



Protect your heat network.  
Cut costs.  
Stay compliant.



# Heat Network Health Check

The smart route to lower costs, safer systems and regulatory compliance.

# Delivery Based on Data & Insights

With Ofgem regulation approaching, non-compliant or inefficient heat networks risk fines, poor resident experience and rising costs. Our Health Check helps you get ahead - identifying risks before they become problems, protecting residents and proving your compliance.

Whether you're looking to confirm regulatory compliance or gain comprehensive visibility of network performance and continuous improvement, we offer flexible service tiers to meet your needs and support your operational goals.



## Why have a health check?

### Compliance

Identify where your network is falling behind and stay compliant with all regulatory requirements.

### Cost Efficiency

Reduce running costs by improving network efficiency, saving your residents money.

### Safety

Ensure your network is up to building and manufacturer standards.

### Future Proofing

Protect the value of the assets on your network and demonstrate responsible management.

### Service Improvements

Increase resident satisfaction through fair, transparent billing and reliable heat delivery.





# What do you get?

Designed to help you stay ahead. We provide a structured, evidence-based assessment of your network's compliance, efficiency, and safety, giving you clear, actionable insights to reduce risk and improve performance.

01

## Peace of mind

Once we've finished your heat network health check, you'll get a list of simple Yes / No answers for all the areas we've checked.

02

## Actionable Insight

Our team will provide you with clear recommendations to guide your next steps to compliance.

03

## Support

Your account manager will meet with you to discuss the findings and support you to success.

04

## Risk Management

Taking these steps now avoids potential risks in the future. Protecting your, your client and your residents.

We know managing heat networks can be complex. Our Health Check takes the stress out of compliance - giving you confidence your system is safe, efficient and future-ready.



# COMPLIANCE

## Metering & Billing Review

A focused review of your metering and billing against the current Heat Network (Metering & Billing) Regulations and Heat Network Market Framework Regulation.

### **Tier 1 Compliance Heat Network Health Check includes:**

- Metering review, including metering completeness, compliance and meter health
- Authorisation and Energy Ombudsman registration check
- Data collection network assessment including type, gaps and improvements
- Billing assessment to ensure bills, heat supply agreements and format are compliant
- Consumer protection policy review, including complaints procedure check

### **What you'll get**

- A detailed compliance checklist
- Summary report including actionable list of next steps
- A review meeting to discuss findings
- Quotations for any missing metering or equipment



# OPERATION

## Performance & Safety Review

A comprehensive technical assessment of network performance, safety compliance, documentation, and control strategy. Ensuring compliance and best-practice operation.

### Tier 2 Key Features:

#### Everything in the Compliance Review PLUS:

- Full visual inspection of key plantroom and distribution components
- Efficiency review based on metering data (Gas In Heat Out - GIHO)
- Controls assessment to verify correct operation and scheduling
- Review of safety and maintenance compliance (pressure systems, legionella, electrical, fire stopping)

### What you'll get

- Compliance & safety checklist
- Efficiency and control optimisation audit
- Flow/return temperature and delta-T analysis
- Visual health check and documentation review
- Action plan with prioritised improvements

*Please Note: Tier 2 focuses on assessing current performance and compliance, not full system optimisation or redesign.*



# INSIGHT

## Continuous Monitoring & Control



Ongoing data-driven monitoring, with quarterly performance meetings to proactively manage efficiency and compliance.

**PinPoint**, powered by **Guru Systems** and delivered through **Data Energy**, gives property managers and operators the tools to understand, optimise and regulate their networks - with complete control, from plant room to apartment.

With traffic-light dashboards, instant alerts and advanced analytics, **PinPoint** makes it easy to identify where problems occur, whether it's a bypass left open, an HIU fault or a heat loss within the distribution network.

### Tier 3 Key Features

#### Everything in the Compliance Review PLUS :

- Access to the Guru PinPoint monitoring platform for real-time visibility of network performance, data trends, and fault alerts
- Quarterly performance review meetings to discuss insights, address emerging issues, and agree on improvement actions
- Actionable recommendations based on data analysis, helping to optimise system efficiency, reduce losses, and enhance overall reliability

### Deeper control

Choosing a review that encompasses continual monitoring allows you to manage your heat network confidently and make decision based on insightful data.

With Ofgem regulation and the forthcoming Heat Network Technical Assurance Scheme (HNTAS) on the horizon, the need to address non-compliance and with speed and agility has never been greater.

# Your Review Options

Here's a summary of costs for each review option available as part of our Heat Network Health Check offering.

## COMPLIANCE: Metering & Billing Review

Review & Reporting

£1,200

## OPERATION: Performance & Safety Review

Review & Reporting

£2,800

## INSIGHT: Continuous Monitoring & Control

Review & Reporting

PinPoint Annual Fee

£2,500

£12/meter

All costs exclude VAT.

Pricing is based on a gas boiler heat network with a boiler capacity of up to 2MW.

Costs may differ depending on site location.

If an LTHW water sample has been taken within the last 6 months and results are provided, the cost for Tier 2 and 3 will be reduced by £300 (exc. VAT)



# About Us

## Seamless solutions for metering, billing, energy procurement & data collection, we deliver tailored services to you and your residents

As a trusted energy partner in residential property management, we deliver joined-up solutions across procurement, metering, billing and data collection. Everything is designed to make your job easier, keep residents informed and supported, reduce costs, and drive more sustainable outcomes for your developments.

We support every part of your heat network with clear, practical solutions:

**Data Collection:** End-to-end data services to ensure accuracy, reliability and full visibility

**Metering and Billing:** Transparent, compliant billing that's easy to manage and simple for residents.

**Credit Billing and Pay-As-You-Go Options:** Flexible billing models to suit different developments and resident needs.

**Enhanced Debt Collection:** Tailored support to help you manage and reduce arrears.

**Site Works and Technical Services:** From design to upgrades and maintenance, we keep systems running smoothly.

**Energy Procurement:** Competitive, forward-thinking strategies to manage energy risk and cost, including bill validation and ongoing account management.

**Consultancy and Support:** Advice and hands-on help to guide you through regulatory change and technical challenges.

Our goal is simple - to give Property Managers the tools, insight and support to stay ahead in a fast-changing energy landscape.

Whether you're dealing with shifting market prices or navigating new regulations for communal heating and cooling, we're here to make things clearer, easier and more efficient.

Our team includes experienced Heat Network and Energy Managers, backed by a network of on-site engineers across the UK. We work with everything from large-scale District Heat Networks to simple landlord supplies - always with the same focus on reliability, compliance and service.



# Our Client Partners

Our clients are at the heart of everything we do - whether large organisations or smaller businesses, we build trusted, valued partnerships with every one.

We understand that each client has unique needs and goals, and we take the time to listen and truly understand their business providing solutions that align with their objectives and drive success.

Our approach is what sets us apart. We believe that no matter how big or small a business may be, they deserve the same level of dedication and support.



# Our Credentials

At Data Energy, we understand the importance of reassurance when managing energy and heat networks. Our commitment to excellence is supported by industry-leading accreditations to ensure we deliver the highest standards to our clients.

These are more than just badges - they're the foundation of our processes, helping us consistently improve and meet the needs of property managers like you. With a focus on compliance and quality, our accreditations demonstrate our dedication to doing things the right way.

Every certification strengthens our ability to provide reliable, efficient services that you can trust.

**INVESTORS IN PEOPLE**  
We invest in people Silver



**guru**



**ukDEA**  
The UK District Energy Association

**Heat Networks Consultant**  
CIBSE



**Energy Ombudsman**

**CPD MEMBER**  
The CPD Certification Service

**ofgem**

**TPI**  
PARTNER



**niceic**  
APPROVED CONTRACTOR

**Ready to take control of  
your heat network?**

**Book your  
complimentary pre-  
assessment call today.**