

APPENDIX A



SDEN Performance Report for the Sutton Shareholdings Board

Period – January to March 2019

1. Phase 1 - The New Mill Quarter

a. Works Undertaken

- i. The Design and Build (D&B) contractor has installed the main section of pipework, c1.5km in total, including the pipe gantry over the railway line.
- ii. The Operation and Maintenance (O&M) contractor is reviewing the design and installation of the D&B contractor's works.
- iii. Discussions ongoing with Viridor to progress the works on their site and the interfaces with the landfill gas engines, which will be the first heat source.
- iv. Both the D&B contractor and O&M contractor are in dialogue with Barratts regarding the construction of the network on their site and the adoption of the district heating infrastructure installed.

b. Works to be undertaken

- i. D&B contractor to commence construction of final section of pipework, with approvals now received from landowners for this.
- ii. Continue formal adoption of district heating infrastructure and installation of network on Barratt's site.

2. Phase 2 - Expansion

a. Works Undertaken

- i. Discussions are ongoing with a number of potential consumers for Phase 2 as part of the programme of works being funded by the GLA's DEEP Framework.

b. Works for next period

- i. Continue discussions to enable the delivery of Phase 2 of SDEN's Business Plan.
- ii. Prepare a detailed business case for the Phase 2 extension to the Lavenders development in Hackbridge.

3. Financial Update - *please refer to the Sutton Decentralised Energy Network Budget Variance for Q4 2018/19 in exempt Appendix C.*

4. Customer Services

a. Works undertaken

- i. Between January to March 2019, SDEN received 49 calls.
- ii. One complaint was received during this period.

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- iii. Bills are being issued on a monthly basis and new customers are being set up on the billing system. Currently there are 186 customers in New Mill Quarter properties.
 - b. *Works for next period*
 - i. Continue to provide customer service support to residents of the New Mill Quarter site.
 - ii. Continue to work closely with contractors to resolve any issues when required.
 - iii. Continue billing runs on a monthly basis.