

Heat Network Associates Ltd

Heat Network Associates (HNA) was established in 2017. They are a specialist organisation who serve leading organisations across the UK's District Energy industry within public and private sectors. HNA provide industry-specific Commercial advice, Project Management and Supervision & Governance services.

In-Construction Contract Administration and Supervision

As NEC4 contract practitioners, working on large city centre Buried Network Projects, HNA uses CEMAR as its contract management system.

When looking for a provider, HNA's key criteria were:

- Compliance with NEC4
- Alignment to their client's projects and objectives
- The ability to customise reports
- An effective tool for communication
- Functionality to produce Forecasts and Tailored Reports
- Acceptances between the Parties
- Tailored Client dashboards and event registers

As an industry-recognised NEC contract management tool, which is specifically tailored to NEC4 contracts, CEMAR has helped HNA to establish appropriate communication protocols required by their partners and contracts.

HNA first used CEMAR in March 2019 for their Bristol Broughton House Buried Network Project where they were engaged to provide NEC Supervisor Services.

After receiving User and Superuser training from our expert team, HNA felt confident that CEMAR would be able to contribute to

their corporate and project specific objectives of administering projects compliantly, effectively and with high visibility or progress for all key stakeholders.

A key element of HNA's project delivery methodology was to support their clients in understanding project performance and risk. HNA were able to tailor project reports using CEMAR Analytics to complement Bristol City Council's project logs and RAG systems. They provided monthly collaborative update reports to the Client and a detailed NEC Forecast, together with BEIS funding analysis and risk registers.

HNA have also used CEMAR to track and prioritise in-construction design changes, implementing early warning procedures and using the technical queries system, clarifying client requests for technical documentation and supporting Developer technical liaison/building connection designs.

Maintaining delivery quality

HNA's NEC Supervisors are experienced in using CEMAR to ensure that the Quality Management system, including the quality policy statement and the quality plan, are met at all times during the construction phases of their projects. The CEMAR system offers tools to govern HNA's project quality plans under the NEC Engineering and Construction contracts, industry standards and best practices. Defects and tests & inspections are notified and recorded within the system against the requirements stated

It is key to HNA to carry out our duties in the spirit of mutual trust and cooperation and CEMAR helps us to do this.

Craig Grobety Director

in the contract, promoting an open culture towards Defect notification and correction to the Contractor.

District Heating projects are complex and require experienced Supervisors to ensure that installation of the Network is carried out to an extremely high standard. A good example of this during a recent HNA project where NEC Supervisors detected a failure to meet the Bristol Highways specification during the reinstatement of various traffic islands across the city centre. Mechanical defects such as punctures on the outer casing of the DHN pipes were identified which could have compromised the insulation and potential loss of energy while operating the system. The NEC Supervisors are able to communicate such Defects to the Contractor through CEMAR, scheduling tests & inspections to allow the Contractor to correct them before the end of the Defect correction period. This date would also be found on the latest programme issued by the Contractor within the CEMAR system.

The NEC Supervisors may instruct the Contractor to search for a Defect if the Quality plan has not been followed by the Contractor. As an independent role, CEMAR offers an efficient tool to the NEC Supervisor as a formal communication and management system between the parties, keeping the project at the highest quality standards required by the client.

