

Guidance

Heat networks: regular data reporting

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This guidance is for authorised heat network suppliers and operators. It is intended to help them meet their regular data reporting requirements as outlined in the '[Provision of Information to the Authority](#)' authorisation condition.

It describes the data that must be reported on an ongoing basis and who it is required from. It also provides further details, such as the periods that each data report should cover and the deadlines to submit the data.

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Introduction

Since regulatory commencement on 27 January 2026, relevant heat network suppliers and operators have been required to comply with the recently published suite of [authorisation conditions](#). These conditions include key areas of consumer protection such as billing, complaints, vulnerability and debt as well as the financial resilience of authorised persons. Our monitoring regime intends to gather a proportionate level of data from the sector to ensure customers are being protected and to further inform our understanding of the sector.

This guidance is designed to support an authorised person's data reporting obligations. Data reporting commences following registration, for information on how to complete registration of your heat networks please see [registration guidance](#).

We also recommend that alongside the data points the authorised person is familiar with the accompanying guidance for [consumer protection](#), [fair pricing](#) and [financial resilience](#). This guidance was consulted on after these guidance publications, and some changes were made following feedback. Where there are discrepancies on data reporting requirements, this guidance takes precedence.

Related documents

These consultations have informed the development of this guidance:

- [Heat networks regulation: authorisation and regulatory oversight | Ofgem](#) ('2024 authorisation and regulatory oversight consultation')
- [Heat networks regulation: regular data reporting guidance | Ofgem](#) (2025 data reporting guidance consultation')
- [Heat networks regulation: authorisation conditions and guidance on measures to mitigate the risk and impact of financial failure | Ofgem](#) ('2025 authorisation condition consultation')

1. Overview on data reporting

Context

- 1.1 This guidance is designed to help authorised heat network suppliers and operators understand their data reporting requirements. It gives general guidance on the framework, information on the quarterly and annual submission periods and describes each data point that authorised persons are required to submit.

What is data reporting

- 1.2 Data reporting forms a key part of our work to protect the interests of customers through ongoing oversight of the heat network sector. Areas of particular interest include:
- debt
 - fair pricing
 - financial resilience
 - quality of service
 - vulnerability
- 1.3 Ongoing reporting from heat networks will provide us with information that will enhance our understanding of the sector and assist us in shaping our approach to regulating the sector. Data will also support our approach to compliance, where we will work with the sector to embed the new consumer protection requirements.
- 1.4 As well as ensuring heat network customers are protected, monitoring heat networks will improve our understanding of the sector as a whole. This will help identify areas for future policy work and help inform any changes to our approach going forward.

How will we request this data

- 1.5 Authorised persons will receive a request from Ofgem for information which will notify them of their data reporting obligations. These requests for information will serve as our notice to authorised persons as provided for in the [Heat Network Market Framework Regulations 2025](#).
- 1.6 We want our data requests from the sector to be proportionate and will only ask for data that we consider necessary, in order to minimise the burden placed on the sector.

Enduring information requests

- 1.7 To start an authorised person's ongoing data reporting we will issue a Request for Information (RFI). This will be at a point in time after they have completed their registration, and in line with the introduction of data reporting to the digital

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service. We will issue an RFI after granting an authorisation through the application process. We will consult on the authorisation application policy before implementation.

- 1.8 If we need to amend the reporting requirements laid out in guidance, for example changing the number of data points, their reporting frequency or who it is required from, we will notify authorised persons of these changes. We will endeavour to make sure that new RFIs are coordinated and aligned with reporting patterns as far as possible, part of our digital approach to regulating heat networks.

Additional information requests

- 1.9 We may need information in addition to the data that an authorised person provides through their regular data reporting obligations. In this event we will outline the data request within a separate RFI and other communications to the authorised person.

Authorisation Condition for requesting this data

- 1.10 Under Authorisation Condition ‘Provision of Information to the Authority’, the authorised person must give information to Ofgem after receiving a request from it. Authorisation condition A09 ‘[Provision of Information to the Authority](#)’ applies to all authorised persons. An extract is in [Appendix 1](#).
- 1.11 We expect information provided to us to be accurate and timely and we may take action to ensure heat networks comply with information requests.

2. Guidance on data submission

Submission periods and deadlines

Submission periods

- 2.1 Suppliers and operators will be required to submit reporting data on both a quarterly and an annual basis. When an annual data submission is due, this will be done in the same reporting window as the relevant quarterly data submission.
- 2.2 Data should be taken as a snapshot which is the figure or value at the last calendar day of the reporting period unless specified otherwise by the data description.

Deadlines

- 2.3 Regularly reported data may be submitted to Ofgem up to the final day of the month after the end of the quarter. Annual data submissions, with the exception of financial resilience data points, will always be required by 30 April.
- 2.4 Quarterly and annual submission periods and their windows are shown in tables 1 and 2 respectively as well as in figure 1.
- 2.5 If a supplier or operator is unable to provide data by the deadline for a quarterly or annual submission, they can request an extension. This will extend the reporting window to the last calendar day of the following month.

Financial data reporting

- 2.6 As the financial year start and end dates may vary between organisations, the point in time that financial data is prepared and signed off will also vary. Instead of providing financial resilience data at a fixed point in time, suppliers and operators will provide data in the quarter their accounts are signed off or data is otherwise finalised. This should be no later than 10 months after their financial year end.
- 2.7 For example, if your financial year ends between 1 January and 31 March, quarter 4, you would be required to submit financial resilience data by no later than the following January.

Table 1: Quarterly reporting and submission windows

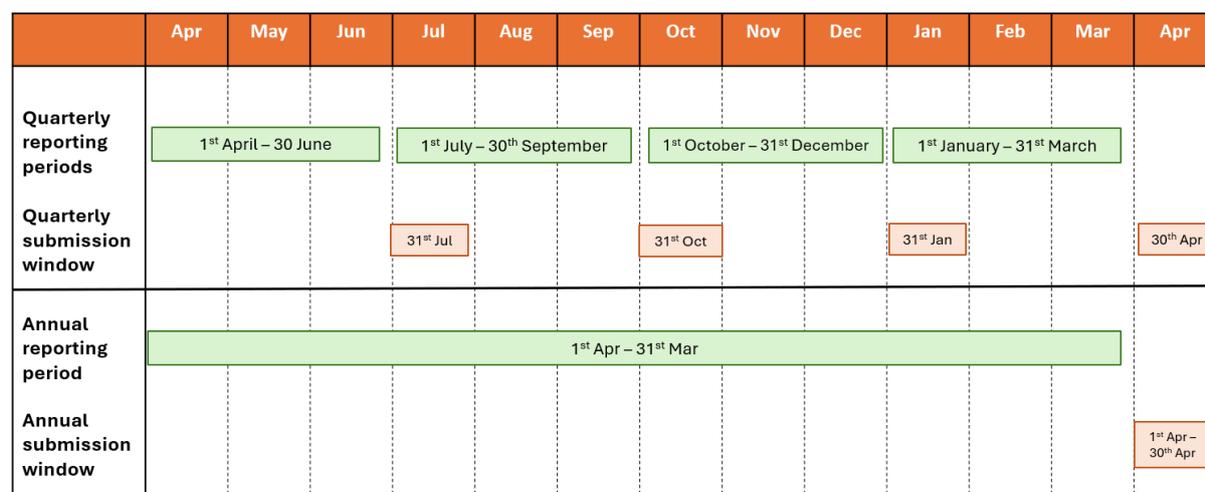
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Reporting quarter period	1 April – 30 June	1 July – 30 September	1 October – 31 December	1 January – 31 March
Submission window	1 July – 31 July	1 October – 31 October	1 January – 31 January	1 April – 30 April

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Table 2: Annual reporting period and submission window (not including financial resilience)

Reporting period	Annual
Reporting year period	1 April – 31 March
Submission window	1 April – 30 April

Figure 1: Annual and quarterly reporting periods



The data we are requesting

- 2.8 Tables 3 to 8 below outline the data we expect to be regularly reported by authorised persons.
- 2.9 Not all data points will be required from every authorised person or required to be submitted by both the supplier and operator in the event they are separate authorised persons. When checking whether you need to provide the data point you should take note of the following:
- whether the data point is required from the supplier or operator
 - if the type of heat network is exempted and is not required to provide the data
 - if the consumer type that the heat network exclusively supplies is exempted and is not required to provide the data
 - concerning organisation level data, if the authorised supplier or operator is not required to provide the data
- 2.10 Suppliers and operators will also need to consider the level at which the data is reported, those levels being organisation and heat network.

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Organisation level data

2.11 Organisation level data is provided once per year by the supplier or operator. This is regardless of how many heat networks it is authorised to supply or operate. The information concerns the organisation itself that is authorised.

Heat network level data

2.12 Heat network level data means the supplier or operator must provide the data point for the heat network they are supplying or operating. The detailed requirements for the level of data submission for district networks will be provided in further guidance

2.13 For some data points such as pricing information, data may vary across parts of the heat network. In order to capture pricing differences across a heat network, users will be able to submit multiple responses to capture these differences.

Backdating data

2.14 During the first part of the initial period, existing heat networks that are deemed authorised are required to register with the digital service from April 2026 until January 2027. As existing heat networks can register at any point up to 26 January 2027 it will therefore be necessary for registered networks to submit information that was recorded from April 2026 up to their first data reporting submission. Heat networks will be able to submit the data they have been collecting from April 2026. Once they have completed registration, the functionality to submit data to the digital service is expected to be introduced later in 2026.

2.15 To enable a smoother transition to ongoing reporting, we will accept the data available to submit for the April – June 2026 period when heat networks backdate following their registration.

Data submissions when there are no changes

2.16 We will not always require data points to be submitted each reporting period – for some data points where we do not expect change. We will instead allow for users to review their previous data submission and confirm whether there have been no changes. This will help streamline data reporting for data points less subject to change.

Multiple operators and bulk supply

2.17 For heat network level data where there are multiple operators who carry out activity on a single heat network, the ‘nominated operator’ would be responsible for submitting data on behalf of the other operators on the heat network. We will still expect the other operators on the network to share or submit relevant reporting data that they hold but the ‘nominated operator’ will be the first point of contact. As multiple operators are authorised persons they will still individually be required to submit their own financial reporting data.

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- 2.18 Where a supplier is supplying heating, cooling or hot water to another relevant heat network as part of a bulk supply agreement, the number of agreements should be included in the number of non-domestic customers as part of their data return.

Estimated data

- 2.19 For certain data points and circumstances such as a heat network being unmetered, figures for data returns will likely be based on estimates. In tables 3-8 we will outline within each data point whether estimated figures are acceptable to submit.

Incorrect data

- 2.20 As per regulation 62 of the [Heat Network Market Framework Regulations 2025](#), heat networks must not provide information that the person knows to be false or misleading, or to be reckless as to whether it is. If an authorised person becomes aware that it has submitted incorrect data this should be raised to the Authority at the earliest opportunity.

Bundled charges

- 2.21 Heat network suppliers may be bundling the heat charge, this is where heat charges are included as part of wider costs, for example rent, service charges. This can be a requirement of a lease or equivalent agreement. This practice will not be uniform across the sector as some suppliers will have the information on the unbundled heat charge.
- 2.22 To account for the difference in practices we will outline within the data descriptions of tables 3-8 what data should be provided in either situation.

Bulk uploading

- 2.23 We plan to allow the bulk submission of regularly reported data as part of the ongoing enhancements to the digital service for data points at the heat network level.
- 2.24 If a heat network is bulk uploading tariff data for a heat network, all tariff data should be provided. Alternatively, if a heat network is manually uploading tariff data, they should not exceed submitting 20 tariffs per heat network and should follow the following methodology.
- 2.25 If you are a heat network that supplies domestic customers only and you have more than 20 tariffs, please submit your most expensive tariff at the domestic reference usage level of 6000 kWh followed by your 19 most popular tariffs by customer number.
- 2.26 If you are a heat network that supplies non-domestic customers only and you have more than 20 tariffs, please submit your 20 most popular tariffs by customer

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number. For tariffs that share the same number of customers, these should be ordered from the highest unit rate to lowest.

- 2.27 If you are a heat network that supplies both domestic and non-domestic customers, and you have more than 20 tariffs, please submit your most expensive domestic tariff at the domestic reference usage level of 6000 kWh followed by up to nine of your most popular domestic tariffs by customer number. For the remaining tariffs please submit your most popular non-domestic tariffs by customer number. For non-domestic tariffs that share the same number of customers, these should be ordered from highest unit rate to lowest.

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Organisation level data

The data points in table 3 are to be provided at the organisation level as described in 2.11.

Financial Resilience and continuity arrangements

Table 3: Financial Resilience data points

Data point	Data point description	Reporting Interval	Required by the supplier or operator	Authorised person types data is <u>not</u> required from	Heat networks data is <u>not</u> required from
Confirmation of a compliant Operation/Supply Continuity Plan	This is a yes or no response, answering whether you have an Operation/Supply Continuity Plan that is compliant with the Authorisation Condition "Continuity arrangements" and meets the requirements outlined in the relevant guidance.	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply
Does the authorised person reasonably expect to have sufficient finance and resources available to carry on its regulated heat network activity for the next 12 months?	This is a yes or no response from the authorised person on their financial and resource position, in order to provide an indication of the organisation's confidence in its financial health. Once the organisation has completed its financial year and had time to assure the data in its accounts and secure the relevant senior sign off within their governance arrangements, this response should provide assurance that it expects to have sufficient resource to continue carrying out the regulated activity for the next 12 months. If an organisation does not believe they have sufficient resource to continue at any point throughout the year they should contact Ofgem in line with the 'Availability of resource and financial responsibility principle' authorisation condition.	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Authorised person types data is <u>not</u> required from	Heat networks data is <u>not</u> required from
What was the authorised person's net profit or loss for the previous financial year?	Provided as a £ figure, this is the profit or loss after tax, with loss being provided as negative figure, for the financial year. We would expect this figure to be the same as what is submitted to other relevant regulatory bodies as part of the authorised person's accounts, not the individual heat network.	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply
What was authorised person's total income for the previous financial year	Provided as a £ figure, this is the earnings the organisation received, or receivable as reported the previous financial year.	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply
What were the total OPEX (operational expenditure) for the previous financial year	Provided as a £ figure, this is the ongoing expenses/costs (OPEX) incurred by the organisation as reported from the previous financial year.	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Authorised person types data is <u>not</u> required from	Heat networks data is <u>not</u> required from
What is the total value of liquid assets that the authorised person controls or has unrestricted access to	<p>Provided as a £ figure, Liquid assets are financial assets that an authorised person has available to quickly meet its obligations. This includes cash, reserves or money received as part of a government backed loan scheme. In this instance ‘Control’ and ‘unrestricted access’ means the organisation can access these assets without external input from their parent company or other organisations. The figure would be reported as it was on the final day of the financial year.</p> <p>If the organisation has no access to liquid assets, it should be reported as a zero return.</p>	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply
Did assets exceed its liabilities at the end of the most recent financial year	<p>This is a yes or no response. This is the difference between the value of the assets, liquid assets and fixed assets that the authorised person owns and controls and the amount of liabilities, debts or obligations, that the authorised person owes.</p>	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply
Do you hedge (buying fuel in advance)? If yes, how many months ahead and what percentage volume of costs are hedged?	<p>The first part is a yes or no response. A hedging strategy is where an organisation purchases electricity, gas or fuel for delivery, or use, on a future date to protect itself from short-term price fluctuations on the cost of wholesale gas or electricity or other input fuel. A hedging strategy is not mandated but an important part of risk management.</p> <p>If yes, a description of how the person hedges and the number of months’ worth of fuel purchased ahead at the time of providing that data should be provided.</p>	Annual	Supplier and operator	Local Authorities and Registered Social Housing Providers	Industrial and Self-supply

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Heat network level data

The data points in tables 4-8: are to be provided at the heat network level as described in 2.12. As stated in 2.2 data should be taken as a snapshot which is the figure or value at the last calendar day of the reporting period unless specified otherwise by the data description.

General Heat Network Information

Table 4: General Heat Network Information data points

Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
Total number of domestic customers	This is the total number of domestic customers being supplied by the heat network. Domestic customers are the dwellings purchasing the supply not the total number of consumers or occupants within the dwellings.	Annual	Supplier	Self-supply	N/A
Total number of non-domestic customers	This is the total number of non-domestic customers being supplied by the network. This also includes the breakdown of the total number of non-domestic customers that are: -small business customers -micro-business customers	Annual	Supplier	Self-supply	N/A
Total number of Prepayment meters (PPMs), broken down by	Total number of customers on or using PPMs by: -number of PPMs with at least one smart metering technology	Annual	Operator	Self-supply	N/A

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
smart and legacy meters	-number of legacy PPMs.				
Total number of Heat Cost Allocators (HCAs) in the buildings or on the network, if any.	This is the total number of HCAs within dwellings on the network.	Annual	Operator	Self-supply	N/A
Total number of heat meters domestic customer dwellings, if any.	This is the total number of heat meters and cooling meters in a domestic customer dwelling within the heat network. This does not include meters outside of dwellings such as at the energy centre.	Annual	Operator	Self-supply	N/A
Total number of customers with smart metering	This is the total number of customers with at least one form of smart metering installed in their dwelling, including smart meters. This does not include smart metering outside the building or in the energy centre.	Annual	Operator	Self-supply	N/A

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Billing

Table 5: Billing data points

Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
Billing frequency	This is the frequency that the heat network issues bills to customers on the network, provided as either monthly, quarterly, biannually, annually or other. Where a heat network bills customers on different frequencies, they should select all the frequencies that apply.	Annual	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness and Small businesses
Number of customers by payment method	The number of customers broken down by the payment schemes that are listed. Through a prepayment meter, direct debit or other. 'Other' would include those such as monthly standing order, monthly payment schemes or through cash or cheque.	Annual	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness and Small businesses

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Vulnerability and debt

Table 6: Vulnerability and debt data points

Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
The number of consumers in vulnerable situations	This is the total number of domestic consumers and/or occupants who have been identified as being in a Vulnerable Situation and require Priority Services. This should be the same number tracked within a heat network's Priority Service Register.	Annual	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses
The number of domestic customers in debt	This is the total number of domestic customers who have met the Debt Trigger, who have charges worth over £200 which have also been outstanding for three months or more after the date the bill has been issued. If heat is charged separately this should be for heat debt. If charges are bundled with other charges such as rent the customer numbers in debt should still be provided. If a heat network charges customers using both bundled and heat separately this should be broken down.	Quarterly	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses
The total value of domestic bad debt	Provided as a £ this is the total value of bad debt or money for heat owed by customers on the heat network which the supplier considers unlikely to be repaid or considered unrecoverable.	Annual	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
The number of domestic customer self-disconnections	This is the total number of instances of domestic customers who have self-disconnected during this quarter.	Quarterly	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses
The number of domestic customers disconnected for non-payment	This is the total of instances of domestic customers being disconnected by the supplier for unpaid charges or non-payment during this quarter. This includes customers who were reconnected and disconnected again during the same quarter.	Quarterly	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses
The number of customers on a repayment plan	This is the total number of domestic customers who are on a repayment plan by the end of the quarter.	Quarterly	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses
The number of reconnections due to debt being paid or repayment plan agreed	This is the total number of reconnections that were made of disconnection domestic customers during this quarter.	Quarterly	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses
Number of meters involuntarily switched to Prepayment meter	This is the total number of meters on the heat network that were involuntarily switched to Prepayment meters from another type of payment method during this quarter.	Quarterly	Supplier	Self-supply and Industrial	Non-domestic, Microbusiness, and small businesses

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Quality of Service

Table 7: Quality of service data points

Data point	Data point description	Reporting Interval	Required by the Supplier or Operator	Heat Network types data is not required from	Consumer types data is not required from
<p>The number of complaints made, broken down by type.</p>	<p>These are total number of complaints made during this quarter, including group complaints. Complaints fall under the following categories:</p> <p>Back billing - Any complaints relating to issues on back billing such as incorrect calculations or not issuing bills.</p> <p>Quality of service – Complaints related to interruptions and disruption to the supply of heating, cooling or hot water.</p> <p>Customer service - Any complaints regarding the services offered by the supplier such as the Billing service or complaints process.</p> <p>Vulnerability, debt and switching – Complaints related to disconnections or debt management/ repayment and collection and switches to PPM.</p> <p>Pricing - Any complaints related to high prices, affordability or charges and their disputes, or price increases the supplier may have announced, or which have come into effect.</p> <p>Other - Any others that do not fall within the specified categories</p>	<p>Quarterly</p>	<p>Supplier</p>	<p>Self-supply and Industrial</p>	<p>N/A</p>

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Data point	Data point description	Reporting Interval	Required by the Supplier or Operator	Heat Network types data is not required from	Consumer types data is not required from
The number of complaints that were group complaints	Of the total number of complaints that were made during this quarter, how many were group complaints.	Quarterly	Supplier	Self-supply and Industrial	N/A
The number of complaints referred to the Energy Ombudsman	These are the total number of complaints that led to a letter being sent signposting the Energy Ombudsman at 8 weeks or after a deadlock situation has been reached.	Quarterly	Supplier	Self-supply and Industrial	N/A
The number of complaints resolved by the end of the next working day	This is the total number of complaints that were resolved by the end of the next working day after the complaint was received (Day+1).	Quarterly	Supplier	Self-supply and Industrial	N/A
The number of complaints resolved within eight weeks	This is the total number of complaints that were resolved between 1 working day (Day+1) and 8 weeks (56 calendar days) from when the complaint was received.	Quarterly	Supplier	Self-supply and Industrial	N/A

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Pricing

Table 8: Pricing data points

Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
Standing charges	A standing charge is a fixed charge for heat that does not change with heat usage. It is charged each day, even on days where no heat is used. All levels of standing charge within a heat network should be reported as pence per day . If heating standing charges are included as part of a wider service charge, please only report the element of the bill relating to the heat network in your submission. Include which customer types the standing charge applies to, domestic, non-domestic or heat supplier.	Quarterly	Supplier and operator	Industrial and Self-supply	N/A
Unit rates	A unit rate is the rate charged per unit of heat used. All levels of unit rate offered within a heat network should be reported separately as pence per kilowatt hour .	Quarterly	Supplier and operator	Industrial and Self-supply	N/A
Total amount received through connection charges	A connection charge is the amount charged for each new connection. It is a one-off charge independent of usage. Networks should report a single figure for the total amount received through connection charges in the reporting period, given in £ .	Quarterly	Supplier and operator	Industrial and Self-supply	N/A

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
Other charges, for example one-off charges	Any other charges that are not standing charges, unit rates and connection charges. The total value of other charges within a heat network and a summary of their reason should be reported. A summary would include what the charges were for, how many customers paid them and the period the charge covered.	Quarterly	Supplier and operator	Industrial and Self-supply	N/A
Flat fees	A flat fee charges the same singular fee per day, regardless of the amount of heat used. This differs from a conventional tariff which comprises of a unit rate and standing charge. This is more likely to be applicable to Shared Ground Loop or unmetered networks. All levels of flat fees within a heat network should be reported as £ per day. If flat fees are included as part of a wider service charge, please only report the element of the bill relating to the heat network in your submission. Include which customer types the flat fee applies to, domestic, non-domestic or heat supplier.	Quarterly	Supplier and operator	Industrial and Self-supply	N/A
Total charges across all domestic customers	This is the sum total amount of standing charges, unit rates, connection charges and other charges administered to all domestic customers across the network in the reporting quarter period. (£)	Quarterly	Supplier	Industrial and Self-supply	N/A
Total charges across all non-domestic customers	This is the sum total amount of standing charges, unit rates, connection charges and other charges administered to all non-domestic customers across the network in the reporting quarter period. (£)	Quarterly	Supplier	Industrial and Self-supply	N/A

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
Charges for customers at reference usage levels	This is the total amount of charges that a reference customer who consumes 6,000 kWh of energy pays in the reporting year period. If there are different levels of charges within a heat network, all charges should be reported. (£)	Annual	Supplier	Industrial and Self-supply	Non-domestic, Microbusiness, and small businesses
Pricing Methodology	This is a description of how prices are determined in your heat network. For example, you may include your pricing formula, how you set different components of prices, whether you base prices purely on cost recovery, or price relative to a counterfactual or benchmark, or 'cost avoidance methodology'.	Annual	Supplier and operator	Industrial and Self-supply	N/A
Types of costs recovered through standing charge	These are the categories of costs that are recovered through the standing charge. You may choose from a list of costs provided. Values are not required.	Annual	Supplier and operator	Industrial and Self-supply	N/A
Types of costs recovered through unit charge	These are the categories of costs that are recovered through the unit rate. You may choose from a list of costs provided. Values are not required.	Annual	Supplier and operator	Industrial and Self-supply	N/A
Types of costs recovered through a flat fee	These are the categories of costs that are recovered through the flat fee. You may choose from a list of costs provided. Values are not required.	Annual	Supplier and operator	Industrial and Self-supply	N/A

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
Types of costs not passed on	These are costs incurred in running the network but not passed on to customers. You may choose from a list provided. Values are not required.	Annual	Supplier and operator	Industrial and Self-supply	N/A
Funding received	These are revenue streams outside of heat network charges, such as government funding. You may choose from a list provided. Values are not required.	Annual	Supplier and operator	Industrial and Self-supply	N/A
Fuel input type	This is the main type of fuel used to generate heat in your network in the reporting period. You may choose from a list of options. If you primarily procure your heat instead of generating it, please select one of the 'procured heat' options followed by the fuel type that was used to generate this heat, if known.	Annual	Supplier and operator	Industrial and Self-supply	N/A
Total cost of heat generated/procured	This is the total cost of generating/procuring heat within the reporting period, including input fuel cost (e.g. gas and electricity) and heat procurement cost, submitted as a single combined figure. (£)	Annual	Supplier and operator	Industrial and Self-supply	N/A
Network generation and heat procured	This is how much heat they have generated and procured in total in the reporting year period. (kilowatt hour)	Annual	Supplier and operator	Industrial and Self-supply	N/A

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Data point	Data point description	Reporting Interval	Required by the supplier or operator	Heat Network types data is not required from	Consumer types data is not required from
Network demand	This is the total heat received by customers in the network in the reporting year period. This can be the sum obtained from individual dwelling meters, the sum obtained from building level meters for bulk supply or estimates if meter readings are unavailable. (kilowatt hour)	Annual	Supplier and operator	Industrial and Self-supply	N/A
Total revenue	This is the revenue relevant only to heat network activities only in the reporting year period. (£)	Annual	Supplier and operator	Industrial and Self-supply	N/A
Expenditures (OPEX, CAPEX, REPEX)	These are operating expenditure (OPEX), capital expenditure (CAPEX) and replacement expenditure (REPEX) relevant to heat network activities for the previous financial year. For OPEX, you may include fuel and energy costs, operations and maintenance costs, staff and management costs, billing and customer service costs, and costs on insurance and compliance. If this data is not available at the level of the individual heat network, it can be provided as a total of the portfolio of networks an authorised person has. If the exact value of expenditures related to heat network activities is not known, an accurate estimate is acceptable. The reporting of CAPEX and REPEX is optional. (£)	Annual	Supplier and operator	Industrial and Self-supply	N/A

Appendices

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Appendix 1 – Authorisation condition A09 ‘Provision of Information to the Authority’

- 9.1. After receiving a request from the Authority for Information that it considers may be necessary or expedient for the performance of any of its functions, the authorised person must give that Information to the Authority.
- 9.2. The Information provided by the authorised person pursuant to paragraph [9.1] must be provided:
 - 9.2.1. in the Form requested;
 - 9.2.2. in the manner and by the means requested;
 - 9.2.3. at such time, or such intervals of time, as requested; and
 - 9.2.4. in accordance with any applicable guidance issued by the Authority and referred to in the request.
- 9.3. The authorised person is not required to comply with paragraph [6.1] if the authorised person could not be compelled to produce or give the Information in evidence in civil proceedings before a court.
- 9.4. The Authority’s power to request Information under this condition is additional to its powers to call for Information under or pursuant to any other condition or the Regulations.

Provision of reasoned comments to the Authority

- 9.5. After receiving a request from the Authority for reasoned comments on the accuracy and text of any Information which the Authority proposes to publish under regulation 12 of the Regulations, the authorised person must give such comments to the Authority when and in the Form requested.

Appendix 2 Data point glossary

Definitions

- A2.1 **Authority** - means the Gas and Electricity Markets Authority established under Section 1 of the Utilities Act 2000 or, where applicable, the Office of Gas and Electricity Markets on its behalf;
- A2.2 **Bad debt** - refers to an amount owed to a business that is no longer expected to be collected. When it becomes certain that a debtor will not repay the amount owed, the outstanding balance is removed from the creditor's accounts and recognised as a loss in the income statement. In cases where there is uncertainty about the recoverability of certain debts within a broader portfolio, the business may establish a provision for doubtful debts—also known as a credit impairment—to account for the estimated losses from debts that are likely to become uncollectible.
- A2.3 **Bulk Supply Consumer** - means a Consumer who takes a supply of heating, cooling or hot water by means of one relevant heat network for the purpose of supplying one or more other Consumers by means of another relevant heat network;
- A2.4 **Charge** - means any charge for or in relation to the supply of heating, cooling or hot water, including the Standing Charge, Unit Rate, any reasonable and proper disconnection charges, reconnection charges, abortive call-out charges and debt-processing charges levied in relation to the supply of heating, cooling or hot water and references to Charges shall be construed accordingly;
- A2.5 **Complaint** - an expression of dissatisfaction about the standard of service, action or inactions of the authorised person, or those acting on its behalf, where: (a) the dissatisfaction arises in direct response to the carrying out of a regulated activity by the authorised person, or those acting on its behalf; (b) one or more Relevant Consumers are affected; and (c) a response is explicitly or implicitly required or expected to be provided thereafter.
- A2.6 **Consumer** - means a heat network consumer who takes a supply of heating, cooling or hot water (or, where the context requires, a heat network consumer who requires a supply to be made);
- A2.7 **Debt trigger** - means, where Charges have been outstanding for three months or more after the date the bill has been issued, and Outstanding Charges are more than the amount specified by the Authority for these purposes and the Consumer is not on, or transitioning, to a repayment plan;
- A2.8 **Direct debit** - refers to customers who pay a variable direct debit on a recurring basis

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- A2.9 **Domestic Consumer** - means a Consumer taking (or requiring) a supply for domestic purposes; and “Non-Domestic Consumer” shall be construed accordingly;
- A2.10 **Domestic Customer** - heat network customer supplied or requiring to be supplied by means of a relevant heat network at a Domestic Premises
- A2.11 **Domestic Premises** - means a Consumer taking (or requiring) a supply for domestic purposes; and “**Non-Domestic Consumer**” shall be construed accordingly;
- A2.12 **Electronic Communication** - means a message comprising text or an image of text that: (a) is sent over a Public Electronic Communications Network; (b) can be stored in that network or in the recipient’s terminal equipment until it is collected by the recipient; and (c) is in a particular form and is used for a particular purpose and the recipient of it has expressed a willingness, to the sender, to receive it in that form and for that purpose;
- A2.13 **Group Complaint** - are a means by which an issue, affecting multiple heat network consumers, can be escalated to the authorised person, likely by one nominated consumer.
- A2.14 **Heat Cost Allocators** - A heat cost allocator is a device that is used to measure the difference of temperature between hot water within a radiator and the temperature outside the radiator. It then uses this to generate an estimate of consumption.
- A2.15 **Microbusiness Consumer** - means a Consumer taking (or requiring) a supply for the purposes of a micro-business;
- A2.16 **Non-domestic Customer** - a heat network customer supplied or requiring to be supplied by means of a relevant heat network at a non-domestic premises but excludes such a heat network customer insofar as they are supplied or require to be supplied at premises other than non-domestic premises
- A2.17 **Outstanding Charges** - means the amount of any Charges which are due to the authorised person from a Domestic Consumer, have been demanded of that Domestic Consumer by the authorised person in Writing at least twenty-eight (28) days previously and remain unpaid;
- A2.18 **Public Electronic Communications Network** - has the meaning given in Section 151 of the Communications Act 2003;
- A2.19 **Prepayment Meter** - means any Supply Meter which is set to operate or can only operate in a Prepayment Mode. In the case of any Supply Meter which is capable of operating in a Prepayment Mode and one or more other modes, that Supply Meter will accordingly be treated as being a Prepayment Meter whenever it has been switched or otherwise set to operate in a Prepayment Mode;

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- A2.20 **Reconnection** - This is when you restore a supply of heating, cooling or hot water to customers who had previously been disconnected.
- A2.21 **Relevant Consumer** - means a Domestic Consumer, a Microbusiness Consumer and/or a Small Business Consumer except any such Consumer in its capacity as a Bulk Supply Consumer;
- A2.22 **Repayment plan** – A repayment plan is an agreement that allows customers to pay off their debt in instalments over time.
- A2.23 **Self-disconnection** - means when a Domestic Consumer uses a Prepayment Meter and experiences an interruption to their supply of heating, cooling or hot water because the credit on the meter has been exhausted
- A2.24 **Shared Ground Loop** - Where 2 or more properties are heated by individual ground source heat pumps connected to it.
- A2.25 **Small Business Consumer** - means a Consumer taking (or requiring) a supply for the purposes of a small business;
- A2.26 **Smart metering** - A smart heat meter is a device with enhanced functions that support accurate billing and transparency of information to customers, with ability to: (a) switch payment modes remotely (e.g., credit to prepayment), (b) provide data visualisation through an in-home display or mobile app etc, (c) store consumption and operational data for monitoring and billing, and (d) uses a non-proprietary, interoperable communications protocol compatible with different suppliers' systems
- A2.27 **Standing Charge** - means a Consumer taking (or requiring) a supply for the purposes of a small business;
- A2.28 **Supply Meter** - means a meter used or to be used for measuring the quantity of heating, cooling or hot water supplied to a Consumer;
- A2.29 **Unit rate** - means the price charged per unit of heating, cooling or hot water supplied to a Consumer;
- A2.30 **Vulnerable Situation** - means where the personal circumstances and characteristics of a person create a situation where he or she is:(a) significantly less able than a typical person to protect or represent his or her interests; and/or (b) significantly more likely than a typical person to suffer detriment or that detriment is likely to be more substantial;
- A2.31 **Writing** - includes writing sent or received by Electronic Communication and “Written” shall be construed accordingly.