

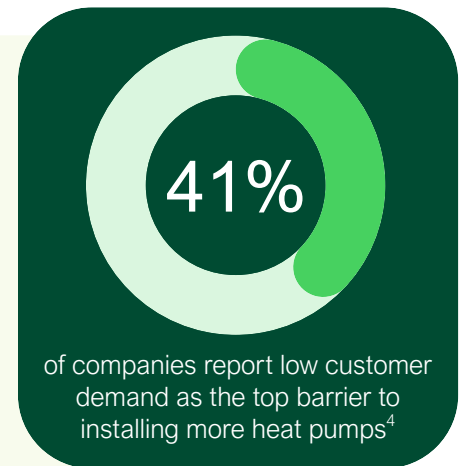
Heat pump installers play a key role in delivering the UK's transition to heat pumps. MCS data shows that there are 2,217 certified MCS contractors¹, and HPA UK data shows that nearly 30,000 individuals have completed a recognised training course². Our latest report, 'From Carbon to Competitiveness' finds that decarbonising heat can increase Direct Gross Value Added (GVA) from heating appliance installations by 184% up to £4.61 billion in 2035³.

The following priorities have been developed collaboratively with HPA UK Installer Members with feedback gathered through surveys and the HPA UK Installer Forum. These priorities reflect the practical needs and barriers faced by HPA UK's Installer Members, many of whom are SMEs.

1. Funding Schemes and Long-Term Signals to Enable Market Growth

HPA UK Installer Members consistently emphasise the importance of stable, long-term heat pump funding schemes. SMEs in particular depend on a predictable policy environment to invest in their staff and businesses and maintain cashflow. Short-term, stop-start funding undermines market confidence and distorts consumer demand. **To support the market in the long-term, action must be taken to reduce the electricity to gas price ratio and reduce heat pump running costs in order to scale to mass market.**

- Government must maintain long-term commitments to grants such as the Boiler Upgrade Scheme (BUS) and Homes Energy Scotland Grant and Loan and ensure continuity between scheme phases.
- Adjustments to scheme rules or incentives for heat pump deployment should be well-signalled and designed to minimise administrative burden on installation businesses. Details and timelines for government-backed loans should also be provided swiftly to limit the risk of hiatus to the market.
- Ensure policy design considers installation businesses of all sizes.
- Reduce the price of electricity relative to gas to make the cleanest heat the lowest cost heat



2. Training, Skills and Workforce Development

A skilled, confident workforce is essential for accelerating heat pump deployment. HPA UK installers stress the need for quality accredited qualifications and apprenticeships, and for accessible, practical, hands-on learning opportunities.



- Improve access to practical training environments with real-world systems
- Fund and grow apprenticeship routes and early-career training options to support new entrants into the heat pump sector
- Encourage mentoring networks and peer-to-peer learning

¹ MCS, Accessed May 2026 - [Data Dashboard](#)

² HPA UK, Accessed May 2026 - [Statistics](#)

³ HPA UK, 2026 - 'From Carbon to Competitiveness: the UK opportunity associated with decarbonising residential heating'

⁴ Nesta, 2024 - 'How to install more heat pumps: insights from a survey of heating engineers'



3. Consumer Awareness

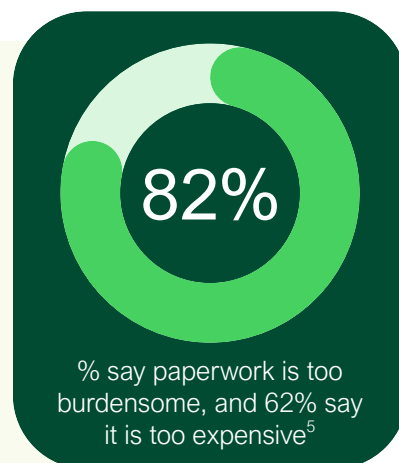
Whilst HPA UK is not a consumer advice body, Installer Members emphasise the need for Government and other public-facing organisations to strengthen public awareness of heat pumps and ensure consumers receive accessible, impartial advice.

- The UK government, devolved nations and trusted public bodies should lead clear, consistent national messaging on heat pump suitability, performance and benefits.
- Consumers must have access to freely available impartial advice, including on energy tariffs that support heat pump adoption, to facilitate informed decision making.
- Materials should be easily available on consumers/tenant education to ease burden post-installation

4. Installer Certification Requirements

HPA UK Installer Members recognise the value of certification in maintaining installation quality and consumer protection. However, many describe certification and compliance as overly complex, duplicative or administratively burdensome.

- Streamline certification and compliance processes to minimise unnecessary paperwork whilst maintaining high installation standards.
- Establish clear, consistent guidance for design, installation and commissioning to reduce ambiguity and confusion.
- Ensure certification schemes are transparent and cost effective, whilst offering comprehensive consumer protection.
- Align standards and requirements to avoid duplicated data entry and overlapping requirements.



5. Grid Connections

Many Installer Members report persistent challenges with DNO applications, delays and inconsistencies across DNOs. These issues can significantly delay installation timelines and harm consumer confidence.

- Standardise DNO processes and approvals, with Service Level Agreements for application timelines.
- Agree a simpler, evidence-based ADMD calculation methodology with training available to support installers.
- Improve data sharing and transparency to streamline the process of notification and avoid duplication of data entry.
- Installer training and readily available, clear and consistent guidance should be available to support understanding of the notification process.