

Energy Working Group Report, May 2024

Following an internal review in December 2023, Camden decided to institute a routine maintenance and servicing programme for Heat Interface Units (which provide domestic heat and hot water to residences that are part of heat networks). This borough-wide decision was encouraged by input from a local leaseholders association at Highgate New Town, which pointed out that the manufacturer of the HIUs recommended annual servicing, but it has never been performed and in the last three years there have been an increased number of repair callouts for the heat network installation. The visits by GEM to residences at Highgate New Town have begun.

A no-show compensated

After a GEM no-show at my address, I proposed that GEM ought to compensate me £30 (equivalent to the statutory compensation by utility companies in the event of no-shows) and GEM agreed. There is no reason to believe that they regard this as a precedent, but I did suggest that any other residents should be compensated by the same amount in the event of a no-show after a morning or afternoon slot appointment.

Heat meter repairs

Sycous used to be a sub-contractor for GEM, specialising in heat meters repairs. Sycous continues to be responsible for heat meter repairs, now independently. Thanks to CLF efforts, Camden's repairs centre staff are now aware that Sycous, not GEM, must be called on to perform heat meter repairs.

[Update: May 19, 2024: a member was contacted by GEM in mid-May 2024, to fulfil a now out-of-date request for a heat meter repair. This raises the question once again of who actually schedules and performs the repairs].

Heat network notification

Camden is responsible for making a periodic notification to the UK government of the status of the heat networks in its estates and buildings. Last month, Camden responded to our query about the submission which was due in February:

"I've been asked to respond to your query regarding the heat network notification submission. This has been submitted to OPSS and as with previous submissions, there are clarification questions to be answered before the notification is officially accepted. At this stage we are currently waiting for these questions to be issued, but I can keep you updated with this if you would like."

PH: I think OPSS must be the UK's Office of Product Safety and Standards, which is responsible for regulatory enforcement in the energy field.

Patrick Hagopian, May 19, 2024