



# energetik

Enfield Council's energy company:  
heat networks with customers at the centre

Anna Eagar



SUPPORTED BY  
**MAYOR OF LONDON**



**EUROPEAN UNION**  
Investing in Your Future  
European Regional  
Development Fund 2007-13





# Introduction to Energetik

- **Introductions**
- **What is Energetik?**
  - What is a low carbon heat network?
  - What are the benefits?
- **Meridian Water heat network (MWHN)**
  - MWHN timeline
  - Planning application for Energetik energy centre and distribution network
  - Meridian One procurement
- **Satellite scheme heat networks**
  - Arnos Grove heat network (Ladderswood)
  - Ponders End heat network (Electric Quarter & Alma Road)
  - Oakwood heat network (New Avenue)
- **Why are we doing it?**



What?

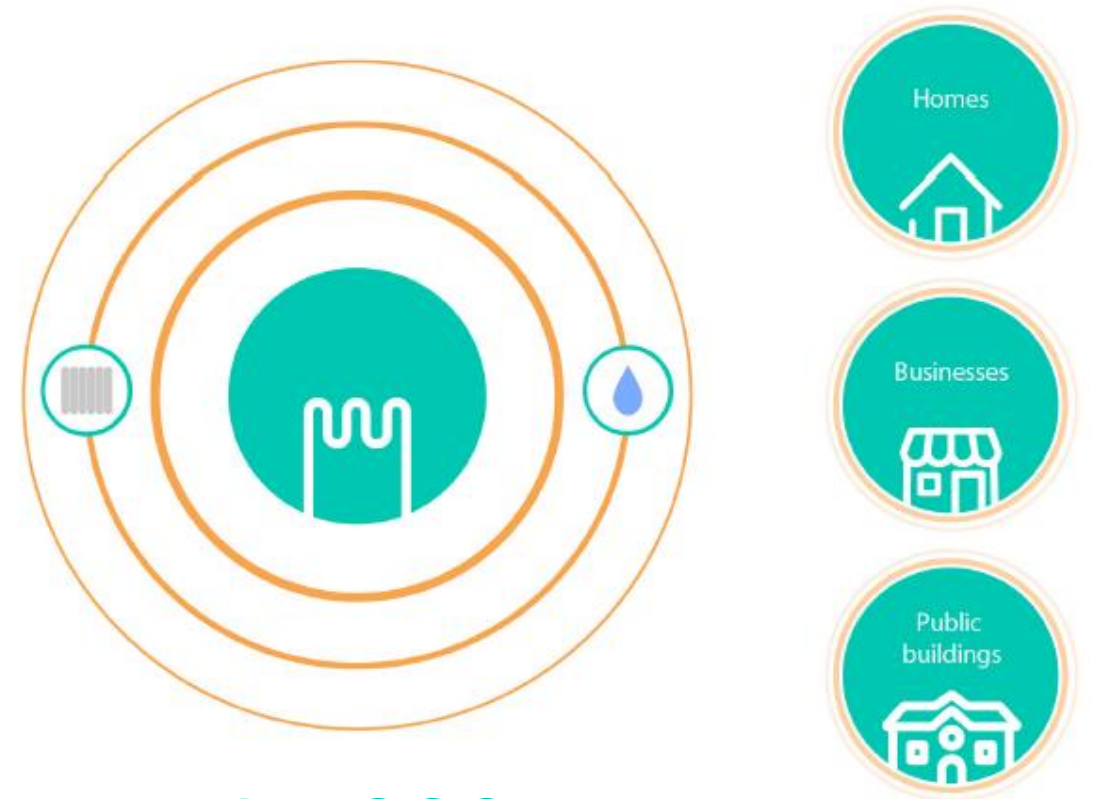


# What is Energetik?

Energetik is a new type of energy company: 100% owned by Enfield Council, we will supply thousands of homes and businesses in north London with low carbon heating and hot water through a series of heat networks.

Our vision is to revolutionise the local energy market and be the supplier to trust

Energetik has been established to provide better value energy that's reliable and environmentally friendly

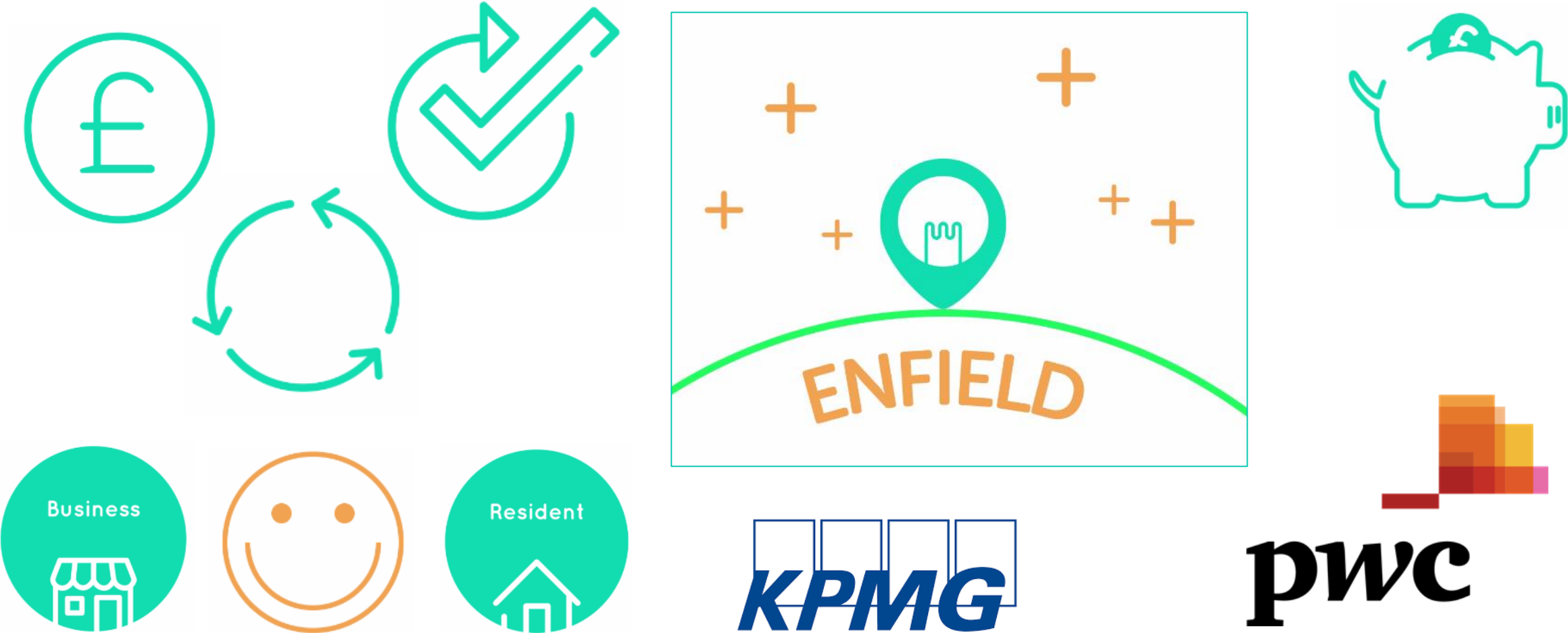


15,000





# The business case: why invest in strategic energy infrastructure





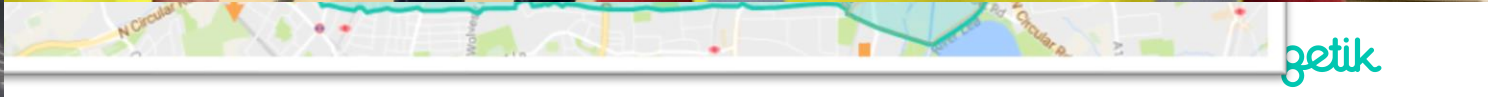
# What is a low carbon heat network?

- Energy centres containing resilient heat-generating equipment connected to a network of highly insulated pipes
- Focus on new build developments, driven by planning policy
- Designed and built to Scandinavian standards
- Designed to expand / interconnect
- Doing things differently with customer satisfaction in mind and learning from experience





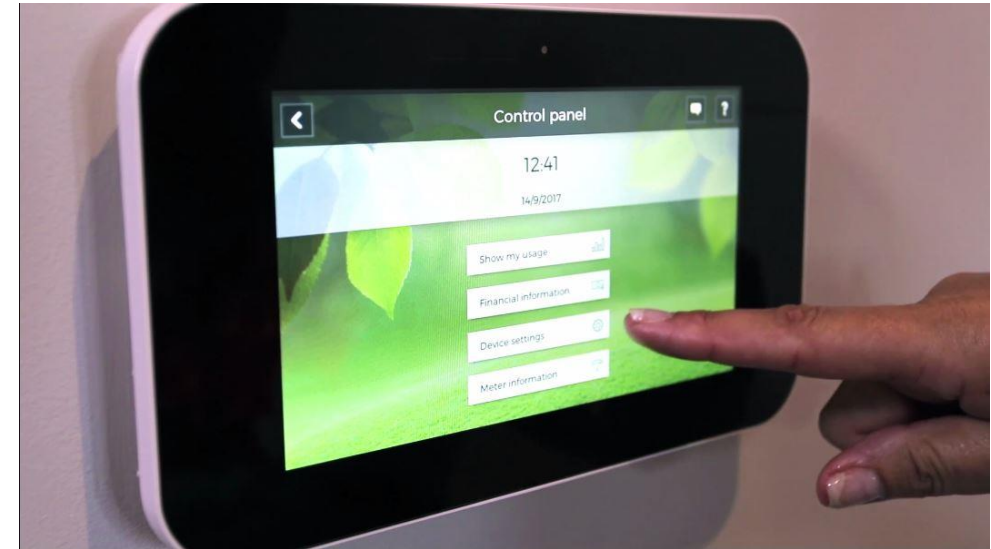
# A series of heat networks: consistent service and quality





## Benefits for residents

- Interactive smart meters in every home
- Fair and flexible pay-as-you-go puts customers in control of their heating budget
- Average annual cost: cheaper / comparable to gas
- Transparent and stable tariff for all customers
- Investment in quality equipment that will last for decades: striving for higher standards that benefit our customers and the wider industry
- Regular customer engagement events to provide advice and receive feedback
- Independent customer protection with the Heat Trust
- Resilience and reliability designed into every network with back-up equipment to guarantee supply







“How Energetik as a company looked at the challenge of heating... to have that far-sighted view is really exciting and is really nice to see”

“We feel that Energetik is kind of part of this community”



**Francis**  
Arnos Grove resident

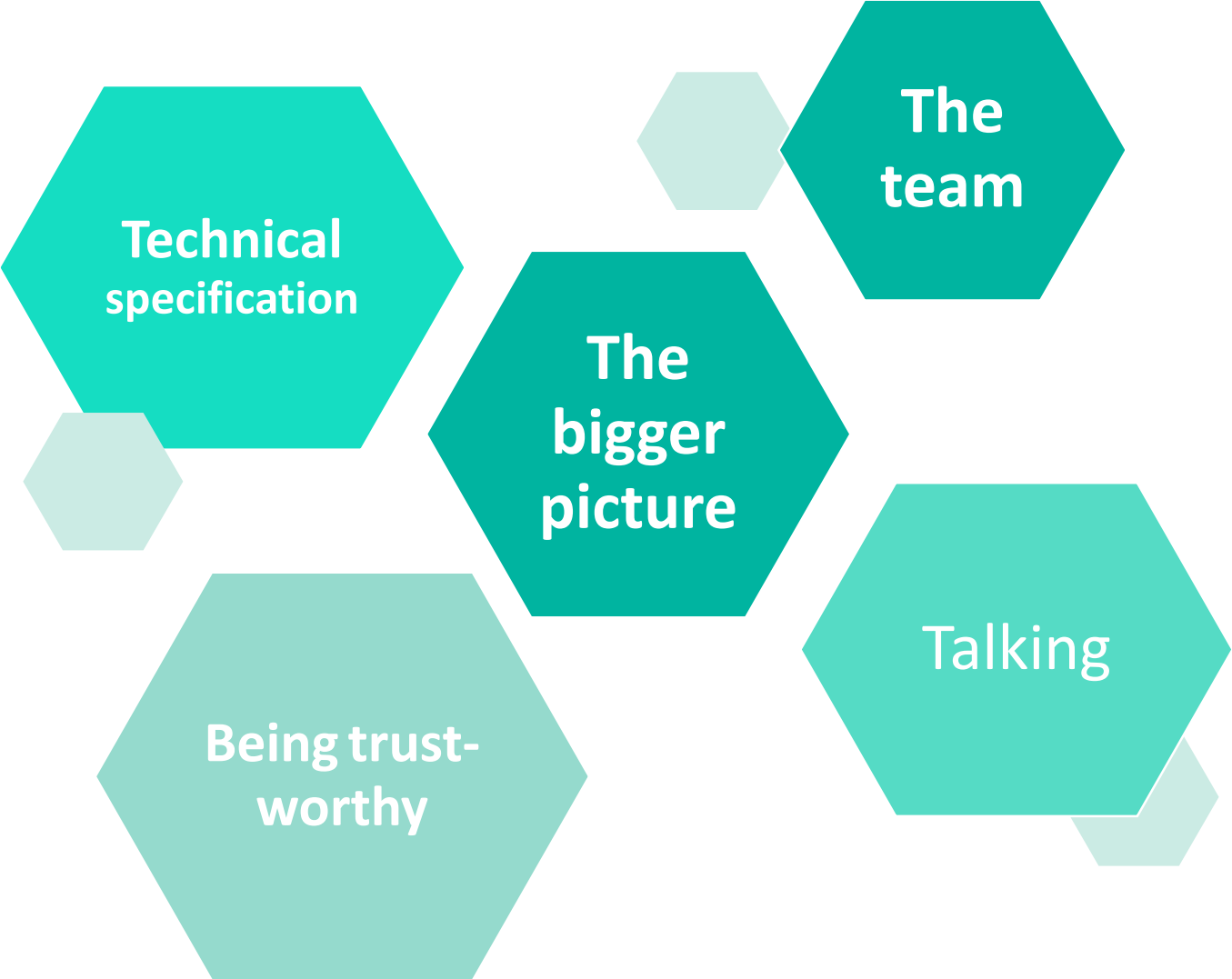
**Deepak & Jacintha**  
Arnos Grove residents

“I do like using the smart meter, it tells you what you’ve used and even your daily spend, which I think is brilliant”

“There are many heat network suppliers that provide strong consumer protections, such as Energetik, established by Enfield Council to provide better value, reliable and environmentally-friendly energy...” Richard Harrington MP



# Customer service & stakeholder engagement – the Energetik way





# Satellite scheme heat networks



# Arnos Grove heat network



1,500 more homes

Customer engagement events held: 3  
Stakeholder workshops held: 3  
Hours system downtime: 0  
Unplanned interruptions: 0  
Planned interruptions: 0  
Complaints received: 1





# Ponders End heat network



## Our first 'strategic' network

**Two developments sharing one energy centre**

- Both running on temporary boilers until main energy centre is complete
- Gas-fired Combined Heat & Power
- Large gas boilers for back-up
- Thermal storage tanks for extra reliability



# Ponders End heat network: Electric Quarter



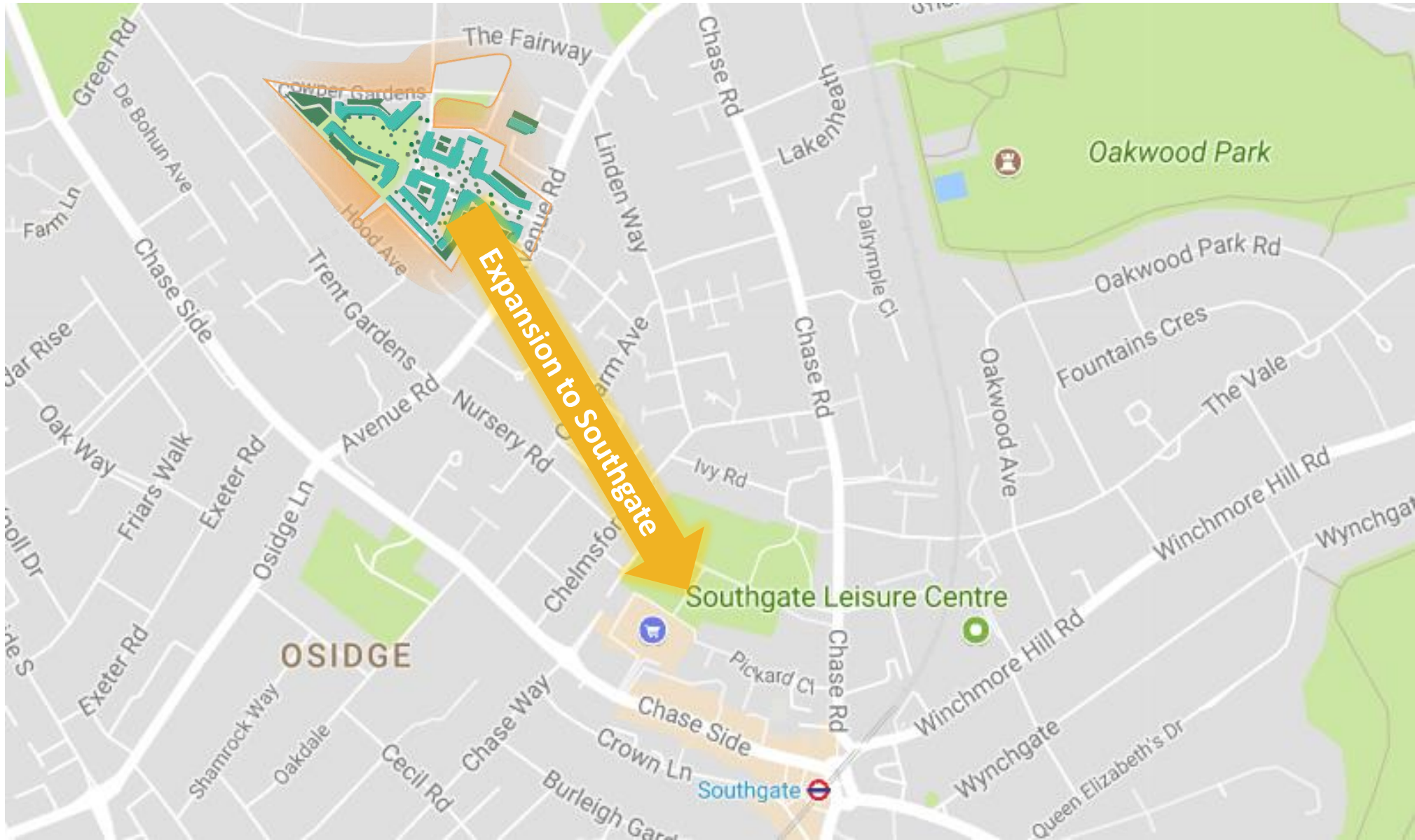


# Ponders End heat network: Alma





# Oakwood heat network: New Avenue

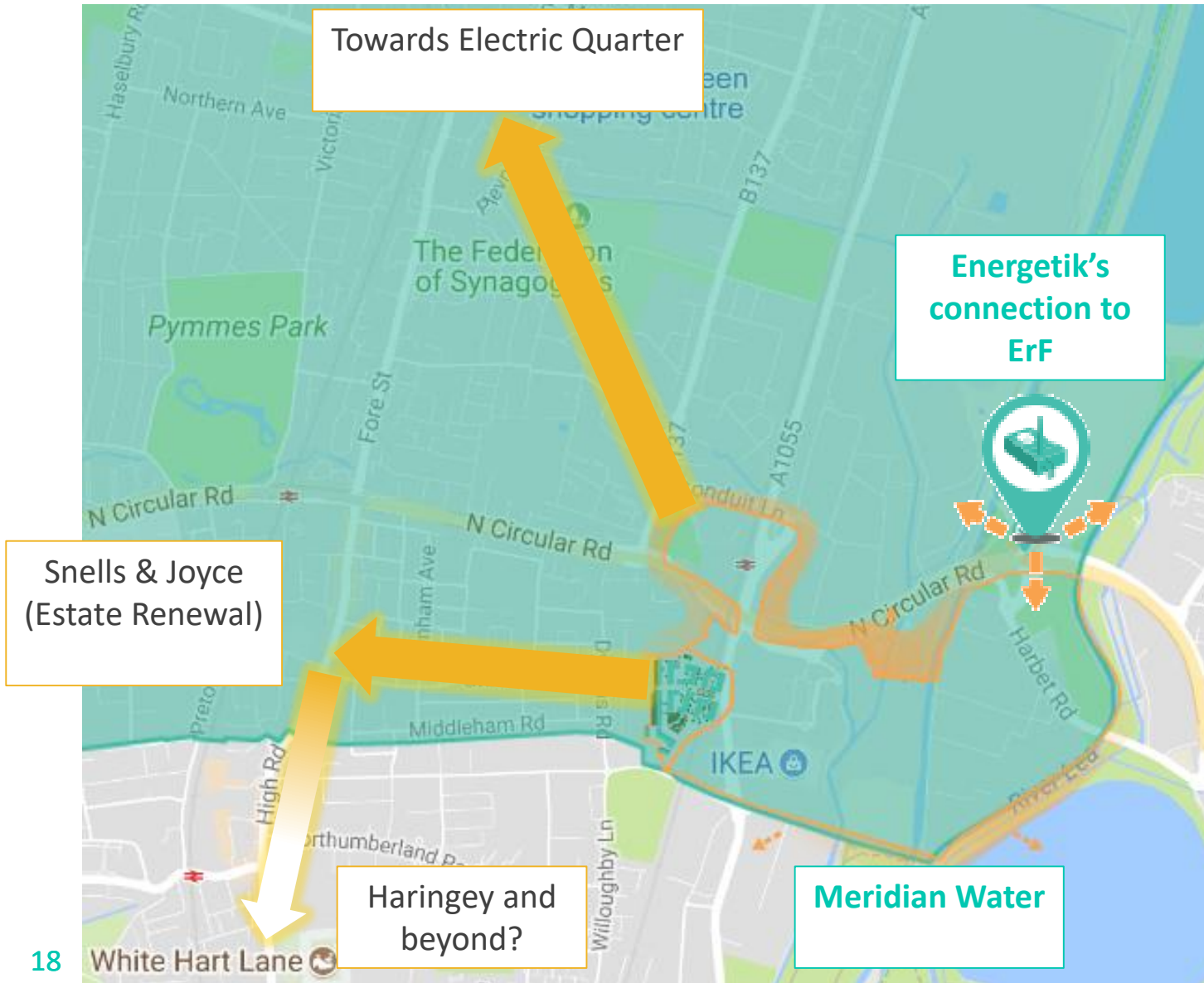








# Meridian Water heat network



Energy centre location - north of the Meridian Water development



Why?



# Environmental benefits

10,000 individual gas boilers produce around




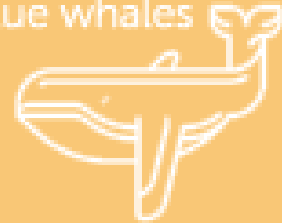
Heating homes and businesses through **energetik's** heat networks means



That's like taking over **2000 cars** off the road every year 

● **8,000 tones of carbon** will be saved every year when all the networks are built

That's the weight of **626 London buses** 

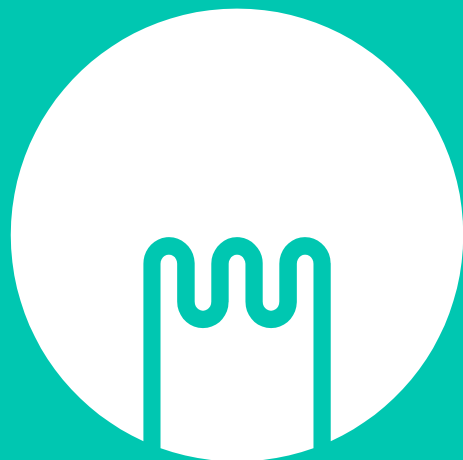
or **78 blue whales** 



## A Council-owned energy company can do things differently

1. Using public resources to invest locally, preparing for the area's future energy needs as well as today's
2. Providing quality, using Scandinavian design standards to push the industry in an unregulated market to ensure a fair price for consumers
3. Put the customers first, helping them to manage their energy better with smart meters in every home
4. Designed the network to expand, and supply heating and hot water to at least 30,000 homes and businesses across North London
5. Opportunity to supply very low carbon heat, using wasted heat from one of London's four Energy Recovery Facilities





[www.energetik.london](http://www.energetik.london)

Anna Eagar: Head of Stakeholder Engagement

A

Anna.eagar@energetik.london

0208 379 2585