

Mobilising Local Communities - lessons from the UK and next steps



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Bringing Energy
Together

Combined Heat & Power
District Heating & Cooling
Demand Side Services

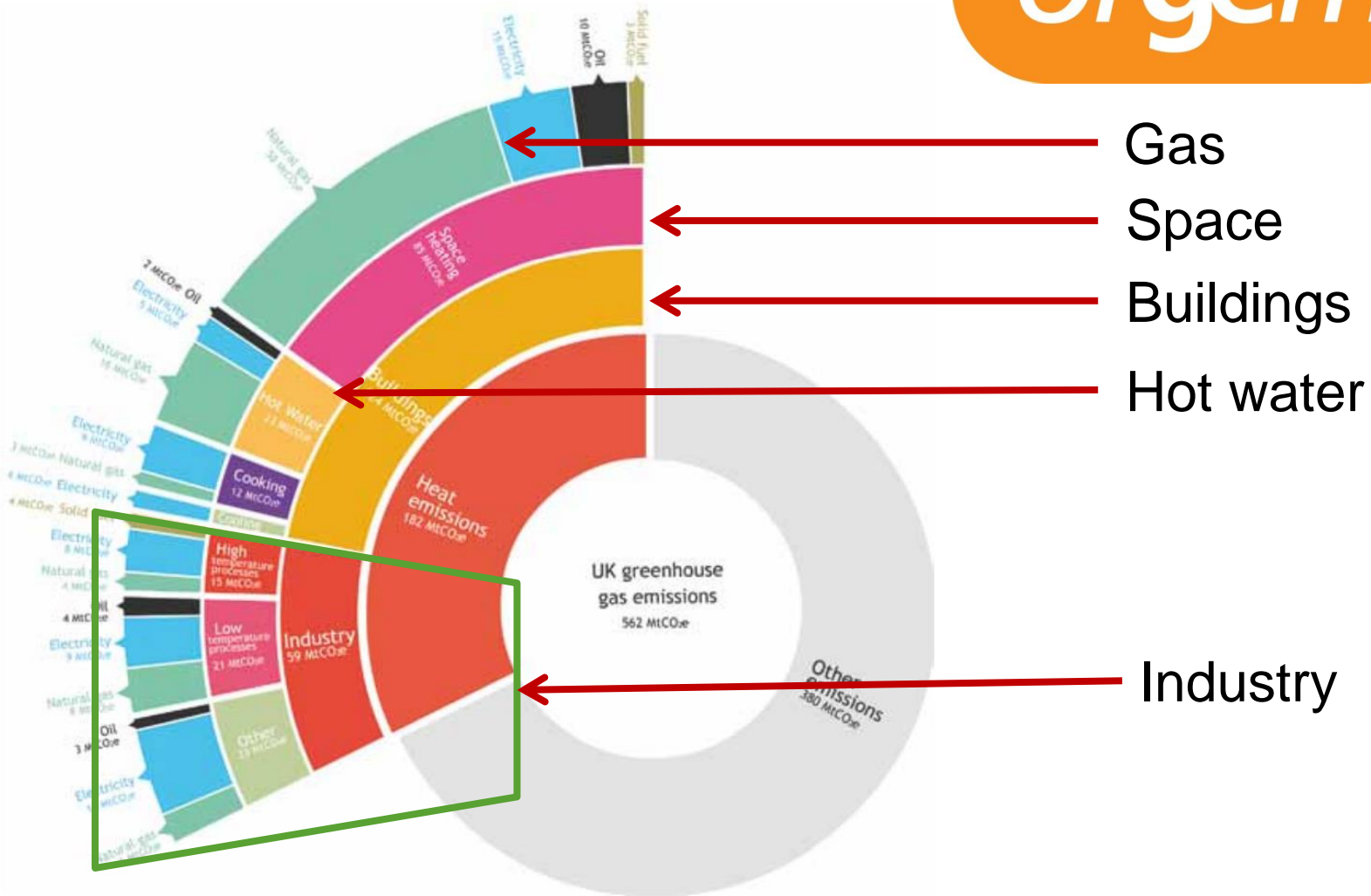
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Director



Overview

- ⊙ Context
- ⊙ District heating in the UK
- ⊙ Consumer attitudes
- ⊙ The future
- ⊙ Niche or mass market
- ⊙ What next steps are needed?
- ⊙ Regulation?

Heat in the UK



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District heating in the UK



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The future of DH



Community

- ⊙ *It's great in theory, but coming down to the consumer side of things it is lacking big-time*
- ⊙ *As a district heat consumer I feel very vulnerable... the current district heat supplier can take advantage of the lack of regulation...'*

BUT

- ⊙ *You don't have to worry about breakdown and repairs - it is all included*

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Which?

Turning up the heat:

Getting a fair deal for
District Heating users

March 2015



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Comparing Heat and Gas issues

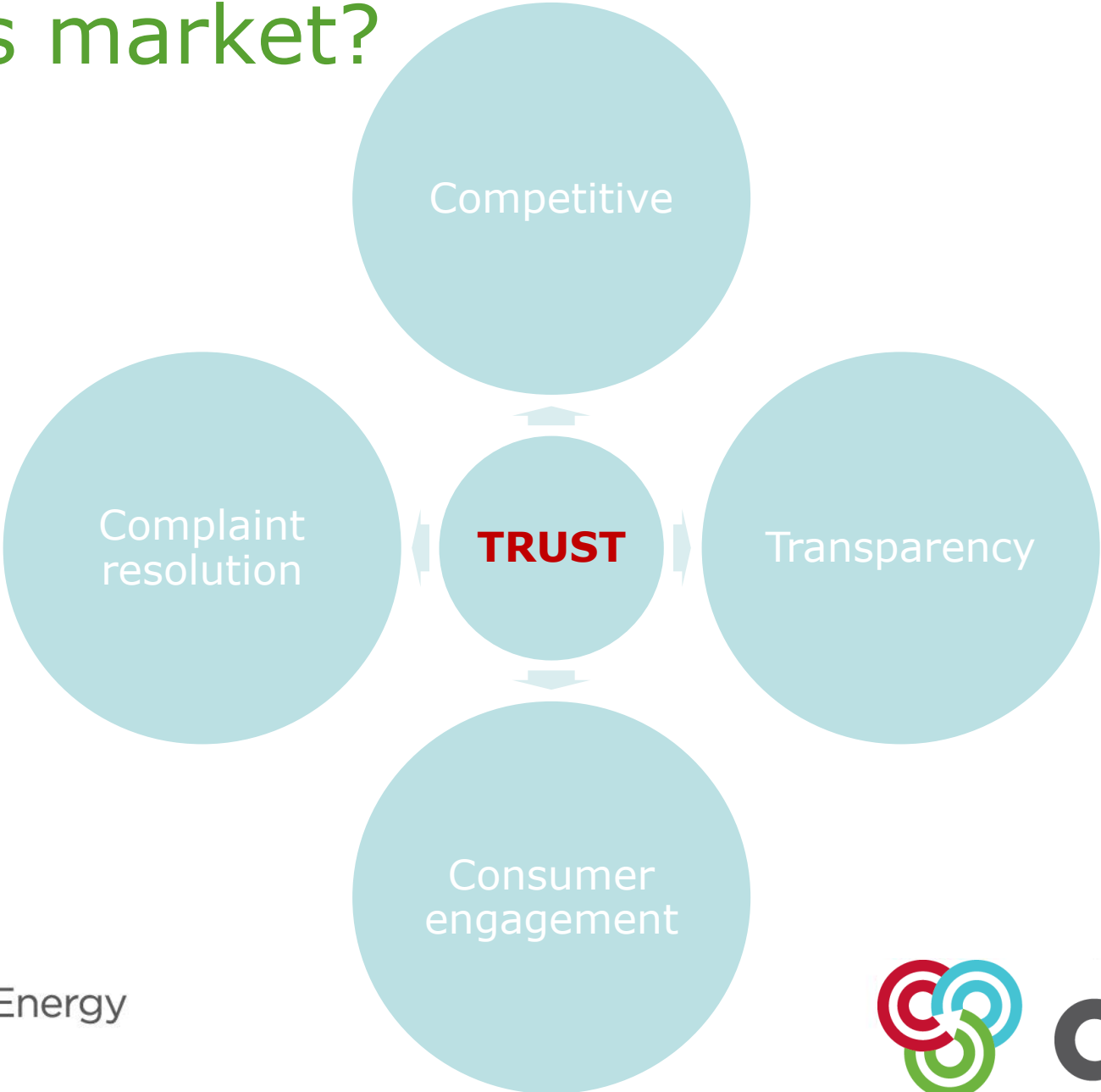
Gas

- ⊙ Standardised billing
- ⊙ Low unit prices
- ⊙ Ability to switch and save money
- ⊙ Independent complaints

Heat

- ⊙ No billing standards
- ⊙ Variable pricing
- ⊙ No switching
- ⊙ Internal complaints

Mass market?



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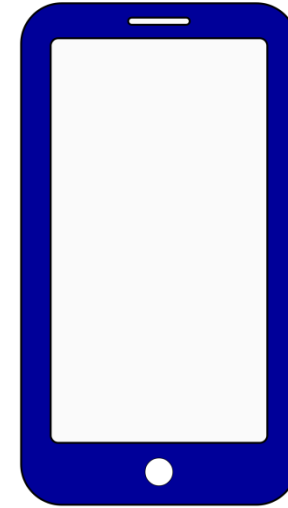
Building trust

- ⊙ Comparable to gas and electricity
- ⊙ Free independent complaints
- ⊙ Price comparator
- ⊙ Transparent billing



Next steps

Our system now



A consumer focussed system



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How?

- ⊙ Policy and regulatory framework
 - ⊙ Must be culturally relevant
 - ⊙ Competition?
 - metering, billing, energy input, energy centre operation, switching?
 - Comparability?
 - ⊙ Central framework but devolved policy
 - ⊙ Risk transfer away from investor
 - ⊙ Minimal subsidy
- ⊙ Customer protection AND investor confidence

The Association for
Decentralised Energy

Thank you



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Questions?

@theADEuk
@trotheray

