

# Community Heating Schemes

## Secure Meters UK

UK District Energy Vanguard Network Events  
24<sup>th</sup> January 2018  
Leeds





**Tony Jackson**— Secure, Specifications  
Manager North

**Jamie Bomber** — Regional sales  
Manager - North



# Who are Secure Meters?

## Our Vision

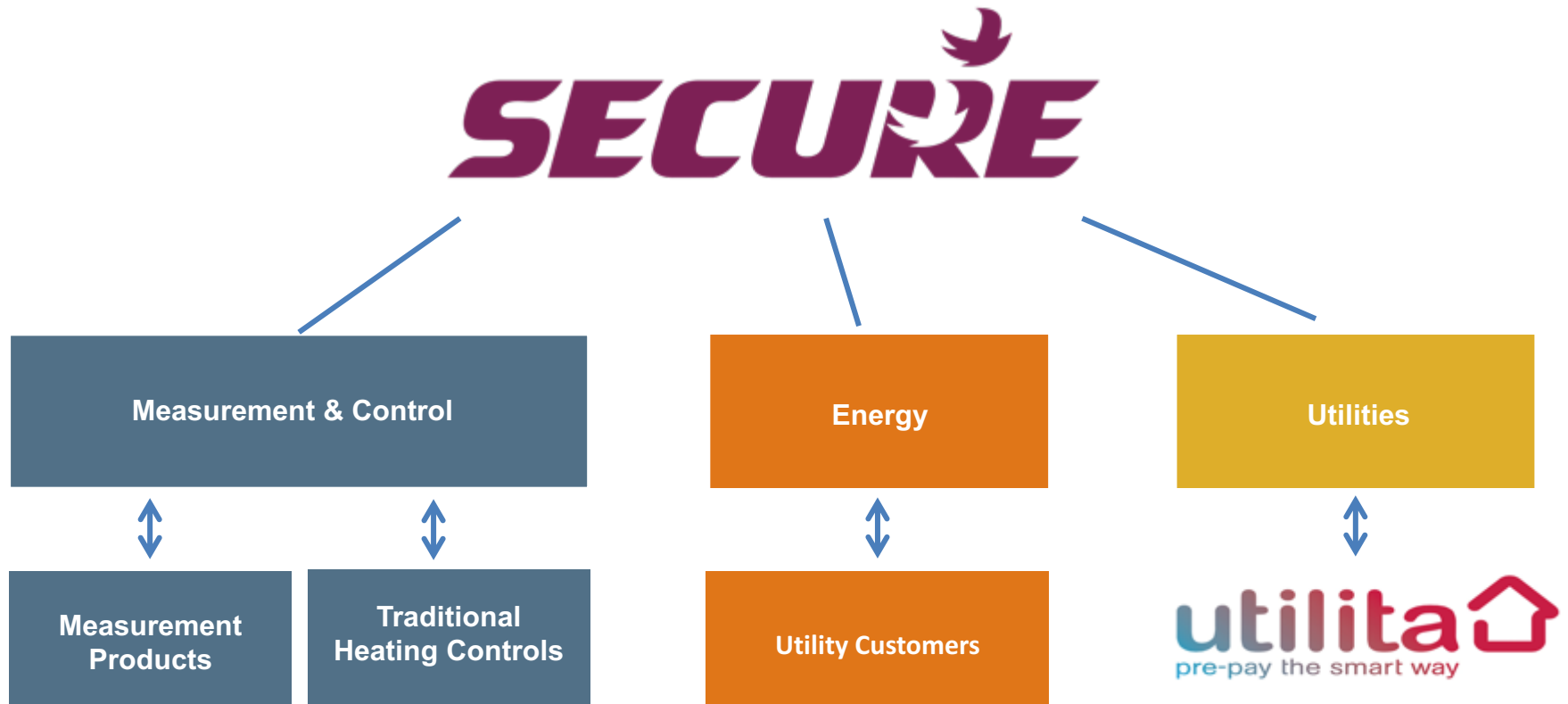
To be an **enduring business** that grows from **profits earned fairly** from products and services that **help users save, reduce energy use** and **live in comfort**

***Annual Smart Energy UK & Europe 2015 summit:***

Smart Meter Data Management & Solutions Award – Secure Meters 2015 Winner

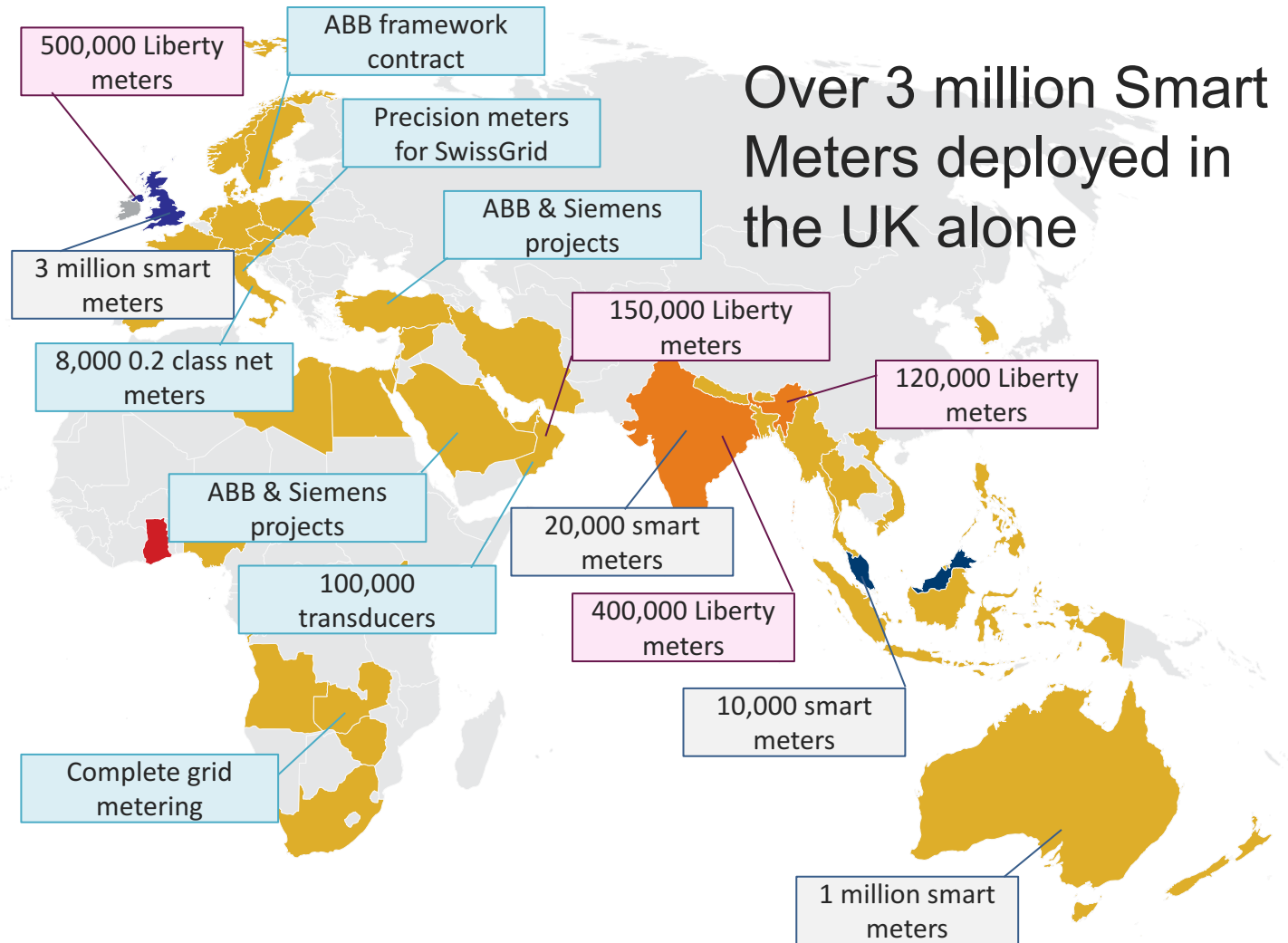


# Secure Meters in the UK





# Global presence



Offices & Manufacturing





# Community Heating & Fuel Poverty

Community heating schemes can offer benefits to both the housing provider and their tenants, however circumstances in life can place households in vulnerable situations which mean they are unable to afford energy and suppliers need to have an agreed policy to account for this.

What fuel poverty vulnerabilities exist in the UK and what conditions should an operator consider to ensure that community schemes are sensitive to the provision of heat as a social justice issue?



# Metering in Communal Heating Schemes

- Why is metering required?



# Heat network (metering and billing) regulations 2014



This relates to the **distribution of thermal energy** from **a central source** to **more than one final customer, building or location** for the purposes of heating, cooling or hot water supply.

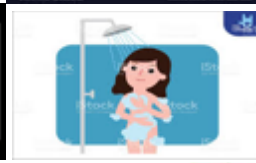
Every property should be billed and charged for their individual usage. This means metered !

**Initially came into force in 2014, amended in 2015**





# Heat/HW included in Rent – Flat Rate...





# Fuel Poverty in UK

- **Fuel poverty is caused by a number of factors:**
- Low income.
- High energy prices, which are often made worse by higher tariffs for both low-volume users and those not able to pay via direct debit such as pre-payment customers and residents unable to access the cheapest 'online only' deals.
- Poor energy efficiency – for example, inadequate insulation and old or inefficient heating systems.
- Under-occupancy. Quite often, those suffering from fuel poverty live in larger than average homes.
- 
- **Fuel poverty is most common among vulnerable households:**
- Those on low incomes.
- People with children under the age of 16.
- People with disabilities or suffering from a long-term illness.
- Older people.



# Fuel Poverty in Scotland

- Number of households in fuel poverty in Scotland – 30.7% or 748,000
- Number of households in extreme fuel poverty in Scotland – 8.3% or 203, 000
- **Definitions**
- The full Scottish definition of fuel poverty is:
- A household is in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its income on all household fuel use. If over 20% of income is required, then this is termed as being in extreme fuel poverty.  
(Source: The Scottish Fuel Poverty Statement, 2002)
- A satisfactory heating regime is defined as:
- For “vulnerable” households, 23°C in the living room and 18°C in other rooms. For other households, this is 21°C in the living room and 18°C in other rooms. Income is defined by the Scottish Government as that of the householder and their partner not the whole household.



# Workshop Considerations

- How do we identify vulnerable tenants?
- How can landlord (HA/LA) help vulnerable tenants
- What benefits does a tenant get from metering?
- What benefits does a landlord get from metering?
- As well as metering, what other factors do we need to consider?

# Benefits of the Liberty Connect Pre-payment Solution



## Housing Provider

- Flexibility
- Speed/Reliability
- Financial Recovery
- Tamper Alerts
- Remote Diagnosis
- Tenant Communication
- Saves Time
- Saves Money

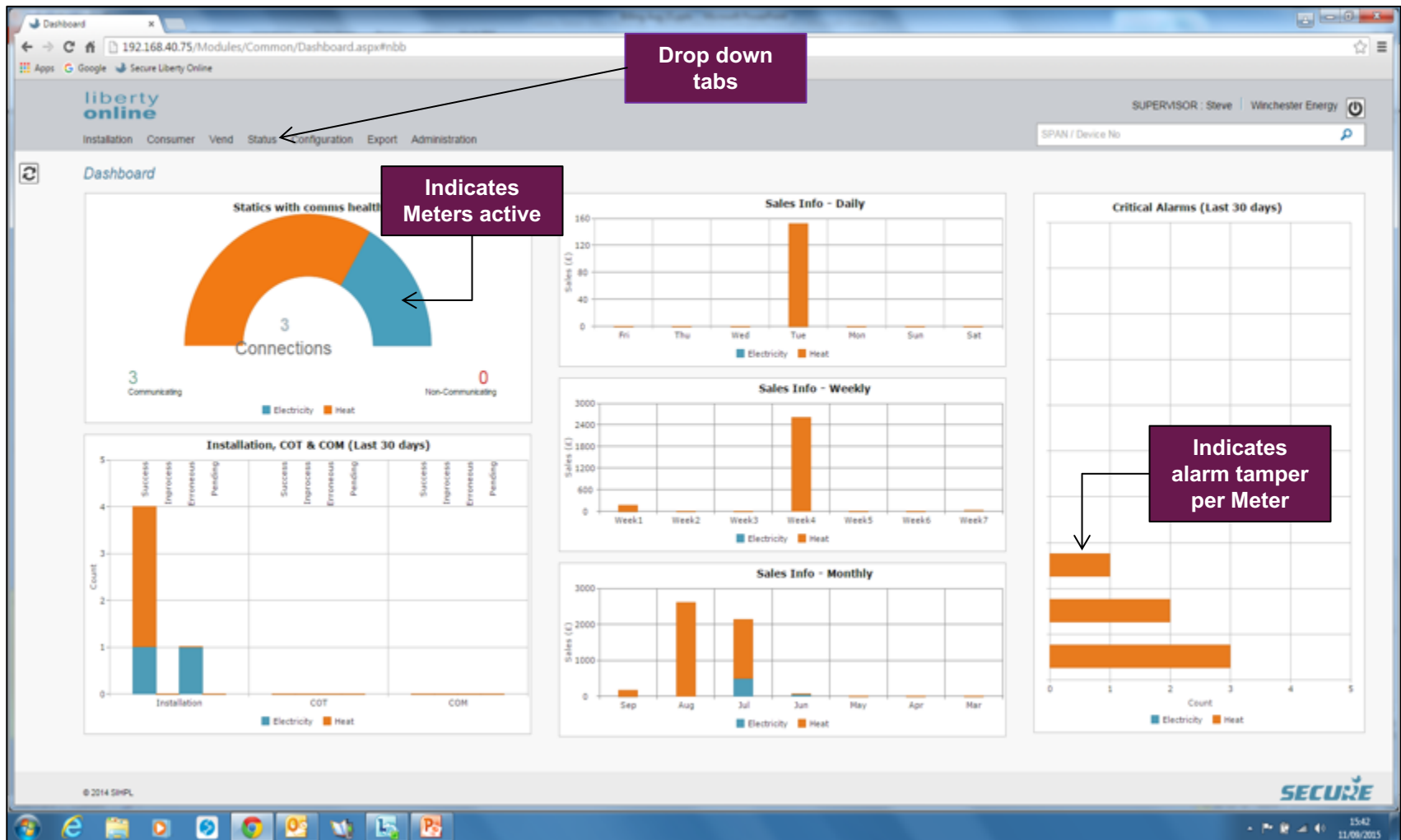
## Tenants

- Financial clarity
- Real time data
- Number of days credit remaining displayed
- No out of hours disconnections
- 12 month record of consumption to help budgeting energy cost





# Remote Monitoring & Diagnostics





# Metering, Monitoring and Controls

- Metering – Prevent large bills  
Assist tenant budgeting  
Educate in usage
- Monitoring- Recognise usage patterns  
Identify fabric issues  
Prevent issues which can cause/Exasperate Fuel Poverty
- Controls- Give maximum efficiency  
Reduce CO2 Emmissions  
Give desired temperatures for vulnerable tenants



*THANK YOU*