

# National recognition for leading heat network provider

2 years ago



A UK heat network provider has been nominated for a prestigious national award.

Switch2, which provides end-to-end heat network solutions to local authorities, housing associations and private developers, has been shortlisted for Energy Supplier of the Year in the highly regarded Energy Awards.

The award recognises the supplier that provides the best all-round service to business customers.

It comes following a year of focused effort from Switch2 to prioritise exceptional service and refine its processes.

As part of this transformational work, the company introduced a new online booking system enabling customers to book engineers at their convenience and introduced pioneering AI technology to automate certain processes, which has significantly improved response times.

The nomination news also coincides with the launch of Switch2's new podcast, *Get Heated*, which features lively discussions with a diverse array of heat network industry experts.

Hosted by Remi Adeleke, Marketing Assistant at Switch2, the series aims to strike a different tone to many industry-focused podcasts, seeking genuine debates on some of the biggest issues impacting the sector, while advocating for the protection of end customers.

Richard Harrison, CEO of Switch2 Energy said: "This Supplier of the Year shortlisting is a well-deserved boost for our dedicated team of nearly 200 employees who have worked incredibly hard this year to



embrace change and deliver exceptional service.

"Heat networks are complex systems that require specialised care and attention. We have established a team of skilled engineers and technicians who provide the highest level of service to our clients.

"It means a lot to be recognised amongst our sector peers for the empathy, care and attention we always aim to bring to every customer request we receive."

Winners will be announced on 3 July at a ceremony in London.

For more information about Switch2 Energy and its projects, visit <https://www.switch2.co.uk>