

# PDHU

(Pimlico District Heating Undertaking)

Consultation and Engagement Plan

# Key Objectives - Residents

- **Residents want opportunity for real influence.** With the limited number of workable options available, we need to be clear about what influence residents can have.
- **Joined up and consistent messages and language on PDHU** - billing, environment, major works, repairs. Needs careful coordination.
- **Resident input/sign off** on all PDHU communications
- **Explain decision making**, every step of the way.

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# Resident Engagement: Key Challenges

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- 1) **Decarbonisation vs. repairs** - Although some residents will have an interest in decarbonising and may prioritise this aspect; we know from recent engagement exercises that for most residents the top priorities are **consistency of heat, cheaper bills and the price of the works.**
- 2) **Varied knowledge** - from recent resident consultation we know some residents don't know what PDHU is, others are incredibly well informed. Work to be done on education and informing.
- 3) **Not going to be a large number of options available** - it could look like WCC have made the decision for residents. Need to make sure we take them on the decision-making journey.
- 4) **The works themselves** could take a long time to complete, likely to be highly invasive. If residents feel that we have not got the right solution, or don't trust our ability to deliver, they could resist the work.
- 5) **Capacity for resident engagement** - expect that there is going to be a great deal of resident engagement needed here, and likely to be a project that requires a lot of interaction. Good to have one point of contact. Also worth noting that for the moment we are focused on PDHU, but there are other estates with district heating systems that we will need to look at.
- 6) **Ongoing PDHU issues** - Could risk alienating residents from the long-term thinking, because of the here and now issues - current leaks, "opaque billing", on/off times and metering.
- 7) **One project 4 -different estates** - The RAs and residents on these estates are well connected, if we are prioritising the work on one estate, need to be clear why that is and share information, demonstrate the decision-making process.
- 8) **Large number Stakeholders, wanting slightly different messages** - Cllrs, residents (tns and LHs) Commercial units, all the various agencies involved, each with their own messaging.

# Key Messages - Residents

- This *not* primarily a project to reduce carbon emissions. This is a project to ensure we can provide a **consistent, reliable, and affordable** heating solution for residents.
- Our priority is to provide a heating and hot water system which gives you control over your heating, control over your billing and a reliable network that will give you peace of mind.
- As part of the work to provide a **consistent, reliable, and affordable** heating solution for residents and as part of WCC carbon neutral goal we will be exploring a solution that will also reduce the amount of carbon emissions emitted by the system.

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# Resident Working group

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- 1) **Recruitment** – From across the estates, not just RA reps. Using a survey – like this one.
- 2) **Terms of reference** – We have success in other places, and resident panel. Now have good terms of Reference. For example Wharncliff, Hallfield
- 3) **Regular meetings** – every couple of months
- 4) **Site visits** – understanding the current system, seeing what others are doing elsewhere.
- 5) **Education** – understanding PDHU, possible qualifications for residents. Meeting residents from other schemes in other boroughs.
- 6) **Learning lessons** from other estate like Avenue Gardens, and other boroughs, for example, how residents were affected by the pipeworks, not working during school drop-off/pick up.

4) Which estate do you live on?

5) How long have you lived on the estate?

6) Which statement best describes your knowledge of PDHU? (Please tick one)

- I know nothing at all about [it](#)
- I know a little bit about [it](#)
- I know quite a bit about [it](#)
- I know a lot about [it](#)

7) Please rank these in order of importance for you and the future of your [heating](#)? (Rank from 1: most important – 4: least important)

- Reduce the cost of [bills](#)
- [Decarbonisation](#)
- Reduce [leaks](#)
- Having control over your heating

8) Are you interested in joining a PDHU working group? (Please tick one)

- Yes
- No
- Maybe, I will need more [information](#)



# Engagement Opportunities

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- Inspire young people with such a high profile project - to work in the sector, get qualifications and inform their family. Make the most of YP interest in sustainability.
- Potential to lead the way in this area across London, due to the scale of the project.
- Build a constructive resident working group, with new people who don't come to other meetings.
- Ambitious Social value projects

# Delivery of Messages

- Resident Working Group
  - Build a working group of residents who are want to work alongside the project team with a well-defined terms of reference.
- Comms
  - Our comms should stand out from other WCC correspondence
  - Potential for a PDHU newsletter
  - Utilising Social Media
  - Using the Core Group as a sense check and running our comms past them before we distribute them
  - Ensuring we reach a broad range of residents with door knocking / fliers/ texts etc.
  - Making sure we have translations of our comms available and using interpreters if required at events
- Single Point of Contact
  - One point of contact for people raising questions about the long term project
  - Dedicated email address e.g. [pdhuenquiries@westminster.gov.uk](mailto:pdhuenquiries@westminster.gov.uk) to be managed by project team
  - Project should have its own webpage

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# Timeline

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## Dec 2022

- Letter to all residents
- Inform about future energy cost increase
- Outline support available

## March 2023

- Meeting with RA reps and Cllrs
- Discuss current situation
- begin to consult on next steps
- Empower residents to make decisions

## Feb 2023

- Letter from leasehold to residents
- Update on their service charges to account for the rise

## Summer 2023

- Onsite workshops with residents
- Listening exercise with the project team
- Insight from residents



# Questions



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- Any questions?