



# Stay Compliant: Your Essential Guide to Heat Network Regulations

MeterSense Edition

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# Navigating Heat Network Compliance

Heat networks are under the spotlight. New regulations mean housing providers have fresh responsibilities—and more scrutiny than ever. The risks of non-compliance are real: financial penalties, reputational damage, and increased scrutiny from regulators and residents alike.

MeterSense by Vericon is the simplest, most reliable way to meet your obligations, protect your residents, and take the stress out of compliance.

## What Are Heat Network Regulations?

The Heat Network (Metering and Billing) Regulations set out clear requirements for monitoring and billing energy consumption in communal heating systems. The aim? Greater energy efficiency, fairer billing, and lower carbon emissions across the UK's housing stock.

### What you need to know:

- Operators of heat networks must install metering devices wherever required.
- Residents must be billed based on actual consumption, not estimates.
- Ongoing data collection and reporting to the regulator is mandatory.
- The regulations were updated in 2020, with increased expectations for transparency and resident engagement.

## What's at Stake for Providers?

If you operate a communal heating system in a tower block, sheltered scheme, or a mixed portfolio, you must ensure:

- Accurate, real-time energy data per property
- Billing systems reflect actual consumption
- Transparent reporting for regulators and residents
- Minimal disruption to residents & infrastructure

### Failure to comply can result in:

- Fines and enforcement action
- Increased scrutiny from the regulator
- Complaints and disputes from residents

### Your Questions Answered

#### Do I need to replace my existing meters?

No. MeterSense is fully compatible with all leading heat meters and HIUs.

#### Will installation disrupt my residents?

No. The system is designed for quick, low-impact installation with minimal disruption.

#### Do I need Wi-Fi in every property?

No. MeterSense uses GSM connectivity for data transfer, ensuring coverage even in challenging environments.

#### What about environmental health risks?

MeterSense monitors key HHSRS risks—like damp and mould—alongside energy use, helping you maintain safe and healthy homes.



## Meet MeterSense: The Turnkey Solution

MeterSense is purpose-built for the UK's social housing sector. It provides everything you need for heat network compliance—without the headaches. Key features:

- **Universal Compatibility:** Works with all leading heat meters and HIUs (M-Bus, Modbus, Ebus, Opentherm, Emsbus).
- **Real-Time Consumption Monitoring:** Per-property data for transparent, fair billing.
- **GSM Connectivity:** No reliance on Wi-Fi or building infrastructure—secure, reliable data in every environment.
- **Easy Integration:** Retrofit to existing systems, minimal disruption, no costly replacements.
- **Resident Engagement:** Optional HomeHub display shows residents their usage in real time, supporting energy-saving behaviour.
- **Environmental Monitoring:** Built-in sensors for damp, mould, and HHSRS risks—protecting residents and property.

## How MeterSense Supports Your Compliance

- **Installation & Integration:** MeterSense connects directly to your existing meters and HIUs, with no need for major works or downtime.
- **Data Collection:** Automatically gathers accurate, up-to-the-minute consumption data at the property level.
- **Transparent Billing:** Enables billing based on actual use, as required by the regulations.
- **Reporting & Oversight:** Managers and residents can access clear, actionable reports via the Vericon portal or HomeHub display.
- **Ongoing Support:** Remote diagnostics, regular updates, and expert support from Vericon's compliance team.

## Stay Ahead of the Regulations

Don't leave compliance to chance. With MeterSense, you get a robust, future-proof solution for heat network metering and billing—plus the tools to improve resident wellbeing and property standards.

**If you want to see how Vericon can help you call us on 01242 582 555 or visit our website - [www.vericonsystems.com/metersense](http://www.vericonsystems.com/metersense)**