



Self-Assessment Questionnaire

Preparing for Ofgem Regulations

Is Your Heat Network Compliance-Ready?

Use this self-audit checklist to assess whether you're meeting key regulatory requirements ahead of the new Ofgem regulations. If you identify any gaps, our experts can help optimise your heat network's performance and make sure you stay compliant and ahead of the upcoming changes.

Or simply complete the easy online questionnaire, and we'll provide tailored advice and clear next steps to keep you on track.

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Self-Assessment Questionnaire

Metering & Data Collection

	YES	NO
Do you have an MID approved meter installed in each apartment?		
Do you have meters installed in your plant room?		
Are you currently reading meters and billing residents, or do you use a third-party service?		
Are your meters remotely recording and reading consumption data for each apartment and plant room?		

Tariff Setting & Billing

	YES	NO
Have you conducted a tariff setting exercise to ensure what you're charging residents aligns with your supplier costs?		
Does your tariff reconcile with your supplier costs?		
When was the last time you completed a reconciliation exercise for your heat network income? (Recommendation: annually)	Date	Comment
Do you currently validate your supplier bills to ensure they're accurate? Do you currently identify billing variances and ensure accurate cost recovery? (Our Bill Val service automates this for you.)		

Heat Network Maintenance & Performance

	YES	NO
Do you regularly maintain your HIUs in line with anticipated guidelines?		
Do you regularly maintain your plant room to a compliant standard?		
When was the last time your network's performance was audited? (Will be a requirement under HNTAS, including retrospective builds)	Date	Comment
Have you taken active steps to check for leaks, pipework issues, and insulation compliance? (Requirement: Every 3 years)		
If your network falls below minimum standards are you prepared to report this to Ofgem with detailed plans of the necessary fixes?		

Financial Preparation & Budgeting

	YES	NO
Do you have a contingency budget in place for necessary upgrade works? (Example: pipework, insulation, metering)		
What percentage of charges are you successfully collecting?		
Are your service charge accountants involved in setting tariffs, making bills, chasing arrears, and reconciling costs?		

Service Charge & Cost Recovery

	YES	NO
Do you charge an administrative fee per apartment as part of the heat billing process?		
How do you manage offsetting supplier payments and reconciling outstanding recovery for residents?		

Consumer Protection & Resident Support

	YES	NO
Do you have continuity planning in place for your network operation? (including unplanned outage support, corrective and preventative maintenance and 24 hour emergency support contact.)		
Do you have proactive debt support available to all consumers?		
Do residents have access to a customer service team for billing queries, service bookings, and tenancy changes?		
Are your residents' bills up to date? (Back billing is restricted to 12 months)		
Is your debt collection process up to date and effective?		

Priority Services & Legal Requirements

	YES	NO
Do you have a Priority Services Register (PSR)? (ASAP requirement)		
When was the last time you updated your PSR?		
Do you have a heat supply contract with each resident? Or a lease agreement with clauses that relate specifically to the heat network?		
When was the last time you reviewed your heat supply contracts?		

What Next?

If you answered “No” to any of the above, you may have compliance gaps that need urgent attention.

Get in Touch

Our experts can help ensure your heat network is compliant, efficient and cost-effective before Ofgem regulations take full effect.

Request a Consultation - we can provide a full review, including a tariff reconciliation exercise and technical audit, to prepare your network for the upcoming changes.