

Consultation

Heat networks regulation: regular data reporting guidance

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Response deadline:	Monday 12 January 2026
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Team:	Heat networks team
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We are consulting on our draft guidance for data reporting for heat networks. We developed this guidance using feedback from our [Heat Networks regulation: Authorisation and Regulatory Oversight](#) consultation, as well as additional stakeholder engagement.

This guidance will support heat network suppliers and operators to submit data to us to help us monitor their performance. The guidance provides:

- details of the data that must be reported to Ofgem
- the segments who must report data
- the reporting periods and timings for submission

We have published the draft guidance alongside this consultation. Both this consultation and the draft guidance should be considered alongside the updated list of authorisation conditions in our [Heat networks regulation: authorisation conditions](#) published with our [Heat networks regulation: authorisation conditions](#) consultation.

We would like views from people with an interest in heat networks and particularly welcome responses from:

- heat network operators
- heat network suppliers
- energy service companies
- housing providers
- consumer groups
- asset owners
- metering and billing agents
- trade associations

We also welcome responses from other stakeholders with an interest in heat network regulation, and the general public.

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Executive Summary

Ofgem has been appointed by government as the regulator for heat networks and from 27 January 2026, a suite of consumer protection conditions will apply to heat networks. The aim of the new regulatory regime is to deliver good outcomes for heat networks customers. In particular, we want to ensure heat network customers are treated fairly, receive clear and transparent information about their heat supply, a reliable service and fair prices. In developing the detailed Authorisation Conditions underpinning these outcomes, we are introducing a framework that aims to be proportionate, cost effective and drives improvements in consumer outcomes, while delivering a stable regulatory framework which supports investment. As part of this, we are introducing a monitoring regime that will be our primary source of data on the heat network market.

This consultation builds on previous publications including the Authorisation & Oversight Decision and the Fair Pricing Protections response. It is intended to provide stakeholders with further detail on the proposed data that will be reported to us.

Our previous publications have helped to develop a monitoring regime and provide further understanding of the sector to inform our policy work. The monitoring regime itself will be designed to enhance our understanding of the sector as we take on our new regulatory role and assist us in shaping our approach to regulating this sector. It will also support our approach to compliance, where we will work with the sector to embed the new consumer protection requirements. A common piece of feedback from stakeholders has been to introduce guidance to support industry in meeting their requirements.

We are now consulting on our first draft of guidance for heat networks, and their data obligations. The guidance will outline the monitoring framework and engagement that will be expected between authorised persons and Ofgem. It will detail:

- the data points that we will require suppliers and operators to submit on an ongoing basis, either on a quarterly or annual basis
- which segments of the market are not required to provide that data

It is important for authorised entities to understand what their obligations are to ensure they are submitting timely and accurate information.

Alongside the data reporting guidance, we will provide a data reporting walkthrough ahead of the data collection requirements starting. Whilst guidance will focus on the framework and how to meet the reporting obligations, the walkthrough will take users through how to use the digital service to provide the required information.

Developing future guidance

As we continue to gather data on the market through our monitoring regime and other sources of intelligence, we will continue to review both our approach to monitoring and

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future iterations of data reporting guidance. As well as using our own findings we are also keen for stakeholders to provide feedback regarding what other areas future guidance could cover.

Next steps

This consultation closes on 12 January 2026. Feedback received will be used to finalise this first iteration of guidance on data reporting which will be published soon after regulatory commencement in January 2026.

How to respond

We want to hear from anyone interested in this consultation. Please send your response to the person or team named on the front page of this document.

We have asked for your feedback in each of the questions throughout. Please respond to each one as fully as you can.

We will publish non-confidential responses on our website.

Your response, data, and confidentiality

You can ask us to keep your response, or parts of your response, confidential. We will respect this, subject to obligations to disclose information. For example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations, or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.

If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you do wish to be kept confidential and those that you do not wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we will contact you to discuss which parts of the information in your response should be kept confidential and which can be published. We might ask for reasons why.

If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in domestic law following the United Kingdom's withdrawal from the European Union ("UK GDPR"), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our Privacy Notice on consultations, see Appendix 4.

If you wish to respond confidentially, we will keep your response confidential, but we will publish the number, but not the names, of confidential responses we receive. We will not link responses to respondents if we publish a summary of responses, and we

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will evaluate each response on its own merits without undermining your right to confidentiality.

How to track the progress of the consultation

You can track the progress of a consultation from upcoming to decision status using the 'notify me' function on a consultation page when published on our website. Choose the notify me button and enter your email address into the pop-up window and submit.

[ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations)

Once subscribed to the notifications for a particular consultation, you will receive an email to notify you when it has changed status. Our consultation stages are:

Upcoming > **Open** > **Closed** (awaiting decision) > **Closed** (with decision)

Send us your feedback

We believe that consultation is at the heart of good policy development. We are keen to receive your comments about this consultation. We would also like to get your answers to these questions:

- Do you have any comments about the quality of this document?
- Do you have any comments about its tone and content?
- Was it easy to read and understand? Or could it have been better written?
- Are its conclusions balanced?
- Did it make reasoned recommendations?
- Do you have any further comments? Please send your feedback to stakeholders@ofgem.gov.uk.

1. Guidance on regular data reporting

Our monitoring obligations are designed to enhance our understanding of the sector as we take on our new regulatory role, and assist us in shaping our approach to regulating this sector. Our regular data monitoring guidance is split into two chapters.

The first chapter outlines the process for providing the data to Ofgem. It also highlights the relevant legal obligations that authorised persons are required to meet regarding the provision of data.

The second chapter breaks down the data we require to be submitted on an ongoing basis. This will reflect the authorisation conditions that apply to an authorised person and Ofgem's need to protect consumers. This chapter also addresses the submission periods and the deadline for reporting the data.

Questions

- Q1. Do you agree that the descriptions of the data points are clear? Are there any data points where we could provide a clearer description?
- Q2. Do you agree with the requirement to provide data back to April 2026 following registration for existing networks? If not, what would be a reasonable start date to collect data from and please state what factors would prevent your organisation from gathering and holding onto this data from April 2026?
- Q3. What should we consider including in a future iteration of the guidance on regular data reporting, to make it more useful?

Context

Data reporting will be one of the main avenues of engagement between heat networks and Ofgem. Following our authorisation and regulatory oversight decision earlier this year, our policy position resulting from our need for oversight across the market has remained the same. We want our data requests from the market to be proportionate and will only ask for data that we consider necessary, to minimise the burden placed on the sector.

Within our guidance we have provided the list of data points we will require to be submitted on a regular basis. The data points we are proposing are consistent with those we have previously consulted on in the authorisation and regulatory oversight consultation and the fair pricing protections consultation.

This guidance will cover how we will start data collection and the data points we expect to be submitted on a regular basis. As some authorisation conditions will not apply to all authorised persons, we will not request data if it is not needed for our regulatory oversight. We will outline whether the supplier or operator is responsible for providing the information and what segments of the industry are not required to provide each

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data point. The digital service will also be designed around a heat networks requirements regarding what they do and don't need to provide on a regular basis.

A step-by-step guide on submitting the required data to the digital service will be provided separately in a monitoring assistive guide and so is not covered in this guidance.

Suppliers and operators will need to start collecting regular reporting data from April 2026. The data reporting functionality that will allow users to submit the data to the digital service will be introduced later in 2026. Suppliers and operators will be able to submit the data they have held onto once both the functionality to submit to the data to the digital service is introduced and they have completed registration. This requirement to backdate data follows our authorisation and regulatory oversight decision in which we said the earliest we would backdate to would be April 2026.

As our knowledge regarding the heat network market grows, we will continue to review data requirements to ensure it remains proportionate. If we make changes to data obligations, including data points to be provided or their reporting frequency, we will issue a new Request for Information and update the guidance. Changes to the ongoing requirements will include reducing the number of data points where they are no longer useful for regulatory oversight.

Appendix 1. Privacy policy

Personal data

The following explains your rights and gives you the information you are entitled to under the General Data Protection Regulation (GDPR).

Note that this section only refers to your personal data (your name address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. The identity of the controller and contact details of our Data Protection Officer

The Gas and Electricity Markets Authority is the controller, (for ease of reference, “Ofgem”). The Data Protection Officer can be contacted at dpo@ofgem.gov.uk

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

3. Our legal basis for processing your personal data

As a public authority, the GDPR makes provision for Ofgem to process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

4. Your rights

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right to:

- know how we use your personal data
- access your personal data
- have personal data corrected if it is inaccurate or incomplete
- ask us to delete personal data when we no longer need it
- ask us to restrict how we process your data
- get your data from us and re-use it across other services
- object to certain ways we use your data
- be safeguarded against risks where decisions based on your data are taken entirely automatically
- tell us if we can share your information with 3rd parties
- tell us your preferred frequency, content and format of our communications with you
- to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

5. Your personal data will not be sent overseas

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6. Your personal data will not be used for any automated decision making.

7. Your personal data will be stored in a secure government IT system.

8. More information For more information on how Ofgem processes your data, click on the link to our “[ofgem privacy promise](#)”.