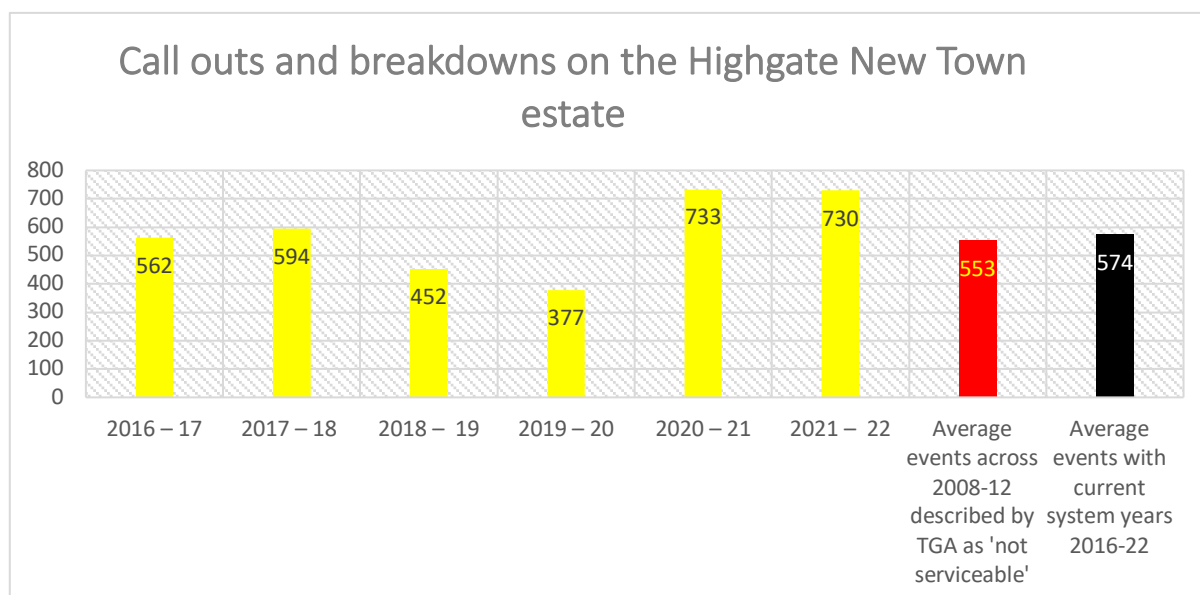


## Number of Faults in Old v New Heating and Hot Water Systems, Highgate New Town



Camden provided this 2016 to 2022 data in response to a **Freedom of Information request**.

June 23, 2022, is the last date for which they provided data on “Works Order References” (callouts for problems such as loss of heat and hot water), so we have counted the years from June to June.

It’s not easy to find an industry benchmark for the reliability of a heating and hot water system. There are benchmarks for *efficiency*, but not *reliability*. **TGA Consulting Engineers**, the designer of the heating and hot water system at Highgate New Town, inadvertently provided a benchmark for the acceptable level of reliability of a heating and hot water system. (Alex Maguire of **TGA** was the designer of the current Highgate New Town system.) Camden commissioned **TGA** to conduct a review of the performance of the old heating and hot water system in **January 2013**.

It found that there had been 2766 system breakdowns and problems such as leaks and loss of heat between January 2008 and December 2012. The report observed, **“A serviceable community heating system should not be experiencing problems to the extent identified above”**. (TGA Consulting Engineers, *London Borough of Camden Highgate Newtown: Pipework Condition Review [Revision 002]* [January 2013], p. 4).

These findings were used as part of Camden’s case to justify replacing the old heating and hot water system. The number of problems in the old system across the five-year period Jan 2008 to Dec 2012 equates to an average **553 problems per annum** ( $2766 / 5 = 553$ ).

The number of Works Order References for the new heating and hot water system for the last two years – June 2020 to June 2021, and June 2021 to June 2022 – **considerably exceeds** the number that TGA found a serviceable system **“should not be experiencing”**.

There were **733 problems in 2020–2021 and 730 in 2021–2022**. **The number of problems in 2021–2022 is 32% higher than the number that TGA said a serviceable system “should not be experiencing”**. The average in the last six years is worse than that in the 2008–2012 period.

The data demonstrate that the new heating and hot water system at Highgate New Town has never worked to an acceptable level, and that its reliability is getting worse. Camden’s contractor has never conducted routine maintenance for the heat interface units, as the manufacturer recommends. If Camden fails to institute routine servicing, the system may continue to deteriorate.