



HNES Q&A

Questions	Answers
How long left do I have to apply for the next round?	Round 7 closes on Friday 26 th July 2024.
How can I access support with my application?	All applicants wishing to receive bespoke guidance about their particular project and application has access to a dedicated Relationship Manager. To access these services, please email hnes.support@gemserv.com
Where can I find the latest guidance documents?	The latest guidance document can be found here: Heat Network Efficiency Scheme (HNES): guidance for applicants (publishing.service.gov.uk) .
Can I still catch up on past events I have missed?	Yes, slides and recordings of all past HNES events can be found here: Heat Network Efficiency Scheme HNES Gemserv Delivery Partner . You can also use this link to sign up to our mailing list, so you don't miss any future events or deadlines.
How many projects were funded through the £5.1m and what was range of value of the grants	Around 110 projects were funded through the grant, with funding ranging from a few thousand to hundreds of thousands of pounds.
Is there funding for Zoning?	No, funding for zoning is not available through the Heat Network Efficiency Scheme (HNES).
How are customers in need defined? Is there an Income / Means testing element?	For the purpose of HNES, residential "customers in need" are defined as: "Dwellings supplied with heat/energy by a heat network, in which a resident or residents are considered financially vulnerable and will therefore benefit significantly from reduced costs for heating or service improvements through HNES support. This includes any of the following categories (or equivalent) of status or accommodation type: social housing; low-income housing; customers in fuel poverty; extra care housing; care homes; supported housing".

Are we expecting further revenue funding to be announced?	Only capital funding has been announced at this stage. The process for requesting additional funding has not been undertaken for revenue grants yet. However, this process may be undertaken in the future.
Have you published a list of recipients?	We have published press releases so far for each funding round, detailing the individual funding recipients. These have all been sent to our mailing list and shared on the HNES LinkedIn and X pages. Press releases can also be found on the Gemserv HNES website here - https://gemserv.com/heat-network-efficiency-scheme-hnes/
How many capital projects are you looking to fund from the £75m and is there a banding to the funding that gives a feel for the expected size of project that you will look at? e.g. if I am requesting £200k, is that considered the "norm" but £1m seen as unusual?	The indicative number of projects announced is 100. This is subject to change depending on the size and scale of the applications we receive. There is no banding, however projects over £1m will be subject to further subsidy control checks.
Can ineligible costs be covered by our match funding or does our match funding only apply to eligible costs?	Match funding must only cover eligible costs – HNES will fund up to but not including 50% of eligible measures.
How many components of the infrastructure can be replaced before it is considered to be a replacement of the actual heat source?	We would recommend reaching out to our relationship managers (HNES.Support@gemserv.com) to discuss individual projects in detail. They will be able to advise, review and discuss your proposal and inform whether it does or does not meet the HNES criteria.
Does the team have a list of suitable consultants or are we expected to find our own?	We do not have a recommended list of consultants, and would expect applicants to find their own.
What is the largest award to date?	The largest award provided to a single project was £3.7 million, awarded to a project in Wales. The press releases will include details of the amount of funding awarded to each project. These can be found here .
Where potential recommendations are outside the scope of what HNES would fund (e.g. a scheme requires replacement of heat sources, or new radiators/pipework on the tertiary system) would you expect these to be costed in the same way as items which would be within the scope of HNES capital funding?	Optimisation studies should not just focus on HNES-funded capital measures. Applications should cover all measures that could be undertaken to improve heat network efficiency. It may be beneficial for a project to submit a capital application after receiving findings from a revenue study, however this is not a requirement, and projects may instead choose to fund these measures themselves.

What percentage have you been typically funding at for capital? How many are at 49%?	The percentage of funding provided for capital improvements varies significantly. Some projects are requesting 49% of funding, however others have requested lower levels.
Is there a specific band for revenue grants? (min/max on the amount that we can apply for).	Yes. Projects can apply for revenue grants ranging from £15k - £24k depending on the size of the network and the extent of the study required. If a project is claiming VAT, this needs to be included within the banding, not additional to it.
If we are submitting multiple applications, do we need separate SharePoint's for each submission?	Yes, each SharePoint space is for one HNES project/application.
What are the weightings on the scoring e.g. detriment v technical output	Unfortunately, this information is not published and therefore cannot be provided.
Can we spend any money on projects or studies before the grant funding is issued? Does this somehow invalidate any or all of the grant funding?	<p>If you are a non-local authority, you can only claim grant funding retrospectively.</p> <p>We need to see evidence that works have been paid for as part of your grant claim before we can issue payment. Local authorities can claim the funding upfront but have claw back options in their Memorandum of Understanding if the grant isn't spent in line with the Funded Activities.</p>

NOTES TO EDITORS

HNES can provide up to 50% of eligible project costs for capital grant applications and up to 100% of eligible project costs for revenue (Optimisation Study) grant applications. Applicants will need to submit a completed application form along with supporting evidence – and will be assessed and scored against criteria.

Those interested in applying for the scheme can express their interest by emailing HNES@gemserv.com.

The Heat Network Efficiency Scheme Guidance is available on the gov.uk website [here](#).

General enquiries and expressions of interest can be sent to HNES@gemserv.com.

More information about HNES including upcoming events can be found on Gemserv's website, the delivery partner for the HNES Scheme, [here](#).

Gemserv has been appointed as the Delivery Partner for HNES supported by [Ramboll](#) who will be providing technical assessment, [Turner & Townsend](#) providing applicant support and [Lux Nova](#) providing legal support.