

Heat Metering and Billing Policy

1 Purpose

This policy outlines the approach MTVH takes to comply with the obligations imposed by the **Heat Network (Metering and Billing) Regulations 2014** and the **(Amendment) Regulations 2020** in instances where MTVH is a heat supplier.

2 Scope

This policy applies to all of our properties (within the scope of the regulations and spanning across all occupancy types within the housing portfolio) where MTVH is the responsible heat supplier. Where MTVH does not retain any responsibilities as a heat supplier and has no regulatory obligations for heat billing to more than one end customer supplied by a district or communal heat network this policy does not apply.

The policy and accompanying procedure(s) apply to:

- Customers who live in properties within the scope of the regulation as listed
 - Newly constructed building connected to a district or communal heat network
 - Existing building supplied by a district or communal heat network undergoing major renovation
 - Existing building supplied by a district or communal heat network previously assessed as not viable or exempt but having been re-assessed, in appropriate timescales as obliged by the regulation, as viable within the scope of the regulations.
 - Newly constructed building connected to a district or communal heat network where whole / part of the building is supported social housing, alms-house accommodation, or purpose-built student accommodation assessed as viable within the scope of the regulations.
- Consultants, contractors, suppliers
- All stakeholders/ partners commissioned by us
- All colleagues responsible for the compliance with the regulations.

3 Our Approach

3.1 Our Customers

This Policy applies to all occupation types where MTVH is the heat supplier and has responsibility under the scope of the Regulations for heat billing to more than one end customer supplied by a district or communal heat network. This includes (without limitation) the following type of occupation:

- | | |
|---------------------|--------------------|
| • Affordable Rent | • Non-Residential |
| • Commercial | • Older Persons |
| • Freehold | • RTB Leaseholders |
| • General Needs | • Shared Equity |
| • Intermediate Rent | • Shared Ownership |
| • Rent Ex Homebuy | • Social Rent |
| • Keyworker | • Supported |
| • Leasehold | |

3.2 Our Colleagues

We provide clear and practical guidance for colleagues and managers to follow, focusing on compliance with the Policy and relevant Regulations for all MTVH colleagues. These include signposting to specialist support services, flexibility we can offer in relation to their role, access to internal and external assistance.

3.3 Third Party Organisations

We have several third-party contract arrangements with landlords, support providers, contractors and suppliers. Our contract specifications will require our partners to comply with this policy and accompanying procedure(s) and for this to be reflected in their own policies and procedures

3.4 Quality assurance and monitoring

As part of our quality assurance and monitoring approach, relevant directorate colleagues responsible for compliance of any schemes falling within the scope of the regulations must refer to regulatory obligations take all relevant action(s). These colleagues will be obliged to analyse data, agree on appropriate actions and look at lessons learnt.

MTVH will periodically undertake a review of asset data to ensure adequate assurance is provided that any obligations imposed by the Regulations are being complied with. Our approach will be integrated across the organisation, with individual and collective responsibilities being understood at all levels.

4 Key Responsibilities

As a heat supplier MTVH will follow the key responsibilities listed below, in line with regulatory obligations. The actions required in accordance with these responsibilities are comprehensively covered in the **Heat Metering and Billing Procedure**.

- Duty to notify, in relation to each district or communal heat network operated by MTVH, to submit a notification to the Secretary of State in the current prescribed format
- Duty to install meters in heat networks falling within the scope of the Regulations
- Meet obligations for meters in new buildings and buildings undergoing major renovations
- On-going obligations in relation to maintenance and replacement of existing meters
- Duty to bill customers based on actual metered heat consumption
- Re-assessment of schemes previously deemed exempt or unviable for installation of meters

5 Background legislation

- The principal legislation applicable to this policy are the Heat Network (Metering and Billing) Regulations 2014 and the (Amendment) Regulations 2020.

6 Our commitment to Equality, Diversity and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status and pregnancy/maternity. An Equality Impact Assessment has been completed for this Policy and is retained by the Policy Team.

7 Key Policy Information

Policy Owner	Director of Compliance & Technical Services
Author	Compliance & Technical Services
Approved by	Director of Compliance & Technical Services
Effective from	July 2023
Approach to review	This Policy & associated Procedures will be reviewed if legislation, regulatory changes or operational need requires. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues.



MTVH

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