Mobilising Local Communities - lessons from the UK and next steps

Dr Tim Rotheray
Director
Overview

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

Bringing Energy Together
District heating in the UK
The future of DH

Social
- Fuel Poverty
- Health
- Social Services

Local control
- Devolution
- Integration of services
- Planning
- ICT

Local Authority

Economic
- Regeneration
- Income
- Local features

Sustainability
- Local Plans
- Political will
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.
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?

- Competitive
- TRUST
- Transparency
- Consumer engagement
- Complaint resolution

Bringing Energy Together
Building trust

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

Our system now

A consumer focussed system

Bringing Energy Together
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
Thank you

Questions?
@theADEuk
@trotheray