

# Guidance

## Heat networks registration

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This guidance is intended for authorised persons that are operating or supplying a relevant heat network during the first part of the initial period, and therefore required to complete heat network registration. This period is set out in [regulation 26](#) of the [Heat Networks \(Market Framework\) Regulations 2025](#) (the regulations) and runs from 1 April 2025 to 27 January 2027.

This guidance explains roles and responsibilities under the heat networks regulatory framework and outlines the obligations set out in [authorisation condition A4: Registration](#). It also details the information that must be submitted as part of registration and describes what happens after a registration has been completed.

It also explains obligations under [authorisation condition A5: Nominated Operator](#) that apply where more than one entity is undertaking the regulated activity of operation of a relevant heat network.

Sections of this guidance covering registration and multiple operator scenarios are not relevant to authorised persons who commence regulated activity after the first part of the initial period.

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## 1. Introduction

Ofgem is the designated regulator for heat networks in England, Scotland, and Wales (Great Britain). Under the [Heat Networks \(Market Framework\) Regulations 2025](#) (the regulations), any person undertaking regulated activity on a relevant heat network from 1 April 2025 is required to be authorised. The [general authorisation conditions](#) for heat networks cover a range of consumer protection requirements and supporting regulatory provisions. These conditions come into effect from 27 January 2026, and authorised persons are required to comply with them.

## Scope

The guidance:

- explains the scope of heat networks regulation including key definitions, clarification on what activities the regulations apply to, and how responsibilities map to the physical boundaries of heat networks.
- covers the requirement to register set out in [authorisation condition A4: Registration](#), which applies to persons who are deemed authorised under [regulation 27](#) of the regulations.
- provides an overview of how authorised persons must register their heat network activities with us and sets out the information that must be provided through this process
- details what authorised persons should do following registration and points to information on further obligations under the regulatory framework
- includes information specific to the registration of Shared Ground Loop (SGL) heat networks
- explains obligations under [authorisation condition A5: Nominated Operator](#) which applies to heat network operators of networks where more than one entity is undertaking the regulated activity of operation.

## Purpose

The purpose of this guidance is to help heat network operators and suppliers with deemed authorisation to understand their obligation to register with us.

Where there are multiple operators for a heat network, the guidance is intended to assist in understanding obligations that apply under [authorisation condition A5: Nominated Operator](#).

This guidance does not apply to regulated activity that commences after the end of the first part of the initial period, and which must be authorised by application to Ofgem. We will consult on the requirements for authorisation by application and will publish supporting guidance before this comes into effect.

## Context and related publications

This guidance can be read together with related publications:

- the [Heat Networks \(Market Framework\) Regulations 2025](#), which set out the regulations that govern the framework for heat networks regulation
- the [general authorisation conditions for heat networks](#), which set out obligations for authorised persons undertaking regulated activity on a heat network
- the [heat networks consumer protection guidance](#), which explains the rules and requirements set out in authorisation conditions relating to consumer protection such as standards of conduct, quality of service, billing and transparency, back-billing, heat supply contracts, protections for vulnerable consumers, and the security of supply
- the [heat networks financial resilience guidance](#), which explains the rules and requirements set out in the financial resilience authorisation conditions
- the [heat networks fair pricing and cost allocation guidance](#), which aims to support heat networks to comply with fair pricing rules that come into effect from January 2026
- the heat networks regular data reporting guidance, which is intended to help operators and suppliers meet requirements outlined in [authorisation condition A9: Provision of information to the Authority](#). At the time of publication, consultation on this guidance is closed, awaiting decision. A final version of this guidance will be published before the requirements come into effect.

## Updates to this guidance

This guidance may be updated from time to time following consultation with stakeholders on proposed changes.

## 2. Scope of heat networks regulation

### The regulated activities

2.1 Under the regulations, authorisation is required to undertake regulated activity on a relevant heat network. The regulated activities are:

- operating a relevant heat network (operation)
- supplying heating, cooling or hot water to heat network consumers by means of a relevant heat network (supply)

2.2 In this guidance, we refer to the authorised person undertaking operation as the ‘operator’ and the authorised person undertaking supply as the ‘supplier’.

2.3 While these roles are distinct in regulatory terms, it is common in practice for a single entity to act as both the operator and the supplier for a heat network. Where this is the case, the entity will be subject to the obligations associated with both roles under the regulatory framework.

2.4 It is important that all parties involved with a heat network assess their activities carefully against the regulatory definitions to determine whether they are acting as a supplier, an operator, or both. This will influence the information and evidence they are required to provide during the registration process and the ongoing compliance obligations they must meet.

2.5 An authorised person is an entity that is authorised to undertake one or both regulated activities in relation to a heat network under [regulation 16](#) or [regulation 27](#) of the regulations.

### Operation

2.6 Operating a relevant heat network means controlling the transfer of thermal energy on that heat network for the purposes of supplying heating, cooling or hot water.

2.7 A heat network operator is generally expected to have substantial control over key decisions relating to ensuring the long-term reliability, efficiency, and compliance of the heat network.

2.8 This generally includes having authority or influence over significant investment decisions, such as those concerning major upgrades, expansions, or fundamental changes to the infrastructure.

2.9 Ownership of network assets may indicate a level of substantial control but may not necessarily determine the role of operator. The operator will be the entity that has sufficient control over the material assets used or needed to comply with the regulatory framework.

2.10 In the leasehold sector, the party expected to fulfil the role of heat network operator is typically the freeholder, as they generally retain overall responsibility for the management and operation of the building's communal system. Where arrangements such as the Right to Manage (RTM) or Residents Management Company (RMC) models are in place, the entity acting as operator may differ and potentially may shift to the RTM or RMC. It is important to consider the specific management structure in place to determine who is acting as the operator in each scenario.

## Supply

- 2.11 An entity is undertaking the regulated activity of supply where they are responsible for the commercial arrangements with customers associated with the supply of heating, cooling, or hot water via a relevant heat network.
- 2.12 Commercial arrangements include setting charges, issuing bills, providing customer service and handling complaints.
- 2.13 A supplier is expected to have a contractual relationship with their heat network customers, through a heat supply agreement or other agreement.
- 2.14 All parties should ensure they assess their activities against the regulatory definitions to determine whether supplier obligations apply.

## Definition of a relevant heat network

2.15 The terms 'heat network', 'relevant heat network', 'communal heat network', and 'district heat network', used in this section are defined in [section 216 of the Energy Act 2023](#).

### Relevant heat network

- 2.16 A heat network is a network that, by distributing a liquid or a gas, enables the transfer of thermal energy for the purpose of supplying heating, cooling or hot water to a building or persons in that building, and includes any appliance the main purpose of which is to heat or cool the liquid or gas.
- 2.17 While the term 'heat network' is used broadly to describe systems that distribute thermal energy, only those classified as 'relevant' are subject to regulatory requirements.
- 2.18 A relevant heat network means a district heat network or a communal heat network.
- 2.19 The heat network definition may include networks that are designed to rely wholly or in part on heat pumps specific to the buildings or premises served by the network.

## District heat network

2.20 A district heat network is a heat network that supplies heating, cooling or hot water to two or more buildings.

2.21 A district heat network may be located within a single site or development or may be a larger-scale system distributing heat to multiple sites or separately owned properties and involving multiple authorised entities.

2.22 A district heat network may be connected to one or more other relevant heat networks such as an embedded communal heat network or a separately owned or managed district heat network.

2.23 An example of a district heat network is illustrated in Figure 1 below.

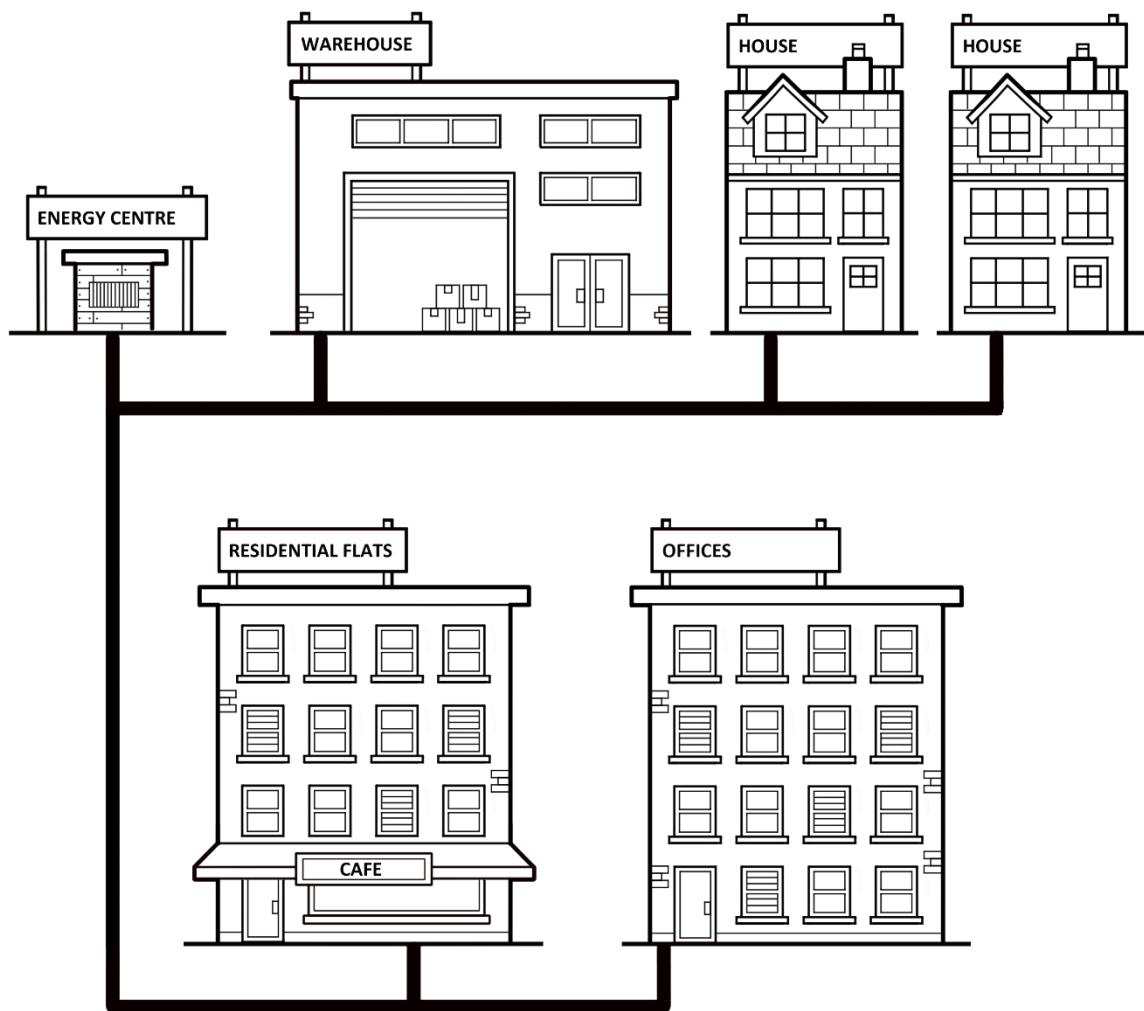


Figure 1: example of a district heat network

## Communal heat network

2.24 A communal heat network is a heat network that supplies heating, cooling or hot water to a single building divided into separate premises.

2.25 A communal heat network may be a standalone building containing an energy centre or may be embedded in a district scheme from which it is supplied heat.

2.26 A residential block of flats with a communal heating system is a typical example of a communal heat network, however, the definition also includes buildings with a communal heating system that supplies non-domestic customers in separate premises within that building.

2.27 An example of a communal heat network is illustrated in Figure 2 below.

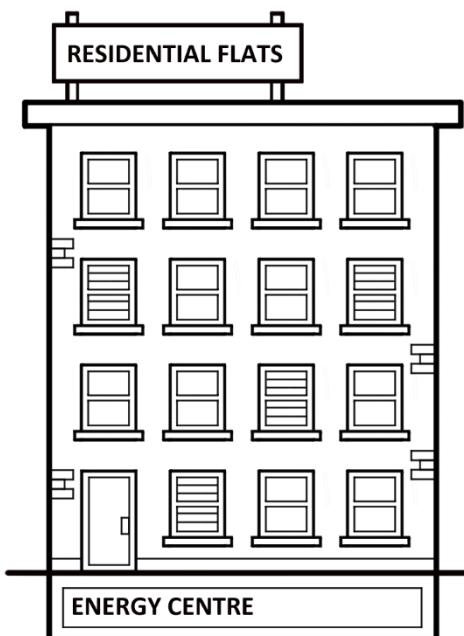


Figure 2: an example of a communal heat network

## **Exemptions from regulation**

2.28 Under certain circumstances, activities may be explicitly exempted from regulation or fall outside the scope of regulation.

2.29 It is not required to apply for an exemption to invoke this provision.

2.30 The following three sections describe activities that are exempted from regulation.

### **Houses in Multiple Occupation (HMOs)**

2.31 HMOs that consist of a single house or building with shared facilities of a kitchen or bathroom, and where heating is provided through a shared system, are not considered to have separate premises and are therefore exempt from heat networks regulation.

- 2.32 [Regulation 13\(2\)\(a\)](#) of the regulations exempts HMOs that are within the meaning of paragraphs (a) to (d) of subsection 1 of [section 254](#) of the [Housing Act 2004](#), or similar circumstances in Scotland.
- 2.33 HMOs that are converted blocks of flats as defined under [section 257](#) of the [Housing Act 2004](#), and consist of self-contained flats, are not included under this exemption. If supplied through a shared heating system, this may be a relevant heat network and within the scope of regulation.

### Converted buildings with domestic heating systems

- 2.34 Under [regulation 13\(2\)\(b\)](#) of the regulations, if a building has been converted by being divided into separate living accommodation and includes a shared heating system of a domestic capacity, this is exempt from regulation.
- 2.35 This exemption applies to single converted buildings, as defined in [section 254\(8\)](#) of the [Housing Act 2004](#), that are supplied by no more than one source appliance with a thermal capacity of 45 kilowatt or less.

### Third-party waste heat producers

- 2.36 Entities that produce waste heat such as data centres and wastewater treatment sites are generally not considered to be engaged in regulated activity and may enable the harvesting of waste heat without requiring authorisation.
- 2.37 For heat networks that utilise waste heat sources, the authorised person will generally be the entity that distributes heat, is responsible for the operation of the energy centre and ensures reliability through backup infrastructure and upgrading of heat where required.

## Reduced obligations for certain heat networks

- 2.38 Certain heat network types that are within the scope of regulation have reduced obligations under the regulatory framework. This includes self-supply, industrial, and Shared Ground Loop (SGL) heat networks.
- 2.39 Authorised persons for these heat network types are required to register but will not need to provide as much information when registering their heat network or as part of regular data reporting after registration.

### Self-supply heat networks

- 2.40 A self-supply heat network is defined in authorisation condition [A3: Definitions](#) as a district heat network where all the heating, cooling or hot water supplied by means of that district heat network is taken by the authorised person for that district heat network.
- 2.41 Examples of self-supply heat networks may include education campuses, hospitals and medical sites, prisons, and short-term accommodation where

heating, cooling or hot water is provided to multiple buildings from a central source.

2.42 Authorisation conditions under section B and section C of the [general authorisation conditions](#) do not apply to authorised persons in relation to self-supply heat networks where they undertake regulated activity.

### Industrial heat networks

2.43 An industrial heat network is defined in authorisation condition [A3: Definitions](#) as a relevant heat network where all of the heating, cooling or hot water which is supplied by means of that relevant heat network is wholly or mainly supplied for an industrial process.

2.44 Industrial process is defined in authorisation condition [A3: Definitions](#).

2.45 Authorisation conditions under section B and section C of the [general authorisation conditions](#) do not apply to authorised persons in relation to industrial heat networks where they undertake regulated activity.

2.46 Customers on industrial heat networks are expected to use the heat supplied for an industrial process. This does not exclude the heating of ancillary spaces, such as on-site offices or lunchrooms, provided these areas form part of the same industrial premises and the primary purpose of the heat use remains industrial.

### Shared Ground Loop (SGL) heat networks

2.47 SGL heat networks are heat networks that rely solely on closed ground or water loops for heat generation, in combination with individual consumer heat pumps.

2.48 The ‘utility model’, ‘non-utility model’ and ‘small, private SGL’ are recognised as different charging and ownership structures for SGL heat networks.

## Connected and embedded heat networks

2.49 Where a relevant heat network is connected to another relevant heat network, each network must be individually authorised under the regulations, including where a single entity undertakes operation and supply for both networks.

2.50 This may occur where a district heat network supplies heat to an embedded communal heat network or a separately managed district heat network potentially consisting of multiple buildings within a single site. These scenarios are illustrated below in Figure 3 and Figure 4 respectively.

2.51 The physical boundary between connected heat networks, potentially indicated by a building or site meter, will generally also delineate regulatory responsibility between separate entities undertaking operation and supply for each network.

2.52 In applying the consumer protection requirements such as those relating to pricing and reliability, we will consider how a heat network that is supplied heat from another network may be affected by upstream factors.

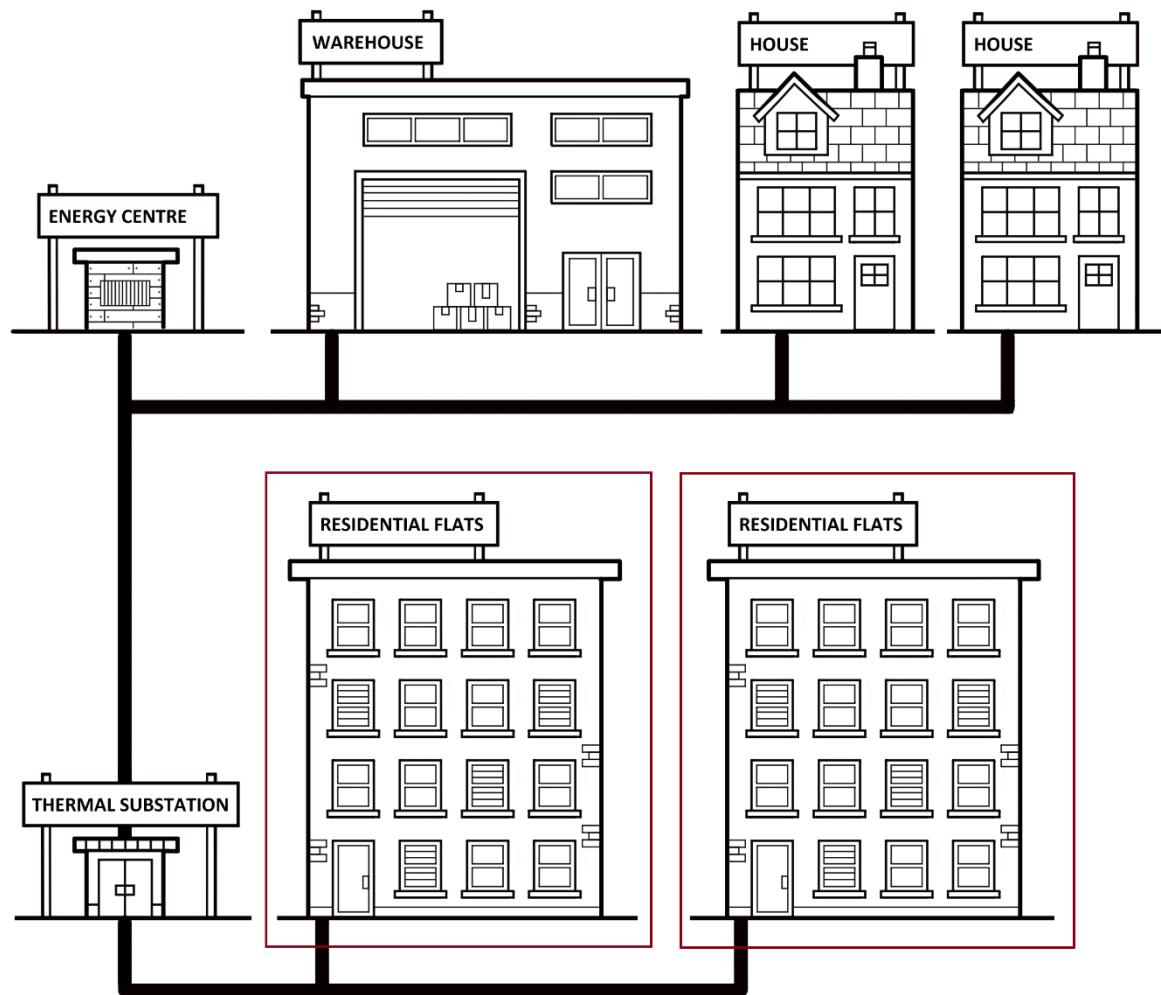


Figure 3: an example of district heat network including two embedded and separately authorised communal networks (outlined in red)

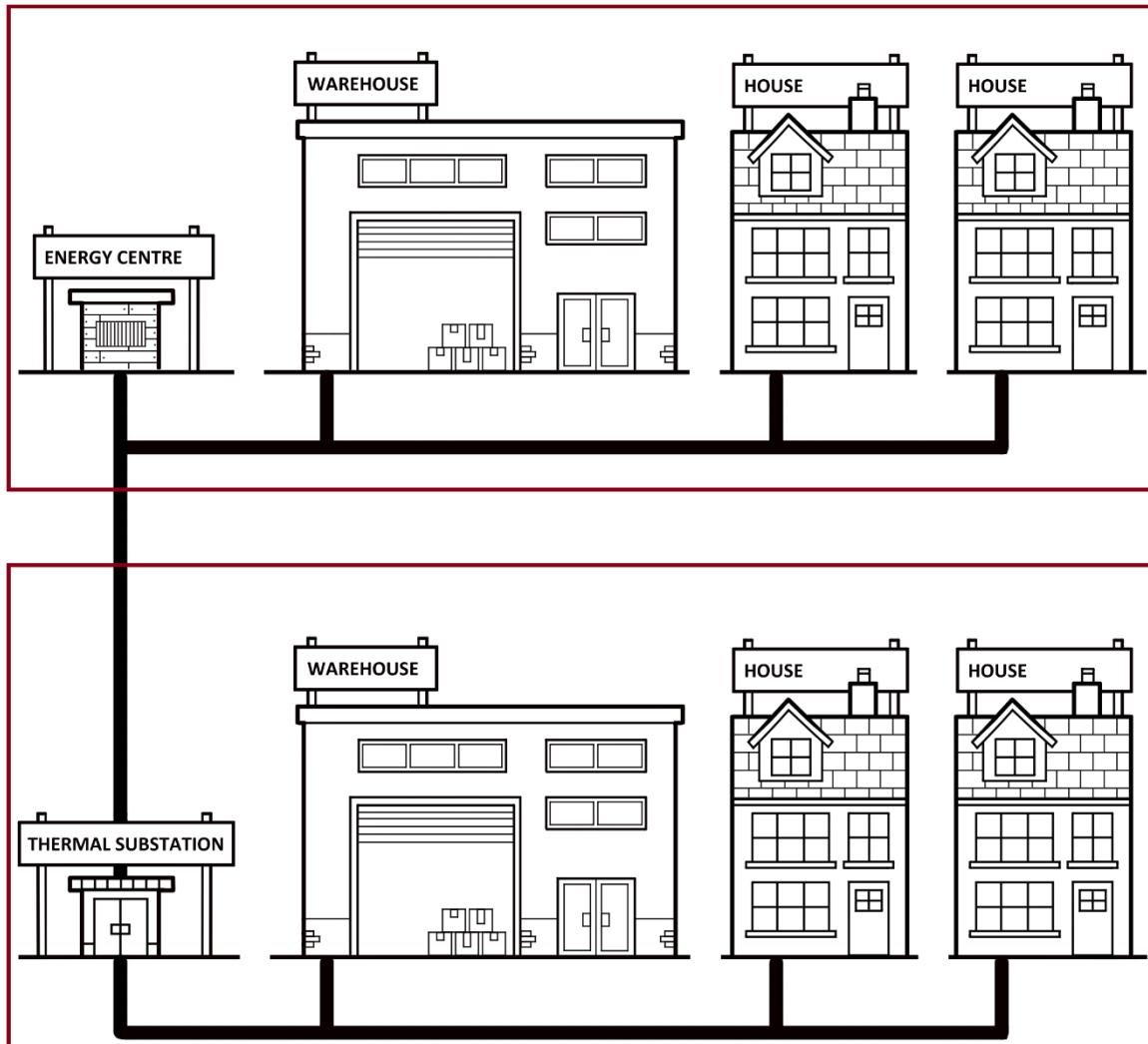


Figure 4: an example of two connected and separately authorised district heat networks (outlined in red)

### 3. Registering a heat network

#### Overview

- 3.1 Registration is the process by which heat network operators and suppliers with deemed authorisation under [regulation 27](#) of the regulations, must formally notify us about their heat networks and the activities they undertake.
- 3.2 We will use registration to identify authorised persons and their heat networks, gather essential details and establish a compliance baseline. Declaring non-compliance will not prevent an authorised person from completing registration.
- 3.3 Authorisation condition [A4: Registration](#) sets out the obligation to register, types of information that must be provided, the registration procedure if operation and supply are undertaken by different entities, and registration requirements for heat networks with multiple operators.
- 3.4 Authorised persons must complete registration by the end of the first part of the initial period as defined in [regulation 26](#) of the regulations.
- 3.5 Entities that are required to register are deemed authorised under [regulation 27](#) of the regulations and so the registration process will not affect their authorisation status.

#### Who needs to register

- 3.6 Authorised persons that began operating or supplying a heat network before 1 April 2025 are automatically authorised under the regulations, referred to as ‘deemed authorisation’, and may continue these activities. Deemed authorisation also applies to regulated activity that is commenced during the first part of the initial period.
- 3.7 All operators and suppliers with deemed authorisation are required to register their heat networks with us by the end of the first part of the initial period, 27 January 2027.
- 3.8 For heat networks where operation and supply are undertaken by separate entities, both parties will be required to submit information relevant to their role to complete registration. Registrations are initiated by the operator, who must complete their submission before the supplier proceeds.
- 3.9 For heat networks with multiple operators, if a nominated operator has been agreed by parties, this entity will complete registration, submitting information on behalf of the other operators.

## How to register

### Digital service for heat networks regulation

- 3.10 The digital service for heat networks regulation is a centralised platform to support regulatory compliance across Great Britain.
- 3.11 Authorised persons can register their heat networks and activities via the digital service from spring 2026 by submitting required information about their operations, infrastructure, and consumer arrangements.
- 3.12 Registration via the digital service is designed to be user-friendly and to capture the minimum level information required for the commencement of regulatory oversight. It includes built-in help-text to assist users.

### Regulatory contact

- 3.13 When creating an account on the digital service, a ‘regulatory contact’ must be provided as the designated contact for regulatory purposes. This individual should ideally be the most senior person with responsibility for the heat network’s operations and regulatory compliance.
- 3.14 To create an account, the regulatory contact will be required to submit information about the authorised person such as name, type of organisation and contact details.
- 3.15 The regulatory contact can control user permissions for the account and can invite additional users to access the service and submit information.
- 3.16 The regulatory contact remains ultimately responsible for ensuring that all submitted information is accurate and complete.

### Registration as a single entity

- 3.17 If a single entity is undertaking both regulated activities of operation and supply on a heat network, that entity will be responsible for completing the full registration process.
- 3.18 The authorised person will be required to provide detailed information related to their roles as both operator and supplier.
- 3.19 Information submitted as part of the registration process includes:
  - details of the entity or organisation that is the authorised person
  - the regulated activities being undertaken
  - the type and configuration of the heat network
  - technical information about the energy centre

- details about heat network customers
- declarations about compliance and practices

## Registration of heat networks with split regulatory responsibility

3.20 For heat networks where operation and supply are undertaken by separate entities, both parties must register via the digital service and provide information about themselves or their organisation and information relevant to their role.

3.21 During the registration process, the operator must confirm whether they also undertake supply on the heat network, or they must identify another entity that does.

3.22 Once the operator has completed their submission, any entities they have identified as the supplier(s) for the heat network will be invited to complete their section of the registration.

3.23 Under the authorisation condition [A4: Registration](#), the supplier must co-operate with the operator of the heat network, including by providing relevant information to them, to facilitate the timely discharge of the obligation to register.

3.24 Suppliers cannot complete registration until they are invited to do so. The obligation for the supplier to register is not triggered until the operator has completed their submission.

3.25 If a supplier is unable to register by the end of the first part of the initial period due to a separate entity not having completed the operation component of registration, the supplier should contact us.

## Registration of heat networks with multiple operators

3.26 For heat networks where multiple parties fulfil the role of operator, all operators that are deemed authorised under the regulations are individually responsible for complying with the requirement to register.

3.27 These parties may agree for one operator to complete registration and submit information on behalf of the other operators.

3.28 Where such an agreement is reached and registration is completed by the agreed party on behalf of other operators, all operators will have fulfilled the registration requirement.

## Registration submission

3.29 Following the creation of an account on the digital service, authorised persons are required to provide accurate information about their heat networks and activities through the registration process. Prior to submission, the authorised person must declare that the information they have provided is correct, to the best of their knowledge.

- 3.30 The digital service will automatically check that all required fields have been completed. When all required information has been provided, the authorised person may proceed to submit the registration.
- 3.31 Registration does not involve an assessment or approval process. Once submitted via the digital service, registration of the heat network is complete, and no further action is required by the authorised person unless advised by us.
- 3.32 Authorised persons will receive an email acknowledgement following submission, confirming registration has been completed and including a unique ID which should be retained for reference and correspondence. Registration of each heat network will generate a separate confirmation.

## **Detailed information requirements for registration**

- 3.33 The regulatory contact is responsible for submitting all information requested via the digital service.

### **Organisation-level information**

- 3.34 As part of account creation on the digital service, authorised persons will be required to submit information about themselves or their organisation. This organisation-level information is submitted once during the registration process and does not need to be repeated for each individual heat network that the authorised person registers.
- 3.35 Where they are separate entities, the operator and supplier will both provide organisation-level information.

### **Details of organisation**

- 3.36 The authorised person will be asked to provide the following details about their organisation before they provide information about specific heat networks:
  - type of organisation
  - organisation or company details
  - organisational structure, for example, details of any parent companies
  - financial resilience indicators

### **Significant managerial responsibility or influence (SMRI)**

- 3.37 Authorised persons must not appoint, or retain in post, any individual in a position of Significant managerial responsibility or influence (SMRI) unless that person is deemed fit and proper to hold such a role.
- 3.38 Authorisation condition [A8: Ongoing Fit and Proper Requirement](#) details this obligation and the circumstances an authorised person should have regard to when considering whether an individual is fit and proper.

3.39 People with SMRI may include directly employed staff or certain advisors or consultants who have effective decision-making authority.

3.40 As part of the registration process, the authorised person will need to complete and submit an SMRI declaration, unless the organisation already has a current SMRI declaration on their digital service account. SMRI declarations expire after 3 years.

3.41 The SMRI declaration asks the authorised person questions to confirm compliance with the fit and proper obligation, such as having policies and procedures in place to ensure that all persons with SMRI are fit and proper.

3.42 We may contact the authorised person for further information if they declare they do not have robust procedures in place to assess the suitability of individuals in SMRI roles, or they do not conduct regular assessments to ensure those individuals continue to remain fit and proper. We may also contact the authorised person if they declare that not all people with SMRI at the organisation are fit and proper.

## Network specific information

### Technical specifications of the heat network

3.43 The operator is responsible for providing information about the physical and technical characteristics of the heat network.

3.44 The authorised person will be required to provide key technical details about the heat network being registered, including:

- the geographical location of the network
- the number of buildings being supplied heating, cooling or hot water
- if the network is a district heat network, the number of embedded communal networks and responsibility for those networks
- the type of energy source and technology used to generate and distribute heat
- heating capacity of the network

### Customer information

3.45 The supplier is responsible for providing information about the customers served by the heat network, including:

- customer type (domestic or non-domestic consumer)
- number of customers of each type
- if any non-domestic customers are ‘small business consumers’ or ‘microbusiness consumers’

3.46 The terms ‘domestic consumer’, ‘non-domestic consumer’, ‘small business consumer’ and ‘microbusiness consumer’ are defined in authorisation condition [A3: Definitions](#).

3.47 The terms ‘small business’ and ‘microbusiness’ are defined in the regulations.

#### Continuity plan

3.48 A continuity plan ensures authorised persons have a strategy, supported by documentation, to transfer critical data and assets to a successor if they are no longer able to continue the role of supplier or operator of a heat network.

3.49 Both the operator and the supplier will be required to confirm whether a continuity plan is in place and fit for purpose. It is required to be in place by the end of the first part of the initial period.

3.50 Chapter 5 of the [heat networks financial resilience guidance](#) provides further details.

#### Complaints management procedure

3.51 Authorised persons must maintain a suitable complaints management policy and demonstrate the ability to cooperate with other authorised persons, where necessary, to resolve consumer complaints effectively.

3.52 During registration, the operator and supplier are jointly responsible for confirming that the following appropriate complaints procedures are in place:

- a clear and accessible process for consumers to raise complaints
- a defined procedure for investigating and resolving complaints in a timely and fair manner

#### Consumer vulnerability

3.53 The supplier is responsible for providing information during registration about consumer vulnerability and compliance with associated regulatory requirements.

3.54 Under authorisation condition [B8: Priority Services Register](#), the supplier must establish and maintain a Priority Services Register (PSR), or an accepted equivalent, to ensure appropriate treatment and support for consumers in a vulnerable situation. The PSR requirement only applies for heat networks that supply domestic customers.

3.55 Suppliers are expected to collect information about the vulnerability of their domestic customers to ensure these customers are identified and given appropriate support.

3.56 ‘Vulnerable situation’ is defined in authorisation condition [A3: Definitions](#).

3.57 Chapter 6 of the [heat networks consumer protection guidance](#) contains further details of consumer vulnerability requirements.

3.58 During the registration process, the supplier is required to confirm whether a PSR or an equivalent mechanism is in place and operational.

3.59 To establish baseline data for monitoring this requirement, the supplier will be required to confirm as part of registration:

- whether the heat network is supplying to any customers in a vulnerable situation
- the number of customers in a vulnerable situation supplied by the network

## **Registering a Shared Ground Loop (SGL) heat network**

3.60 When registering a Shared Ground Loop (SGL) heat network, the authorised person will be asked for information relevant to the specific characteristics of this heat network type and typical charging structures.

3.61 Certain questions, such as those relating to the heat network energy centre, will not be asked in the registration process where they are not applicable to the regulation of SGL heat networks.

3.62 The registration process includes questions to confirm the charging and ownership structure for the SGL heat network being registered as one of following:

- the ‘utility model’, whereby centralised infrastructure is owned by, and the responsibility of, a third-party that charges an access fee
- the ‘non-utility model’, whereby centralised infrastructure is owned by, and the responsibility of, a third-party that does not charge any fees
- a ‘small, private SGL’, whereby network consumers have joint ownership and responsibility for centralised infrastructure, and no charges are levied

### **Registration of co-located SGLs**

3.63 Under the regulations, authorisation is required for each individual relevant heat network.

3.64 Due to the design characteristics of SGL heat networks, multiple systems may be installed in proximity to each other without being physically connected by pipework.

3.65 Authorised persons may include a group of co-located SGLs in a single registration, where these are managed as a single entity.

## **Next steps following registration**

### **Publication of list of authorised persons**

3.66 Under [regulation 12](#) of the regulations, Ofgem is required to publish a list of authorised persons including:

- the regulated activities that they undertake
- the geographical location of the heat network

3.67 The published list will be updated regularly with details of completed registrations.

### Authorisation conditions

3.68 Operators and suppliers must comply with the authorisation conditions relevant to the regulated heat network activities they are authorised to undertake. If there are changes to the nature or scope of the regulated activity, the applicable authorisation conditions may also change.

3.69 Each authorised person is responsible for ensuring they are familiar with the authorisation conditions that apply to them. The heat network [general authorisation conditions](#) are published on our website with associated guidance.

3.70 Authorised persons are required to comply with all relevant consumer protection obligations both before and after the registration of a heat network. This includes ensuring fair treatment, clear communication, and appropriate support for heat network consumers.

### Regular data reporting

3.71 Following registration, authorised persons will be required to submit monitoring data on a regular basis. The specific data to be submitted, along with the frequency of reporting, is set out in authorisation condition [A9: Provision of Information to the Authority](#) and associated regular data reporting guidance.

3.72 At time of publication, draft guidance for regular data reporting is being consulted on. This guidance will be finalised and published prior to requirements coming into effect.

### Heat network technical assurance scheme (HNTAS) engagement

3.73 It is expected that in future, regulated parties will be required to engage with the heat network technical assurance scheme (HNTAS) as part of their ongoing compliance obligations following registration.

3.74 At the time of publication of this guidance, the requirements of HNTAS have not been finalised.

## 4. Heat networks with multiple operators

### Nominating an operator

- 4.1 This guidance is intended to support understanding and compliance with the obligations outlined in authorisation condition [A5: Nominated Operator](#). It applies specifically to heat networks where multiple authorised persons control different parts of the physical heat network infrastructure and clarifies the responsibilities for nominating an operator to act as the main regulatory contact and share information and notifications.
- 4.2 [Regulation 13](#) of the regulations sets out the circumstances under which multiple parties may be identified as the operator for a relevant heat network. Where this occurs, these parties must use reasonable endeavours to agree which of them is to act as the contact point with Ofgem, on behalf of the other operators for the network.
- 4.3 It is expected that all parties identified as operators of the heat network will take practical and proportionate steps to reach an agreement such as actively communicating and cooperating with other parties and making genuine efforts to resolve any differences.

### Responsibilities

- 4.4 The nominated operator must promptly relay any information and notifications received from us to the other operators of the relevant heat network, and likewise communicate information and notifications received from those operators to us.
- 4.5 Other operators that are not the nominated operator must promptly provide information and notifications to the nominated operator as may be reasonably required.
- 4.6 The transfer of information and notifications between operators, and between operators and Ofgem, should occur without undue delay and within a timeframe that is both practical and reasonable in the circumstances.
- 4.7 The nominated operator must provide reasonable co-operation and coordination in their role as the single point of contact. This means they must work with the other operators and us to facilitate the communication of information and notifications that is required to follow regulatory rules and for us to exercise our duties in relation to regulation of activity on the heat network.
- 4.8 The responsibilities of the nominated operator are limited to their role as the primary point of regulatory engagement. In fulfilling this role, the nominated operator does not adopt any regulatory liability for the actions or inactions of other operators for the heat network.

4.9 If the nominated operator has completed registration and provided information on behalf of the other operators, we expect that these other operators will need to engage with the heat networks digital service to provide certain ongoing information such as for financial resilience and the ongoing fit and proper requirement.

## Send us your feedback

We are keen to receive your feedback about this guidance. We would also like to get your answers to these questions:

- Do you have any comments about the quality of this guidance?
- Do you have any comments about its tone and content?
- Was it easy to read and understand? Or could it have been better written?
- Do you have any further comments?

Please send your feedback to [stakeholders@ofgem.gov.uk](mailto:stakeholders@ofgem.gov.uk).