

Heat Supply Agreement Update

October 2020

Following a village consultation on the Heat Supply agreement in July, a number of important changes have been made in response to the 100+ comments received. Thank you to all who contributed comments, we hope that these changes will encourage you to sign up.

If you are thinking about joining the Heating Swaffham Prior network, please review this leaflet and the final heat supply agreement which will be made available soon at www.heatingswaffhamprior.co.uk/HSA/. Let us know what you think of the updates, via the contact details overleaf. We also would like to remind you that getting a design-survey for your home, does not commit you to signing up! Formal sign-ups will happen early 2021.

5 Key Changes in Response to Your Comments

"What you said" - What we did...

1

That heating should be guaranteed in a storm, lightning or freezing weather conditions.

The contract has been fixed, and now explicitly states that heat will be supplied in these circumstances

2

The standing charge is too high for smaller houses and lower income households.

We are exploring offering two standing charge rate alternatives, based on the number of bedrooms that a property has.

3

The boiler and oil tank do not need to be removed when connecting to the scheme.

The boiler and oil tank will have to be disconnected, but do not need to be removed when connecting to the scheme. The Heat Supply Agreement will now offer you the opportunity to keep your oil tank and boiler, or to have them removed at the Council's cost.

4

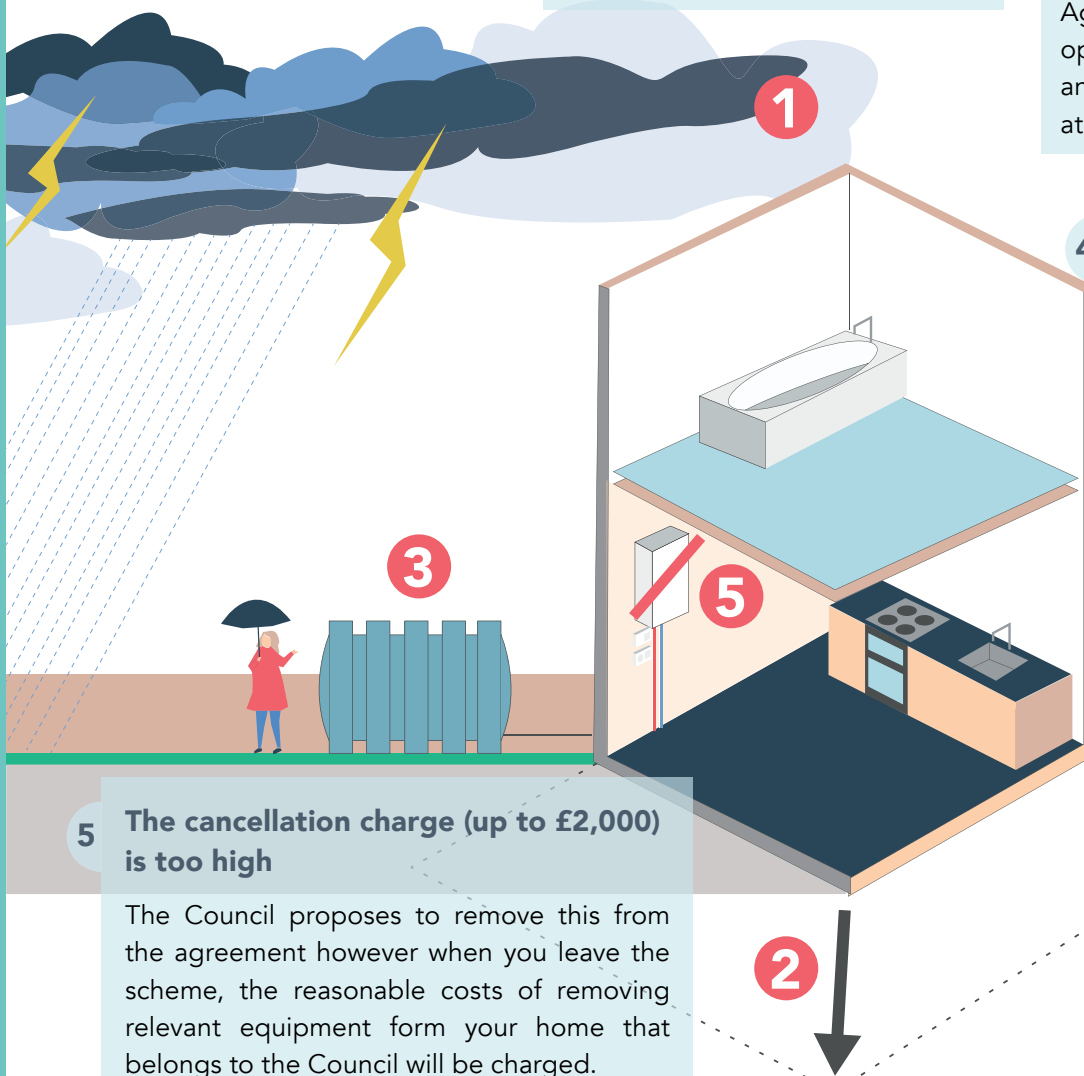
It would be preferred that the scheme is not sold onto a private company.

The Council understand this concern and want to explore 2 options: (a) a full restriction on sale to a private investor or (b) a restriction such that sale to a private investor could only occur with the consent of a majority of customers/CLT/the Parish Council.

5

The cancellation charge (up to £2,000) is too high

The Council proposes to remove this from the agreement however when you leave the scheme, the reasonable costs of removing relevant equipment from your home that belongs to the Council will be charged.



What do you think of these 2 options? (send us an email)

Your Questions on the Heat Supply Agreement Answered...

Contract & Tariff



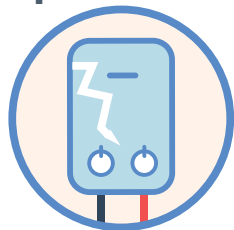
Your Question...	Answer
Could electricity be used as a comparator to control the energy pricing?	Oil has been determined as the most relevant comparator for Swaffham Prior at present. If oil is deemed not to be an appropriate comparator in the future we will consider an appropriate alternative
Will it be possible to quit the contract before my house is connected?	Yes.
Could you provide a general statement that could be issued to my household insurer?	We have spoken to a number of household insurers to understand what questions they will ask. You will be required to notify them of the construction period as with any works to your home.
Can I use other forms of heating – such as solar.	The Scheme will no longer be exclusive. It is proposed that to join the Scheme customers will have to have their existing oil tanks and boilers disconnected (although not necessarily removed). Otherwise alternative heat sources will only be prohibited where they interfere technically with the Scheme.
When do I sign the Heat Supply Agreement?	Every household that has a design survey (available October - December 2020), will receive a Heat Supply Agreement early 2021 for signature. We will make a general final version available as soon as possible.

Works & Permissions



Will listed building consents be obtained for listed households?	Yes - we will assist any listed household interested in joining the scheme to make an application for development permissions, if required.
Is there a limit to the level of works required to connect individual homes?	Each home will be considered on an individual basis to agree the level of work required. The design-surveys currently on offer, are the first step in understanding what work your home will require.

Operation



Is there a temperature guaranteed in the Heat Supply Agreement?	Yes - this is outlined on page 28 of the draft Heat Supply Agreement. "At present the intention is that the minimum temperature of Heat Supply at the Heat Exchange Point in the peak of winter will be not less than 72 degrees Celsius and a minimum of 62 degrees in the peak of Summer."
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