

PDHU NEWS



Welcome to the first newsletter about our plans for the Pimlico District Heating Undertaking (PDHU). You are receiving this newsletter as your home receives your heating and hot water from PDHU and we want to keep you up to date with what has happened so far, and what is planned.

Future plans for your heating and hot water service

The PDHU is the oldest 'district heat network' in the UK as well as one of the largest. A district heat network involves generating heat in a central location and distributing it across a larger area. The PDHU energy centre is located in Churchill Gardens and uses large gas boilers to power the network. Hot water continuously flows through a network of pipes beneath the streets of Pimlico, providing heating and hot water to homes across Abbots Manor, Churchill Gardens, Lillington & Longmoore Gardens and Russell House.



Facts and figures

- Over **3,000** homes connected
- **50** commercial and community buildings (including local schools and the library)
- **5km** of underground pipework
- **3** large communal gas boilers power the network
- **16,000** tonnes of carbon produced annually (39% of the council's total emissions)

Why works are needed

Whilst repairs and maintenance have taken place to the system over the years, the pipework is over 60 years old in places, so there are a range of issues which need to be addressed:

- Leaks in homes and blocks
- Increasing costs of repairs and maintenance
- Wasted heat and gas due to pipework condition and poor insulation
- High carbon production, contributing to local pollution
- No longer compliant with the changing UK heat network legislation
- Outdated energy management systems due to aging infrastructure, resulting in poor control of the system

What we are doing

We have started work with technical consultants, Aecom, to look at a range of options to address these issues to make sure we can provide residents with heating that is efficient, reliable and clean for many more years to come.

Key objectives

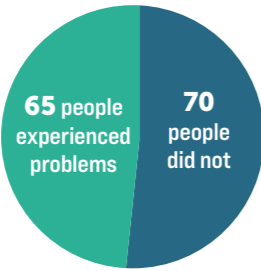
By carrying out works to PDHU, we aim to address issues with the current system and achieve the following benefits for residents:

- 1 Improve customer experience** over the lifespan of the network through reduction of leaks and improvements in heat consistency and availability, in a cost-effective way.
- 2 Improve energy management** in line with regulatory requirements by increasing network efficiency through reduction of energy loss and allowing improved control of energy by customers.
- 3 Reduce PDHU's annual carbon emissions** in line with WCC's Net Zero Strategy and WCC's strategic objectives, within one year of project completion.

Your feedback so far

We wrote to residents in October 2023 and asked you to complete a short survey to let us know what your experience has been with using the current heating system and what your priorities would be for a future system. So far residents have told us the following:

Almost 50% of households have experienced problems with their heating or hot water within the past 12 months



What works well now?

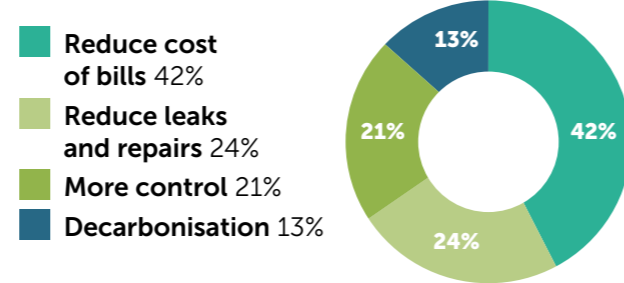
- Reliable
- Instant hot water and good pressure
- Reasonable cost
- Communal system better for the environment
- No need for a boiler in flat
- Shared costs that make it more affordable

What improvements are you looking for in the future?

- Greater heat control
- Only pay for what you use and lower cost
- Better communication around issues
- More information about how the system works
- Reliability
- Quicker repairs
- Improved insulation
- Individual valves in flat for better maintenance
- No more leaks

Your priorities for a new system

So far you have told us that reducing costs is your top priority.



There is still time to have your say

If you haven't had a chance to complete the original survey, there is still time to give us your feedback before 31 March.

→ futureofpdhu.commonplace.is or pick up a hard copy from our South Area Office or Charlwood Estate Office.

PDHU Resident Working Group

We held the first meeting of our new PDHU working group, in November, with 30 residents from across the estates volunteering to join the project team to hear more about the plans and to provide their feedback. Residents from the working group told us:

- The potential cost of the work and impact on future bills is a key concern.** We are committed to ensuring value for money and identifying the most cost-effective solution.
- Energy efficiency improvements need to happen alongside improvements to the heating system.** We agree and will aim to co-ordinate improvement works wherever possible.
- More transparency around heating and hot water billing.** Changes to heating and hot water billing are already planned to take place this year in line with new regulations. New meters will be installed in every home so you only pay for what you use. Greater control over how much you use and when, will be a key part of the wider network upgrade plans.

To find out more about the working group or register your interest in being involved, please visit our website futureofpdhu.commonplace.is or email us at futureofpdhu@westminster.gov.uk

The Future of PDHU and our options

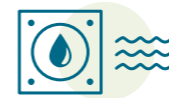
To meet our key objectives and provide residents with a more reliable, efficient, and clean heating and hot water solution we are looking at a range of possible options:



Option 1
Replace pipework and retain gas boilers



Option 2
Decommission network and install individual electric heating to individual flats



Option 3
Retain full network – install River Source Heat Pump as new energy source and replace all network pipework.



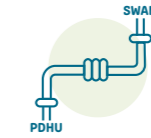
Option 4
Zoning option 1: Abbots Manor zoned-off and powered by an Air Source Heat Pump, with the remaining properties on the network supplied by a River Source Heat Pump. All network pipework to be replaced.



Option 5
Zoning option 2: Lillington and Longmoore Gardens zoned-off and powered from a Waste Heat source (TfL), with the remaining properties on the network supplied by a River Source Heat Pump. All network pipework to be replaced.



Option 6
Zoning option 3: Each of the three large estates zoned-off and supplied with separate low carbon heat source. All network pipework to be replaced.



Option 7
Connection to larger South Westminster Area Network (SWAN) – SWAN is a Department for Energy Security and Net Zero project which proposes to develop a large heat network extending across South Westminster. This could include connecting PDHU. The network pipework to all PDHU properties would still need to be renewed with upgrades in individual properties.



Option 8
Thermal Batteries: Waste heat captured in east London to be stored in thermal batteries and moved down the Thames on shipping containers to supply the pump house at Churchill Gardens. The network pipework to all PDHU properties would still need to be renewed with upgrades in individual properties.

How will a preferred option be picked?

Each of the eight options will be assessed on a range of factors, including:

- ✓ Value for money
- ✓ Resident impact and benefit
- ✓ How easy it is to deliver
- ✓ How it fits the aims of the project listed on page 1



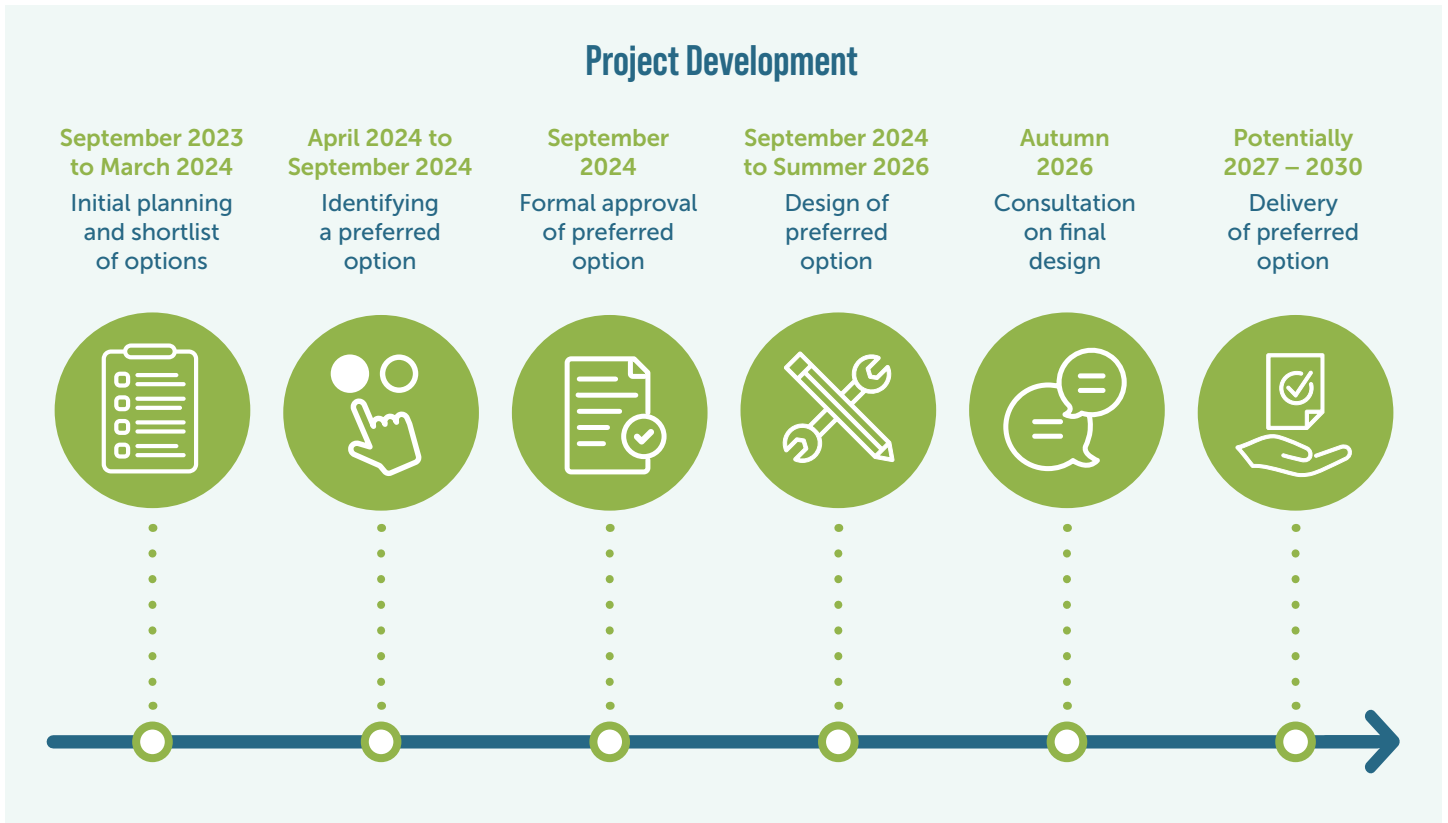
Once we have carried out some initial analysis of the options, we will visit the estates to seek your input. Drop-in events will be held on each of the estates in May (see below for more detail), so we can talk to you about the pros and cons of the options. The analysis and your feedback will help us to identify a preferred option to take to the next detailed design stage later this year.

- Tuesday 7 May**, 5pm to 7.30pm, Dryburgh Hall, SW1V 4ET
- Thursday 9 May**, 4.30pm to 7.30pm, Lillington and Longmoore Community Hall, SW1V 2LF
- Saturday 11 May**, 11.30am to 2.30pm, Churchill Gardens Community Hall, SW1V 3AL

Next Steps

We want to work alongside affected residents, stakeholders, and industry specialists to ensure the right option is taken forward.

The timeline below covers the key dates for the project, however dates beyond 2024 are a guide only and could vary depending on which option is taken forward.

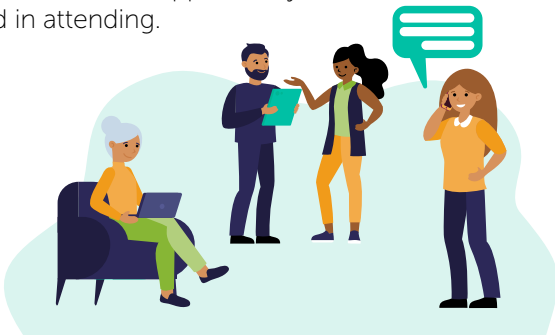


How to contact us

Our new website is your first point of call for all information regarding the project. You can sign up via this website for **news updates** and details of **local events** we will be holding: www.futureofpdhu.commonplace.is



We have also set up a dedicated resident working group for PDHU plans. The group met for the first time in November 2023 and will meet again throughout 2024. You can contact us through the website, or details opposite if you are interested in attending.



Contact the team:

Email
futureofpdhu@westminster.gov.uk

Phone
0800 358 3783
request to speak to Vicky Simpson

Support with other heating and hot water queries:

If there is a problem with your heating or hot water supply or you have a query regarding your heating and hot water bill – please contact our customer services team on **0800 358 3783** or email housing.enquiries@westminster.gov.uk

If you would like more general information about the PDHU system, please visit:

→ www.westminster.gov.uk/housing/pdhu

