

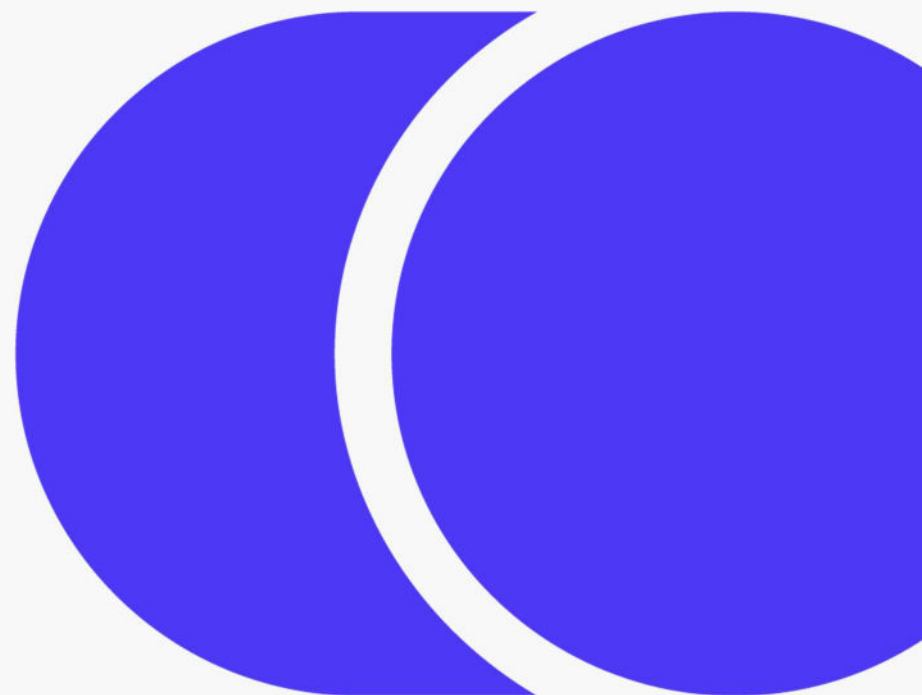


Industry action to support vulnerable consumers Priority Services Register

October 2023



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#4090812



The word 'Agenda' in a large, white, sans-serif font, positioned on the right side of the top image.

Agenda

01 Intro & Welcome

02 Vision for PSR Colin
Malaney (Ofgem)

03 A Shared PSR
Steve Crabb (Water UK &
ENA)

04 RECCo PSR Review Project
Gabriella Storey (Moorhouse
Consulting)

05 Supporting Medical
Equipment Users
Andy Mower (RECCo)

06 Support For All
Helen Sharp- Patterson
(NWL)

07 Customer protection in Heat
Networks
Louise Singleton (Gemserv)

08 Q&A Session

09 Next Steps & Close out



Welcome & Housekeeping

Your facilitator



Suchitra Hammond
Senior Policy Manager
RECCo

We'll be using Slido during this event



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Your camera and microphone will automatically be switched off and muted



You can raise questions using the Microsoft Teams chat function or via Slido.com



This meeting is being recorded and will be made available on our website



Your Speakers



Colin Malaney

Senior Policy Lead
Ofgem



Steve Crabb

Consumer Advocate & Independent
Chair



Gabriella Storey

Senior Consultant
Moorhouse Consulting



Andy Mower

Regulation & Policy Manager
RECCo



Helen Sharp - Patterson

Customer Manager
Northumbrian Water



Louise Singleton

Principal Consultant
Gemserv

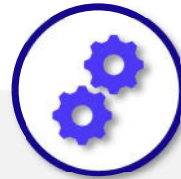


Aims & Objectives



Collaboration

Vision and shared understanding of PSR work across utilities so that we can work together to achieve better outcomes for consumers



Share knowledge

- Key initiatives are taking place to address PSR
- Potential new initiatives to help vulnerable consumers



Seek opportunities to:

- 'join the dots'
- Begin a roadmap of key dependencies that aid deliverables
- Improve ways of working & governance to PSR

Ofgem's vision for the PSR



Colin Malaney
Senior Policy Lead



A Shared Priority Service Register

Steve Crabb - Water UK & ENA

Consumer Advocate & Independent Chair



PSR Review Project

Gabriella Storey

Senior Consultant- Moorhouse



PSR Review

1: Introduction

What did we do?

2: What did we find?

Key Findings & Themes

Next Steps

3: Option 1 – Existing Process

Case Study & Key Features

4: Option 2 – Improvements to Existing Process

Case Study & Key Features

5: Option 3 – Alternative Proposal

Incremental Steps

Adding a Flag

Adding a Flag +

Central Hub Approach

6: Medical equipment use dependency

Service Options

Use Case

High-level Journey

7: AOB

AOB & Questions

RECCo's aims towards improving PSR



Tell me once principle

Move towards a 'tell me once' principle so consumers' needs can be more readily supported by a range of agencies.



Outcomes based

Looking at what the consumer needs and action required to support them



Opening Data

Take an incremental approach to open data, and where possible, use current industry infrastructure as part of the solution.



Governance Framework

Develop rules & governance framework to support changes that can be extended to other sectors (i.e, water & health agencies).

[How can we improve the Priority Services Register for vulnerable consumers? - Retail Energy Code Company](#)

1. What did we do?

What was the starting point?

- No clear view of end-to-end consumer journey
- Current process is siloed and confusing for vulnerable consumers
- Accessibility issues identified
- Regulatory obligation

What approach did we take?

- Interviews with key stakeholders across the industry
- Review of existing industry mapping documents
- Mapped and validated the current PSR process flows for consumers
- Mapped gaps, issues and opportunities to the process flows
- Ideated options for improvement

In scope

WP	Scope
1.1	Accessing the PSR through the supplier
1.2	Accessing the PSR through the DNO
1.3	Accessing the PSR through a charity partner
2.1	Switching energy supplier and the PSR impact
3.1	Exiting the PSR

The Priority Services Register Review project aimed to achieve the following:

- 1) **Document the as-is processes**
- 2) **Validate with Suppliers, DNOs, GTs and Consumer Groups**
- 3) **Identify opportunities for a more effective process**
- 4) **Ideate options for improvement**

1. What did we do?



Process Steps					
Step	Description	Responsible Owner	Decision path	Additional Information	
1.1.1	Makes contact	Consumer	Telephone → Decision Website → 1.1.2 App → 1.1.2		
1.1.2	Directed to PSR registration form	Consumer			
1.1.3	Downloads and fills in registration form	Consumer			
1.1.4	Puts completed registration form in the post	Consumer			
1.1.5	Fills in online registration form	Consumer			
1.1.6	Submits completed registration form in the post	Consumer			
1.1.7	Completed registration form received	Energy Supplier			
Decision	Has consumer consented to legal sharing of their data?	Energy Supplier	No → 1.1.8 Yes → 1.1.9		
1.1.8	Data record created but cannot be shared past the Supplier	Energy Supplier		The process ends at this point, as without consumer consent, the data cannot be shared onwards	
1.1.9	Data record created	Energy Supplier			
1.1.10	New consumer PSR record is set up across all required systems	Energy Supplier			
1.1.11	Automated data flow output is set up, ready for data transfer on a daily basis	Energy Supplier		Data share is through the D0225 Data Flow	
1.1.12	Automated data flow output record is sent	Energy Supplier			
1.1.13	New consumer PSR file record received	DNO			
1.1.14	Record is set up on the DNO system	DNO			
1.1.15	Automated data flow sent to Supplier	DNO		Data share is through the D0225 Data Flow	
Decision	Has a vulnerability been identified?	Consumer	No → 1.1.29 Yes → 1.1.16	This demonstrates that at any point of a consumer call into a Supplier, the agent is looking for signs of vulnerability and can refer the consumer to the PSR helpline, if required	
1.1.16	Phone call directed to PSR helpline	Consumer			
1.1.17	Call received to the PSR helpline	Energy Supplier			
Decision	Is this a new contact?	Energy Supplier	No → 1.1.19 Yes → 1.1.18		
1.1.18	Walk through sign up process with consumer, collecting their information around their vulnerabilities	Energy Supplier		Step then feed back into request for consumer consent in the sharing of data, and steps 1.1.8 or 1.1.9	
1.1.19	Advise consumer that an account is already in place	Energy Supplier			
1.1.20	QA review of data performed	Energy Supplier			
Decision	Does data look correct?	Energy Supplier	No → 1.1.21 Yes → 1.1.24		
1.1.21	Internal investigation initiated	Energy Supplier			
Decision	Has data issue been resolved?	Energy Supplier	No → 1.1.22 Yes → Decision point		
1.1.22	Escalated to appropriate data team	Energy Supplier			
1.1.23	Issue resolved	Energy Supplier			
Decision	Has data been matched with data received from DNO?	Energy Supplier	No → 1.1.25 Yes → Decision		
1.1.24	Data flow received from DNO	Energy Supplier			
1.1.25	Investigation launched with DNO	Energy Supplier			
1.1.26	Issue resolved	Energy Supplier			
Decision	Does data have a time stamp?	Energy Supplier	No → 1.1.28 Yes → 1.1.27		
1.1.27	Validate with consumer if still correct	Energy Supplier			
1.1.28	Data validated	Energy Supplier			
1.1.29	Consumer is triaged to the required team	Consumer		If no vulnerability detected, the agent will transfer the consumer	

2. What did we find?

During the discovery interviews, there were 21 observations identified and mapped to the process flows of the current process. The key findings have been grouped by theme:

Theme	Observation Overview
Accessibility	<ul style="list-style-type: none"> • Digital access excludes consumers • Content of PSR communications is unclear • Multiple, inconsistently formatted PSR registration forms to be completed
Awareness	<ul style="list-style-type: none"> • General lack of awareness of PSR • Communications are reactive, not proactive • Inconsistent presentation and prevalence of PSR information
Legal Implications	<ul style="list-style-type: none"> • Explicit consent limits the potential opportunities to safely share data between providers • SPI would enable a step towards a ‘tell me once’ approach for consumers
Operations	<ul style="list-style-type: none"> • Lack of data validation around the D0225 data flow pathway • Allocation of needs codes to a household rather than an individual is confusing and creates a disconnect • DNOs and Water companies operating under SPI, and Suppliers operating under explicit consent creates a disconnect
Service	<ul style="list-style-type: none"> • No clarity on what the tangible benefits are to registering on the PSR • Benefits could be expanded to offer more tangible services for consumers • Consumers are put off from disclosing personal information multiple times

2. What are the next steps?

In the following slides, we will explore each of these options from the perspective of benefits for the consumer, as well as the key considerations, questions to ask, and proposed next steps we could take.

1

The 'as-is'

No further work is proposed, and the current processes, interactions and consumer experiences are taken as accepted.

2

The enhanced 'as-is'

The themed observations are addressed in a set of remediation steps, providing an enhanced process that gives a more satisfactory minimum service for the consumer.

3

The outcomes based alternative approach

An incremental approach to a centralised process that is focused on the 'tell me once' principle and is outcomes-based, looking at what the consumer needs rather than the consumers' personal information.

We will explore each of these options through a case study, involving a vulnerable consumer that is medically dependent on the dialysis machine that they run and operate from their place of residence.

3. Option 1 – Current ‘As-is’ State



Key Features

- ❖ The consumers' experience will remain siloed, disjointed and inefficient
- ❖ Consumers missing out as they are unaware of the support available to them, or unable to access it
- ❖ Sign up rate low, as consumers are unaware of the need to register with each of their providers separately
- ❖ Consumers' responsibility to make updates



4. Option 2 – Improvements to ‘As-is’



Key features

- ❖ Increased clarity and awareness of benefits
- ❖ Data capture is standardised and straight forward
- ❖ Offering isn't only digital, providing consumers with a choice
- ❖ Direction of movement towards the 'tell me once' approach for consumers
- ❖ Consumer needs met more quickly and efficiently
- ❖ Reduced repetition of data entry due to data sharing arrangements
- ❖ Missed opportunity to explore a more holistic system

5. Option 3 – An Alternative ‘Outcomes- Based’ Approach

- ❖ Focusing on what the consumer needs support with, rather than sharing personal/sensitive information.
- ❖ Consumer-centric, outcomes-based service in which efficient data sharing will support a ‘tell me once’ approach to the PSR.
- ❖ Options looking at using what we currently have in a better way.
- ❖ Options are all subject to ongoing stakeholder interactions and discussion.

A Option 3a – Adding a Flag

- ❖ Adding a PSR flag to a property, as an additional layer
- ❖ Assigned to the MPAN number used by the Electricity Enquiry Service (“EES”)
- ❖ Adding all energy suppliers, providers, and Water companies’ PSR data

Options that we could start work on now

B Option 3b – Adding a Flag plus minimal data

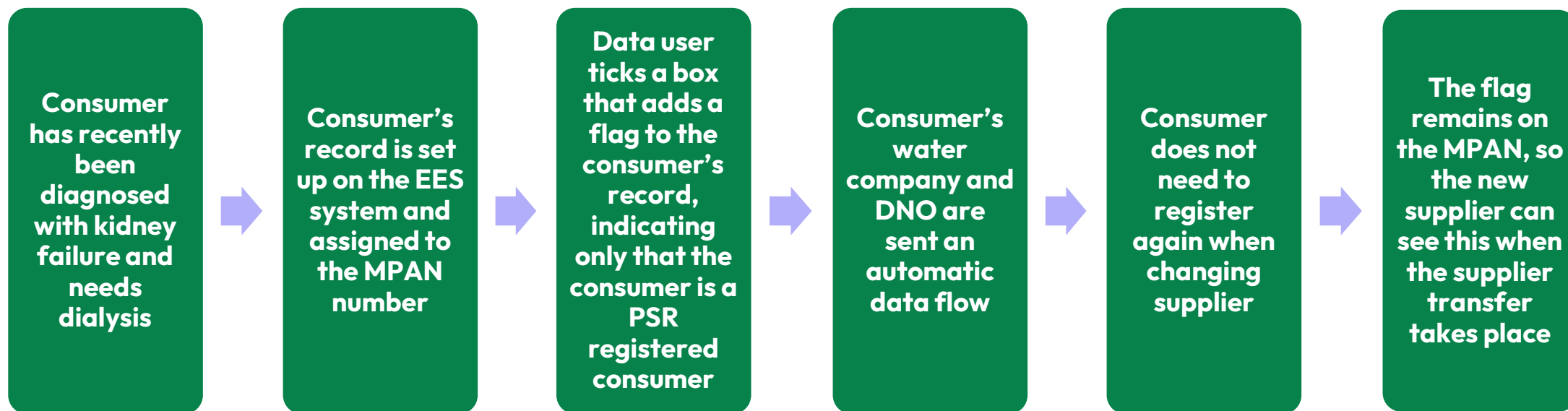
- ❖ An additional level of detail, e.g., flag plus a tag to indicate a gas safety check is needed
- ❖ Informs the data user of the need of this consumer, not the details of their circumstances
- ❖ Progression in the parties that are given access

C Option 3c – Standing up a purpose-built central PSR data hub

- ❖ A purpose-built central data hub/using existing tech
- ❖ Changes in a vulnerable consumer's status are quickly communicated to all necessary parties
- ❖ Public and private sector entities
- ❖ All parties operate on SPI

An option that RECCo will monitor progress in different parts of industry

5. Option 3a – Adding a Flag



Key features

- ❖ No additional requirements from consumers; using existing data
- ❖ Consumer only has to tell one provider about their personal circumstances
- ❖ Move in the direction of an outcomes-based approach, as providers are aware of the consumer's requirements only
- ❖ Potential to extend data sharing arrangements to public sector, such as healthcare trusts and local authorities,
- ❖ Keep moving the dial on the 'tell me once' approach
- ❖ The consumer no longer has to notify their new supplier
- ❖ The flag will remain on the MPAN

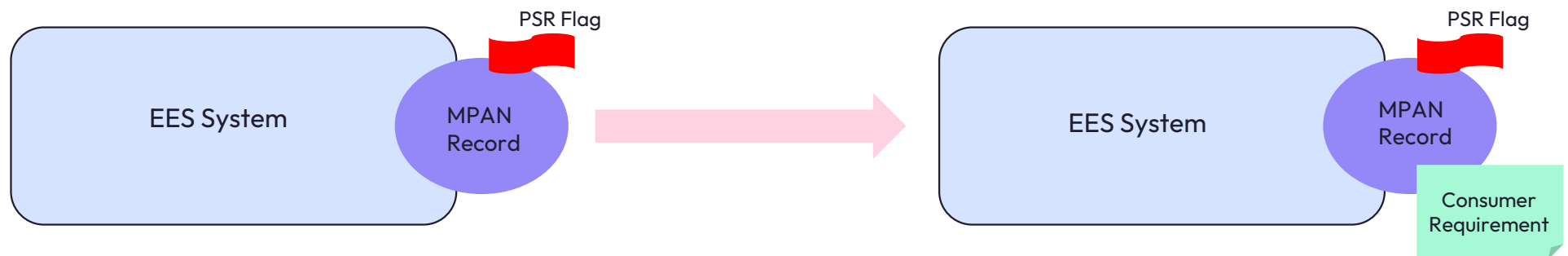
5. Option 3b – Adding a Flag, plus minimal data

What are the key features?

- ❖ An additional level of detail, e.g., flag plus a gas safety check tag
- ❖ The focus remains on identifying that an occupant of the property is registered to the PSR
- ❖ Let's the data user know the need of this consumer, not the details
- ❖ Continue to use the MPAN number for consistency
- ❖ Progression in the parties that are provided with access to the system, e.g., healthcare trusts and local authorities

What are the key benefits?

- ❖ Opportunity to tailor consumer services to enhance the consumer experience
- ❖ Improved efficiency of the consumer experience, as more parties accessing the information
- ❖ Opportunity to perform additional data validation and cleansing
- ❖ Sense checking of data accuracy and whether the correct data fields are being captured



5. Option 3c: A Centralised Hub

As we are aware that this concept is already being worked on in industry, we will continue to monitor progress and developments, as we do not propose duplicating this effort. We have assessed the key features and benefits.

What are the key features?

- ❖ Consumer has provided their information to one trusted party only
- ❖ Data flows are standardised and automated. (**Note:** *waiting on the outcomes from the water and DNO data flow automation discussions*)
- ❖ Data is stored centrally in a secure location and with the appropriate data protection requirements
- ❖ Private and public sectors proactively receive and input PSR data
- ❖ Data shared only contains details of the consumer requirements

What are the key benefits?

- ❖ Consumer experience is more efficient and less intrusive
- ❖ Fewer opportunities for data to degrade
- ❖ Private and public sectors can proactively provide a service to vulnerable consumers
- ❖ Services offered are focused on the consumer needs, rather than their circumstances

What are the next steps?

- ❖ Develop and test feasibility of a centralised PSR service
- ❖ Outcomes-based approach
- ❖ Use of industry need codes as a key data set by aligning to needs-based outcomes

6. Medical equipment dependency – use case

The proposed service intends to improve overall experience and outcomes for vulnerable consumers, based on the the outlined use case (a consumer who is dependent on medical equipment) and design parameters.

The service options are not mutually exclusive and could be delivered as part of one service. All options are unpinned by a number of assumptions around enabling technology and data.

The ‘big bang’ option has been included for **reference only**, as an unlikely long-term solution.

1. Push

- A data-sharing platform enables a shared PSR service
- **NHS** or relevant **charity partner** identify vulnerable consumers and share data with the energy industry using industry need codes by **‘pushing’ it out via the platform**

2. Pull

- A data-sharing platform enables a shared PSR service
- **Energy suppliers own** and prioritise consumer engagement to **proactively increase PSR uptake** by identifying vulnerable consumers **‘pulling’ from the existing consumer base** and share data using industry need codes via the platform
- **Charities** are empowered to **contribute** and access the shared PSR service to increase PSR access routes and reach

3. Big-bang

- A data-sharing platform enables a shared PSR service
- Government creates policy to enforce data sharing on vulnerable consumers with medical dependencies in the context of improving outcomes and consumer experience energy and utility companies
- Government mandates use of a central data –sharing platform by **all** organisations involved in the identification of vulnerable consumers and provision of support



6. 'Push' Service - Use Case

Service Overview

A two-way, B2B data sharing solution that enables registration to a shared PSR service hosted on an online platform. **Registration is owned by industry, public sector and third sector organisations.**

It enables consumers with dependencies on medical equipment to be **registered to a shared PSR service** by building key steps and introducing capability into **existing health and social care pathways**. This supports identification of consumers as soon as their vulnerability is established.

PSR registration would be completed alongside existing processes that support completion of suitability assessments for use of at-home medical equipment for dialysis (HHD) and coordination of on-going support provisions for their care.

It **empowers appropriate actors** involved in this process to secure explicit consent for data-sharing and leverages the legal basis of SPI to allow PSR registration that notifies all other relevant organisation of the new registration, and of any future changes to the consumers PSR record.

Main design variation:

- 1 The appropriate NHS /charity personnel involved in supporting a consumer with HHD are given shared PSR service membership
- 2 NHS and charity partners take on responsibility for PSR registrations as part of the HHD set-up process to support identification of consumers as soon as their vulnerability is established

Service Member Responsibilities

Suppliers

- Share existing PSR records
- Validate data at set intervals defined by need-codes to uphold data quality
- Confirm receipt of PSR registration via shares PSR service and ensure consumer contact
- Fulfillment of outcomes for PSR consumers aligned to industry need codes
- Retain granular PSR detail on individual CRM
- Support transfer of granular PSR data as required when a consumer switches supplier

Public and 3rd sector

- Educate citizens on PSR as part of the assessment and set-up process for medical equipment
- Obtain explicit consent for PSR registration
- Complete PSR registration process on behalf of consumer using new shared PSR service processes



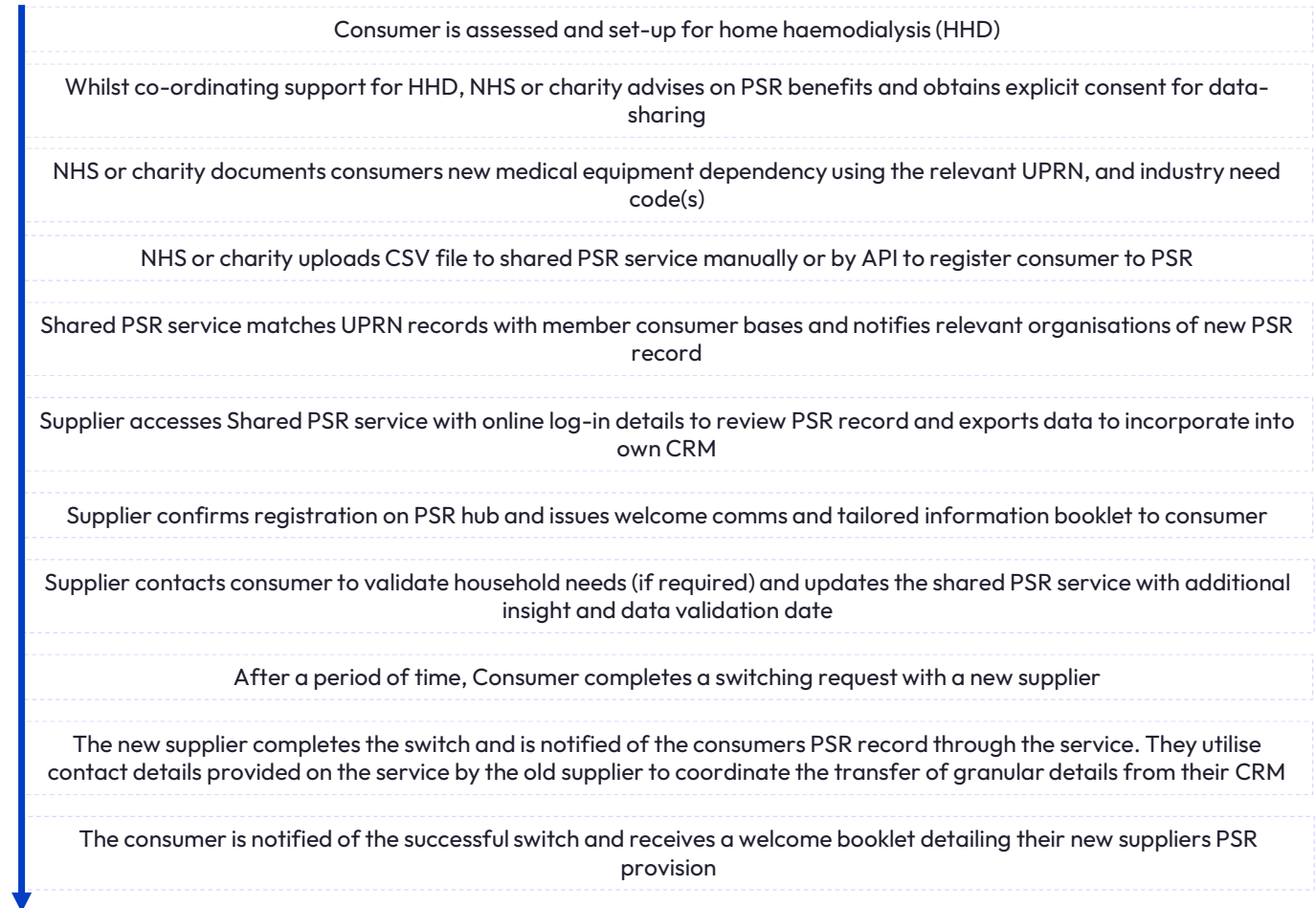
6. 'Push' Service – High-level Journey

Journey Overview

The flow of activity detailed on the right-hand side depicts PSR registration following the outlined scenario, use case and assumes use of the proposed centralized PSR service.

The scenario covers:

- Proactive identification of a consumer with dependencies on medical equipment **within the HHD pathway**
- Registration of a vulnerable consumer to a shared PSR by a new organisation type using the service as a new channel
- Sharing of PSR data between organisation's that are members of the service when:
 - new PSR records are created
 - consumer switches supplier





Supporting Medical Equipment Users

Andrew Mower

Regulation and Policy Manager

NHS electricity cost rebate schemes

Oxygen concentrators

Tariff set by NHS England
Rebate through equipment suppliers
Based on meter readings

Dialysis

Individual NHS Trusts establish approach
Cost calculation/ lump sum/ based on bill

No requirement to review tariffs used in reimbursement calculations so they don't necessarily take into account energy price increases

Processing of payments for dialysis has no clear pathway for sign-off which can cause delays

Payments are often made months after the bill, so consumers are left to cover the upfront payments

Many households are dependent on medical devices that are not covered by rebates and will also have other needs related to warmth etc.

Varied approaches of NHS trusts results in a "postcode lottery" in terms of consumer outcomes



Recommendations

Standalone service

To manage applications and engage with energy suppliers

Upfront payments

Based on calculation of running costs and credited to consumers' bills

Review coverage

Consider whether further devices could be supported



Could PSR Help?

- Could PSR help to **identify and engage customers eligible for NHS rebates** – either within the parameters of the existing scheme or if additional technologies were incorporated?
- Significant proportion of patients eligible for existing schemes have somehow been excluded from the rebates – extensive promotion through charities, local authorities, etc to raise awareness about rebates.
- Scheme that covers cost of usage will require engagement with the individual patient's needs – i.e., not auto-enrolment

Scan the QR code to read the full paper



We'd encourage you to submit feedback to RECCo_Strategy@retailenergycode.co.uk



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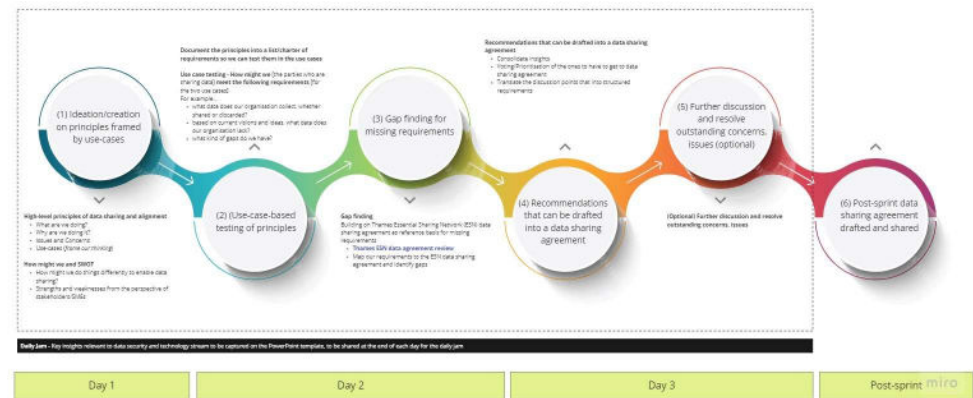


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SUPPORT FOR ALL UPDATE OCT 2023

BACKGROUND

- Initially explored during 2021 NWG innovation Festival with multiple sector stakeholders
- Further developed with a weeklong sprint 2022 with 30 water, energy and data organisations to agree:
 - technology requirements
 - data sharing principles
 - security requirements
- Funding secured through Ofwat Water Breakthrough Challenge
- Regional pilot project launch Q3 2022



Category	Task / Objectives / Deliverables / Requirements	Day 1	Day 2	Day 3	Post-sprint
1	As a Utility Service Provider (USP) we want to be able to understand how our internal data can be shared with other organisations.	Start	Start	Start	Start
2	As a Utility Service Provider (USP) we want to be able to understand how our internal data can be shared with other organisations.	Start	Start	Start	Start
3	As a Utility Service Provider (USP) we want to be able to understand how our internal data can be shared with other organisations.	Start	Start	Start	Start
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19	As a Utility Service Provider (USP) we want to be able to understand how our internal data can be shared with other organisations.	Start	Start	Start	Start
20	As a Utility Service Provider (USP) we want to be able to understand how our internal data can be shared with other organisations.	Start	Start	Start	Start

Sprint output

PILOT PROJECT AIMS

- Design and create a single cross-sector PSR platform, securely and compliantly sharing PSR data across two regions of England
- Create cross-sector data sharing agreements and matching rules
- Successfully share and match new PSR customers
- Successfully share enhanced information regarding PSR customers
- Prove the value add in comparison to current state
- Provide a blueprint which can then be scaled both geographically to a national platform but also include other sectors such as local authority, support agencies and healthcare

Project Partners



Stakeholder Advisory Board



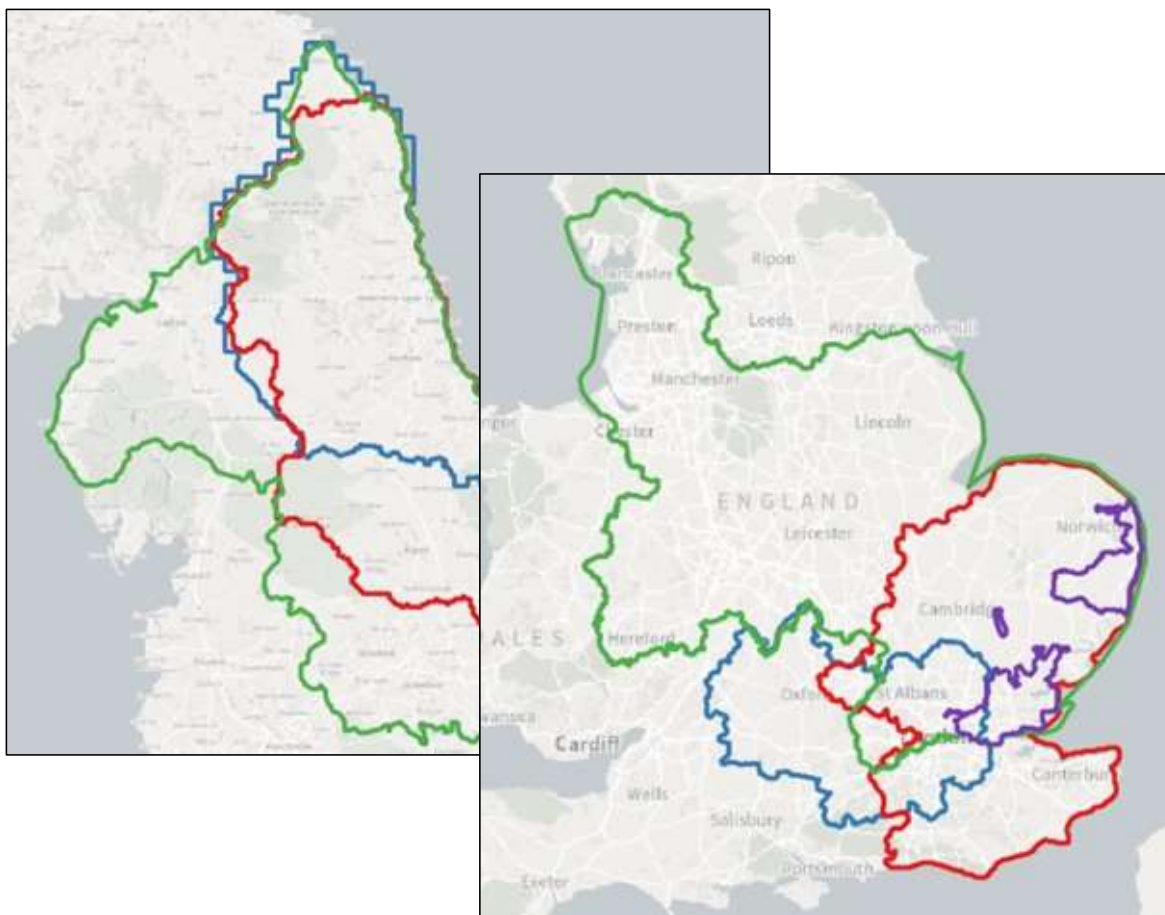
PROJECT COMPLETION TO DATE

Data Sharing progress:

- ICO clarification obtained, partners successfully moved to SPI/LI, enabling historic data sharing
- Overarching Data Privacy Impact Assessment
- Data Sharing Protocol
- Data Processing Agreement

Technology and Security Progress:

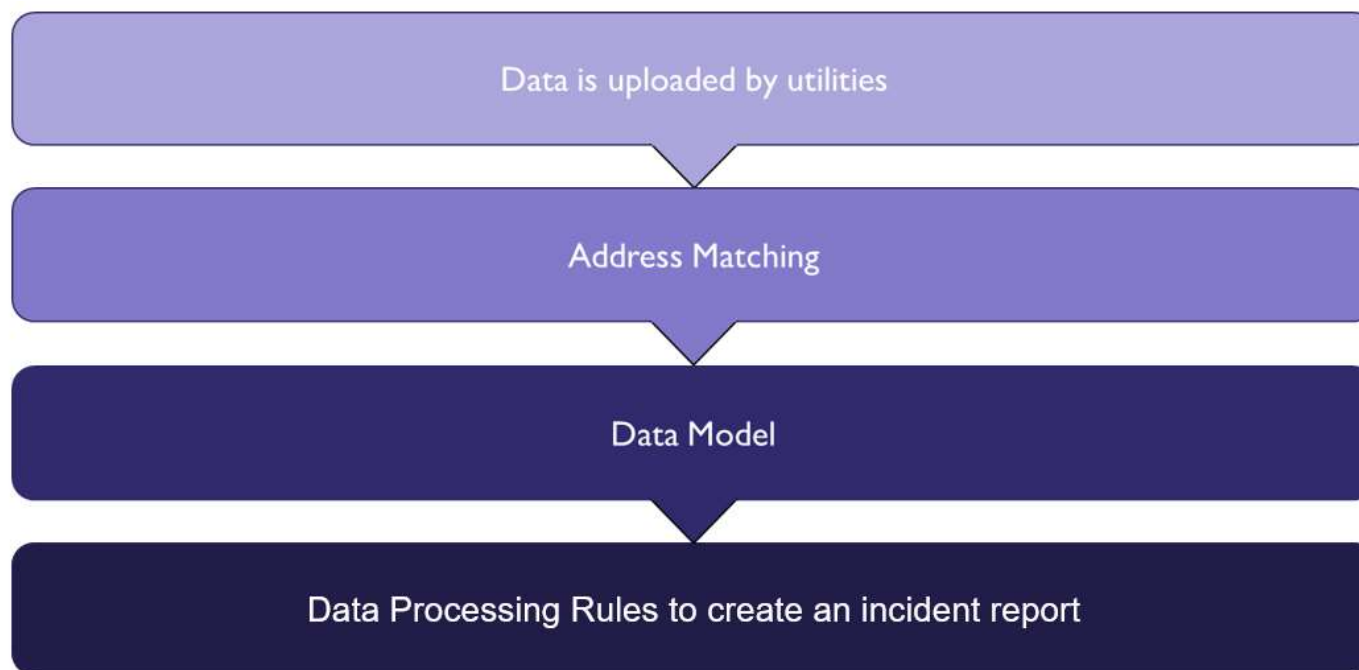
- Geographical scope of pilot
- Data structure and format agreed
- System functionality
- Infrastructure and Security design
- Matching rules and algorithms
- PEN testing complete
- UAT testing complete



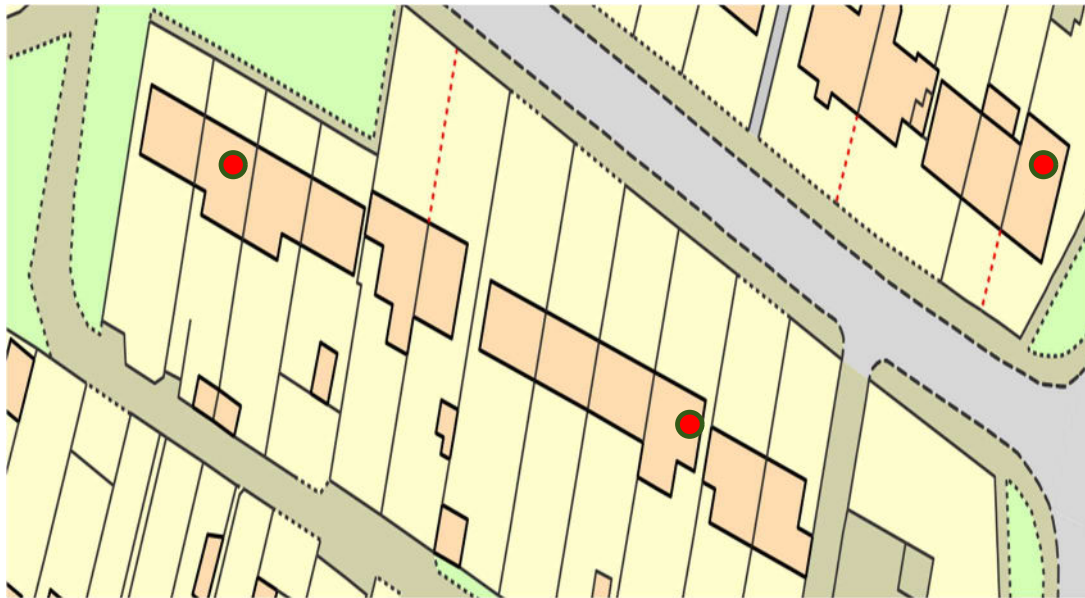
Areas in scope

- Northumbrian
- Cadent
- UKPN
- Thames

THE DATA JOURNEY



USE CASE 1: DISCOVERY OF NEW PSR CUSTOMERS



A company uploads their PSR information



They use the Support for All hub to view other companies' uploads for their serviced properties

They discover that some customers have PSR needs that they were previously unaware of

USE CASE 2: DISCOVERY OF ADDITIONAL INFORMATION

Title	Miss
First Name	J
Last Name	Doe
Telephone Number	
Email Address	j.doe@email.com
Needs Codes	2

Company 1

Title	Miss
First Name	Jane
Last Name	Doe
Telephone Number	0123456789
Email Address	j.doe@email.com
Needs Codes	2, 17

Company 2

- A company uploads PSR data for a specific customer, however they are missing some important information
- A second company uploads information for the same customer identified through matching rules
- The first company is able to access the missing telephone number, full name, as well as a new needs code

Support for All provides:

- Ability to cater for the varying data structures which currently exist between organisations
- Matching rules to enable automatic upload of historically captures data, which will support circa 1m customers during the pilot
- Removal of manual effort for organisations to update individual organisational PSR's
- The most recent source of truth for customers circumstances to all relevant organisations
- Ability to identify low penetration PSR areas

Project Timeline

Milestone	Date
Data load (UPRN)	started
Data load (PSR)	started
Data load (address matching required)	Oct 2023
Live data sharing	Oct 2023
System Close	30 th Nov 2023
Decomissioning, analysis, reporting	Nov 2023
Pilot close	Dec 2023

Overview of data uploads

Utility	Addresses	PSR	Households
NWG	Y		1,881,101
		Y	341,065
NPG	Y		1,110,919
		Y	242,561
NGN	Y		82,961
		n/a	
Thames Water	Y		uploading
		Y	
UKPN	Y		1,418,999
		Y	
Cadent Gas	Y		535,361
		n/a	

Overall Total 5,612,967

PSR records total 583,626

Immediate Next Steps

- Loading of all non-UPRN data
- Loading of all PSR data

- Download/Sharing of all data between parties
- 'Incident report' – combined entry – one source of truth

- Quantification of metrics/benefits

Jan 2024 – OFWAT Innovation bid submission for expansion of project

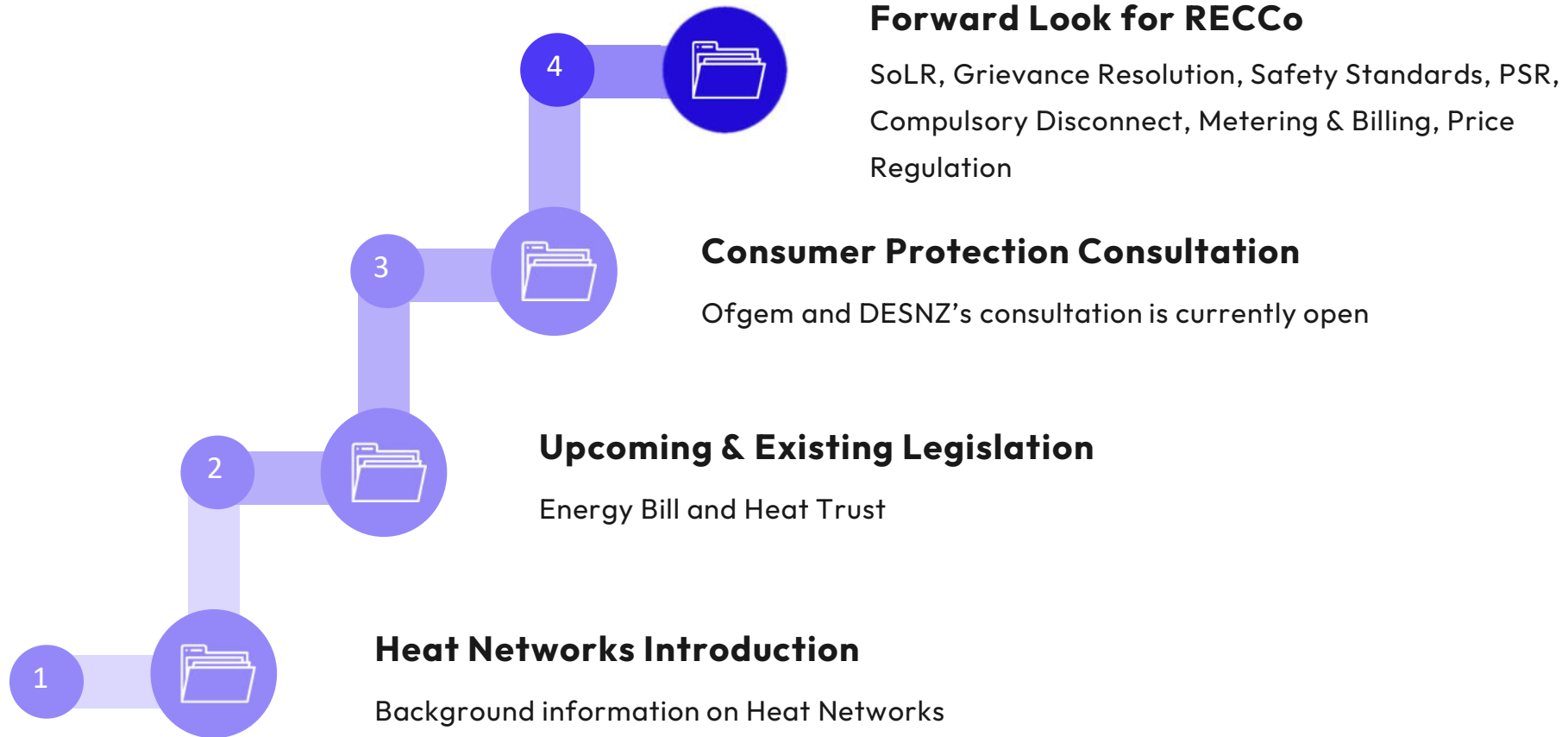


Customer protection in Heat Networks

Louise Singleton – Gemserv

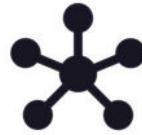
Principal Consultant: Low Carbon Business Unit

What we will cover in this presentation



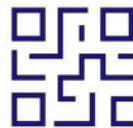
Heat Network Introduction

What is a heat network?



Heat networks (also known as district heating) supply heat from a central source to consumers, via a network of pipes carrying hot water.

Communal heating is a centralised system that supplies heat and hot water to one building block. **District heating** is the distribution of heat from a large-scale generation, usually found in cities.



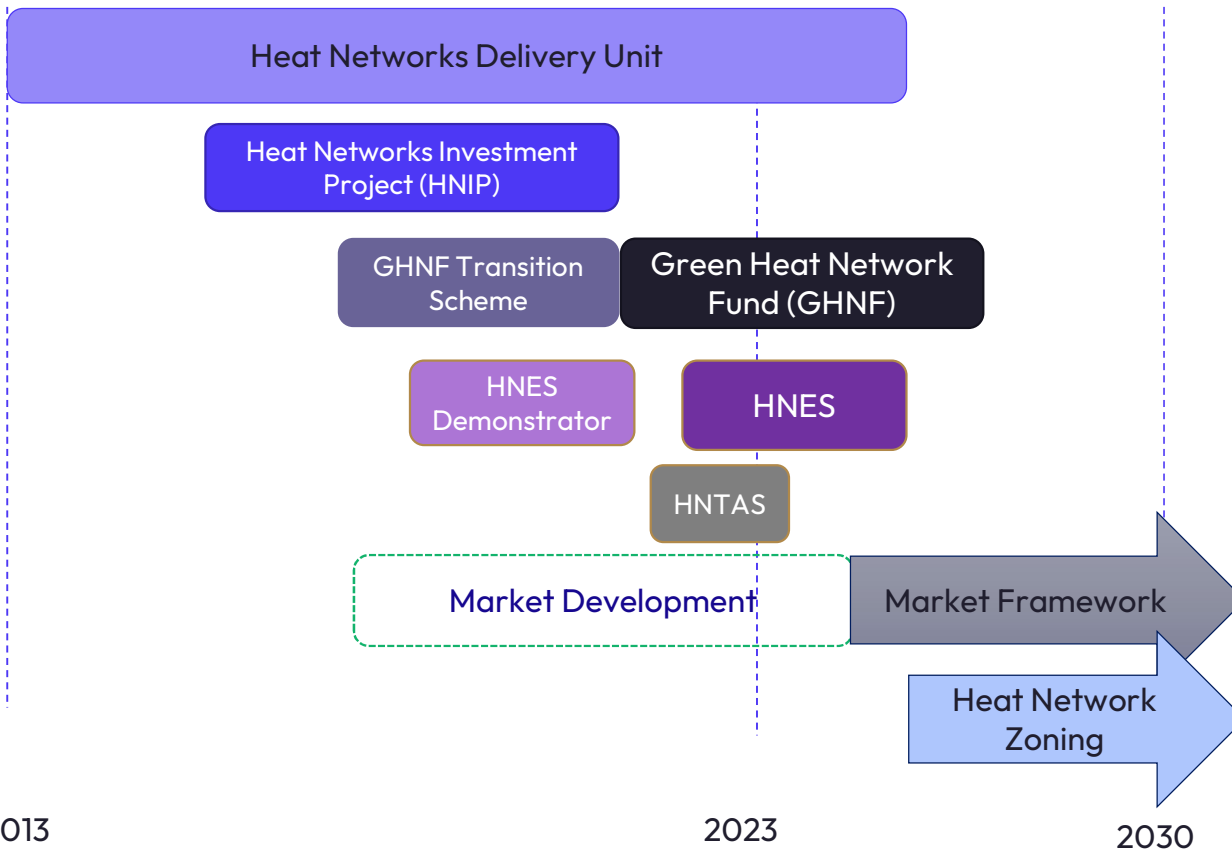
Heat Networks are very big in Europe, particularly Scandinavia. In the UK, currently **14,000** heat networks serve **500,000** customers.

The Committee on Climate Change recommends around **20%** of heat needs to be provided through heat networks by **2050** to meet our Net Zero targets, up from **3%** now.





Heat Network Transformation Programme



- Gemserv has been delivering the Government's Heat Network Transformation Programme since 2018
- We helped deliver **HNIP** as part of the Triple Point consortium
- The same consortium now manages **GHNF**
- Gemserv ran the **HNES Demonstrator** from Oct 2021 – May 2022 and now heads up the delivery of the Heat Network Efficiency Scheme (**HNES**)
- We are working with Fairheat to deliver the Heat Network Technical Assurance Scheme (**HNTAS**) – developing the governance and assurance arrangements that will help to ensure technical standards are met

Upcoming & Existing Protections

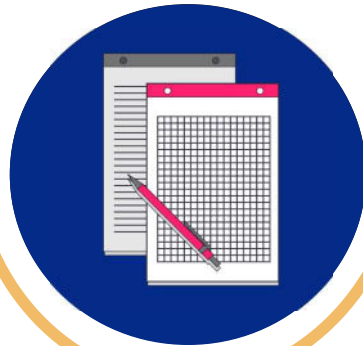
Technical Standards

New technical standards are being developed and regulations are coming into force in 2025.



Energy Bill

The Energy Bill will appoint Ofgem as the regulator.



Customer Experience

Overall, customer experience is comparable to electricity and gas customers.

Heat Trust

Voluntary consumer protection scheme set up in 2015. Covers 116 networks serving 73,000 customers. They monitor and audit suppliers, provide Guaranteed Service Standards and protection for vulnerable customers.



Upcoming

Existing

Consumer Protection Consultation



Consultation

Joint consultation from DESNZ and Ofgem – 75 questions in total.



Deadline

Deadline to respond is 27th October.



RECCo Submission

RECCo will be submitting a response to a number of questions.



Key Questions

PSR - Q40 Do you agree with the proposal to require heat suppliers to operate a Priority Services Register and provide specific services for consumers who need them?
We would really welcome views from networks that would find it particularly challenging to deliver this.



If you'd like to input into RECCo's consultation response, please email louise.singleton@gemserv.com



Forward Look for RECCo

Elements of Protection for Heat Networks

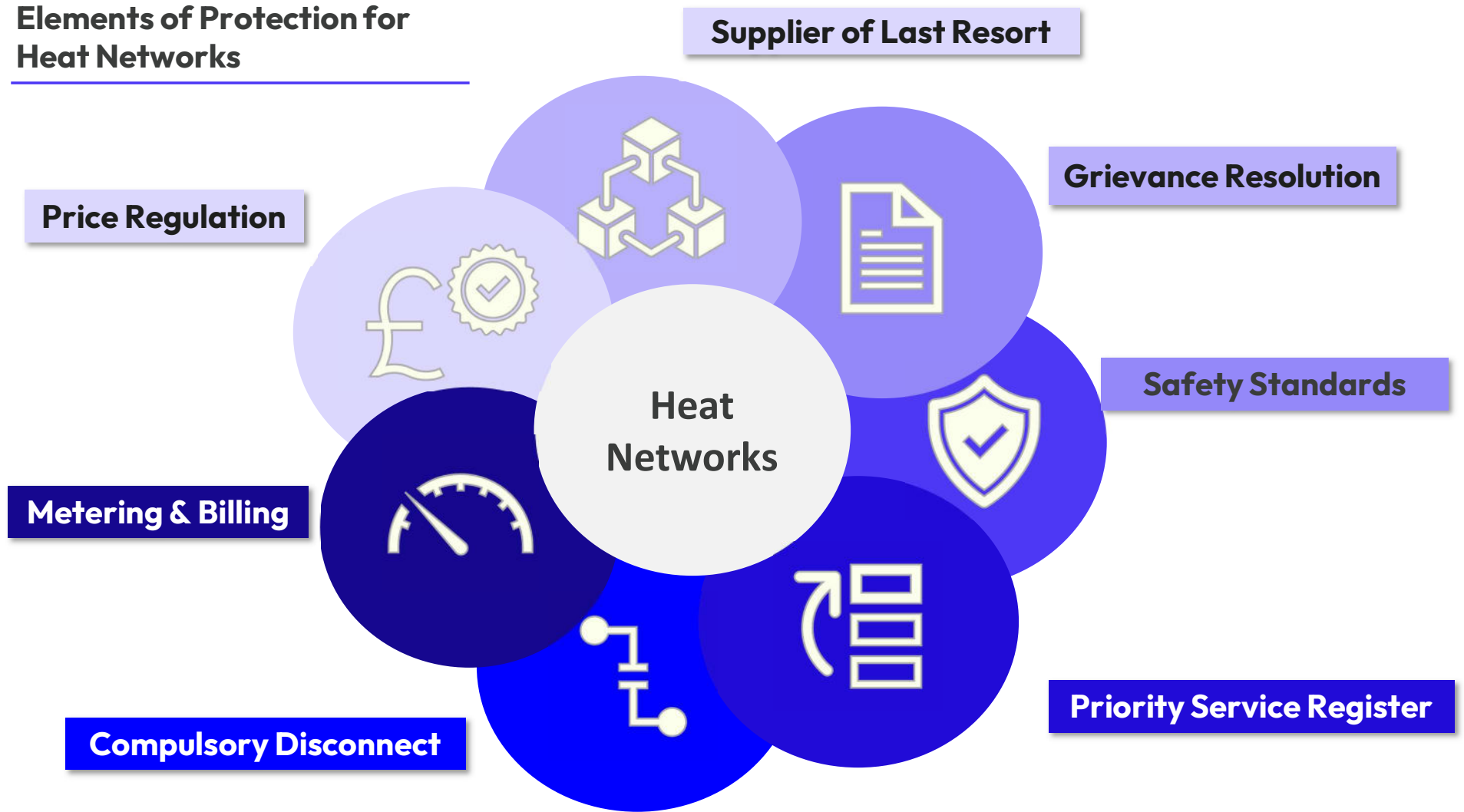




Table Comparison	Elements of Protection for Consumers	
	Electricity & Gas	Heat Networks
Supplier of Last Resort (SoLR)	✓	✗
Grievance Resolution	✓	✗
Safety Standards	✓	✓
Priority Service Register	✓	✓
Compulsory Disconnection	✓	✗
Metering & Billing	✓	✓
Price Regulation	✓	✗



Thank you for
listening

For further questions:
Louise.singleton@gemserv.com





Q&A

An icon consisting of two overlapping speech bubbles, one slightly offset to the right and top of the other, rendered in white.



Thank you for attending..

Presentation and recording of this session will be published on our website

Should you wish to discuss aspects of today's event:
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