

TV's Dragons Den comes to the social sector



“In less than five minutes tenants can secure an average saving of £350, with savings that will stretch over years to come not just once”

We are pleased to be launching a new free service for social housing providers that can save tenants on average £350 on their energy bill, with savings that will stretch out for years to come. We are working with the team that secured the best ever deal on BBC TV Dragons Den to roll out the Look After My Bills service.

The majority of tenants have still not switched energy supplier and are often stuck on the worst tariff. Even for those who have switched, many fail to switch again once the offer expires. This leads to a price hike of up to 50%. Look after my Bills means tenants at last can access the best deals and do it again and again.

Residents can sign up in less than two minutes using their landlords unique Look After My Bills URL and are offered a switch with a minimum saving of £50. The energy regulator says that over half of all people in the UK are overpaying on their energy bills by £350 a year. The biggest saving so far has been £433, all of which makes a big impact for low income households.

Back in August 2018 Look After My Bills Founders Will Hodson and Henry De Zoete went in front of the Dragons and after thrilling exchange, convinced Jenny Campbell and Tej Lalvani to join forces in the most lucrative deal ever seen in the shows 13-year history. The pitch by Will and Henry can be seen [here](#). Now the service is being rolled out in social sector which has some of the lowest levels of supplier switching, leading to higher bills and fuel poverty.

The service works for tenants whether they are on pre-payment, fixed deals and is designed so that residents who qualify, can get the Warm Homes Discount. The service is also available to housing provider staff.

For housing providers, they will be able to track the progress they are making on tackling fuel poverty with regular updates on the total number of residents who have switched and how much is being saved. It is a fast and effective way for landlords to make a big impact on their customers household income.

Want to know more – info@adecoe.co.uk

LOOK AFTER MY BILLS KEY FACTS

Over 90,000 users
 The biggest service of its kind
 Saving on Average £350
 Has moved over £50m of custom
 The best ever investment secured on
 Dragons Den

New regulations and new regulator coming to the social sector

This year we will see the start of a whole new regulatory regime, as well as a new regulator, that will directly impact on many landlords. For those managing the nearly half million customers on the 14,000 heat networks across the country, this will mean new obligations whether that is for communal systems or larger district schemes; existing networks or new schemes.

BEIS has published proposals that heat networks will be regulated to give consumers the same level of protection as those in the regulated gas and electricity sectors. This is a significant shift as the provision of heat was mostly unregulated. But what does all this mean for landlords?

A key part will be the introduction of what will be a new regulator to many housing providers in the sector – Ofgem. An obvious choice given their current role as regulator of the gas and electricity markets. But BEIS are not hanging around and the regulatory framework options will be published by summer 2019, with the initial consultation responses by 25 January 2019 – so getting up to speed on all things relating to heat networks should become a priority for social landlords.

The proposed regulation will encompass four key areas: pricing, quality of service, transparency and minimum technical standards. They will all have impacts on landlords.

As well as getting input in to the new regulation, early engagement can deliver additional benefits: many landlords will find that reviews of schemes deliver substantial costs savings for themselves and customers, as well as improved efficiency and service standards and will ensure there are no surprises when the regulations go live later this year. For more information click [here](#).

Getting ready for the new regulations

- 1. Get to know your heat network portfolio whether you have district schemes, smaller communal networks or have new schemes in the pipeline.** It is already a requirement to register schemes and to assess the use of meters, but the new regulations will mean even more information will be needed.
- 2. Input in to the new regulations in 2019.** Too often heat networks have happened to social housing providers. With a step change in regulation it is important that the sector helps to shape the regulations that will directly impact on them and their customers.
- 3. Put in place a heat network management plan that includes the design of both new schemes and management of existing schemes.** This needs to address the technical challenges, but also the challenge of bringing together the key players within the organisation that will ensure that schemes run well. These include procurement, finance, asset management, repairs and sustainability teams
- 4. The key is to start the process and to focus on the key issues and priorities for your organisation and customers –** this includes new and existing schemes, metering and billing compliance, efficiency, customer service, costs or repairs. The effective management of schemes is built over time not built over night.
- 5. System efficiency is central to delivering heat networks that provide affordable and flexible heating.** It is important that the overall system efficiency (i.e. from ‘fuel in’ to ‘heat delivered’) is understood, as should the single point of responsibility for achieving the efficiency.

For more information on the forthcoming regulations and guidance for landlords on managing heat networks go to our new dedicated resource [Chirpy-Heat](#).