

Heat Strategy

Consultation feedback

Published September 2020

Note: Charts in this report are for illustrative purposes only.

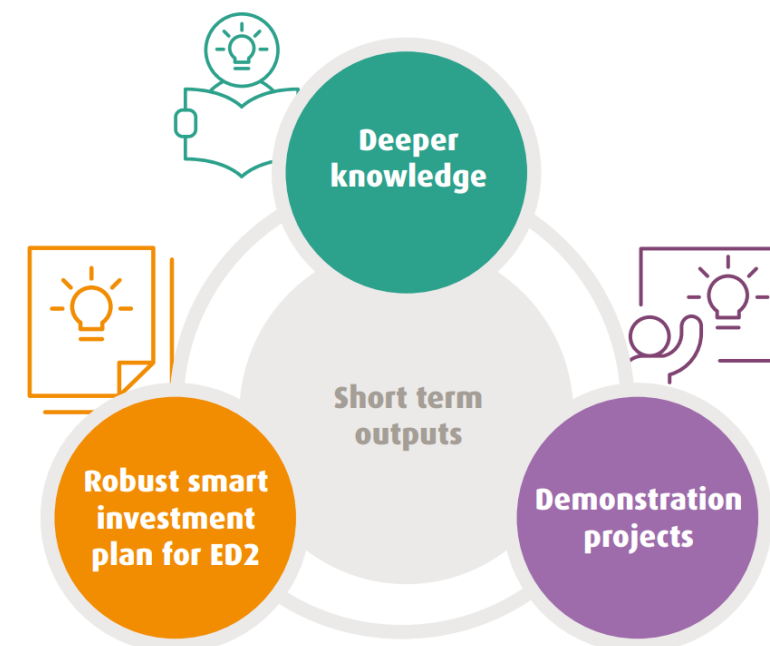


Introduction

Heat accounts for around a third of carbon emissions in the UK. Policy is developing in this area, and it is clear that electrification of heat will play a key role in any decarbonisation pathway. Our Heat Strategy has three objectives, as well as three short term outputs in the graphic on the right. The objectives are:

- **Inform policy through provision of data and evidence**
- **Deliver a great service experience to customers connecting low carbon heating solutions**
- **Undertake least regret actions to ensure network readiness**

The Heat Strategy was published for consultation in March 2020. This document summarises the results of the consultation so far. It is an open consultation, and we will continue to engage with stakeholders in this nascent area.



[View our strategy](#)

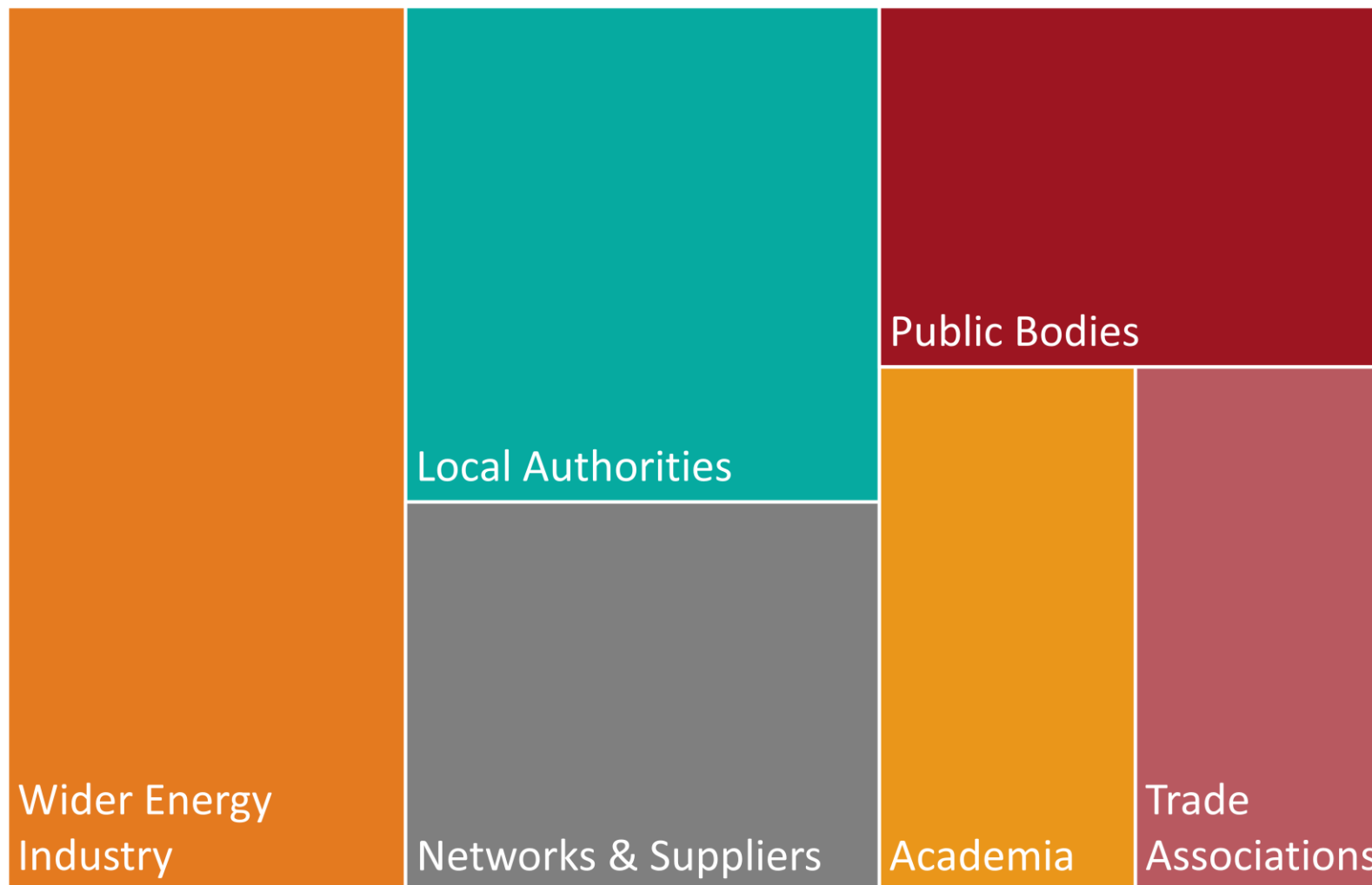
Organisations engaged through our Heat Strategy consultation

412

Stakeholders
reached

1,816

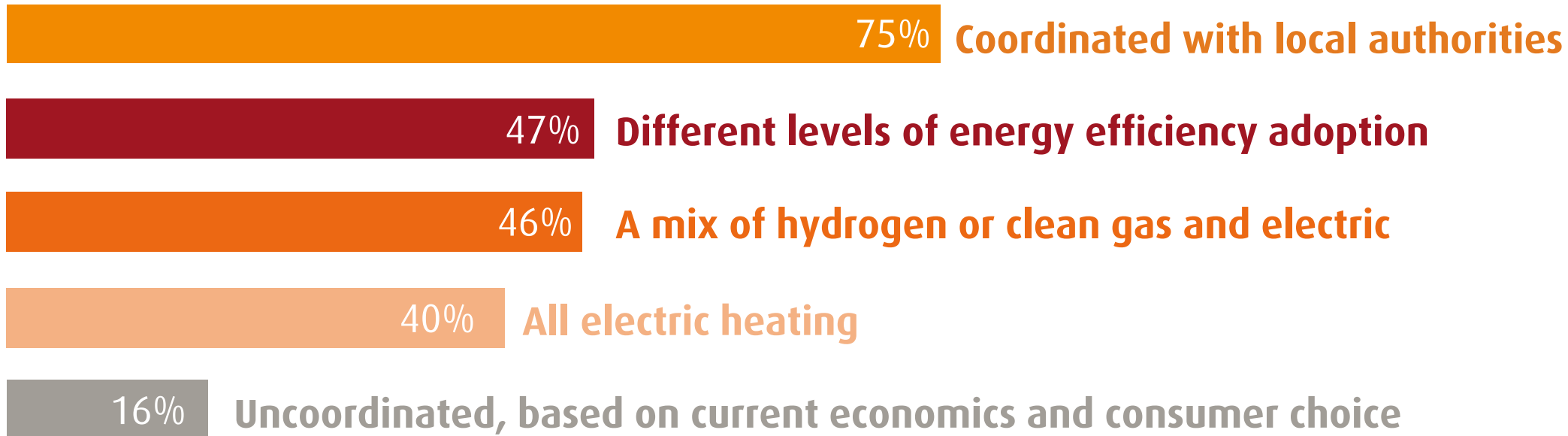
Responses
gathered



Question 1

Which low carbon heating pathways do you think we should explore as a Distribution Network Operator? (multiple choice)

97
Responses



Question 2

Our Electric Vehicle Strategy is a four-step process of forecast, monitor, deploy smart technology and invest strategically. Do you think the same broad strategy could apply to decarbonising heating? (single choice)

97
Responses

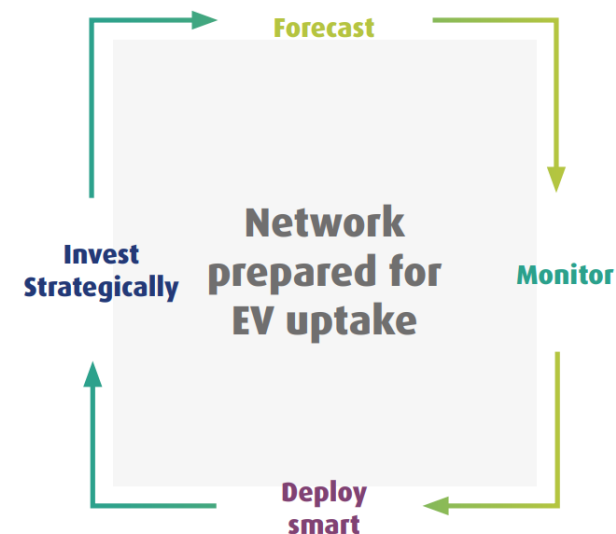
59%

Some elements are applicable, but not all

40%

The full EV approach is applicable

1% No elements are applicable



Question 3

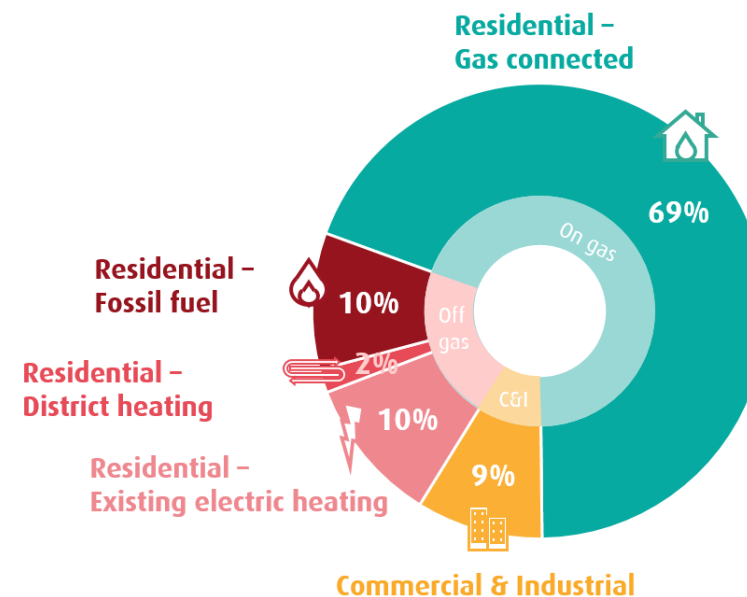
From our initial engagement we grouped heat customers into the following segments. Do you agree with them? 1) Residential: Gas-connected 2) Residential: Off gas grid 3) Industrial and commercial (single choice)

94
Responses

78% I agree with the segments, but not the percentages

15% Yes, I agree with the segments and the percentages

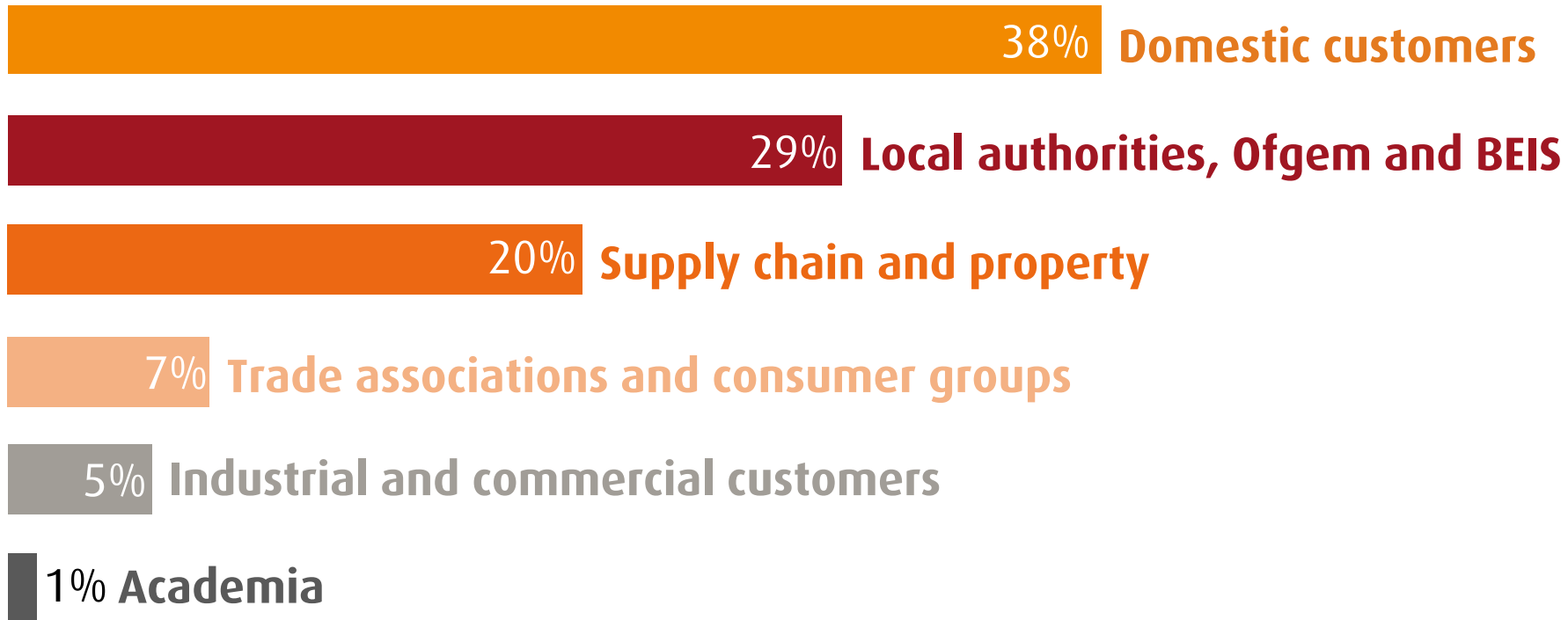
7% No, I don't agree with either



Question 4

What stakeholder group should we do more to engage with? (single choice)

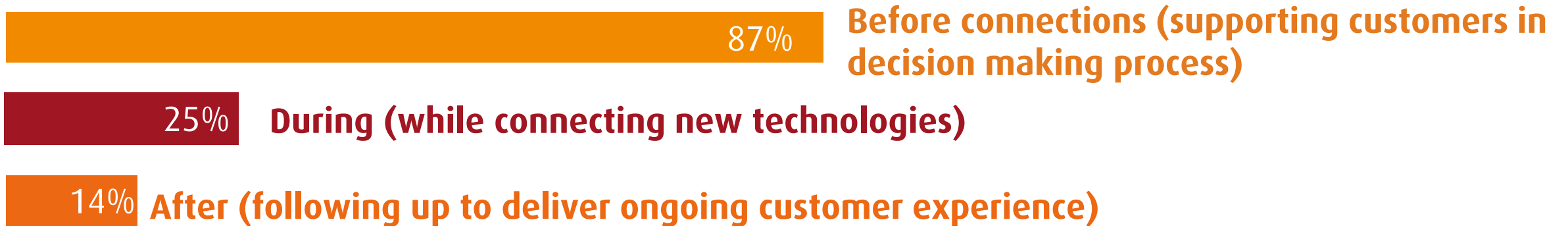
91
Responses



Question 5

On which part of the customer journey should we prioritise our efforts? (multiple choice)

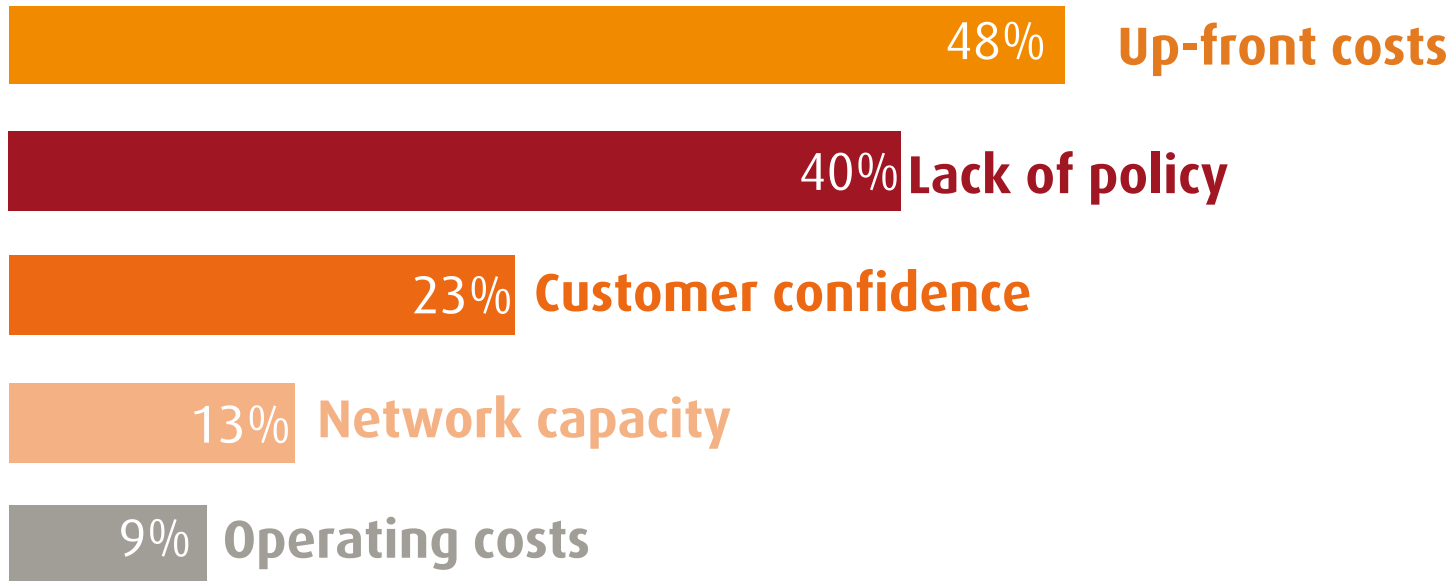
224
Responses



Question 6

What is the biggest barrier to low carbon heat in UK Power Networks' licence areas? (multiple choice)

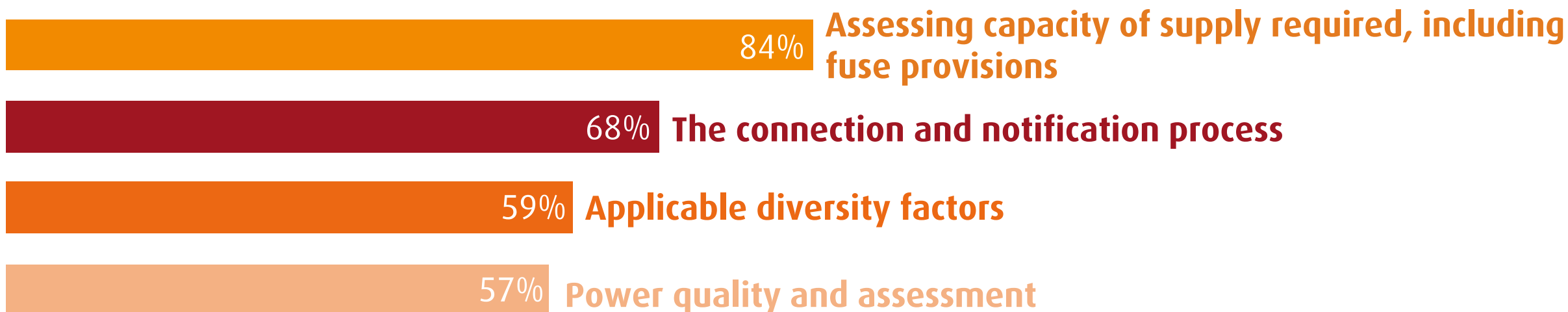
244
Responses



Question 7

When developing an electrification of heat connection standard, which guidelines should be included? (multiple choice)

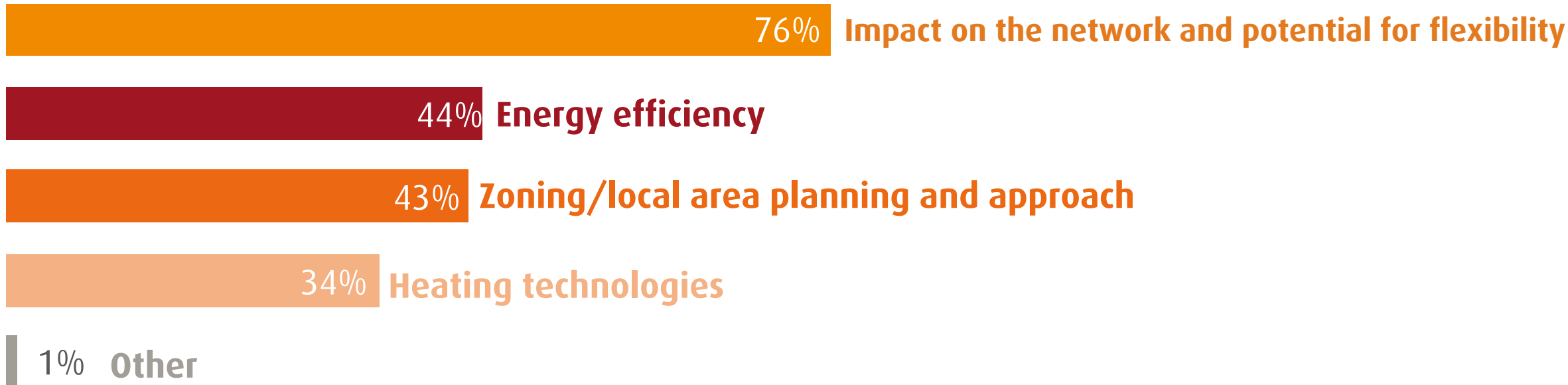
69
Responses



Question 8

When identifying the smart and flexible solutions for heat, which areas should we focus on? Select the two most important. (multiple choice)

84
Responses



Feedback & themes

“ “

“..my focus will be on encouraging UKPN to be proactive on the existing 300k+ homes in London with storage heating and hot water to achieve multiple benefit incl better heating, load that UKPN can influence, alignment with EVs, fuel poverty etc. I will also suggest that you reference the work that Westminster CC have done since 2015 in 8 tower blocks - this is an excellent case study on what is achievable - happy to share more details”

“Excellent heat strategy. Great to see this area getting the attention it deserves.”

“I really enjoyed the Net Zero forum. It gave a very good overview on UKPN’s heating and EV strategy, as well as current projects run by the Innovation team.”

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Respondents agreed that we have identified the fundamental questions we need to answer as a DNO

Several respondents suggested that storage heating is a key technology that we should consider, as it makes up a large proportion of existing electric heating

Feedback & themes

“Thanks for inviting us along to join you at your Net Zero Networks Forum – a great event”

“Many thanks for an informative decarbonisation webinar , Delighted to see Rona's insight on key stakeholders/customer journey - good analysis of level of collaboration required.”

“This engagement with UKPN is really welcome”

Respondents said that we need to make sure we understand local and regional variation in datasets

Some respondents said that UK Power Networks should be more ambitious: doing more to support the acceleration in electrification of heat.

“We all know why we need to decarbonise heating rapidly – our strategy is about working out the ‘how’.

“We’re excited to be getting out there and collaborating on this important topic, bringing together people from all backgrounds to develop our approach for ED2 and beyond.”

– Ian Cameron, head of customer services and innovation