these more expensive interventions and removing funding for oil and LPG boilers we have increased the number of heat pumps deployed.

The successor to Warmer Homes Scotland aims to increase the number of heat pumps (and other zero carbon heating) by taking a whole house fabric first approach to reduce heat demand and make the installation of ZEH feasible. To support this, grant levels will increase from the current scheme, so more customers will be able to access fully grant funded major insulation measures e.g. solid wall insulation.

Energy Efficiency Standard for Social Housing (EESSH)

The Social Housing Sector will play a key role in the decarbonisation of Scotland's homes and has shown strong leadership on improving fabric energy efficiency, which has supported tenants to reduce their energy bills, and contributed carbon savings. This early leadership puts the sector in a position to champion and rollout zero emission heat measures, such as heat pumps.

Until now, the Energy Efficiency Standard for Social Housing (EESSH) has been in place to remove poor energy efficiency as a driver for fuel poverty and contribute to achieving the Scottish Government's ambitious climate change targets. EESSH could be met through a combination of energy efficiency measures and heating control and system measures, meaning it did not require the installation of zero emission heating systems. To better align Energy Efficiency Standard for Social Housing 2 with the target for net zero heat in houses from 2040 we have commenced a review of the standard this year for completion in 2023.

Recommendation 4:

The Scottish Government should increase the funding available through loans and grants to support heat pump installation and provide multi-year certainty on the availability of this funding.

Scottish Government Response

We have committed to make available at least £1.8 billion for heat and energy efficiency deployment in Scotland during this Parliamentary Session to help kick-start growth in the market and support those least able to pay.

Currently, the Scottish Government's Home Energy Scotland (HES) Loan and Cashback scheme offers interest-free loans with cashback grant for renewable heating systems, including heat pumps. Loans of up to £10,000 are available, of which up £7,500 is available as non-repayable cashback grant. Within our Heat in Buildings Strategy and in our 2022 Programme for Government, we committed to replace the cashback grant element of the scheme with a standalone grant during this financial year. This will give households the option and flexibility of accessing a loan, grant or combination of both. The budget for the new scheme is around £42 million for 2022/23, double the level of that for 2021/22.

The Social Housing Net Zero Heat Fund is making £200 million available over the next four years to support social landlords across Scotland to install zero emissions heating systems, such as Heat Pumps across their existing stock.

Fully funded support is also available to eligible homeowners through our fuel poverty schemes – Warmer Homes Scotland and local authority Area Based Schemes.

Currently, the support available through HES is delivered directly to consumers, who are responsible for sourcing their own supplier. In order to achieve the scale of installations required to deliver upon the ambitions set out in our Heat in Buildings Strategy, a complementary approach to subsidising zero emissions heat and energy efficiency may be required, enabling organisations in the supply chain to develop attractive propositions for zero emissions heat and energy efficiency and offer these directly to property owners at a subsidised rate.

We believe this could help to sharpen the impact of our financial stimulus, drive supply chain development through economies of scale and also provide a vehicle to drive up quality standards alongside wider fair work, diversity and equality objectives. We have committed to exploring this proposal within our Heat in Buildings Supply Chains Delivery Plan.

Recommendation 5:

The Scottish Government should create a definitive 'market moment' for heat pumps by clearly signalling the end point for conventional fossil fuel heating systems.

Scottish Government Response

The Scottish Government is committed to introducing regulations (where possible within our legal competence) to ensure that all buildings use zero emissions heating (and cooling) systems **by 2045**.

Ahead of then, we will legislate to phase out the need to install new or replacement fossil fuel boilers from 2025, subject to technological developments and decisions by the UK Government in reserved areas. Subject to consultation, these regulations will apply at certain trigger points, with a backstop of 2045 for all remaining buildings. We will be consulting on these proposals in the coming year, and will introduce primary legislation thereafter (subject to limits on devolved competence) that will provide the regulatory framework for zero emissions heating and energy efficiency, and underpinning powers to support this transition and ambitious programme.

Recommendation 6:

Industry and government should work together on specific actions to ensure the growth in the skilled workforce required to support heat pump deployment.

Scottish Government Response

Many of the core skills required to support the Green Heat transition already exist in the Scottish economy. For example, plumbing and heating engineers have the core skills required to install zero emissions heating, but may require upskilling on unfamiliar technologies such as heat pumps.

The Climate Emergency Skills Action Plan (CESAP)[7], published in December 2020, is central in defining our ambitions to create a future workforce that can support our transition to a net zero economy. CESAP focuses on both immediate action as well as the longer-term systemic change that will need to take place by 2045 across our five priority sectors, one of which being the green energy transition.

Skills Development Scotland (SDS) have established a new Heat Decarbonisation sub-group of the CESAP, to work with the heat and energy efficiency industry to: develop new targeted skills support; maximise existing skills pathways; establish new skills pathways; and, bolstering training capacity. Through the sub-group, SDS are leading a series of pathfinder projects in the Glasgow City and Shetland Council areas to build an understanding of forecast skills demand, identify gaps and design a response through our skills support system.

We will continue to engage with the work of the sub group to develop our green heat skills landscape in a way that best supports the sector's transition.

Within our Supply Chains Delivery Plan, we commit to undertaking a refresh of the Climate Emergency Skills Action Plan, setting out our approach to planning for Green Heat Skills. We will also look to improve the content of our Green Jobs Workforce Academy to ensure information and advice reach the right people at the right time.

[7] climate-emergency-skills-action-plan-2020-2025.pdf (skillsdevelopmentscotland.co.uk)

Recommendation 7:

Industry and government should work together to ensure the necessary certification and quality assurance standards are met.

Scottish Government Response

High quality assurance standards are vitally important to ensure that any work carried out as part of the Green Heat transition is done to a high standard, represents good value for money and achieves the necessary savings all whilst maintaining or raising high comfort levels in our buildings. The Scottish Government continue to work with industry to ensure these standards are met.

We published our Heat in Buildings Quality Assurance Policy Statement[8] on 7 June 2022, which outlines the standards, skills and certification required for installers on Scottish Government schemes, ways to tackle scams and mis-selling and how to improve public engagement.

The statement reiterates our commitment to ensuring high customer care and quality standards in our funded work. For our forthcoming successor to the Home Energy Scotland loans and cashback scheme, we will introduce a new requirement that applicants must use approved suppliers through Scotland's TrustMark scheme for energy efficiency work. Microgeneration work will retain the current requirements for Microgeneration Certification Scheme (MCS) approved suppliers. This requirement will also apply to future schemes and programmes where appropriate.

Our policy statement provides clarity to the supply chain about our goals for standards, skills, and quality assurance, allowing them to engage effectively in our burgeoning retrofit market.

We offer financial support through the MCS Certification Fund[9], which is administered by the Energy Savings Trust Green Heat Installer Engagement Programme. This fund provides up to 75% of the initial fees required to gain MCS accreditation.

[8] Heat in Buildings strategy - quality assurance: policy statement - gov.scot (www.gov.scot)
[9] MCS Certification Fund - Energy Saving Trust

Recommendation 8:

The Scottish Government should work with Ofgem and network operators to ensure that neither network capacity constraints nor administrative processes for heat pump connection become a barrier to heat pump deployment.

Scottish Government Response

Responsibility for policy relating to the electricity system and network charging sits with the UK Government and Ofgem, however we continue to work closely with Scottish Distribution Network Operators (DNOs) and Ofgem.

The Scottish Government has worked closely with Scottish DNOs (SP Energy Networks and Scottish and Southern Electricity Networks) on their business planning for the next price control period (RIIO ED2 2023 – 2028). The proposed investments from both DNOs (paid for by all bill payers in each network area), if approved by Ofgem, would support as many as 500,000 heat pumps on the electricity system in Scotland.

The Scottish Government has also set up a new Heat Electrification Strategic Partnership (HESP) with the Scottish DNOs as a forum within which to further develop our understanding of the scale, pace and location of network investment needed. In close collaboration with the DNOs under the umbrella of HESP, we are commissioning work to explore the potential distribution network costs of the heat transition for Scotland. This work should provide greater clarity on the likely range of costs, and likely impacts on consumers, including those in, or at risk of, fuel poverty. The Scottish Government is also engaging with BEIS, Ofgem and the DNOs in relation to network investment considerations as well as UK-wide initiatives in the space of local area planning so that relevant Scottish Government policies, such as LHEES, are taken into consideration.

We have raised our concern with Ofgem that the current approach to grid charging and socialisation of reinforcement costs creates barriers to our decarbonisation targets. Scottish Ministers have written on this issue to the UK Government, and will continue to press for a charging system that works for and not against net zero ambitions. We believe that Ofgem's assessment of the ways in which variations in energy policy across GB are considered must take place in a way which covers devolved government and regional authorities, as well as local government.

The Scottish Government has proposed to the Chief Executive of Ofgem a replacement to the Fuel Poor Network Extension Scheme (FPNES) which would better aligned with net zero goals and our just transition commitment to ensure that vulnerable customers aren't left behind. Specifically, the

Scottish Government has asked Ofgem to explore how the FPNES might be replicated in the electricity sector to help fund heat pump connections for fuel poor households as there may be an opportunity here to repurpose the existing FPNES to help assist fuel poor consumers with costs, supporting our shared decarbonisation and net zero goals.

Recommendation 9:

The Scottish Government should issue guidance to local authorities to ensure that the planning system plays a fully strategic and proactive role in encouraging and supporting heat pump deployment.

Scottish Government Response

The Local Heat and Energy Efficiency Strategies (Scotland) Order 2022[10] places a duty on Scottish local authorities to develop Local Heat and Energy Efficiency Strategies (LHEES) and Delivery Plans by December 2023, to enable local planning, coordination and delivery of the decarbonisation of Scotland's homes and buildings.

LHEES will set out the long-term plan for decarbonising heat in buildings and improving their energy efficiency across an entire local authority area, and support local authorities and housing associations to target the deployment of zero emissions heating (including heat pumps) and energy efficiency measures for social rented properties. The Local Heat and Energy Efficiency Strategies and Delivery Plans Guidance[11] was published on 20 October 2022.

Our Fourth National Planning Framework (NPF4)[12] will signal a turning point for planning and we have been clear that responding to both the global climate emergency and the nature crisis is central to that. LHEES is recognised as a means to support our response.

We laid the draft Fourth National Planning Framework (NPF4) in the Scottish Parliament on 10 November 2021. Alongside Parliamentary scrutiny of the draft, we ran a public consultation, supported by an extensive engagement programme, with comments invited by 31 March 2022. We are now carefully considering the broad range of views shared with us before laying a finalised NPF4 in the Scottish Parliament in Autumn 2022.

[10] The Local Heat and Energy Efficiency Strategies (Scotland) Order 2022 (legislation.gov.uk)
[11] Local heat and energy efficiency strategies and delivery plans: guidance - gov.scot (www.gov.scot)
[12] Scotland 2045 - fourth National Planning Framework - draft: consultation - gov.scot (www.gov.scot)

Recommendation 10:

The Scottish Government should continue to work with the UK Government to support heat pump deployment through energy market reforms.

Scottish Government Response

Scottish Government continue to press the UK Government for more urgent steps to enable delivery in Scotland, for example to address market disincentives to switching to zero emissions heat.

We welcome the Expert Advisory Group's recognition that energy bill reform is required to properly incentivise low-carbon heating, rebalancing the costs on energy bills could reduce the premium paid by households using on electric heating and incentivise the deployment of low and zero emissions heating, however greater urgency and clarity is required.

We have engaged with the UK Government on their commitment to rebalance gas and electricity tariffs away from electricity bills, and have met with BEIS to request details of how this rebalancing will be structured. We have several times called for the publication of the delayed Affordability and Fairness Review from BEIS which is expected this year and will continue to seek more information from the UK Government to ensure that this rebalancing takes full account of the needs of Scottish consumers.

Recommendation 11:

The Scottish Government should commission further analysis of the housing stock to identify on-gas buildings where heat pumps are already cost-effective.

Scottish Government Response

Following recommendations made by the Zero Emissions for Social Housing Taskforce (ZEST) in their 2021 report[13], the Scottish Government is commissioning research to review key archetypes within the social housing stock in Scotland. This will support work we are hoping to take forward to understand key archetype solutions for the social housing sector.

In December 2020 The Scottish Government also published a report on Technical Feasibility of low carbon heating in domestic buildings[14]. This report analysed the Scottish housing stock and outlined the suitability of a set of 26 low-carbon heating systems.

As the energy market evolves and energy prices change, feasibility for the deployment of heat pumps may also change and it may be beneficial to commission further research to inform our understanding. We will keep this under review going forward.

[13] Achieving net zero in social housing: Zero Emissions Social Housing Taskforce report - gov.scot (www.gov.scot)
[14] 2 Technical feasibility of low carbon heating - Low carbon heating in domestic buildings - technical feasibility: report - gov.scot (www.gov.scot)

Recommendation 12:

Support for increased heat pump deployment should be accompanied by support for fabric energy efficiency measures.

Scottish Government Response

Energy efficiency remains at the core of our heat in buildings policies and programmes, and a fabric first approach continues to be the mainstay of all our fuel poverty interventions. Our established fabric first approach is critical to the transition, reducing demand for energy, making our homes and buildings warmer and easier to heat, and preparing them for zero emissions technologies.

Our Home Energy Scotland Loan and Cashback scheme provides financial support for energy efficient measures such as solid wall insulation, cavity wall, flat roof and room-in-roof etc. The maximum funding for energy efficiency measures is £15,000 (including a maximum cashback amount of £6,000). As outlined earlier in this document, we have committed to replace the cashback element of the Home Energy Scotland funding offer with a standalone grant. The standalone grant will retain the focus on energy efficiency measures and zero emissions heating.

Support is also available to small and medium sized Scotland based businesses through he SME Loan and Cashback scheme. This scheme provides interest free loans from £1,000 up to £100,000 for the installation of energy efficiency measures and renewable energy technologies and is managed and administered on behalf of the Scottish Government by the Energy Saving Trust (EST). SMEs can apply for a 75% cashback grant of up to £10,000 towards the costs of a renewables heating system and a further 75% cashback grant up to £20,000 for energy efficiency measures.
We recognise that to achieve the scale required to deliver upon the ambitions set in our heat in buildings strategy, further support for Green Heat works may be required. In our Supply Chains Delivery Plan we have committed to exploring the potential to implement a complementary approach to subsidising Green Heat works via a new supplier led funding scheme; delivering support directly to suppliers to encourage them to develop compelling propositions for Green Heat works which they can take directly to consumers.

Recommendation 13:

The heat pump sector in Scotland should embrace the need for technical and business model innovation to improve heat pumps as a value proposition for consumers.

Scottish Government Response

Heat pump technologies are mature, readily available on the market, and have already been demonstrated at scale. However, we believe there is scope for innovation of green heat technologies to help build Scotland's competitive advantage, establish new Scottish supply chains, retain an increased proportion of spending through the Green Heat transition, as well as service a growing international market. We continue to promote innovation within the sector and will continue to provide support via a number of programmes.

As outlined in our response to recommendation 2, we have implemented a new Green Heat Innovation Support Programme through our enterprise agencies, which will make up to £17.6 million available over this parliament to support industry in finding solutions which make green heating technologies easier to deploy, improve integration with the Scottish building stock, enhance efficiency and reduce operational and embodied carbon emissions. Further details on this programme can be found within our Supply Chains Delivery Plan.

In August, Scottish Enterprise also launched the Green Heat Accelerator[15]; a 12 week programme of activities for fast growing start-ups and SMEs in the Green Heat sector. The programme aims to help businesses to grow and explore new businesses through workshops, events, networking and mentoring.

[15] Scottish Enterprise Green Heat Accelerator – Carbon Limiting Technologies

Recommendation 14:

The Scottish Government should continue to support demonstration programmes but focus this support where these will directly inform and enhance the mass deployment pathway.

Scottish Government Response

Through Scotland's Heat Network Fund[16] we have made available a budget of up to £300 million over the course of the current parliament, which aims to accelerate the deployment of heat networks that supply low carbon heat from sources such as heat pumps, including shared ground loop systems, and recovered waste heat. As well as supporting new networks, funding is also available for the decarbonisation and extension of existing heat networks in Scotland. The grant support offered will play an important role in demonstrating the viability of heat networks, both in terms of their business model and their ability to supply affordable and reliable low carbon heat to consumers.

In September 2022, we launched the Heat Network Support Unit[17] (HNSU). The HNSU will support the growth of heat networks by addressing key challenges in the pre-capital stages of heat network development and building capacity across the public and private sector to deliver successful projects. It will identify prospective heat network projects; support the development of heat network projects across Scotland, through advice and grant funding; and build capacity and expertise across the public (and private) sector in Scotland to develop and run successful heat networks.

The Social Housing Net Zero Heat Fund[18] is making £200 million of grant funding available over this parliamentary term to accelerate the deployment of zero emissions heat and energy efficiency improvements in social housing across Scotland. The fund provides grant support of up to 50% of eligible costs for the retrofit of existing social housing. Applications for all sizes of projects are welcome, with multi-year programmes that take a strategic approach to decarbonisation encouraged.

The Scottish Government will continue to support, where appropriate, programmes of work that align with our net zero ambitions and enhance the deployment of both energy efficiency measures and zero emission heating systems.

[16] £300m boost for climate friendly heating - gov.scot (www.gov.scot)
[17] Heat Network Support Unit – Official Website
[18] Social Housing Net Zero Heat Fund - call for funding applications - 2022 - gov.scot (www.gov.scot)

Recommendation 15:

Government and industry need to work together to ensure consumer engagement with and acceptance of heat pumps.

Scottish Government Response

We recognise the importance of public engagement throughout our transition to net zero. For this reason, within our Heat in Buildings Strategy, we have committed to developing a new Heat in Buildings Public Engagement Strategy. Over the coming months, we will call for evidence from the wider landscape to help inform its development, and will publish the final strategy in 2023.

However, we recognise the urgency and need to act now to begin building public awareness and support for the heat transition, before the introduction of proposed regulations. On 3 November we launched a national marketing campaign to increase awareness and access to our domestic heat and energy efficiency advice and support service, Home Energy Scotland. Building on this, next year we will launch a National Conversation on the Heat Transition, and supporting public awareness campaign.

We will continue to explore any barriers to people being able to readily adopt new technologies, such as heat pumps – for example, related to user controls – and will use upcoming campaigns, and wider public engagement activities to begin myth busting potential misperceptions regarding zero emissions heating systems. Early delivery on this will be evidenced in the coming weeks through our upcoming online social media activity that focuses on "Home Energy", as part of our wider Net Zero Nation domestic climate change public engagement activities.

We will work with trusted messengers – including industry – to increase the reach and impact of our public engagement activities.

We will continue to offer our specialist advice service through Home Energy Scotland (HES)[19], alongside the delivery of the Loan scheme.

Consumer protection will be vital in instilling confidence in green technology. As outlined in our Quality Assurance Policy Statement, we will ensure that any work carried out through a Scottish Government Scheme is done by an installer with the necessary standards, skills and certification.

[19] Home Energy Scotland

We must ensure that installers are aware of policy developments throughout this transition and can provide a trusted voice to consumers. We are therefore re-launching the Sustainable Energy Supply Chain programme as the 'Green Heat Installer Engagement Programme', with a dedicated focus on working with installers in the heat and energy efficiency supply chain. More detail on this programme can be read in the Supply Chains Delivery Plan.

This publication is available at **www.gov.scot**

Any enquiries regarding this publication should be sent to us at

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