

Get Ofgem compliant.

Preparing your heat networks
for the new regulations

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Preparing for Regulation

At the start of 2022, the UK Government appointed Ofgem as heat networks regulator for Great Britain, as part of its plan to expand low carbon heat networks.

Ofgem will become responsible for regulating the sector and monitoring networks' compliance within the regulatory framework; with initial obligations being laid in 2024 and a full Market Framework expected to be fully operational in 2026.

Property managers across the country must prepare to be fully compliant ahead of the deadline; ensuring metering is fully operational and their networks are performing as intended.

The proposed frame work will be heavily focused around the rights of end users, with the Energy Ombudsman playing a role in handling unresolved customer complaints.



Considerations

In preparation of Ofgem's regulations being introduced, property managers should reflect on the service they are providing, and prepare for any necessary change:

Authorisation

- Are your heat networks registered with OPSS?
- Are all meters operational and reporting remotely?
- Do you have operational bulk/building level heat meters?

Fair Pricing

- Are your gas supplies in contract and on competitive rate/s
- How efficient are your heat networks?
- Are your heat tariffs fair and reasonable?

Quality of Service and Compliance Enforcement

- Do you have a competent metering and billing agent?
- Are you able to support residents' debt?
- Does your metering and billing agent provide detailed reporting?



Where we can help

We have attended all Ofgem workshops, where the proposed regulatory framework is discussed at length; and so are working with the most up-to-date information.

We support our clients to ensure they are fully prepared for this change. Working nationally, our team of energy managers, engineers and technical consultants help to control all aspects of procurement and operation, so you can focus on the day job.

To support end users, we continually develop our services; providing transparent billing, straightforward account management, and considerate customer service.



Initial Obligations



Regulatory Phase



Market framework
fully operational



Why Us?

Our journey began in 1992, providing traditional brokerage to a small number of clients. 25+ years later we're a leading energy partner within the residential property management sector.

With an outstanding team of energy managers, engineers and technical consultants, you know you're in safe hands.

We understand that different portfolios have different requirements, and our combination of skills allow us to tailor bespoke services to meet your needs and objectives. From landlord supplies to heat networks, we're only a phone call away.



Our Clients



Kinleigh Folkard & Hayward



ENCORE



The logo consists of the word "ENCORE" in a bold, black, sans-serif font, centered within a white circle. The background of the entire page is a dark purple with a vertical pattern of light blue, stylized, overlapping rectangular shapes that resemble a modern architectural facade or a data visualization.

ENCORE

Sarah Norton, Encore Estate Management

"I have worked closely with Data Energy over the past year, and can say that they have been instrumental in the onboarding and set up for our phased 4 block development. From taking over the data collection, resolving legacy installation issues and providing key sales and new home documents, they have always been available to assist with anything we have asked for. We continue to work closely with them on the resident billing at the site and they support us with monthly reporting, key stakeholder meetings and they are always willing to tailor their services to meet our needs at this development."



Rebecca Bland, Hegarty Property Management

"Data Energy have improved the way we handle utility queries, contracts and account management. Their industry expertise and up-to-date knowledge has empowered us to make informed decisions, while their unwavering commitment to customer service has made us feel like valued partners. Their account management services have streamlined our processes, saving us time and money. In summary, Data Energy has truly transformed our approach to utilities, making them an invaluable asset to our organisation."



Brandon Bryan, Parkfords Management

"Our company has utilised Data Energy to both broker our energy, and manage our heat networks, for several years. The service provided is always seamless, and the team are always readily available to assist if we have any queries or if issues arise. We'd be happy to recommend Data Energy on the above, and appreciate the continual excellent service provided."





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