

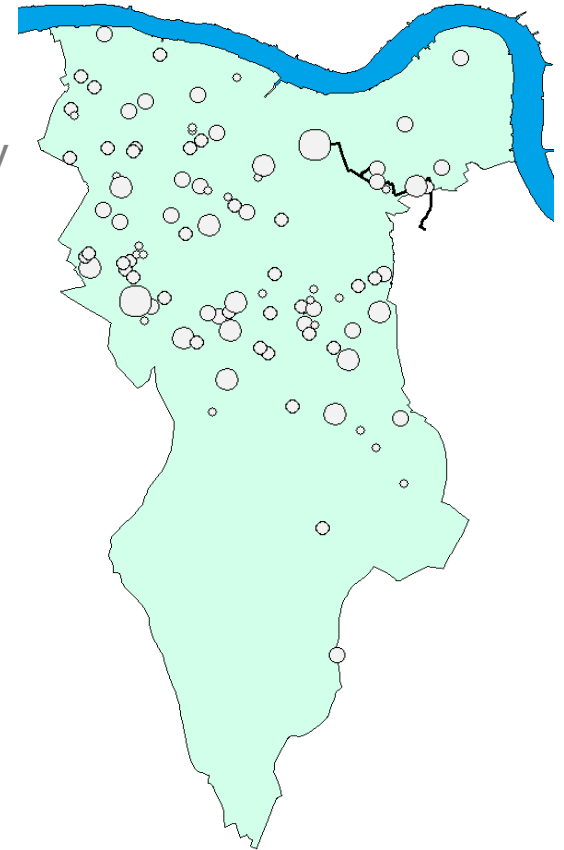
Southwark Heat Networks Update

Central West Housing Forum

10th June 2021

Consultation - Objectives

- Which estates are the most problematic
- What kind of problems are experienced most frequently
- How satisfied are our heat network residents
- What types of improvements do residents suggest
- Spreading awareness of Heat Metering & Billing regs
- Introducing residents to heat meters
- Introducing systems for paying for the heat they use
- Resident opinions on reducing carbon emissions



Consultation - Results

- Received over 800 responses – around 5%
- Full summary report for all responses available on our website here: <https://www.southwark.gov.uk/housing/district-heating?chapter=5>
- Please note – there are other interesting pages on District Heating in that section
- Very helpful feedback which we are using to help prioritise investments

The screenshot shows the Southwark Council website. The header includes the Southwark Council logo, a search bar, and links for 'Sign in' and 'All services'. The breadcrumb trail reads 'Home / Housing / District heating'. A blue banner for 'COVID-19 rapid testing (if you don't have symptoms)' is visible. The main content area is titled 'District heating' and contains a sub-section 'Heat networks' with text about the number of homes heated and a commitment to decarbonisation. Below this is a 'Reporting a problem' section. On the right, there is a 'In this article' sidebar with a list of five items: 1. District heating, 2. Heat pump installations, 3. SELCHP Extension, 4. Other projects and reports, and 5. Resident consultation. A 'Next' button for 'Heat pump installations' is located at the bottom of the main content area.

Southwark Council
southwark.gov.uk

Search this site

Sign in

All services

Home / Housing / District heating

KEEP SOUTHWARK SAFE

COVID-19 rapid testing (if you don't have symptoms)
If you can't work from home or you're a key worker you can now book a rapid COVID-19 test if you don't have symptoms.

District heating

Heat networks

We have one of the highest number of homes heated by heat networks anywhere in the country. With around 17,000 homes connected to over a hundred boiler houses, it's important that we constantly invest in and improve our heating service.

In 2019, we also committed to decarbonising the borough and heat networks are a big part of that.

Reporting a problem

To report a problem with your heating or hot water, visit our [Communal Repairs](#) page.

Next
Heat pump installations

In this article

1. District heating
2. Heat pump installations
3. SELCHP Extension
4. Other projects and reports
5. Resident consultation

Challenges to improving the service

RELIABILITY Issues / challenges








- CENTRAL PLANT
Main issue: WQ induced plant failure
- NETWORK
Main issue: Underground pipework leaks
- BUILDING / DWELLING
Main issues: Air locks, stuck valves

AFFORDABILITY Issues / challenges

- CAPEX
Limited Council budgets. LHs also very concerned by this. Can conflict with low carbon.
- OPEX
Primary factors are fuel cost, maintenance & efficiency. Can conflict with low carbon.
- LIFECYCLE
Maintenance impacts on lifecycle and therefore cost.
- CHARGING STRATEGY
Pooling vs metering.

Which technologies best meet our objectives?

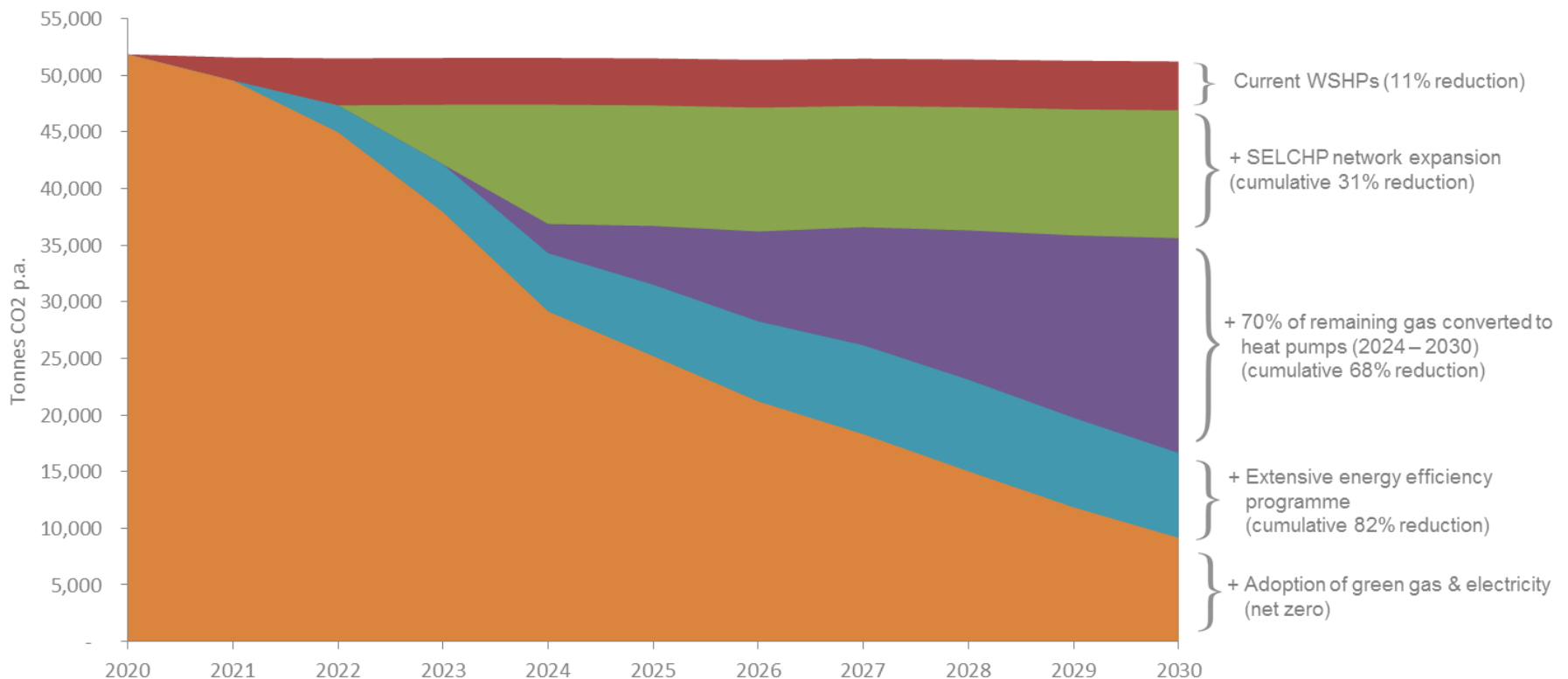
Mainly these ones

Heating technology	Effective and reliable	Affordable (Capex / Opex)	Low carbon (Short / long term)
 Gas boilers	✓	✓ / ✓	✗ / ?
 Gas CHP	~	~	✗ / ?
 Energy from Waste	✓	~ / ✓	✓ / ?
 Hydrogen	?	?	Depends on source
 Heat pumps	✓	~ / ~	✓ / ✓
 Biomass	~	~ / ~	Depends on source
 Solar	~	~ / ✓	✓ / ✓

Key: ✓ = compatible; ~ = may be compatible;
 ? = unknown at present; ✗ = not compatible

Decarbonisation of heat networks

- While several unknowns remain, the Council has a commitment to reach net zero carbon emissions by 2030. For the borough's heat networks, the chart below lays out a possible pathway to achieving this.



Strategic Direction

- **Maintain direct public control**
- **Improving resident communications**
- **Raising technical standards**
- **Targeted investment**
- **Holistic investment**
- **Options appraisals**
- **SELCHP expansion**
- **Heat pumps**
- **Heat meters**
- **Compensation**
- **Disconnection applications**