

Conwy Court



Plus Dane Housing received support in Round 8 from HNES, to deliver heat network improvements to the Conwy Court development in the Castlefields estate of Runcorn, Cheshire. The heat network serves 21 residents through centralized natural gas boilers located within an on-site energy centre.

Summary	
Network name	Conwy Court
Network owner / operator	Plus Dane Housing
Location	Runcorn, Cheshire
Number of residential / commercial customers	21
Total funding awarded	£74,976.41
Total project capex (total value of works)	£178,324.80
Heat source	Natural gas
Performance/efficiency improvement measures deployed	Heat Interface Unit (HIU) installations Insulation works to distribution pipework Removal of calorifier Heat meter installation in energy centre
Annual reduction in network fuel use (kWh/year)	190,938
Annual reduction in network carbon emissions (kg.CO2)	35,365
Average annual efficiency improvement (%)	26%

Overview of heat network

Plus Dane Housing received almost £75,000 in the scheme's eighth funding round, supporting a heat network in Runcorn, Cheshire, serving 21 residential connections. Plus Dane, as the network owner, alongside Switch2, as the contractor, focused their efforts on improving network efficiency for connected residents, alongside long-term performance improvements designed to futureproof the scheme.

Details of why the project was needed

Prior to intervention, the network experienced a range of performance challenges including elevated heat losses, legacy plant arrangements within the energy centre, and lack of heating controls within dwellings.

A technical review identified inefficient in-home heat control, insufficient insulation to sections of distribution pipework, and limited system visibility as key contributors to avoidable fuel consumption and reduced network efficiency. Targeted capital investment was therefore required to stabilise performance and improve long-term resilience.

Efficiency measures implemented

The programme of improvements, supported by HNES, included the installation of high-efficiency HIUs, insulation upgrades to the distribution network, and removal of the existing calorifier.

A new heat meter was installed within the energy centre to improve system monitoring and control. Works were delivered through a structured programme of design, installation and commissioning, supported by continued monitoring and optimisation to embed performance improvements.

Outcome of changes

The project is forecast to deliver an annual reduction in fuel consumption of 190,938 kWh and carbon emissions savings of 35,365 kgCO₂, improving average network efficiency by 26%.

These outcomes directly support the objectives of HNES by reducing energy waste, improving operational performance, and protecting consumers. Residents benefit from a more reliable and efficient heating service, improved in-home heat control, and better long-term value for money.

Quote from Plus Dane Housing

“The improvements at Conwy Court address long-standing efficiency issues and will deliver better outcomes for residents while ensuring the network is fit for the future.”

- **Chris Roberts**, Sustainability Manager, Plus Dane Housing