

Ready, set, regs!

A quick guide to upcoming heat network regulations.

The Energy Bill 2023 made Ofgem the official regulator for heat networks, introducing new rules to protect consumers and improve efficiency. The Heat Network Market Framework will cover zoning policies, the Heat Network Technical Assurance Scheme (HNTAS), and consumer protection regulations. Together, these changes aim to ensure fair treatment and more reliable, sustainable heat networks across the UK, benefiting consumers, heat suppliers, and the environment.

The key players shaping heat network regulations

ofgem



Department for
Energy Security
& Net Zero



**Energy
Ombudsman**



**Consumer
Scotland**
Luchd-Cleachdaidh Alba

● Heat Network Zoning

- Zoning will help speed up the roll-out of heat networks by identifying areas where they're the most cost-effective way to cut carbon from heating. This gives local areas a head start in planning and building greener, cheaper heat.

■ Keep up to date with the [latest news](#) on how zoning will be delivered.

● Heat Network Technical Assurance Scheme

- This new scheme will set basic performance standards for how heat networks are designed, built, and run, helping to make them more efficient, reliable, and better for everyone using them.

■ Look out for the [HNTAS consultation](#) and pilot schemes.

■ Check you have the right data and meters across the whole system.

■ Look out for the next [Heat Network Efficiency Scheme](#) funding round.

● Heat Network Consumer Protection Regulations

- Ofgem is bringing in new rules to make sure customers get a fair deal, clear information, and a reliable service from their heat supplier with better customer support. As part of this, residents can turn consumer advocacy bodies for free, independent advice, and to the Energy Ombudsman if an issue can't be resolved with their supplier.

■ Register your heat networks with the [Energy Ombudsman](#).

■ Check your consumer records and complaint processes.

■ Stay on top of the latest [Ofgem consultations](#).

Ready to future-proof your heat network?

Get in touch for tailored support and practical next steps.

Contact us

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About Insite Energy

Leaders in the UK's heat network sector since 2009, we enhance network operations with unmatched solutions, providing metering, billing, and maintenance services. Advocates for customer protection and champions of operational efficiency, we're a reliable partner for heat network operators and suppliers.

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