Implementation of the Heat Network Regulations

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Agenda

- Overview of Switch2

- Benefits of final customer metering

- Introducing final customer meters

- Case study

- Point of entry meters

- Billing

- Questions

Switch2

- Over 35 years experience providing metering and billing solutions

- Focused on communal heating and district energy schemes

- Pioneers in the application of heat interface units in the UK supported by tailored metering solutions, including fully supported prepayment and credit solutions.

£15m handling client monies

16 million meter readings annually

50,000 dwellings across 400 sites

52,000 HIUs & 25,000 prepayment units in the market

Meeting the challenges of community heating
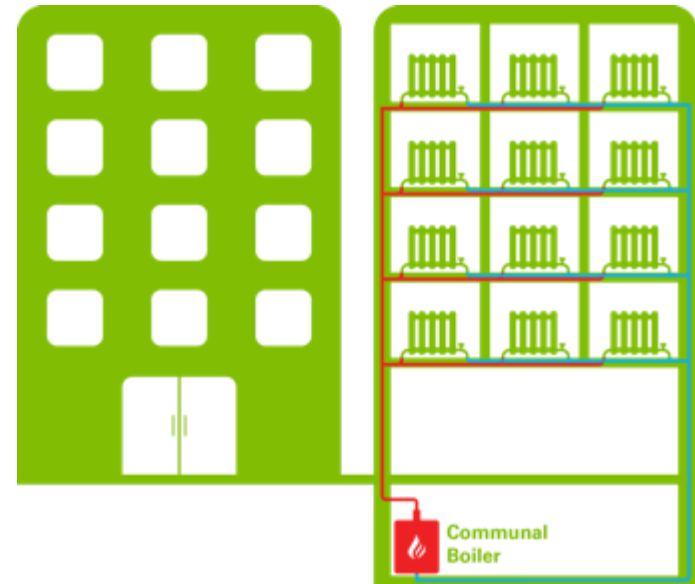
Customer satisfaction

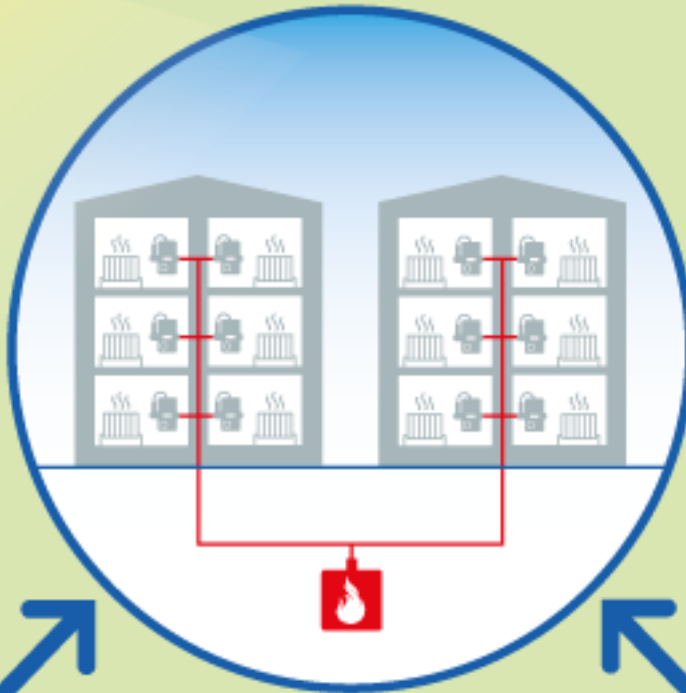Reduce exposure to debt

Regulatory requirements
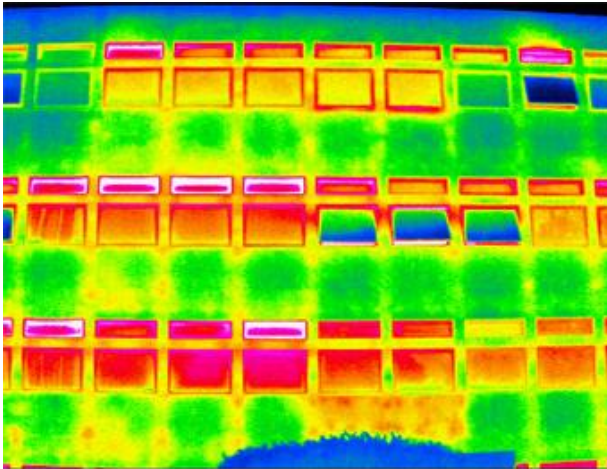
Vulnerable residents

Budgeting and affordability

Communal Boiler

The spotlight is on heat networks

switch2

Heat networks: Code of Practice for the UK

Raising standards for heat supply

CP1 2015

National Measurement & Regulation Office

Heat Network (Metering and Billing) Regulations 2014

Scope Guidance

Which

Turning up the heat:

Getting a fair deal for District Heating users

Department of Energy & Climate Change

HEAT TRUST

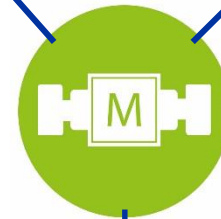HEAT SUPPLY YOU CAN TRUST

Benefits of final customer metering

Open windows in winter – a symptom of flat rate charging for heat?
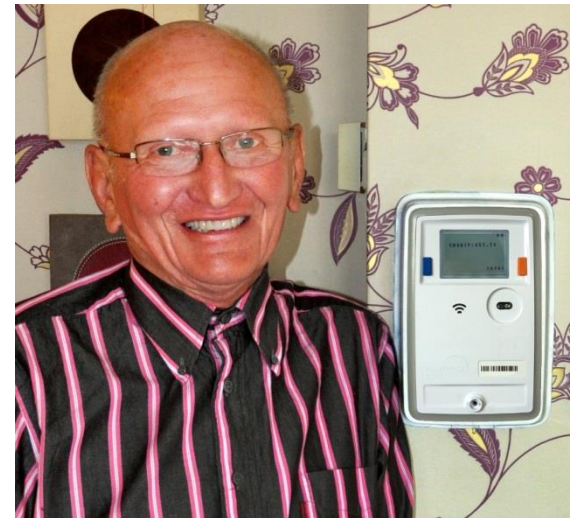
Reduces CO2 emissions

Reduces consumption

M

Addresses fuel poverty through behavioural change

Introducing final customer meters

- Metering strategy

- Quality AMR and meters

- PAYG reduces debt and is now convenient

- Consumer engagement

- Tariffs and charging structure

- Controls

- Planning and partnership

Case Study: Sheffield City Council

Residents supported move to PAYG

5,000 dwellings flat rate charged (1,000 on old PAYG)

Early resident liaison key in a project of this scale

Residents happy with new metered PAYG system

-40%

Bills reduced in some cases by 40%

SCC expect to save residents £1.4m on annual heating bills

"Metering gives customers greater choice… Used sensibly we anticipate customers will have the potential to make real savings in their heating bills in the future."
**Sheffield City Council**

Resident liaison

- Engagement campaigns

- Support for residents

- Helps with understanding and usage

- Ultimately helps them save money on bills

- Helpful materials

Heating System Upgrade
& what it means to you

The upgrade of your heating system
is a simple process and we promise
you will feel the benefits. Here's all
you need to know.

www.energswitch2.com

Point of entry meters

- Losses between the block vary hugely

- Understand building performances

- Transparency

- Important for Heat Cost Allocators
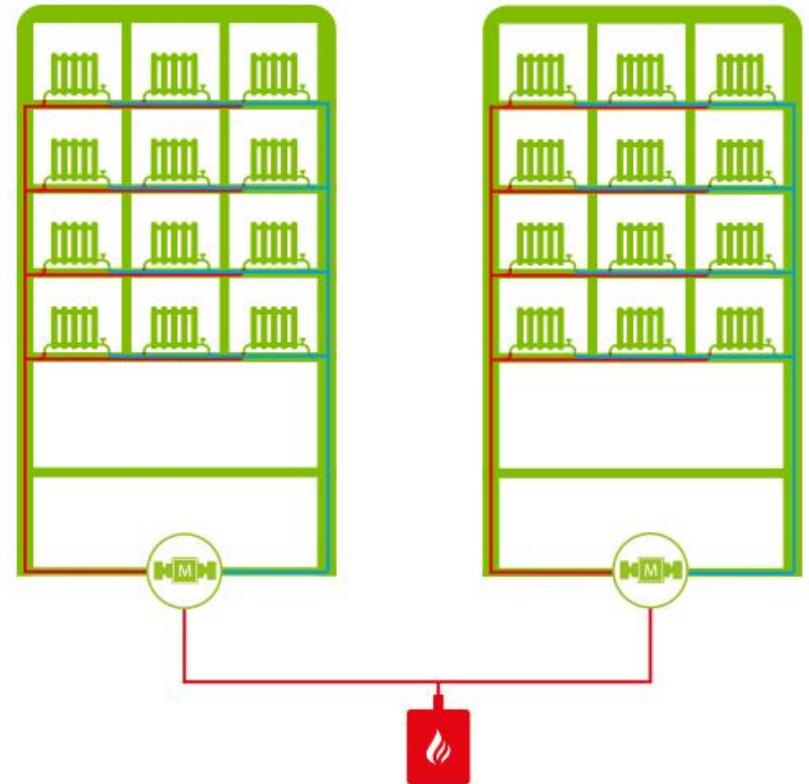
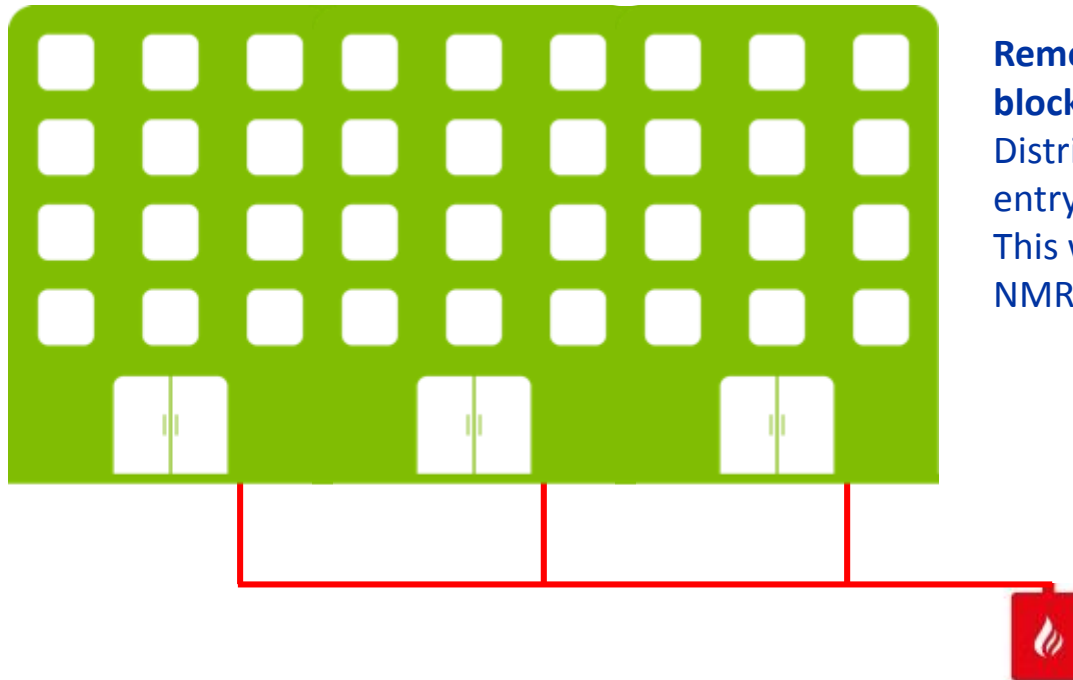# Question: Should there be any point of entry meters?
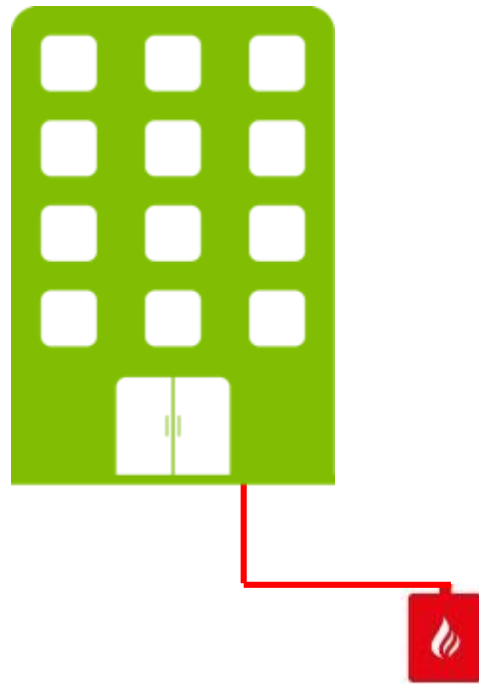
Remote plant room serving one block.
Community Heat Network – no requirement for point of entry meter, as long as there is not heating in the plant room
NMRO 09/06/2015

Question: Should there be any point of entry meters?

Remote plant room serving one block.
District Heat Network – point of entry meter required.
This will be viewed as 3 blocks.
NMRO 09/06/2015

# Question: Should there be any point of entry meters?

Remote plant room serving individual semis or terraced houses
Community Heat Network – no requirement for point of entry meter. Terraces and semi detached houses considered individual units.
It should be noted that low rise deck access blocks would require point of entry meters.
NMRO 09/06/2015
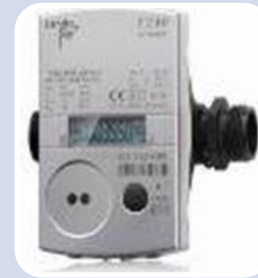
Metering Strategy

- Transparency
  - Validation of model
  - Efficiency and performance
  - Metering parasitic loads

- Process
  - Metering schematic
  - Meter points

- Model vs actual
  - Proving the business case
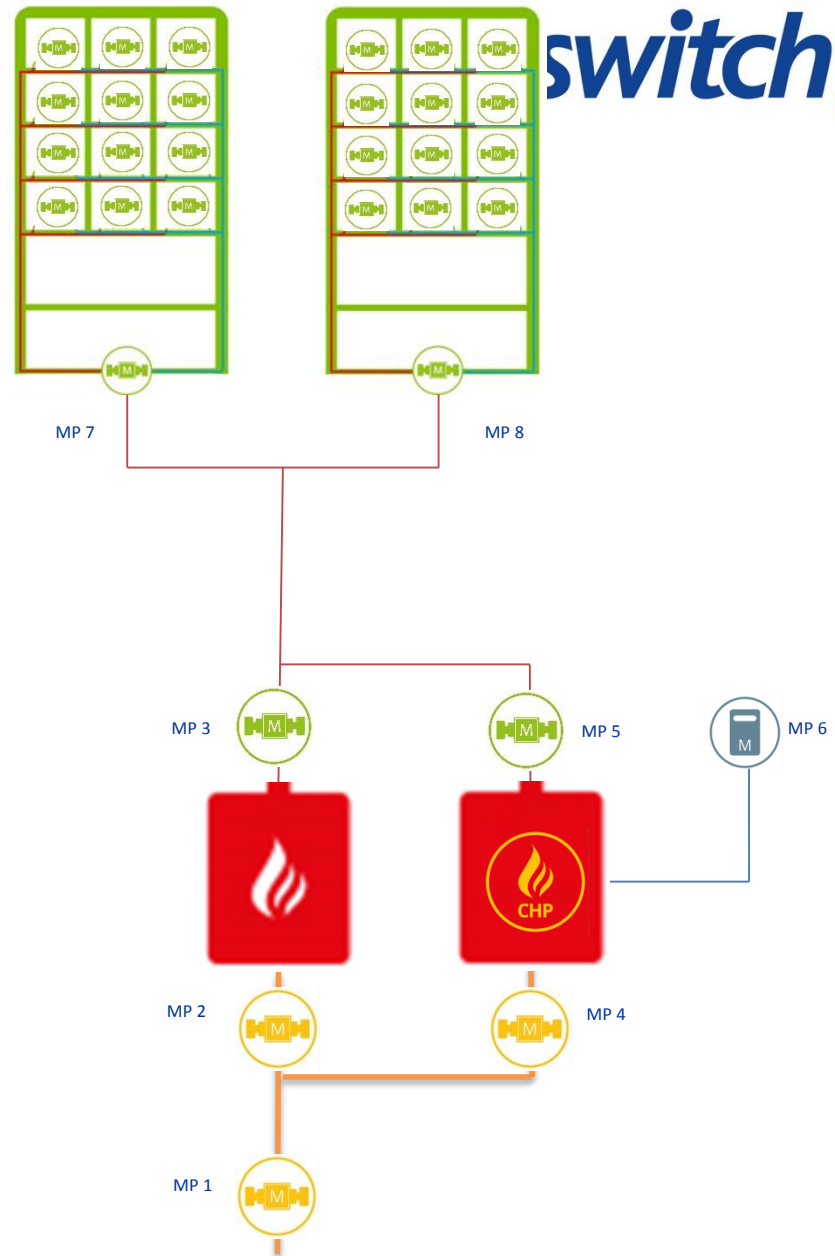
Meter maintenance

MID – Up to installation
batteries have 10 year life

Commercial

Annual
Verification for
Fiscal?

Domestic

Local
Arrangement
across EU

Billing

Pay-As-You-Go (PAYG)

- Convenient

- Auto top-up

- Prevents debt

- In-home display

- Collect reads daily

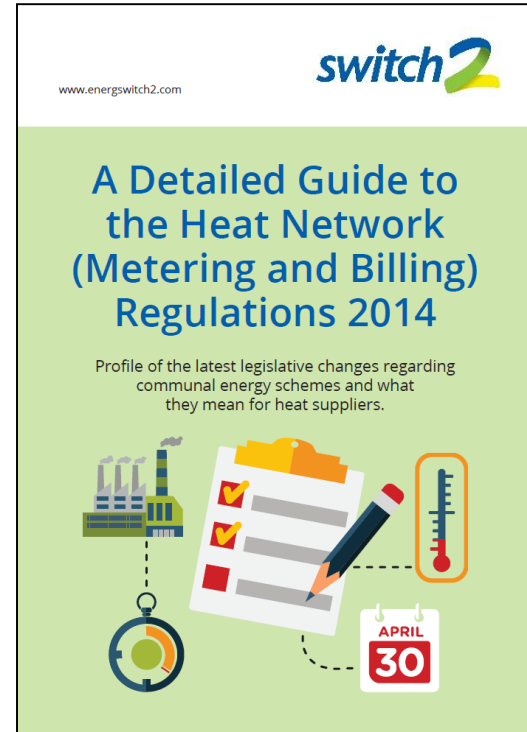- Annual statement summarising consumption and costs

Billing

Credit billing

- Quality AMR systems

- Collect meter readings daily

- Bill monthly

- Budget payment plan available

- Web portal and electronic bills

- Consumption graphs on bills

Guide and resources

- Updates to regulations

- Materials/blog

- Resource hub

Summary

Regulations positive and reinforce best practice

Planned approach to introducing metering

Consider PAYG

Putting the resident first

Benefits everyone

Questions?