

Heat networks

Information about heat networks and Energy Bill support schemes.

A heat network is where one heating source provides heating and/or hot water to a number of different homes. This could be a communal boiler in the basement of a building which supplies a number of customers within that building. It could also be a central energy source which supplies customers in more than one building.

Usually, the owner occupier or tenant of each home will pay a fee for the heat used to the manager of the heat network. If your home is heated via a heat network, you might be paying your heating bills to a management company or housing association. This might be as part of your rent or a separate charge.

Heat network managers usually purchase the energy needed via commercial/non-domestic contracts.

Energy bill support

Energy costs have been supported by the UK Government from October 2022 through a number of different schemes: Energy Price Guarantee, Energy Bill Support Scheme, Alternative Fuel Payment, and the Energy Bill Relief Scheme (replaced by the Energy Bills Discount Scheme (EBDS) from April 2023). Under the EBDS, most domestic consumers on eligible heat networks will receive a higher rate of support than most other consumers who receive the EBDS.

Energy bill support and heat networks

As part of the support, all schemes have pass-through requirements, meaning the benefit of any support received should be passed on to the end user in a “just and reasonable way”. This means if your heat network received a discount it should be passed through to you, as the end user.

Not all heat networks’ energy bills will have received support from the schemes – this will depend on the rates paid by your network.

If you haven’t had a discount from your heat network manager

Check with your heat network manager. Not all heat networks will have received a discount – this will depend on the rates it was paying.

If you haven’t received your discount and think that you should, you can complain to your heat network manager. They have eight weeks to respond.

If you are still unhappy, you can [contact us](#) to help.