

Heat Trust welcomes a further ten heat networks in the past ten weeks to its consumer protection scheme

10 months ago



Heat Trust has successfully registered ten new heat networks under its consumer protection scheme in the past ten weeks, increasing the number of consumers benefitting from its protection to over 85,000.

The consumer champion for people living on communal and district heat networks has long advocated for statutory regulation of the sector. The Energy Act 2023 represents the first steps towards Ofgem regulation of heat networks. However, with no date confirmed yet for when that regulation will start (and with Ofgem rules planned to be phased in over time), Heat Trust registration remains the best way for heat suppliers to prepare for that regulation.

Heat Trust's rules are the foundations on which Ofgem regulations will build and its scheme will continue until those regulations are fully in place.

Heat Trust registration gives consumers confidence that the heat supplier for their heat network has strong customer service policies and practices that are both reviewed and monitored for compliance.

Stephen Knight, Managing Director of Heat Trust said:

"Our priority is to protect heat network customers, by holding suppliers to account and working with them to promote best practice and improved customer service

"Registering ten more heat networks in the last ten weeks to our scheme is a welcome step towards setting an industry standard while working towards decarbonisation of heating in the UK.

“Heat networks are going to be increasingly central to how we heat our homes, and it is vital that consumers have confidence that they can expect a good experience.”

The ten new heat networks that have signed up for the voluntary regulation scheme in the last ten weeks are:

- Dock 28 in South London and Parkside Garston in Hertfordshire (registered by Watkins Energy Ltd)
- Chilton Woods in Suffolk (registered by Independent Community Heating Ltd – which trades as ‘Metropolitan’)
- Brent Cross Town in North London, and Midlothian Energy Ltd in Scotland (registered by Vattenfall subsidiaries Vattenfall Brent Cross Ltd and Midlothian Energy Ltd respectively – both of which trade as ‘Vattenfall Heat UK’)
- Hounslow High Street Quarter in West London, Nine Elms Point and Wimbledon Stadia in South London, and New Market Place and Fresh Wharf in East London (registered by E.ON UK Infrastructure Services)

While the other entities already have heat networks registered with Heat Trust, Vattenfall is a new Heat Trust scheme participant. Working on projects across the UK, Vattenfall is one of Europe’s largest producers and retailers of energy and heat.

Bindi Patel, Head of Customer Experience and Communications at Vattenfall Heat UK, said:

“Having been part of the team that founded and set up Heat Trust, I am delighted that Vattenfall is now a Registered Participant. Heat networks are crucial to delivering a net zero future and ensuring customers are placed at the heart of this transition has always been close to my heart.

“Our customers are our key priority. Registration with Heat Trust gives our customers confidence and assurance that they will be provided a high quality, reliable service, underpinned by guaranteed standards of service and independent redress, from day one.”