

Interviewee: Geoff

List of acronyms: G = Geoff

[Begin transcript 00:00]

G: Yeah, I mean, I'm Australian. I came across 40 odd years ago in Australia. We bought the house about 35-38 years previous, and we've lived here ever since.

We're all because we're a little bit in the country. We have no gas lines; we have only electricity. I got fed up with having to get quotes for oil.

So, I decided, and we had a discussion. My wife and I had a discussion and said right, I'd like to go environmentally friendly.

[00:35]

G: Well, one of the companies I chose was a company based in Colchester. Who, you know, look pretty good on the surface of things.

And these heat pumps failed continuously to the extent that I think I knew more about the heat pumps than the companies that installed them.

[01:00]

G: Well, I listened to BBC Essex, and you know, I, I like the radio station, I like the presenters and they had the CEO from CB Heating, he was on there and I was listening to Stop thinking it's worth a punt, I'll give them a ring.

So, I gave the sales team a ring and I chatted with them for about 10-15 minutes and they said there was only one way to come down and have a look at what we've got to offer. Yes. And from there, that's when I meant Clayton.

And he came in and asked what was the story I told him. And he was horrified, as you could well imagine, like we were, but we couldn't do anything about it. And he says, well, I'm determined to get units into your place that are, you know, and working and a backup service, which, you know, I must admit has been fantastic.

[01:58]

G: We went down to, I think close on -12 with the winds coming across the valley. And we didn't have a problem, no problems at all. It just runs and runs.

Not like before when we had cold spells and then we just cut out. The old one used to just cut out when it got cold. Worked perfectly in the summer, the old ones.

And you've got a mobile unit that you can alter the temperature. If you need to bring the temperature up, you just press the buttons and bingo, you know it's easy to control.