



University of
BRISTOL

Participant Information Sheet

Purpose of this study

We're inviting you to take part in a research study to help us better understand what people need from their heat pumps. Your insights will directly inform the design of future heat pump systems, making them more user-friendly and effective for everyone.

As a thank you for your time, we're offering a **£10 Amazon voucher** to everyone who participates in an interview.

Is my heat pump eligible?

To be eligible your heat pump needs to have been installed under MCS standards. This means you should have received an MCS certificate as part of your handover pack (see overleaf for what this looks like). Most installations are done under this scheme but if you are unsure, provide your address and we will be able to check with MCS directly.

What's involved? What do I have to do?

1. Firstly, read this information sheet to understand what the project is about;
2. Then confirm your willingness to participate in this study by ticking the "Confirm" box and agreeing to the privacy notice so we can share your details with the people who will need them to deliver the heat pump research.
3. Choose and book a time slot that is most convenient for you to have your heat pump audit done. The interview can take place online (over Microsoft Teams), at your house if you live in the Bristol area, or at the University of Bristol Clifton Campus, depending on your preference.

4. A researcher will check if your heat pump qualifies for the study and will confirm the booked time slot with you via email.
5. At the agreed date you will be interviewed for around 30 minutes by a researcher from the University of Bristol.

What are the benefits?

Receive a £10 Amazon voucher as a token of our appreciation for your time.

Help shape the future of heat pumps. Your feedback will directly inform engineers and designers, helping them create more intuitive, efficient, and user-friendly heat pumps in the future.

Contribute to a greener future. By sharing your experience, you are helping to improve the standards of low-carbon technology in the region.

How do I sign up?

Complete this short 5 minute [questionnaire](#) to provide some details and book a visit time in this [calendar](#). The research team will be in touch to confirm the booking and undertake your audit if you are eligible.

[Link to questionnaire](#) - [Link to calendar](#)

What are the possible disadvantages and risks of taking part?

Participating in the research is not anticipated to cause you any disadvantages or discomfort.

Will my taking part in this project be kept confidential?

Participant permission will be needed to allow restricted access to information collected about your heat pump in the course of the project. All information collected will be kept strictly confidential and your data will be anonymised. Your study data (i.e., any responses you give) will be given an identification number and any identifying information about you will be removed. Therefore, it will not be possible to

identify you by name from any aspect of documentation or reporting for this research study.

At the end of the study your heat pumps anonymized data will be made “Open Data”. This means that it will be stored in an online database so that it is publicly available, but your person or home will not be identifiable from this data.

Further guidance about how the University uses personal data is provided in the following link: <http://www.bristol.ac.uk/secretary/data-protection/guidance/personal-data/>

Any personal data (i.e., you address, email and name) collected by University of Bristol for the purpose of audit appointment organisation will be stored securely for up to 3 month after registration for audit. Within that time the research data will be anonymised and any personal information fully deleted, as explained above.

What will happen to the results of the research project?

Results of the research will be published. You will not be identified in any report or publication. If any individual data are presented, the data will be totally anonymous, without any means of identifying the individuals involved. If you wish to be given a copy of any reports resulting from the research, please ask us to put you on our circulation list.

Who is organising and funding the research?

The research is co-funded by the EPSRC Impact Acceleration Account at the University of Bristol and the Bristol City Council.

Ethical review of the study

The project is being reviewed by the University of Bristol Research Ethics Committee. In case of complaints or concerns, please contact University of Bristol Research Ethics Governance Team at research-governance@bristol.ac.uk.

Can I withdraw my data from the study?

You are free to withdraw from this study at any point before anonymised data publication, in which case your data will be removed and deleted from the University of Bristol systems. To withdraw at any time, please email to R. Chitchyan on r.chitchyan@bristol.ac.uk. After your data is removed, you will be notified via email, or any other contact option you provide when requesting withdrawal. Your contact information will also be deleted after notification.

However, once the data is fully anonymized and published, we will not be able to identify which data belonged to you, and after that point we cannot withdraw your data from the published dataset.

Who do I contact for further information?

Please contact r.chitchyan@bristol.ac.uk if there is anything that is not clear or if you would like more information.