

Heat Networks

Consumer FAQs

Q: What if I can't find my supplier on your system?

A: From 1 April 2025, all heat network suppliers will be bound by our scheme rules and are required to be members of our scheme to ensure consumers have access to an independent service for resolving disputes. Searching our website is the easiest way to find out if a heat network supplier is a member of our scheme: [click here](#). If your heat network supplier isn't showing on our website, it means we're still working on identifying and adding them to our system. During this period, we're proactively reaching out to suppliers to get them signed up. To assist us in contacting your supplier, you can provide their details in the form linked [here](#). This will help us in reaching out to them and getting them signed up as quickly as possible.

Q: How can I find out who my Heat Network Supplier is?

A: To find out who your heat network supplier is, you can try the following:

- Review your heat supply agreement, which you should have been provided with when you moved into the property.
- Check your most recent heat bill: Look for any reference to "Heat Networks" or "District Heating." The name of your supplier is often listed on your bill.
- Check with your landlord, management company or housing provider: If you live in a managed property or a housing association, they should have details about the heat network supplier for your building. If you're still unsure, feel free to reach out to us, and we'll help you identify your supplier. Please note that we can only take on disputes that have been raised with your heat supplier first.

Q: Who can use the service?

A: We can process disputes for both domestic and microbusiness consumers on heat networks.

- A domestic, residential consumer is a person who has energy provided to their home.
- A non-domestic, microbusiness consumer meeting the below criteria*
 - 'A company which has an annual consumption of less than 247,000 kWh of heat per year, or fewer than 10 employees (or their full-time equivalent), and an annual turnover or annual balance sheet total not exceeding £2 million.'

Q: What is a Heat Network?

A: A heat network supplies heat from a central source to consumers via a network of pipes carrying hot water. This avoids the need for individual boilers or electric heaters in every residence.

There are two types of heat networks:

- Communal heat network: this supplies heat and hot water to a number of premises and customers within a single building. This is the most common form of heat network in the UK.
- District heat network: supplies heat to more than one building. District heat networks can cover a large area and supply many buildings.

Heat networks help reduce our carbon emissions. They often use renewable forms of energy to generate heat. Some heat networks utilise waste heat from industrial processes or power plants. And it's usually more efficient for a central heat source to heat multiple homes as compared to individual boilers heating multiple properties.

Q: What if my case was before the 1 April 2025?

A: We can only consider disputes if you became aware of the problem on or after 1 April 2025. Issues that were identified before 1 April 2025 are outside of our remit.

The exceptions are disputes that relate to heat networks who were members of Heat Trust prior to 1 April 2025 and the dispute is specifically about Heat Trust scheme rules or are about certain issues relating to the Energy Bills Relief Scheme (EBRS) / Energy Bills Discount Scheme (EBDS), as these matters were under our remit prior to 1 April 2025.