servus
IS FACILITIES MANAGEMENT

Servus
Ellismuir House, Ellismuir Way,
Tannochside Business Park,
Glasgow G71 5PW

+44 1698 803 903
servus.is

Your Energy Services Provider

Your heat network. Our responsibility.



What is required?

Landlords and managing agents with heat networks now face duties they never chose. Since Ofgem began regulating heat networks on 27 January 2026 many are only just discovering they are operating regulated entities.

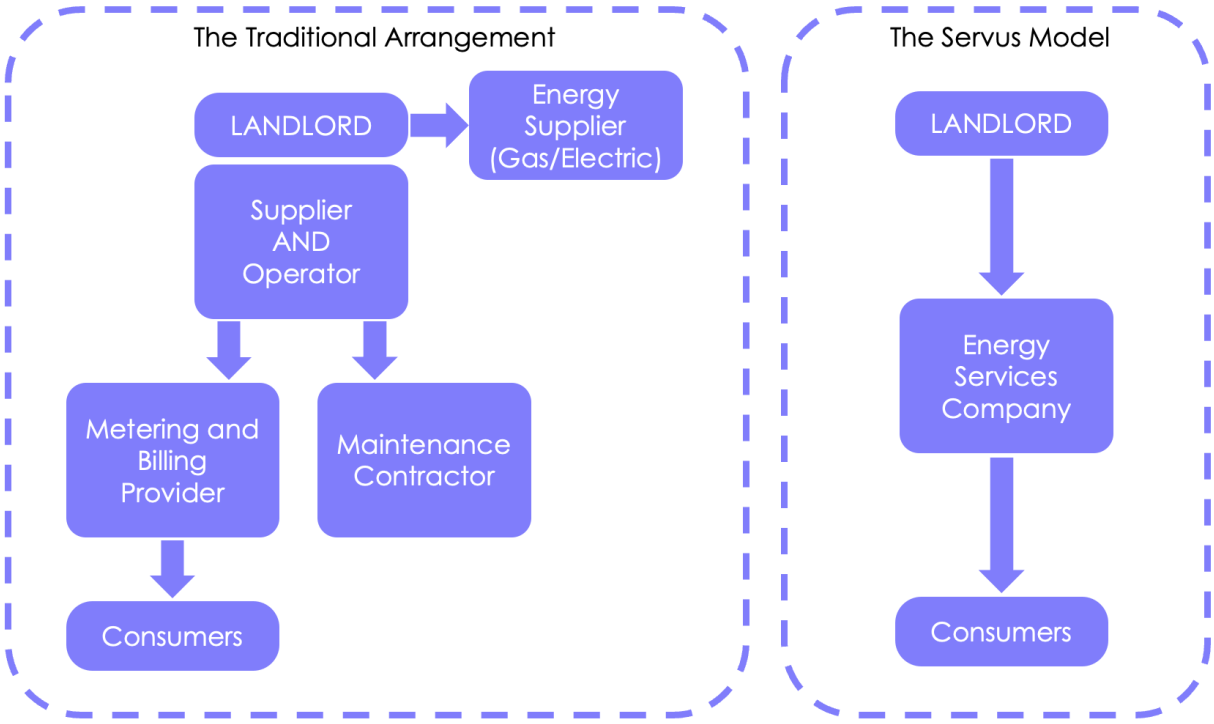
There is mandatory authorisation for operators and suppliers, consumer protection duties, transparent billing requirements, accessible complaints handling and new technical requirements being introduced under the Heat Networks Technical Assurance Scheme (HNTAS).

Ofgem proposes to benchmark heat network prices against alternatives with powers to investigate.

We take on both regulated roles (Heat Network Operator and Heat Network Supplier) for an agreed term. We will adopt your heat network for a fixed term and agree the scope of maintenance and renewals required during the concurrency of our appointment.

One Partner, all roles

Our service solution simplifies the management process for the landlord or freeholder. Instead of the landlord being required to be the responsible, regulated entities, appointing contractors and service providers as well as procuring the energy, the entire process is passed over to us as your Energy Services Company.



What we take off your hands

Regulation and Compliance

- Ofgem registration and authorisation
- Consumer Standards
- Reporting
- HNTAS readiness

Customers

- Billing
- Tariffs
- Payments
- Vulnerable customer support
- Complaints and redress

Plant and Performance

- Monitoring
- Planned maintenance
- Reactive maintenance
- Efficiency improvements

Data and Metering

- Meter reading
- Data management

Why choose us?

The core requirements for any business to be able to provide a comprehensive Energy Service Company service are:

1) Experience in operating and managing utility billing systems with consumers.
2) Experience of commercial energy procurement to ensure competitive energy pricing.
3) A competent, organised plant management team with modern reliable systems.
4) Financial stability.

We have been operating for over 20 years as a metering and billing provider. We were first involved in heat network management over 15 years ago in Europe and have become one of the most respected and comprehensive private network billing providers. Our systems include online portal services for customers to provide a professional customer experience.

Our energy procurement team has been arranging supply contracts for customers and large blue-chip organisations for over 20 years. We have an effective procurement process and report every week to our customers on the market movements and forecasts.

We only engage with energy maintenance contractors experienced with heat network plant. Working with the site team our analysts will ensure our networks operate at their optimum efficiency and are maintained to meet the required standards, as well as working towards the introduction of HNTAS.

We are part of the wider Servus group with assets of over £20million which operates profitably and has done for many years. We will put in place client account protection for customer payments and ensure all capital sums held are ringfenced.

What does the journey with us look like?

- Initially we will complete a review of the network and current arrangements.
- Then we will complete a technical and commercial due diligence review including asset condition, metering arrangements and recharge processes.
- Then we will finalise a proposal. We have our own terms and conditions or can look to adopt your proposed terms. We have compliant heat supply agreements for customers or can review pre-existing arrangements.
- Next is to agree the final terms, set the service levels and formulate a handover plan.
- We will arrange consumer communications and the necessary transitions.
- The network will then be supplied, operated, maintained and reported on by us.
- At the end of our agreement (network adoption) we can discuss renewal or any handover requirements you may have.

If you sell or dispose of the property served by the network our agreement can be arranged to novate with the property.

Who benefits?

Landlords/Freeholders

Transfer of regulatory risk

Protection of the asset value (we adopt it)

Reduced liability

Predictable costs

Transfer of debt processes

Managing Agents

Fewer resident complaints on the property

No specialised staff requirements

Reduced financial burdens

Clear reporting for their client

Defensible positions with leaseholders

Clean service charge accounting

Consumers/Residents

Fair transparent billing

Clear complaints route

Reliable heat

A supplier motivated to improve efficiency

Some questions?

Do we lose control of the asset?

No, ownership remains with you as the landlord or freeholder. We adopt the network, including heating plant, pipes, meters etc and operate it for the duration of our agreement.

What happens at the end of the term?

You will have an option to extend our agreement or alternatively we will be required to provide all the information necessary for someone else to step in and continue operating the network and billing the consumers. We will provide full handover information including how to access and read metering.

Who is liable if the plant fails?

We will have the primary obligation to keep the plant running and providing heat to residents and this will include service level requirements. Our agreement will identify all the items that are included for repair and maintenance.

Will resident prices increase?

By better managing the network and ensuring efficient energy pricing the cost of supply should reduce (subject to the energy market). However you may wish to include system maintenance and even capital sinking fund provisions in our collections (so reducing the service charge burden).

What next?

Call us or send an email and we will arrange a meeting to discuss your requirements. We will then want to visit the relevant network(s) and look to formulate a proposal for you that meets your requirements.

Contact:

Tel + 44 1698 803 903

Email: info@servus.is

Servus Energy Services

Ellismuir House

Ellismuir Way

Tannochside Business Park

Glasgow G71 5PW

servus

IS FACILITIES MANAGEMENT