

One Housing - Heat Networks

If you pay for your energy supply through one of our billing agents, then your home will be connected to a heat network (also known as a communal or district heating system). This means that the heat and hot water to your home comes from a single, central source - such as a large boiler in a basement plant room. One Housing is the owner of the heat network for your home which means we purchase gas on a commercial basis to feed the boilers which in turn produces the heat and hot water circulated around the building into your home.

Following the Government introduction of the Energy Bill Relief Scheme (EBRS), which provides a discount on wholesale gas and electricity unit prices for non-domestic consumers. One Housing had to review all heat network tariffs to apply the discounted capped costs to all of our residents charges. However, due to the extremely instability of recent years and the unpredictable utility prices in the wholesale market, One Housing have not increased the tariffs for our heat networks in line with the current market highs. As such our tariffs currently fall below the capped rate and would therefore not be subject to any further changes.

We do not know exactly what the average price for utilities will be for the next 12 months, but we will continue to carry out competitive tendering processes to ensure that the price we pay for gas is the best that we can secure. We are certain that the price per kilowatt hour that you pay for the heat we supply to you will increase quite substantially. We will let you know of any new rates that will be applied 4 weeks prior to any changes.

Further guidance on the legislation, eligibility and the responsibilities of intermediaries is available at [Guidance on the Energy Bill Relief Scheme pass-through requirements for heat networks in the UK - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/energy-bill-relief-scheme-pass-through-requirements-for-heat-networks-in-the-uk).