

23 June 2025

Dear

ATISN 24748

Thank you for your request which I received on 21 May, with clarification received on 27 May 2025. You asked for:

- Under the Nest Scheme, how many heat pumps have been installed since 2021, and from these installations how many complaints have there been regarding these heat pumps?
- Under the Nest Scheme, how many boiler upgrades have been completed since 2021, and from these boiler upgrades, how many complaints have been made about the boiler upgrades?

Our response

Since 2021, Nest has installed 45 Air Source Heat Pumps. There has been one associated complaint.

Since 2021, Nest has installed 14,742 boilers. 33 associated complaints have been received.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely