

# Heat Pump Case Study

## Installation in a Rental Home.

### Heat pump for a family renting in S.A.

A family of seven renting a house north of Adelaide engaged Ecovantage to replace their old, inefficient electric hot water unit. They opted for a twin 215L Ecogenica heat pump which is 70% more energy efficient than their previous system.

### The Project.

Their hot water system was the wrong size, incapable of catering to the needs of their family of seven. The family members couldn't take hot back-to-back showers plus do the laundry with their system.

The customer booked a meeting with an Ecovantage Energy Saving Specialist, expressing their need for a hot water system that could help them save on energy bills and, most importantly, cater to the needs of their family.

**Solution:** Our Specialist suggested installing a twin hot water unit. This consists of two x 215L systems set up to run together. It is capable of catering to the needs of a family of eight and will perform well in the S.A. climate.

### The Approach.

Ecovantage installed the new hot water unit for no cost by claiming rebates eligible under the Retailer Energy Productivity Scheme (REPS) in South Australia.

Under the scheme, a \$99 co-payment is normally required, however, since the customer was paying less than \$400 a week rent, they are classified as a priority customer and the co-payment is waived.

The new heat pump comes with a warranty of 7 years on the tank and 5 years on the compressor. The expected saving for the customer is estimated at \$415 per year.



*I reached out to Ecovantage and had the pleasure of speaking with their energy-saving specialist, Ron Hill. I am at a loss for words when it comes to Ron's expertise and level of professionalism. I didn't have to deal with calling the real estate agent because Ron took care of that for me and organised everything.*

*The installer demonstrated outstanding workmanship, and now I have a 430L hot water system. We can now enjoy the comfort of a hot water unit without spending anything on the product or installation.*

*I am truly grateful for Ron's exceptional service and the support from Ecovantage.*

*- Matthew, 19 April 2023*