HEAT NETWORK EFFICIENCY SCHEME

Ensuring the Cybersecurity and privacy of heat networks

Department for Energy Security & Net Zero

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Welcome

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Ask questions using the Q&A functionality

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Introductions

This webinar features:

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Head of Policy Insight and Engagement

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Principal Consultant, Digital

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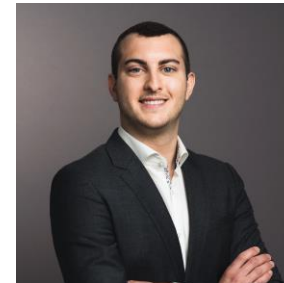
Agenda

Cybersecurity and privacy concerns are becoming increasingly relevant to heat networks. This webinar will cover the following issues:

- Overview of heat networks regulation
- Smart heat networks and data collection
- Challenges for cybersecurity and privacy
- Questions and Answers

Overview of heat networks regulation

The following presents a timeline of the progress of the regulation of heat networks:

July 2022:
Energy Bill (containing provisions on heat networks and smart appliances regulation) introduced to Parliament

July 2023: Ofgem opens heat network consultation (covering smart metering, consumer transparency, vulnerability)

2022   2023   2024   2025

Sept 2022:
Heat meters meant to be installed in existing properties under Heat Network Metering and Billing Regulations

Early 2024: UK government estimates Ofgem regulation of heat networks to commence

Spring 2025: Energy Bill consumer protection regulations/standards likely to be in force

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Overview of smart heat networks

The following describes the roles and responsibilities in smart heat networks:
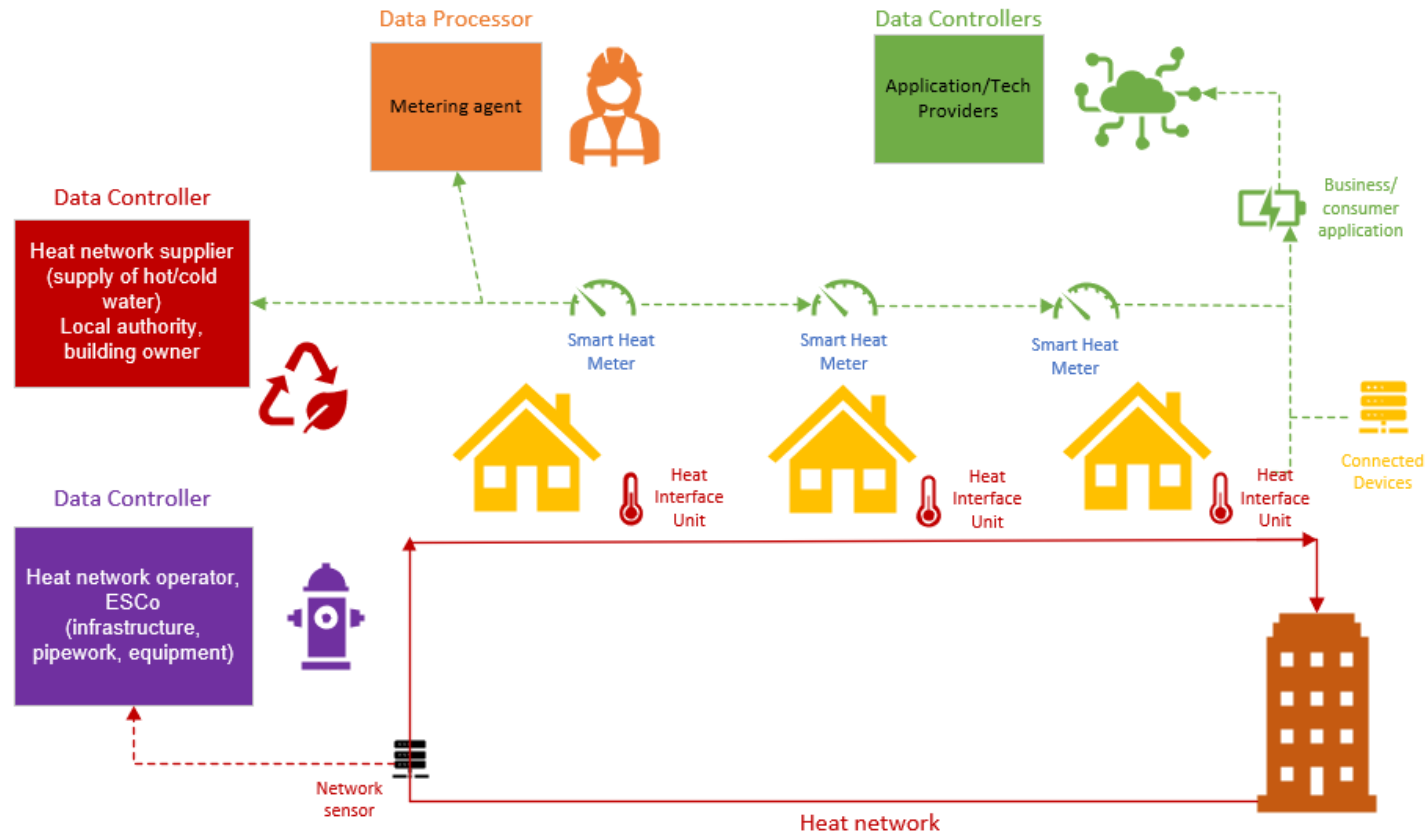
Smart heat networks and data collection

The following presents how data may be collected and used in a heat network:

Facilitating payment and billing

Conducting dynamic pricing & flexibility

Share heat network data with third parties

Identify attempted cyber attacks
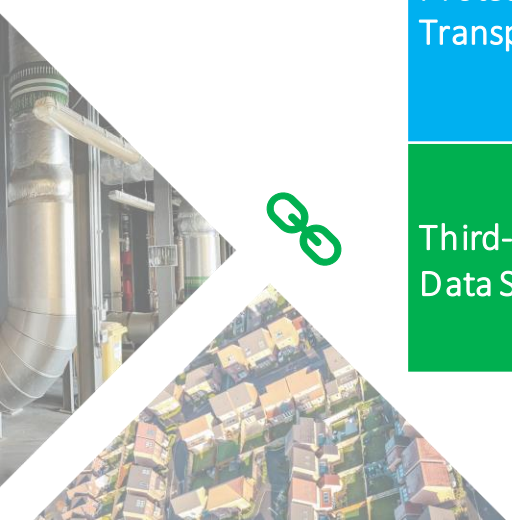
Improve efficiency & identify problems

Supporting priority services

Cybersecurity and privacy challenges

What could be the potential issues addressed by heat networks regulation that require best practice?

Area	Key Issues	Best Practice
Heat Network Cybersecurity	- Heat network infrastructure & zones a target for threat actors - Increasing number of connected devices	- Introduce an information security management system covering relevant systems - Ensure security testing of connected devices/systems
Consumer Protection & Transparency	- Requirements under GDPR and future standards - Granularity of data collected by smart heat meters e.g. half-hourly - Obligations to maintain a Priority Services Register	- Provide transparency through a customer dashboard - Consent (unless billing) likely to be default for consumption data - Conduct a 'data minimisation' approach to vulnerability data
Third-Party Data Sharing	- Metering data sharing with app providers, building owners, research organisations and others - Sharing vulnerable customers' data with metering agents, local authorities	- Data sharing agreements to be implemented - Third party due diligence conducted on partners

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Q&A

Please feel free to share any
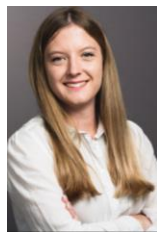questions for our experts to answer

Where to find help and support

If you have a general enquiry about HNES, want to be added to our mailing list, or would like an application form, please email hnes@gemserv.com

To discuss your project in more detail with one of our Relationship Managers, please email hnes.support@gemserv.com

Louise Singleton   Samantha Shea   Sam Hales

Neil Smillie   Billy Cliffen   Chris Forster   Elin Pain

DESNZ has published eight heat network optimisation guidance videos, which can be accessed on the gov.uk website

Further detail on the scheme can be found in our HNES Guidance for Applicants document

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