Heat network documents

Prepared for Orchard Court Residents Ltd

1 **Complaints Handling Procedure**
You supply households or small businesses, and the form asks whether you have one (condition B4). The Energy Ombudsman's application asks for it too.

2 **Payment difficulties statement**
Condition B9 requires a statement of these duties, published and sent to households every year.

3 **Priority Services Register and vulnerability procedure**
The form asks whether you have a register or equivalent, and how many customers are in a vulnerable situation (condition B8).

4 **Fit and proper policy**
Your regulatory contact declares this to Ofgem, and the form asks whether you have a process and assess regularly (condition A8).

5 **Continuity Plan and Material Asset Register**
Both due by 26 January 2027. The form asks whether the plan is in place, and Ofgem can ask to see both (conditions A14 and A12).

6 **Financial resources record**
Puts the figures the form asks for together with the assessment behind them (condition A13). Ofgem doesn't name a document for this.

7 **Heat supply terms**
Until a lease or contract is updated, condition B2 lets you give customers the required information in a separate document.

8 **Map of the 29 conditions**
Which conditions apply to you, what's covered, and what's left to do.

Written from its answers. Read each one before you adopt it, and complete anything in [square brackets]. This is software, not legal advice.

SAMPLE

Orchard Court Residents Ltd

Complaints Handling Procedure

For customers and staff. Written to support condition B4.

Adopted 1 December 2026. Next review 1 December 2027. Owner: Company Secretary.

Part 1: How to complain

> Give Part 1 to every customer before they sign up and at least once a year, and show it where people will see it (see Part 2). It's free to ask for another copy, in large print or another format.

Who this is for

This procedure is for anyone who gets heating, cooling or hot water from Orchard Court Residents Ltd at Orchard Court: households, and micro and small businesses.

You don't have to use the word "complaint". If you tell us you're unhappy with our service, or with something we did or didn't do, and you expect a reply, we'll treat it as a complaint and check that with you. It doesn't matter when the problem happened.

How to complain

By phone	0117 496 0000
In person	1 Orchard Court, Bristol, BS6 7XX
By letter	1 Orchard Court, Bristol, BS6 7XX
By email	office@orchardcourt.example

You can use any of these at every stage, including to ask for a review. Someone else can complain for you, such as a relative, a carer or an adviser. Several of you can complain together about a shared problem, and we'll handle it in the same way. We don't take complaints through social media, but if you contact us there we'll tell you how to reach us.

If you find it hard to complain, tell us. We'll take extra steps to help, for example if you're in a vulnerable situation.

What we'll do

Step	What happens	When
1. We record it	We note your complaint, confirm that we've treated it as a complaint, and tell you what happens next.	The day we get it. Written complaints after 5pm or on a non-working day count from the next working day.
2. We tell you about this procedure	If we haven't sorted it by then, we point you to this procedure and offer you a free copy.	As soon as we can after the end of the next working day.
3. We investigate	We find out what happened and tell you what we found and what we'll do. If another company is involved, we work with them and you keep dealing with us.	[10] working days, our own target. If we need longer we'll say why and give you a new date.
4. We review it if you ask	If you're unhappy with how we've handled your complaint, ask for a review at any point. Someone who hasn't dealt with it will look again.	[10] working days, our own target.
5. We tell you where to go next	If we can't resolve your complaint, we write to tell you about your rights below.	The next working day after we know we can't resolve it, and at the latest 8 weeks after you first complained (12 weeks for a housing ombudsman), or within a reasonable time for a tribunal.

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How we can put things right

Depending on what happened, we can apologise, explain what went wrong, take action to fix it, and pay compensation where that's appropriate. Not every remedy fits every complaint.

If you're still not happy

You can take your complaint to an independent body, from the point we tell you we can't resolve it, or once the time above has passed.

Body	For	How to reach it
Energy Ombudsman	Complaints about your heating, cooling or hot water, and how we've dealt with them.	0330 440 1624 · enquiry@energyombudsman.org · www.energyombudsman.org
Housing Ombudsman Service	Complaints about heat charged through a service charge, or about housing.	0300 111 3000 · info@housing-ombudsman.org.uk · www.housing-ombudsman.org.uk
First-tier Tribunal (Property Chamber – Residential Property)	The main route for disputes about a service charge, including whether it's reasonable and payable. A tribunal can charge fees.	www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber

- The ombudsman and the tribunal are independent of us, and the ombudsman is free for you to use.
- It can decide on the kinds of remedy listed above.
- One of you can bring a shared problem for the group. The ombudsman decides whether to take it as a group complaint, under its scheme rules: [where to read them].
- A decision binds us, but it doesn't bind you. You can still take other action if you don't accept it.
- Go to one body at first. If we can tell whether your complaint is about heating or housing, we'll say so. If another body is the right one, they pass it on and you don't have to start again.

Ofgem regulates heat networks, but it doesn't usually settle individual disputes.

Independent help and advice

- Citizens Advice consumer helpline: 0808 223 1133 · www.citizensadvice.org.uk/consumer

Part 2: How we run this procedure

> For staff. You don't need to send Part 2 to customers.

Making it easy to find

- Give Part 1 in writing to anyone before they enter a supply contract with us, and free to anyone who asks.
- Show it, or a pointer to it, somewhere prominent in each building we supply, for example on a notice board in a communal area, since we have no website for customers.
- Send Part 1 to every customer in writing at least once a year. Date of last send: [date].

What we record, in electronic form

Record these for each complaint on the day it comes in, and link any later contact to it. Anything said to staff in person or by phone counts.

On receipt	On any later contact
Date received	Date of the contact
Oral, written or digital	Oral, written or digital
Who complained and how to reach them	Whether it's the same person, and if not, who and how to reach them

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Account details	Summary of the contact
Summary of the complaint	Advice given or action taken or agreed
Advice given or action taken or agreed	Whether it's now resolved, and why
Whether it's resolved, and why	How we'll communicate from now on
How we'll communicate from now on	

If a complaint isn't resolved by the end of the next working day, also record the steps taken, the date it's resolved, the date the time limit ran out, and the date we told the customer about the ombudsman. Keep it all, in clear categories, for **at least five years**.

When a complaint is resolved

A complaint is resolved only when we have nothing left to do and the customer is satisfied. If they come back and it isn't, reopen it, record the change, and point them to this procedure again. If someone says they complained and we can't find it, record that too.

Complaints that come through someone else

- If it isn't reasonable to expect a customer to pursue a complaint themselves, make arrangements to deal with it anyway.
- When a body such as Citizens Advice or Consumer Scotland refers someone, acknowledge it to them and to the customer, and take any extra steps the person needs. Referrals come to: [email or phone for referrals].
- If a customer wants the third party to carry on for them, work with it, within data protection law.
- If a complaint is really about another authorised person, pass it on with enough information to investigate, and a copy of this procedure. We stay the customer's single point of contact.

People and resources

Company Secretary owns this procedure and makes sure enough suitably qualified people deal with complaints. They need access to staff at every level, the authority to resolve complaints promptly and fairly, and to be able to explain this procedure plainly.

The complaints log

A spreadsheet with these columns will do, as long as it's kept electronically and backed up. Keep the categories clear enough for Ofgem to review, such as back-billing, quality of service, customer service, vulnerability and debt, pricing, and other.

Columns	Ref, Received, How (oral, written, digital), Category, Group complaint?, Customer and account, Summary, Action and advice, Later contacts, How we'll communicate, Time limit ran out, Told of ombudsman, Resolved on, and why

Applying to the Energy Ombudsman

The Energy Ombudsman's Heat Network Supplier scheme asks for this procedure in its application. You join it separately from registering with Ofgem.

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Orchard Court Residents Ltd

If you're struggling to pay for your heat

Payment difficulties statement, for customers. Condition B9 requires it.

This statement says what Orchard Court Residents Ltd must do if you have trouble paying for heating, cooling or hot water. Effective 1 December 2026.

Talk to us

If you're worried about paying, call 0117 496 0000 or email office@orchardcourt.example. We won't charge you for any of the help below.

What we must do

- **Act as soon as we know.** We do this when we know, or have reason to believe, that you're having or will have trouble paying.
- **Get in touch early.** We contact you no later than after two monthly payments missed in a row or one quarterly payment missed, or as soon as you tell us you can't make your next payment.
- **Offer you a way to pay.** You can pay by regular instalments.
- **Base it on what you can afford.** We take reasonable steps to find out what you can pay, and take that into account when we work out your instalments. If you've got a debt adviser, we can use what they tell us.
- **Treat you as an individual.** We look at your own situation, tell you how much you'll repay, how it's taken, when the debt ends and what to do if it stops working, and we check the plan is working. We can pause repayments for a time, and we won't insist on a large upfront payment before reconnecting you.
- **Help you bring down your costs.** We tell you how you could use less heat and reduce your charges.

Disconnection

Disconnection is a last resort. We can't disconnect you for unpaid charges unless we've first taken all reasonable steps to recover them another way, including by a prepayment meter where that's possible. Limiting your credit so that your supply stops counts as disconnection, unless you pay by prepayment meter.

- **In winter, October to March,** we must not disconnect a home if we know, or have reason to believe, that someone living there is under 2, over 75, disabled, terminally ill or chronically sick.
- **At any time,** we must not disconnect a home if we know, or have reason to believe, that someone living there has a medical condition that means they need, or may need, heating or hot water all year.
- **Before any disconnection,** we must take all reasonable steps to find out whether either of those applies. Please tell us if it does.

Housing law also limits when a landlord can stop a service to you, and those protections still apply.

Your contract terms

We can't demand or recover charges until we can show we've kept to these terms. You can offset what we owe you under a heat contract against what you owe us under another. All this still binds us if we stop being authorised.

If you pay a fixed amount by direct debit

We explain how your fixed amount was worked out, and we base it on the best and most recent information we have. If you build up credit and ask for it back, we refund it in good time, unless it's fair and reasonable not to. If so, we tell you why.

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Free, independent advice

- Citizens Advice consumer helpline: 0808 223 1133 · www.citizensadvice.org.uk/consumer
- National Debtline: 0808 808 4000 · nationaldebtline.org
- StepChange Debt Charity: 0800 138 1111 · www.stepchange.org

Getting a copy

We remind you of this statement at least once a year, and give anyone a free copy on request.

Date last sent to households	[date]

SAMPLE

Orchard Court Residents Ltd

Priority Services Register and vulnerability procedure

For customers and staff. Written to support conditions B8, B1, B9.8 and B10.15.

Adopted 1 December 2026. Next review 1 December 2027. Owner: Company Secretary.

Part 1: Priority services, for customers

> Send Part 1 to households and use it wherever you promote the register.

Extra help, free of charge

Orchard Court Residents Ltd keeps a list of people who may need extra help with their heating, cooling or hot water. It's called the Priority Services Register. You can ask to join if you, or someone in your home, is of pensionable age, has a disability or a long-term health condition, or is going through something that makes you less able to deal with us or more likely to be harmed by a problem with your heat. That can be for a short time.

What we can offer

- A way to check that anyone calling on our behalf is genuine, such as a password.
- Someone you nominate can get letters and calls about your account for you.
- Letters and bills in a format that suits you, such as large print.
- Priority when your heating or hot water is off. In a longer outage we aim to give you other heating and hot water within [24 hours].

How to join or leave

Call 0117 496 0000 or email office@orchardcourt.example. You can leave at any time. We keep your details only to give you this help, and share them only as the law allows.

Part 2: How we run the register

> For staff. If you already keep a register under housing law, you can use it for heat too, as long as it holds the minimum details below.

Finding people who need help

- Promote the register: when someone moves in, with yearly information, and on notice boards or the website.
- In every conversation, listen for signs that someone may be in a vulnerable situation, and offer to add them. They don't have to use that word.
- Train staff, field agents and contractors to recognise it. Date of last training: [date].

The minimum details

Record the person's name, details of the personal characteristics or situation that matter, and anything else relevant to the help they need. Ofgem encourages using the energy sector's Priority Services needs codes, so that registers can share data in future.

Health details are special category data. Get the person's agreement and record it, limit who can see the register, and review it. Ofgem hasn't yet set up a way of sharing registers between companies, so don't share unless the law allows it.

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Priority services and our targets

Service	Our target
Password or other ID check for visits	Set up within [5] working days
Nominated person gets communications	Within [5] working days
Accessible formats	Next letter or bill
Other heating and hot water in a longer outage	Within [24 hours] (Ofgem's example of what may be reasonable)
Priority contact in an emergency	As soon as we know of the outage

All of these are free.

The figures Ofgem asks for

At registration, and later in data reporting, you say whether a network supplies customers in a vulnerable situation, how many, and whether a register or equivalent is running. Count from the register. You submit a number and no names.

The register

Ref	Home	Name	Nominated person	Needs (code)	Services agreed	Agreed on	Reviewed

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Part 3: When someone struggles to pay

> For staff. This is the process behind the Payment difficulties statement. Ofgem's form asks whether you have one.

1. **Spot it early.** Flag a household after two monthly payments missed in a row, one quarterly payment missed, or as soon as they tell us they can't make the next one, or we have other reason to think they'll struggle. Contact them at that point, in the way that suits them, and review from time to time whether our ways of making contact are working.
2. **Understand what they can pay.** Deal with each case on its own facts, using what they tell us and anything a third party provides. Give staff clear guidance and training on how to ask. Ask gently, and don't assume paying us is their top priority.
3. **Offer a plan.** Offer instalments based on what they can afford, over a longer period if they're in a vulnerable situation. Look at payment methods, including deductions from benefits where they apply. Don't insist on a large upfront payment before reconnecting someone. There's no charge for any of this.
4. **Point them to help.** Tell them about debt advice and how to reduce their use.
5. **Make it clear.** They should know how much they'll pay, how it's taken, when the debt ends and what to do if it stops working.
6. **Keep an eye on it.** Check plans are working. If one fails, talk to them about what would suit better. Use a default amount only if you can't find out what they can afford, keep it reasonable, and say it may change. You can pause repayments for a time and review them. Look across cases too: how staff agree rates, which plans fail, and overall repayment trends.

7. **Look out for rationing.** Use that's well below normal may mean someone is going without. Check on the register, talk to them, and think about reducing a repayment plan.
8. **Don't reward the wrong thing.** Link any staff incentives to good outcomes for customers, and not to how much is repaid.
9. **Keep it proportionate.** Anything we or an agent do to recover a debt, and any cost we add, must be proportionate to the debt.

Advice to give

- Citizens Advice consumer helpline: 0808 223 1133 · www.citizensadvice.org.uk/consumer
- National Debtline: 0808 808 4000 · nationaldebtline.org
- StepChange Debt Charity: 0800 138 1111 · www.stepchange.org
- Simple Energy Advice: www.simpleenergyadvice.org.uk

SAMPLE

Orchard Court Residents Ltd

Fit and proper policy

For the board and senior managers. Written to support condition A8 and your SMRI declaration.

Adopted 1 December 2026. Next review 1 December 2027. Owner: Company Secretary.

What this policy does

Ofgem requires that Orchard Court Residents Ltd doesn't appoint or keep anyone in a position of significant managerial responsibility or influence (SMRI) unless they are fit and proper, and that we have robust processes to make sure of it. When we register, our regulatory contact declares this to Ofgem. This policy sets out how we check. The declaration is only true once we've done the checks and kept the list.

Who it covers

A person has SMRI if they play a role in deciding how the whole or a substantial part of our heat network activities are managed or organised, or actually manage or organise them. That usually means directors, chief officers and heads of teams, and can include an adviser or consultant with real decision-making authority. If our business isn't only heat networks, we only need to think about the people involved in heat networks.

In a residents' company, the directors usually count, even as unpaid volunteers. A managing agent's staff can count if they make the decisions, so we check with the agent.

Our list of people with SMRI

You can't complete Ofgem's declaration unless you can confirm you have this list. You don't submit it, but Ofgem may ask for it later.

Name	Role	Why they have SMRI	Date joined	Last assessed	Result

SAMPLE

When we assess

- Before anyone takes up a role with SMRI.
- At least every 12 months after that, our own interval for the "regular" assessments Ofgem requires.
- Whenever we learn of something that could change the answer.

What we look at

We take account of all relevant matters, including whether the person has:

	Matter	Answer
1	Been responsible for, contributed to or facilitated serious misconduct or mismanagement, lawful or not, in carrying out an activity regulated in any sector, or a service abroad that would be regulated here	
2	Any relevant unspent criminal conviction anywhere, in particular for fraud or money laundering	
3	Any insolvency history, including undischarged bankruptcy, debt judgments and County Court judgments	
4	Been disqualified from acting as a director	

5	Had SMRI at a gas or electricity supplier whose customers were moved under a Last Resort Supply Direction, including in the 12 months before it
6	Had SMRI at a heat network authorised person or an energy licensee that went into a Special Administration Order, including in the 12 months before it
7	Been a relevant person for premises where a tribunal appointed a manager under section 24 or 24ZA of the Landlord and Tenant Act 1987
8	Been on the database of rogue landlords and property agents
9	Owned or managed premises subject to a prohibition, demolition, interim management or final management order under the Housing Act 2004
10	Been refused, or had revoked, restricted or ended, an authorisation, or faced disciplinary, compliance, enforcement or regulatory action by any regulator anywhere, personally or at a business where they held SMRI

We give particular regard to anyone with a background in energy or housing whose past actions caused or contributed to significant harm to consumers or the market.

How we check

1. The person completes the yearly declaration below.
2. We check what's public: the Companies House register, including disqualified directors, and the Individual Insolvency Register.
3. We record the result in the list above, and keep the evidence securely. Convictions and similar details are sensitive, so only [who] sees them.

If someone doesn't meet the test

We don't appoint them, or we take them out of the role. A "yes" above doesn't decide it alone: we consider how serious and how recent it is, and whether it matters for the role, and we record our reasoning. If it's hard to judge, we take advice. We tell Ofgem if we'd expect it to want to know. Ofgem may contact us if we declare that someone isn't fit and proper, that we've no process, or that we don't assess regularly.

The declaration to Ofgem

Made by	Our regulatory contact
Date of our last declaration	[date]
Expires (3 years later)	[date]

Yearly declaration

> Copy this for each person with SMRI.

Name	
Role	
Period covered	

I have read the ten matters listed in this policy. Other than as written below, none applies to me. I'll tell the organisation promptly if that changes.

Anything to declare	

SAMPLE

Signed

Date

SAMPLE

Orchard Court Residents Ltd

Continuity Plan and Material Asset Register

For the board and any successor. Written to support conditions A14 and A12.

Adopted 1 December 2026. Next review 1 December 2027. Owner: Company Secretary.

> Ofgem requires this plan in place from the end of the first part of the initial period (26 January 2027), kept up to date, and available if it asks. It isn't sent in at registration, but the form asks you to confirm whether it's in place and fit for purpose, and you confirm it every year after that. Complete anything in [square brackets].

1. What this plan is for

If Orchard Court Residents Ltd stopped operating or supplying a heat network, because of a sale, a handover, insolvency or a decision to stop, another organisation would have to take over without customers losing their heat. This plan tells that successor what it needs and where to find it. It doesn't deal with short outages: those are covered by our maintenance and customer service arrangements.

Organisation	Orchard Court Residents Ltd, 1 Orchard Court, Bristol, BS6 7XX
Our role	Operator and supplier
Networks	Orchard Court
Plan held at	[where: for example a named shared folder]
Who can get to it	[names or roles]

2. What would happen, step by step

1. **Spot it.** The directors or senior managers realise we may have to stop, or decide to. If we don't reasonably expect to have the resources or to meet our liabilities, we tell Ofgem immediately (condition A13).
2. **Keep paying what keeps heat on.** We make no payment, loan or transfer that would put at risk our ability to keep running (condition A13).
3. **Talk to the likely successor.** In a residential building that may be the freeholder, a right-to-manage company or a tribunal-appointed manager. Likely successor: [name, or how we'd find one].
4. **Step in, if anyone can.** Contractual step-in rights, or arrangements if a separate supplier stops: [who holds them, their contact and the key terms, or none].
5. **Hand over.** We give the successor this plan and everything it points to, using the method in section 5, and stay available to answer questions.
6. **Tell customers.** We tell every customer who's taking over, how to reach them, and that their terms stay as close as possible to the current ones. We do this at least [14] days before the change where we can.
7. **Tell Ofgem.** We tell Ofgem about any transfer or stopping, and the successor registers or applies as the rules then require. Ofgem's guidance says the planned special administration regime will also require 14 days' notice to Ofgem and the Secretary of State before an insolvency procedure.

We take all reasonable steps to keep the service going on terms the same as, or as similar as possible to, those in place before, and to keep disruption and harm to customers as low as possible.

3. Key people

People who make decisions that could materially affect the organisation, including anyone with significant managerial responsibility or influence.

Name	Role and responsibility	Email	Phone

SAMPLE

Management structure	[who reports to whom, or where the chart is]

4. Service providers

Service	Company	Key contact and role	How to reach them
Managing agent	Harbourside Block Management Ltd		
Maintenance	Avon Boiler Services Ltd		
Metering			
Billing			

5. Keeping the data and handing it over

Where the data sets are stored	[system or folder]
How often we review them	[for example, every 12 months and after any big change]
How we'd share them with a successor	[for example, a secure online folder, within 5 working days]
Metering and billing data	[how it's kept up to date, and who can get to it]

6. Key contracts and fuel

Contracts with customers on the network, and with suppliers or contractors who help us run it, including any sale of heat to a separate network.

Details are in the Material Asset Register, part B, at the end of this plan.

How we buy fuel	[supplier, contract type, how long it's fixed for and how we decide when to renew]

7. Customers and billing

Customer numbers	24 homes
How we bill	Heat is charged through the service charge. A successor needs the service charge accounts and this year's budget, and the part of each that is heat: [where]
Payment methods	[number of households on direct debit, prepayment, cash or cheque, and so on]
How we'd give a summary of balances	[system, and how to export it for Ofgem or a successor]
Priority Services Register	Held at [where]. It includes a breakdown of customers in vulnerable situations.
How we work out heat debt	[system and method: number of customers in debt, and value]

SAMPLE

How we work out account balances	[system and method]

8. The network's physical assets

Everything physical is in the Material Asset Register, part A, at the end of this plan.

How we meet condition A12

The condition requires enforceable rights over what the network needs, capable of passing to a successor, with no undue risk from security over them.

Do we own the plant, or by what right do we use it?	[for example, freehold title, lease or contract]
Can those rights pass to a successor without anyone's consent?	[yes, or whose consent is needed and whether it must be given]
Any mortgage or charge over the plant or building?	[lender and terms, and whether plant and building are charged together]
Money collected for repair or replacement	[where it's held, and how it stays available for that purpose]

Extra details, if you have them

Ofgem recommends these where you can manage them. They aren't minimum requirements.

- How the plan's data is protected, and how you'd recover after a cyber incident.
- Insurance: the providers and what they cover.
- Technical: energy centre address, manufacturers, in-service dates, drawings, maintenance logs and any disaster recovery plan.

Testing it

Once a year, read it as if you were the successor. Is there enough to carry on? Is anything stopping you sharing it quickly?

Date	Who changed it or signed it off	What changed
		First version

Material Asset Register

A list of the assets, contracts and arrangements we need to run this network and meet our obligations, so that a successor can find them. Ofgem requires it from the end of the first part of the initial period, and may ask for it. It doesn't prescribe a format.

How this was put together	[for example, walked the plant room with our contractor and went through the contracts file]
How we audit, review and update it	Reviewed every [12] months, and promptly after major capital work, or any repair or replacement that changes what's here.

Part A: physical assets

Asset, model or reference	Location	Type	What it does	Condition and last repairs

SAMPLE

Gas boilers in a basement plant room, 240 kW	Orchard Court, BS6 7XX	Mechanical	Generates heat
Pumps and controls	Orchard Court, BS6 7XX	Mechanical	Move heat and control the system
Pipework and heat exchangers	Orchard Court, BS6 7XX	System	Carry heat to homes

Part B: contracts and other non-physical assets

What's agreed	Service	Counterparty and contact	Term and extensions	Where the document is
	Fuel supply			
	Maintenance	Avon Boiler Services Ltd		
	Metering and billing			
	Insurance			
	Lease or right to use the plant room			
	Managing agent	Harbourside Block Management Ltd		

SAMPLE

Orchard Court Residents Ltd

Financial resources record

For the board. Supports condition A13 and the financial questions on Ofgem's form.

Adopted 1 December 2026. Next review 1 December 2027. Owner: Company Secretary.

> Ofgem doesn't require a document with this name. It requires you to act responsibly, keep enough resources, and manage risk, and it may ask for your own assessment. This record keeps the figures it asks for with the thinking behind them. The figures are for the whole organisation and not one network. Giving Ofgem false information is an offence.

The figures Ofgem asks for

At registration, then every year in the quarter your accounts are signed off or the data is finalised, and no later than 10 months after your financial year ends. Use your accounts where you have them.

Accounting period	[start and end dates]
Signed-off accounts for this period?	[yes or no]
Net profit or loss for the year, after tax	[£, loss as a negative]
Total income for the year	[£]
Total running costs for the year	[£]
Liquid assets you control or can freely reach, at year end	[£: cash, reserves or government-backed loans, without needing a parent or anyone else. Zero if none]
Did assets exceed liabilities at year end?	[yes or no]
Do you hedge gas, electricity, biomass or other fuel?	[no, or what percentage of volume, how many months ahead, and how, including through a business energy contract]

If you have no accounts yet, Ofgem asks only whether you have continuity plans, your accounting period, whether accounts are signed off, and the 12-month question below.

Our view for the next 12 months

Ofgem asks: does Orchard Court Residents Ltd reasonably expect to have enough finance and resources to carry on its regulated heat network activity for the next 12 months?

Our answer	[yes or no]
Why, in a few lines	
Considered by	[the board, on what date]

What could go wrong, and what we'd do

The risks vary with your model and your role. Think about what would hurt in a severe but plausible year.

Risk	How bad could it be	What we'd do	Who watches it
Fuel prices jump between contracts			
A boiler or other major plant fails			
Customers don't pay, or homes stand empty			

SAMPLE

A key contractor or agent fails	

Money collected for repairs or replacement

Anything collected from customers to maintain, repair or replace the network, such as a reserve or sinking fund, has to stay available for that purpose. If the network is sold or transferred, Ofgem expects it to remain available to the successor.

How much, and where it's held	[£ and account]
How it's protected	

When we'd have to tell Ofgem

- Tell Ofgem **immediately** if the directors or senior managers don't, or shouldn't, reasonably expect us to have the resources to carry on, or to meet our liabilities as they fall due. Use the digital service if it's available, or write.
- From that point, don't make any payment, loan or transfer, or sell any asset, if that would create a significant risk of being unable to carry on or comply, unless it's essential to carrying on.
- Ofgem also expects to hear about financial trouble it hasn't asked about, or any sudden change.

Signed for the board	Date

SAMPLE

Orchard Court Residents Ltd

Your heat supply: terms and information

For customers. Written to support conditions B2, B3, B7 and B9.

From 1 December 2026. For customers at Orchard Court.

> This sets out how Orchard Court Residents Ltd supplies your heat. It doesn't change your lease, which still applies, and housing law takes priority if the two differ. It gives you information the heat network rules require.

Who supplies your heat

Orchard Court Residents Ltd supplies your heating, cooling or hot water. Harbourside Block Management Ltd acts for us day to day.

Phone	0117 496 0000
Email	office@orchardcourt.example
Post	1 Orchard Court, Bristol, BS6 7XX
Heating or hot water off, any time	0117 496 0001

Report an emergency, or a suspected one, straight away: 0117 496 0001.

Who does what

Service	Who provides it
Running the network	Orchard Court Residents Ltd
Maintenance	Avon Boiler Services Ltd
Metering	No individual meters
Billing	Harbourside Block Management Ltd
Customer service and complaints	Orchard Court Residents Ltd

Where your heat comes from

Your heat comes from: gas boilers in a basement plant room. Environmental impact: [fuel used, and anything you know about emissions, such as carbon per kWh].

We can't offer you another heat provider. Heat networks are natural monopolies: one organisation supplies everyone on the network, and you usually can't switch or easily leave it. [If leaving is possible, what it involves and any disconnection charge.]

Your charges

You pay for heat through your service charge. We show the part that's for heat separately from everything else. Each year's statement explains how it was worked out.

Standing charge	[£ a day or a year, or the share for each home]
Unit rate	No individual meters. We'll show how your share is worked out.
VAT	[included, and at what rate]

You can ask us at any time about available tariffs and about any change in charges and the reasons for it.

SAMPLE

If charges change

Changes to service charges follow your lease and housing law. We'll explain any change. If we change other terms to your disadvantage, you'll get at least 31 days' notice, in a separate letter.

Old bills

Under the Landlord and Tenant Act 1985, we must notify you of service charge costs, or ask you to pay them, within 18 months of the cost being incurred, otherwise we can't recover them. If you disagree about a service charge cost, the tribunal below is the main route. You can also contact us, Citizens Advice or the Energy Ombudsman, and LEASE (the Leasehold Advisory Service) can advise.

How well the network performs

Network efficiency	[for example, heat delivered as a percentage of heat generated]
Outages in the last 12 months	[number and total hours]

If you have trouble paying

We have to offer you help before we recover charges: early contact, instalments based on what you can afford, and advice. We can't demand or recover charges until we can show we've met those terms. Disconnection is a last resort, and we never do it in the cases listed in our statement "If you're struggling to pay for your heat", which is included with these terms. You have the right to offset anything we owe you under a heat contract against what you owe us. These terms still bind us if we stop being authorised.

If you pay a fixed amount by direct debit, we base it on the best and most recent information we have. If you build up credit and ask for it back, we refund it in good time, unless it's fair and reasonable not to, and then we tell you why.

Complaints and disputes

Our Complaints Handling Procedure is included with these terms. You can complain by phone, in person, in writing or by email. If we can't sort it out, or after the time set out in that procedure, you can go to an independent body:

Body	For	How to reach it
Energy Ombudsman	Complaints about your heating, cooling or hot water, and how we've dealt with them.	0330 440 1624 · enquiry@energyombudsman.org · www.energyombudsman.org
Housing Ombudsman Service	Complaints about heat charged through a service charge, or about housing.	0300 111 3000 · info@housing-ombudsman.org.uk · www.housing-ombudsman.org.uk
First-tier Tribunal (Property Chamber – Residential Property)	The main route for disputes about a service charge, including whether it's reasonable and payable. A tribunal can charge fees.	www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber

Independent advice

- Citizens Advice consumer helpline: 0808 223 1133 · www.citizensadvice.org.uk/consumer

Saving energy

- Simple Energy Advice: www.simpleenergyadvice.org.uk
- Your own advice for this building: [anything specific, such as how to use the controls]

SAMPLE

Your heat use records

You can ask us for your consumption data for the last 12 months, or for how long you've been with us if that's shorter, or ask us to send it to someone else. It's free, and we'll do it as soon as we reasonably can. Ask at office@orchardcourt.example.

When this ends

- If you tell us at least two working days before you stop owning or living in the home, your contract ends that day.
- If you don't, it ends two working days after you tell us, or when someone else starts owning or living there and takes heat, whichever comes first.
- If you can end it by giving notice, the notice is no longer than 30 working days.
- On a deemed contract, there's no fixed term and no termination fee, you don't need to give notice to move to another contract, and it carries on until your new contract starts.

Getting a copy

You can have a copy of these terms at any time. We'll send you a new copy whenever they change.

SAMPLE

Orchard Court Residents Ltd

Map of the 29 conditions

For the board. What applies to you, what this pack gives you, and what's still yours to do.

Worked out from what you told us about Orchard Court Residents Ltd. If your role, customers or networks change, make the pack again.

> This is software, not legal advice. Each condition's full text is on Ofgem's public register, and it's the text that counts. Ofgem's conditions and guidance are Crown copyright, paraphrased here under the Open Government Licence v3.0.

What applies to you: 27 of 29

	Condition	What it asks	In this pack	Yours to do	Applies
A1	Application	Which conditions apply to whom. Section A binds everyone, Section B suppliers and Section C operators, with self-supply and industrial networks left out of B and C.	This map works it out for you.	Nothing to do.	Yes
A2	Interpretation	How to read the conditions. A duty with a date stays binding after the date is missed.	Nothing specific.	Nothing to do.	Yes
A3	Definitions	What the terms mean, including Vulnerable Situation, Relevant Consumer and Material Assets.	Each document uses them correctly and says them plainly.	Nothing to do.	Yes
A4	Registration	Register each regulated activity and network by the end of the first part of the initial period, 26 January 2027. A supplier co-operates with the operator, who starts.	The free worksheet has every question on Ofgem's published list.	Ask Ofgem for access, then submit. Only your regulatory contact can start.	Yes
A6	Fair Pricing	Charges must be fair and not disproportionate, read with Ofgem's guidance. Ofgem sets no price or acceptable return.	The charges working shows how you built each charge, and lists Ofgem's fairness questions for your board.	Decide your charges, and be ready to explain them.	Yes
A7	Cost Allocation	Charges must be structured, and attributable to costs, in a way consistent with fair and not disproportionate charges, having regard to Ofgem's cost allocation guidance. Passing on penalties, redress and compensation is presumed unfair.	The charges working applies the guidance's approach to the costs as you classify them, and never shares out a penalty or redress.	Classify your costs. If a lease fixes the shares, record how you'll move towards the guidance where you can.	Yes
A8	Ongoing Fit and Proper Requirement	Nobody with significant managerial responsibility or influence may hold that role unless fit and proper. You need robust processes and regular assessments.	Fit and proper policy, the list of people, the ten checks and a yearly declaration.	Assess each person, keep the list, and make the declaration to Ofgem. It lasts 3 years.	Yes
A9	Provision of Information to the Authority	Give Ofgem the information it asks for, in the form and by the date it asks. Regular data reporting runs under this condition.	Nothing specific.	Keep records from April 2026, since Ofgem will ask you to backdate. Report when its request arrives, and not before.	Yes

SAMPLE

A10	Open and Co-operative	Tell Ofgem about anything it would expect to know, especially what could harm consumers. Have the resources and systems to comply, and a named contact.	Nothing specific.	Tell Ofgem early. It encourages self-reporting through the digital service.	Yes
A11	Independent Audits	Ofgem can require or appoint an independent audit, and you must co-operate.	Nothing specific.	Co-operate if asked. Senior managers consider the report within four weeks.	Yes
A12	Operational Arrangements and Material Assets	Run things so the service can pass to a successor. Hold enforceable, transferable rights over what you need. Keep a Material Asset Register from the end of the first part of the initial period.	Material Asset Register, with your networks filled in, and the section of the Continuity Plan on your rights.	Complete the assets and contracts. Check any charge or mortgage over what you rely on.	Yes
A13	Availability of Resources and Financial Responsibility Principle	Keep enough resources to run the service and meet liabilities, even under stress. Money collected for repairs stays available for repairs. Tell Ofgem at once if that stops being true.	Financial resources record: the figures Ofgem asks for, the directors' 12-month view, and risks.	Do the assessment. Ofgem doesn't name a document for this, so the record is only as good as the thinking in it.	Yes
A14	Continuity Arrangements	Have a Continuity Plan from the end of the first part of the initial period, kept up to date, telling a successor what it needs. An operator with a separate supplier must make sure supply can continue if that supplier stops.	Continuity Plan laid out to Ofgem's Table 1 for your role.	Name the people and systems, and confirm each year that it's in place.	Yes
A15	Revocation	When and how Ofgem can revoke an authorisation.	Nothing specific.	Nothing to do unless it arises.	Yes
B1	Supplier Standards of Conduct	Treat consumers fairly: be honest and clear, make contact easy, put mistakes right, identify and support people in vulnerable situations, give notice of outages, and seek feedback.	Built into the complaints, priority services and heat supply documents.	Do these things day to day. For a small network, Ofgem says a survey at regular intervals can work.	Yes
B2	Heat Supply Contracts	Supply under a written contract in plain language, which can be a lease or a deemed contract. Until an existing one is updated, give the required information in a separate document.	Heat supply terms: a separate document covering the list in B2.10, with gaps for you to complete.	Fill in network efficiency figures and send it out. You don't have to rewrite leases at once. Tell staff never to say a deemed customer owes a fee, has a fixed term or must give notice. Whether cooling-off rules apply to new contracts is a question for a solicitor.	Yes
B3	Contract Changes Information	Give at least 31 days' separate notice of a worse contract term or a higher charge, and no more than one increase in six months. The charge rules don't apply to service charges.	The heat supply terms explain this to customers.	Send the notice yourself before any change. The heat charge letter isn't that notice.	Yes
B4	Complaints	Have a complaints procedure, follow it and record everything electronically for five years. Send it to everyone yearly. Tell people about the ombudsman the next working day after you know you can't resolve a complaint, and by 8 or 12 weeks at the latest.	Complaints Handling Procedure, in two parts: for customers and for staff, with the complaints log.	Run it, keep the log, send it round each year, and write to the customer when the ombudsman notice falls due. You also need it to apply to the Energy Ombudsman's scheme.	Yes

SAMPLE

B5	Assistance and Advice	Tell customers how to get help. Run an enquiry service that can receive contacts about supply interruptions 24 hours a day, though it needn't respond outside usual hours.	Contact and advice details in the heat supply terms and every letter.	Set up the 24-hour route, with a phone number for emergencies. Signpost Ofgem's and Citizens Advice's heat network publications within 28 days of each new version, when someone becomes a customer, and yearly.	Yes
B6	Provision of Billing and Price Transparency of Information	Bills must be accurate and explained, with listed information, at set frequencies. Part Two adapts this where charges are service charges.	The heat charge letter explains the calculation and carries the contact and advice details the condition lists. Bills still need the rest.	Check your bills themselves. If your charge isn't a service charge, send billing information at least twice a year and with every bill, or quarterly if the customer opts for electronic billing.	Yes
B7	Back-billing	No charging for heat used, or other amounts such as standing charges built up, more than 12 months ago, for domestic and micro business customers. Service charges follow housing law instead: an 18-month rule in England and Wales.	The heat supply terms state the limit that applies to you.	Bill on time.	Yes
B8	Priority Services Register	Keep a register of people who need priority services, promote it, offer to add people, and provide the services free. A register you already keep can count if it holds the minimum details.	Register layout, customer leaflet and staff procedure.	Keep the register yourselves. You never send Heatdesk anyone's details.	Yes
B9	Security Deposits, Payment Difficulties, Disconnections and Direct Debits	Keep any deposit reasonable. Contact people early when payments stop, offer plans based on ability to pay, and only disconnect as a last resort and never in the protected cases, with similar limits on a bulk supplier. Publish a statement of this, and tell domestic customers about it every year.	The statement the condition requires, and the staff procedure.	Tell customers each year, and follow it. Housing law on disconnection still applies.	Yes
B10	Prepayment Meters	Detailed rules on installing and switching to prepayment, emergency and friendly-hours credit. A network of 10 premises or fewer has a temporary exemption from one rule. One part reaches every domestic supplier: any debt recovery, and its cost to the customer, must be proportionate to the debt.	The staff procedure tells people to keep debt recovery proportionate. Nothing on the prepayment rules themselves.	Keep debt recovery proportionate. If someone asks to pay by prepayment, or a meter can switch remotely, read Ofgem's consumer protection guidance, chapter 6, and prepare the statement of your duties that the condition requires.	In part
B12	Social Obligations Reporting	Report figures on payment methods, missed payments, disconnections and the Priority Services Register, as Ofgem specifies.	Nothing specific.	Keep the counts. Ofgem hasn't said how this reporting will work, though regular data reporting asks for similar figures.	Yes
C1	Operator Standards of Conduct	Treat consumers fairly, co-operate with other authorised persons, and investigate complaints a supplier refers to you.	Where you're operator only, a short note on how you handle referred complaints.	Co-operate. Where you're both, the higher supplier standards apply.	Yes
C2	Security of Supply	Run the network for a reliable supply: maintain it to manufacturers' recommendations and good practice, review reliability, repair promptly, monitor and report.	Nothing specific.	Keep maintenance contracts and records. The technical assurance scheme (HNTAS) will add to this, and isn't final yet.	Yes

SAMPLE

What doesn't: 2 of 29

	Condition	What it asks
A5	Nominated Operator	Where several organisations each operate part of a network, agree which one is Ofgem's contact, and pass information on promptly.
B11	Self-Disconnection	Identify and help prepayment customers who run out of credit, with additional support credit where needed.

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