

Gas Hybrid Heat Pump Allowance Guide

Gas boiler meets electric heat pump for reliable, low carbon home heating.



Thank you for your interest in this Programme. This short guide explains:

- The Programme and participant journey
- Why you should consider a hybrid heat pump

The Programme

The Gas Hybrid Heat Pump Allowance Programme supports homeowners to upgrade to an efficient, low carbon heating system that combines a heat pump with a gas boiler to deliver carbon emissions reductions and comfort all year round.

Eligible participants will receive a £4,000 allowance towards installation, a free home survey, a no-obligation quotation and a free service of their hybrid heat pump after the first year of operation.

In return, participants will allow the Programme to monitor the performance of their new hybrid heat pump, including the carbon emissions saved, until 1 January 2029.

Your Journey in the Programme

1 - Register Interest

Complete the registration form and tell us a little about your home and heating use.

2 – Initial Phone Call

Our expert team will confirm the next steps and explain the programme criteria.

3 – Home Survey

Our nominated installer will arrange a visit to carry out an EPC survey, plus a further visit to review your current heating system and conduct a heat loss assessment.

4 - Survey Review

Your home survey results will be reviewed by the Programme Manager to see if your home is eligible for the allowance.

5 – Confirm Eligibility & Quotation

If your home is eligible, you will receive a full detailed quotation for your hybrid heat pump installation from our Nominated Installer. If you choose to proceed, you must accept the quotation.

6 - Programme Terms & Conditions

You will then receive the Programme terms and conditions, plus approval for the £4,000 allowance. If you choose to proceed, you must sign and return the programme terms and conditions to us to validate the £4,000.

6.5 - Gas Connection (if applicable)

If you do not have a gas meter installed, you will need to contact your local gas network operator to arrange this, prior to the hybrid heat pump installation.

7 - Installation Booking

Our Nominated Installer will arrange a suitable date to install the hybrid heat pump system. This may require a pre-install visit by the Installer.

8 - Installation & Setup

Your hybrid heat pump will be installed and commissioned within 1-3 days.

9 - Monitoring

The Programme will monitor the performance of your new hybrid heat pump, including the carbon emissions saved, until 01 January 2029.



Terms & Conditions apply.

Why Choose A Hybrid Heat Pump?

A Hybrid Heat Pump gives you the best of both worlds. It's a low carbon heating system combining an electric heat pump with a gas boiler, providing you with reduced emissions without losing the comfort, dependability or simplicity you expect from your gas boiler.

Top Reasons Homeowners Choose a Hybrid Heat Pump



Dependable in Cold Weather

Gas automatically supports the heat pump during cold temperatures — no loss of comfort.

Low Carbon Heating

The system uses the heat pump when it's most efficient to do so, significantly reducing emissions.

Automatic & Hassle Free

The system automatically switches to the most cost-effective energy source, so you don't have to.

Flexible & Future-Ready

Reduces reliance on a single energy source and it is compatible with future green gas solutions.

Minimal Disruption

Often works with existing radiators and pipework.

Supported by Experts

Designed and installed by accredited MCS engineers and monitored throughout the programme.

Trusted Across Europe

Hybrid Heat Pumps are already being installed in homes across Europe, providing an effective, low-carbon alternative to traditional heating systems.

Your Comfort & Peace of Mind

Installed by trusted experts



Your hybrid heating will be installed and monitored in line with recognised UK standards.

- Designed and installed by Gas Safe and MCS-accredited engineers
- Fully compliant with Building Regulations
- Quiet, safe, and expertly commissioned
- Secure, GDPR-compliant data monitoring

This Programme is being delivered by Phoenix Energy in partnership with Kinecx Energy and Evolve.

Have Questions? We are Here to Help

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Northern Ireland
Gas Network Operators