



Ready, set, regs!

Helping heat network operators and suppliers to
meet Heat Network (Market Framework)
(Great Britain) Regulations 2025
reporting requirements

About consumer protection

Ofgem's new Heat Network (Market Framework) (Great Britain) Regulations 2025 are designed to make sure heat network consumers receive fair treatment, clear information, and reliable service. This guide brings key data reporting requirements together and shows where you may already have support in place.

You're not in this alone

New regulations can feel like a lot, but you've got support. In reading this document, you may also find that you're already on the right track.

Who's there to help:

 **Your service providers:** Your existing partners, whether a metering & billing or maintenance provider, are key to making compliance a team effort.

 **Industry bodies and associations:** They've got lots of resources, updates and guidance, made with housing providers in mind.

 **Ofgem:** As the new regulator, Ofgem's here to protect customers, and also support suppliers.

 **Department for Energy Security & Net Zero (DESNZ):** DESNZ is leading the charge on policy, and encouraging collaboration across different sectors.

Who's responsible

Heat network operator:

The authorised person that controls the transfer of thermal energy on the network for the purposes of supplying heating, cooling or hot water. They may choose to engage a contractor to manage day-to-day operation of the heat network.

Heat network supplier:

The authorised person that supplies heating, cooling, or hot water to consumers via the heat network. This role is focused on consumer-facing, contractual and financial activities, rather than physical operation of the network

Even if you've contracted out heat network related tasks, such as metering & billing or maintenance, the regulatory duty sits with the authorised operator or supplier.

What's happening when

Here are the key milestones that form part of Ofgem's consumer protection regulations.

- **1st Apr 2025** Energy Ombudsman appointed as the 'Qualifying Redress Scheme' & 'Relevant Dispute Resolution Body'.
Citizens Advice and Advice Scotland officially appointed as 'Relevant Advice Bodies'.
- **27th Jan 2026** Current heat suppliers become 'deemed authorised' under the new regulatory framework.
- **1st Apr 2026** Reporting requirements begin. From this date, all data outlined in the reporting guidance (and in this guide) must be captured that Ofgem will request.
- **20th Apr 2026** Ofgem's registration portal launches for beta testing.
- **Oct 2026** Ofgem's registration portal launches.
- **27th Jan 2027** All existing heat networks must be registered and compliant. Reporting backdated to 1st April 2026.

About Ofgem's registration portal

The Office for Product Safety and Standards (OPSS) used to receive heat network notifications under the old metering and billing rules. This process has now ended and been fully replaced by Ofgem's new digital service, where your live, occupied heat networks must be registered as a one-off requirement.

Communal vs. district heat networks:

Communal blocks on district networks still need to be registered separately, and you can add third-party partners with different access levels if they support your operations.

Regulatory contact:

Each organisation must nominate someone to create and manage the account on Ofgem's digital service. Ideally, this is the most senior person with responsibility for the heat network's operations and regulatory compliance.

How to register

1. Create an organisation account

The regulatory contact creates organisation account.

Add additional users and manage their access permissions.

2. Provide organisation details

Provide details of organisation, incl. type of organisation and ownership structure.

Provide financial resilience indicators.

3. Complete the Significant Managerial Responsibility or Influence (SMRI) declaration

4. Register your heat network(s)

Provide details of regulated activity (operation & supply) on heat networks.

Follows an 'operator-led' approach.

Before you dive into the reporting requirements

Over the next few pages, you'll see every data point Ofgem requires, and who holds that information.

What each label means

Insite Energy

If we're your metering & billing provider or ESCo Manager, we can provide this data manually to you.

Heat operator / supplier

As we don't have overview of your business operations or full heat network portfolio, some data points are stored by you as the authorised person.

Insite Energy via VANTAGE

VANTAGE already holds most of your required data, ready for our clients to download at anytime.

DATA REQUIRED	FORMAT	FREQUENCY	WHO HOLDS THE DATA
Total number of domestic customers	Number	Annually	Insite Energy via VANTAGE
Total number of non-domestic customers	Number	Annually	Insite Energy via VANTAGE
Total number of prepayment meters (PPMs) broken down by smart and legacy meters	Number	Annually	Insite Energy via VANTAGE
Total number of heat and electricity (HCE) in the buildings or other networks (2 day)	Number	Annually	Heat operator / supplier
Total number of heat meters domestic customer monthly (2 day)	Number	Annually	Insite Energy
Total number of heat meters non-domestic customer monthly (2 day)	Number	Annually	Insite Energy
Total number of customers with smart metering	Number	Annually	Insite Energy
Billing frequency	Monthly	Annually	Insite Energy
Number of customers by payment method	Number	Annually	Insite Energy

Appointing Insite for reporting

You'll be able to appoint Insite for certain data points once Ofgem's portal goes live, allowing request for information (RFIs) to be sent to us.

As the portal is not yet available, we'll confirm the process in due course. Your Account Manager will support setup, and a small admin fee may apply.

Using VANTAGE for reporting

VANTAGE makes it easy to pull the data you'll need for quarterly and annual submissions.



- 1. Log into VANTAGE**
Go to insite.valytica.com/portal and log in.
- 2. Go to the dashboard**
Using the left-hand menu and select the dashboard with the data required.
- 3. Apply filters**
Set scheme and date filters using the button in the top right corner.
- 4. Download the data**
Use the cloud icon () in the top-right corner of the table to export the data to a CSV.

When reporting begins

Reporting starts on 1st April 2026, meaning all data from this date must be captured for your first submission. The first reporting window will be open from 1st July until the 31st July 2026. Data submitted during this time will cover 1st April to 30th June 2026.

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
QUARTERLY REPORTING PERIODS	1 st April - 30 th June			1 st July - 30 th September			1 st October - 31 st December			1 st January - 31 st March			
QUARTERLY SUBMISSION WINDOW				1 st Jul - 31 st Jul			1 st Oct - 31 st Oct			1 st Jan - 31 st Jan			1 st Apr - 30 th Apr
ANNUAL REPORTING PERIOD	1 st April - 31 st March												
ANNUAL SUBMISSION WINDOW													1 st Apr - 30 th Apr

Financial resilience & continuity

Annual checks confirming financial stability and continuity plans.

DATA REQUIRED	FORMAT	FREQUENCY	WHO HOLDS THIS DATA?
Confirmation of a compliant Operation & Supply Continuity Plan	Yes / No w/ authorised conditions continuity arrangements	Annually	Insite Energy
Does the authorised entity reasonably expect to have sufficient finance & resources available to carry on its regulated heat network activity for the next 12 months?	Yes / No on financial health	Annually	Heat operator / supplier
What was the authorised entity's net profit or loss for the previous financial year?	£	Annually	Heat operator / supplier
What was the authorised entity's total income for the previous financial year?	£	Annually	Heat operator / supplier
What were the total Operational Expenditure (OpEx) costs for the previous financial year?	£	Annually	Heat operator / supplier
What is the total value of liquid assets that the authorised entity controls or has unrestricted access to?	£	Annually	Heat operator / supplier
Did assets exceed its liabilities at the end of the most recent financial year?	Yes / No	Annually	Heat operator / supplier
Do you hedge (buying fuel in advance)? If yes, how many months ahead and what percentage volume of costs are hedged?	Yes / No if yes, no. of months & %	Annually	Heat operator / supplier

Heat network data, metering & billing

The core network and billing data to be submitted each year.

DATA REQUIRED	FORMAT	FREQUENCY	WHO HOLDS THIS DATA?
Total number of domestic customers	Number	Annually	Insite Energy via VANTAGE
Total number of non-domestic customers	Number	Annually	Insite Energy via VANTAGE
Total number of prepayment meters (PPMs) broken down by smart and legacy meters	Number	Annually	Insite Energy via VANTAGE usually no legacy meters on Insite managed sites
Total number of heat cost allocators (HCAs) in the buildings or on the network, if any	Number	Annually	Heat operator / supplier
Total number of heat meters domestic customer dwellings, if any <i>usually same as no. of domestic customers, unless both heating & hot water and cooling are in place</i>	Number	Annually	Insite Energy
Total number of customers with smart metering <i>usually same as no. of domestic customers</i>	Number	Annually	Insite Energy
Billing frequency	Monthly	Annually	Insite Energy
Number of customers by payment method <i>Split by PPM, Direct Debit, or 'Other'</i>	Number	Annually	Insite Energy

Vulnerability & debt

What needs tracking to evidence fair support for consumers in difficulty.

DATA REQUIRED	COMMENTARY	FREQUENCY	WHO HOLDS THIS DATA
Total number of consumers in vulnerable situations <i>usually those on the priority services register (PSR)</i>	Number	Annually	Insite Energy via VANTAGE
Total number of domestic consumers in debt <i>Credit billed only, debt >£200, outstanding for >3 months</i>	Number	Quarterly	Insite Energy via VANTAGE
Total value of domestic bad debt <i>Considered to be unrecoverable</i>	£	Annually	Insite Energy via VANTAGE
Total number of domestic customer self-disconnections <i>Self-disconnected PAYG customers</i>	Number	Annually	Insite Energy via VANTAGE
Total number of domestic customers disconnected for non-payment <i>Credit billed only (physical disconnections)</i>	Number	Quarterly	Insite Energy
Total number of customers on a repayment plan <i>Likely credit billed only</i>	Number	Quarterly	Insite Energy via VANTAGE
Total number of reconnections due to debt being paid or repayment plan agreed <i>Credit billed only (physical disconnections)</i>	Number	Quarterly	Insite Energy
Total number of meters involuntarily switched to PPMs <i>Explicit consent not received manual or remote</i>	Number	Quarterly	Insite Energy

Quality of service

How to report on complaints and service performance.

DATA REQUIRED	FORMAT	FREQUENCY	WHO HOLDS THIS DATA
Total number of complaints broken down by type: • Vulnerability, debt & switching • Quality of service • Customer service • Pricing • Backbilling • Other <i>Consider how you currently categorise your complaints to ease the process of reporting these to Ofgem.</i>	Number	Quarterly	Insite Energy via VANTAGE
Total number of complaints that were group complaints	Number	Quarterly	Insite Energy via VANTAGE
Total number of complaints referred to the Energy Ombudsman (EO) <i>Complaints signposted to the EO at 8 weeks or after deadlock</i>	Number	Quarterly	Insite Energy via VANTAGE
Total number of complaints resolved by the end of the next working day <i>No. complaints resolved Day+1 ("expressions of dissatisfaction")</i>	Number	Quarterly	Insite Energy via VANTAGE
Total number of complaints resolved within eight (8) weeks <i>(56 calendar days)</i>	Number	Quarterly	Insite Energy via VANTAGE

Pricing transparency

The tariff and cost information to be shared with Ofgem.

DATA REQUIRED	FORMAT	FREQUENCY	WHO HOLDS THIS DATA
Fuel input type	Main type of fuel	Annually	Insite Energy
Standing charges	£/day	Quarterly	Insite Energy
Unit rates	£/kWh	Quarterly	Insite Energy
Total received through connection charges <i>Charge/new connection to district heat network</i>	£	Quarterly	Heat operator / supplier
Other charges <i>We expect this to include one-off charges, such as change of residencies and Direct Debit cancellation fees</i>	£	Quarterly	Insite Energy
Flat fees <i>Applicable for Shared Ground Loop schemes or unmetered schemes</i>	£	Quarterly	Heat operator / supplier
Total charges across all domestic customers <i>All standing charges, unit rates, connection & other charges received across all domestic customers</i>	£	Quarterly	Insite Energy via VANTAGE
Total charges across all non-domestic customers <i>All standing charges, unit rates, connection & other charges received across all non-domestic customers</i>	£	Quarterly	Insite Energy via VANTAGE
Charges for customers at reference usage levels <i>Apply tariff rates against 6,000 kWh consumed over a year to give easily comparable overall annual energy charges per heat network.</i>	£	Annually	Insite provide this data
Pricing methodology <i>How we set prices (strict cost recovery vs. cost avoidance methodology)</i>	Text	Annually	Insite provide this data

Pricing transparency (under consultation)

The tariff and cost information to be shared with Ofgem.

DATA REQUIRED	COMMENTARY	FREQUENCY	WHO HOLDS THIS DATA
<i>Types of costs recovered through standing charge</i>	<i>List - values not needed</i>	<i>Annually</i>	<i>Insite Energy</i>
<i>Types of costs through unit rate</i>	<i>List - values not needed</i>	<i>Annually</i>	<i>Insite Energy</i>
<i>Types of costs through a flat fee</i>	<i>List - values not needed</i>	<i>Annually</i>	<i>Heat operator / supplier</i>
<i>Types of costs not passed on</i> <i>costs incurred running the network but not passed onto customers</i>	<i>List - values not needed</i>	<i>Annually</i>	<i>Heat operator / supplier</i>
<i>Funding received</i> <i>revenue streams outside of heat network charges, e.g. government funding</i>	<i>List - values not needed</i>	<i>Annually</i>	<i>Heat operator / supplier</i>
<i>Total generated / procured heat cost</i> <i>Total heat cost, incl. input fuel cost to generate heat and procurement cost</i>	<i>£</i>	<i>Annually</i>	<i>Insite Energy</i>
<i>Total network generation & heat produced</i>	<i>kWh</i>	<i>Annually</i>	<i>Insite Energy</i>

Italics = under consultation

Consumer protection regulations are here. *Are you ready?*

New Heat Network (Market Framework) (Great Britain) Regulations 2025 regulations are setting minimum standards for how heat network consumers are treated, from billing to complaints to protecting those in vulnerable circumstances.

- ✓ Register with the Energy Ombudsman.
- ✓ Follow Ofgem's authority conditions and guidance.
- ✓ Review your Heat Supply Contracts.

Get 'regs-ready' with Insite Energy

Don't wait for regulations. Contact us for advice on how best to prepare your heat networks for regulations.

Or, join our **next training session** to get up to speed on the Heat Network (Market Framework) (Great Britain) Regulations 2025.

Get in touch

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