



Office for Product
Safety & Standards

Notification Template User Guide

**HEAT NETWORK (METERING AND BILLING) REGULATIONS 2014
(AS AMENDED IN 2015 AND 2020)**

November 2020



Contents

1. Introduction	3
2. Who is required to Notify	4
3. What is required in a notification.....	5
4. Notification Format.....	6
5. The Template	7
i. Instructions	7
ii. Contact Details	7
iii. Notification template	7
1. Supplier information	7
2. Network Information	8
3. Network Size	12
4. Customers.....	14
5. Building Class	15
6. Metering	17
7. Information about Billing.....	17
8. Optional Questions.....	18
iv. Validation.....	19
6. Submitting the template	20
7. Next steps.....	21

1. Introduction

This user guide is for the heat network notification template used to notify under Regulation 3 of the Heat network (metering and billing) Regulations 2014. The template and further details about the requirements for heat suppliers under the Regulations are available on our website here:

<https://www.gov.uk/guidance/heat-networks>

the website includes scope guidance for the Regulation, guidance about the requirements of the Regulations and links to a copy of the Regulations. It also has a link to the cost effectiveness tool and associated guidance for the tool if you are required to complete this.

2. Who is required to Notify

A notification is required to be completed by heat suppliers and submitted to OPSS every four years in line with the Regulations. Generally, a heat supplier is anyone who operates or is responsible for the maintenance/collection of payment in relation to heat supplied by a heat network. It may not be the primary operation of your company/organisation but if you carry out any of these functions you will be classed as the heat supplier for the purposes of this Regulation. If this is the case, you will be responsible for completing and submitting a notification for your network. Further details about the scope of the Regulations and the further requirements are available in the guidance document on our [website](#).

3. What is required in a notification

Regulation (3) states that a notification must include the following information:

- The location of the heat network that the heat suppliers operate.
- The total per calendar year of each of the following:
 - The total heating capacity installed on the network
 - The total heat generated by the technology on the network
 - The total heat supplied to final customers on the network.
- The number and class of each buildings supplied by the network.
- The number of buildings in each building class supplied by the network.
- The number of meters or heat cost allocators installed in any buildings supplied by the network.
- The number of final customers supplied by the network.
- The name and address of the heat supplier.
- The results of any analysis carried out in accordance with Schedule 1 of the Regulations to determine the technical feasibility and cost-effectiveness of installing meters or heat cost allocator, and details of those metering devices if the installation is required (the cost-effectiveness assessment tool is available at the [OPSS Heat Network compliance website](#));
- The expected frequency and content of billing information provided by the heat supplier to final customers supplied by the network.
- Any other information that is reasonably required by OPSS for the purpose of determining if the heat supplier has complied with the duties in the Regulations.

To assist the provision of this information the notification template has been developed.

4. Notification Format

The Regulations stipulate (Regulation 3(6)) that

“A notification or updated notification must be submitted in a form approved or agreed to by the secretary of state, or in relation to a Scottish network, the Scottish Ministers.”

The notification template is the current approved form for supplying a notification as it has been developed to collect all of the data required under the Regulations in a format that makes it easier for OPSS to collate and is easier for the heat supplier to provide.

If the information is not supplied in the most recent notification template OPSS will reject the submission and request that it is resubmitted using the most recent version of the notification template. This approach is outlined in the Regulations (Regulation 3(7)) which state that:

“The Secretary of State or, in relation to a Scottish network, the Scottish Ministers may—

(a) reject a notification or updated notification that does not comply with paragraph (6); and

(b) require the heat supplier to resubmit the notification or updated notification in a form that complies with that paragraph.”.

The most recent version of the notification template will always be [the one provided on the heat network web page](#).

5. The Template

i. Instructions

When you first enter the template, it is suggested you go straight to the instructions tab and then work your way across the tabs as you progress through the notification. The Instructions tab has directions on how to complete the template. Please follow these instructions as you are completing the template.

ii. Contact Details

	Date Submitted (dd/mm/yyyy)	Name	Email Address	Phone number
Contact Details	Question 0.1	Question 0.2	Question 0.3	Question 0.4
Answer				

On this tab please enter your contact details as the person that is completing the form. We will use these contact details to get in contact with you in the future if there are any issues with the notification. This information will generally be used as a point of contact about the networks on this form until the next notification is received in four years' time.

For the date submitted please input the date that you send the notification in to OPSS. This will be recorded as the date that the notification was made for these network(s). It will be used to establish when the next notification is due for the networks in this notification. The date must be supplied in a dd/mm/yyyy format.

iii. Notification template

This section will explain what information is required by the questions in each of the tabs on the form.

1. Supplier information

This section of the form is collecting information about the heat supplier.

1. Supplier information				
Heat Supplier Unique ID number	Business Name of Heat / Cooling / Hot Water Supplier	Supplier Property Number / Building Names	Supplier Postcode	Heat supplier organisation e-mail address
If this is the first time your organisation is notifying leave this blank. If your organisation has notified previously you will find this number (format: HS000000) on any recent communication from OPSS.				This should be a generic organisational email address for the team or department that manages Heat Network notification.
Question 1.1	Question 1.2	Question 1.3	Question 1.4	Question 1.5

1.1) Heat supplier Unique ID number

This question is asking for unique ID for the Heat supplier. The ID number will be in the format of HS*****. You will only have an ID number if you as the heat supplier have previously notified and have been issued one by OPSS. Your heat supplier ID number will be included on any future correspondence you receive from OPSS.

The Heat supplier ID is not to be confused with the Heat Network ID number. The Heat Network ID number is to identify individual networks and the Heat Supplier ID is used to identify individual heat suppliers.

Please enter this in full as HS***** where the * are numbers. If you do not have an ID number yet, this can be left blank.

1.2) Business name of heat/cooling/hot water supplier?

This question asks for the business name of the heat supplier. This is the person/company responsible for the network and providing heat to the customers.

The heat supplier is not the company that provides fuel for the purposes of heat generation.

This section is not for the contact details of any consultancy that might have filled out the notification template on behalf of any 3rd party.

1.3) Supplier property number/building name?

This question is for the postal address of person/company mentioned in question 1.2. Please enter the first line of the address for the heat supplier that OPSS could physically send a letter to.

1.4) Supplier Postcode?

This question is for the post code of the address in Question 1.3. Please make sure it is a valid postcode.

1.5) Heat supplier organisational e-mail address?

This question is asking for a generic e-mail address for the heat supplier. This is required as a contact e-mail for OPSS. This email address will be used by OPSS for the next four years, until the re-notification is due, if we need to get in contact with the heat supplier. This is a backup for OPSS in case the email address supplied in the contact details section is no longer active.

2. Network Information

2.1) Is this a new notification or a renotification?

Select if this is a new notification for this network or if it is a renotification of a previously notified network. This is done using a drop-down list.

2.2) Heat Network unique ID number?

This question is asking for the unique ID number for the Network. It will be in the format HN*****. If this network has never been notified before then it will not have an ID number and can be left blank.

If you have previously notified this ID number will be included in any correspondence for OPSS regarding this network.

This is not to be confused with the Heat supplier ID number. The Heat Network ID number is to identify individual networks and the Heat Supplier ID is used to identify individual heat suppliers.

Please enter the number as HS***** where * are the numbers. If you do not have an ID number this can be left blank.

2.3) Property Number/Building name/Scheme name of network?

This question is looking for the name of the network/building/scheme that the heat supplier operates. This could be the first line of the address of the location of the network or could be the reference by which the scheme is known to the heat supplier or its customers. If you do not have a name for the network, then OPSS suggests

you use the first line of the physical address of the network's energy centre/heat source.

2.4) *Heat Network Postcode?*

This question is seeking the postcode for the physical location of the heat network. If the network is large and covers multiple postcode regions, then OPSS suggests that you use the postcode of the energy centre/heat source for the network. Please make sure you use a valid postcode.

2.5) *Country?*

This question asks for the country that the network operates in. If the network is on the border of two countries, then use the country that most of the network resides in.

2.6) *UPRN of Network?*

If the answer to question 2.5 is Scotland, then a UPRN is required. We only require one per a network and if possible, this should be the UPRN for the energy centre. If you need to find out your UPRN then please head to this website

<https://osg.scot/portal> where you will be able to input your building details and find your UPRN.

If the answer to 2.5 is not Scotland, then this question will be greyed out and you will not be able to answer it.

2.7) *What is supplied by the network?*

This question is asking what is supplied by the network and is filled in using a drop-down list. The answer to this question should be one of the following options:

Heating
Hot Water
Cooling
Heating and Hot Water
Heating, Hot Water and Cooling
Heating and Cooling
Hot Water and Cooling

Please do not try to type in this box and stick to one of the options in the drop down detailed above.

2.8) *Primary Energy Source?*

This question asks for the primary energy source of the heat that is generated and supplied across this network. This question is completed using a drop-down list and the answer should be one of the following options:

Ambient Heat
Biogas
Biomass

Notification Template User Guide

Diesel
Electricity
Geothermal
Hydrogen
Liquid Biofuel
Natural gas
Oil
Solar
Waste (energy from waste)
Waste Heat
Other

Please do not try to type in this box and stick to one of the options in the drop down detailed above. If you think that an obvious energy source is missing from this list please contact OPSS at this email address:

heatnotifications@businessandtrade.gov.uk

2.9) *Primary Technology Type?*

This question asks for the technology type that is used to generate the heat that is supplied on the network using the energy source indicated in question 2.8. This question is completed using a drop-down list and should be one of the following options:

Boiler
Chiller
CHP engine
CHP fuel cell
CHP gas turbine or Combined Cycle Plant
CHP Organic Rankine Cycle
CHP Steam Turbine or Steam Screw Expander
Heat exchanger from waste heat recovery process
Heat pump
Solar thermal panels
Other

Please do not try to type in this box and stick to one of the options in the drop down detailed above. If you think that an obvious technology type is missing from this list please contact OPSS at this email address:

heatnotifications@businessandtrade.gov.uk

2.10) Secondary Energy Source

This question only needs to be completed if the network has a secondary/back up system in addition to the one detailed in questions 2.8 & 2.9.

If such system does not exist, then please leave this question blank.

If it does this question is asking for the energy source of this secondary system. The responses to this question follow the rules set out in question 2.8.

2.11) Secondary Technology Type

This question only needs to be completed if the network has a secondary/back up system in addition to the one detailed in questions 2.8 & 2.9.

If such system does not exist, then please leave this question blank.

If it does this question is asking for the technology Type of this secondary system. The responses to this question follow the rules set out in question 2.9.

2.12) Tertiary Energy Source?

This question only needs to be completed if the network has a tertiary/back up system in addition to the two detailed in questions 2.8, 2.9 and 2.10, 2.11.

If such system does not exist, then please leave this question blank.

If it does this question is asking for the energy source of this tertiary system. The responses to this question follow the rules set out in question 2.8

2.13) Tertiary Technology Type?

This question only needs to be completed if the network has a tertiary/back up system in addition to the two detailed in questions 2.8, 2.9 and 2.10, 2.11.

If such system does not exist, then please leave this question blank.

If it does this question is asking for the technology type of this tertiary system. The responses to this question follow the rules set out in question 2.9

2.14) Age of network?

This question asks for the age of the network that is being notified. This is completed using a drop-down list and should be one of the following options:

Less than 1 year

Between 1 and 4 years

Between 5 and 9 years

Between 10 and 19 years

Between 20 and 29 years

30+ years

If you are unsure of the exact age of this network, please use your best guess. Please do not try to type in this box and stick to one of the options in the drop down detailed above.

3. Network Size

Capacity (kW)

These 3 are questions about the built-in capacity of the technology on the network. The installed capacity is the maximum heat/cooling output of the heating/cooling sources on the network.

If the heat network is capable of thermal storage, please only provide the capacity of heating/cooling sources - do not include additional capacity from deploying thermal storage. The capacity in kilowatts (kW) can typically be found written on the boiler(s)/ pumps or in the technical documentation. If not, you can ask your service engineer to give you this information.

If there are multiple heat/ cooling sources operating simultaneously, please add together the combined total capacity of all the sources.

3.1) *Heating and/or Hot water?*

In this question you should provide the total built in capacity of the technology on the network to provide heating and/or hot water. This should be the total capacity that makes up the primary systems on the network. This should be entered as a numerical value only and you should not enter any text. The unit for this section is kW as indicated in the section header. If you have the information in any other units, please convert it to the required unit before entering.

3.2) *Cooling?*

This question is asking for the same information as in question 3.1 but looking at any cooling systems on the network.

As with 3.1 you should include the total built in capacity of cooling systems on the network. This should be entered as a numerical value only and you should not enter any text. The unit for this section is kW as indicated in the section header. If you have the information in any other unit then please convert this to the required unit before entering.

3.3) *Backup systems?*

If the network has backup systems installed (either heating or cooling) please report the total amount of installed capacity in these backup systems. If you have no backup systems on this network, then please enter 0 in this question.

If required, this should be entered as a numerical value only and you should not enter any text. The unit for this section is kW as indicated in the section header. If you have the information in any other unit then please convert this to the required unit before entering.

Generation per Calendar year (kWh)

Generation is the heat/cooling input into the system and not the amount of fuel being used. The heat/cooling generated can be measured by a heat meter placed on the output of the heat/cooling generator.

Please provide a figure for annual generation for the previous full calendar year – this may require subtracting the previous year's meter reading from the latest meter reading. If there is no appropriate meter fitted, please leave this box blank.

3.4) *Heating and/or hot water?*

Here the form is asking for the total amount of heating and/or hot water generated in a full calendar year. As stated above if there is no appropriate meter installed then this box can be left blank. If there was no generation in the previous calendar year this can also be left blank.

The generation is recorded in kWh. If you have this information stored in any other units, please convert it to the required unit

This amount should be entered as a numerical value only and you should not enter any text alongside this number.

3.5) *Cooling?*

Here the form is asking for the total amount of cooling generated in a full calendar year. As stated above if there is no appropriate meter installed then this box can be left blank. If there was no generation in the previous calendar year this can also be left blank.

The generation is recorded in kWh. If you have this information stored in any other units, please convert it to the required unit

This amount should be entered as a numerical value only and you should not enter any text alongside this number.

Supply

Heat/cooling supplied is the total amount of heat/cooling used by the customers of the network in the last calendar year in kWh. Please use the figures from the final customers' meters/heat cost allocators (HCAs) and combine these to get a total figure from all customers' meters.

Please provide a figure for annual supply for the previous full calendar year – this may require subtracting the previous year's meter reading from the latest meter reading. If there are no final customer meters/HCA's, please leave this blank.

3.6) *Heating and/or Hot water?*

This question is asking for the total amount of heating and/or hot water used by the final customers on the network. This is a separate figure to the amount of heat generated on the network and should always be less than the generation figure. The form is asking for the total amount supplied in a full calendar year. As stated above if there are no appropriate meters installed then this should be left blank.

The supply is recorded in kWh. If you have this information stored in any other units, please convert it to the required unit

This amount should be entered as a numerical value only and you should not enter any text alongside this number.

3.7) *Cooling?*

This question is asking for the total amount of cooling used by the final customers on the network. This is a separate figure to the amount of cooling generated on the network and should always be less than the generation figure. The form is asking for the total amount supplied in a full calendar year. As stated above if there are no appropriate meters installed then this should be left blank.

The supply is recorded in kWh. If you have this information stored in any other units, please convert it to the required unit

This amount should be entered as a numerical value only and you should not enter any text alongside this number.

3.8) *Metered part of the network, or for the entire network?*

This Question asks to clarify if the figures provided for question 3.6 or 3.7 are for the entire network or just the part of the network that has meters. If a network has no meters, then this will be left blank.

This is completed using a drop-down list. Please do not try to type in this box and stick to one of the options in the drop-down box.

4. **Customers**

This set of questions asks for the number of customers and then buildings on the network. The response is divided into 5 different customer and then building types. No text should be entered into these boxes. For each of the customer or building types please enter the total number of either final customers or buildings of that type.

Number of final customers currently on the network?

A "final customer" is defined as a person who purchases heating, cooling, or hot water for their own end consumption from a heat supplier. i.e. a business renting an office is classed as one final customer or one block serving 20 flats is 20 final customers.

4.1) *Residential*

Enter the total number of final customers currently served by the network that fall into the residential class. A residential customer would typically be related to housing.

4.2) *Retail/Commercial*

Enter the total number of final customers currently served by the network that fall into the retail/commercial class. A retail or commercial customer would typically be related to shops, offices, or business.

4.3) *Industrial*

Enter the total number of final customers currently served by the network that fall into the industrial class. An industrial customer would typically be related to warehouses or factories.

4.4) *Public*

Enter the total number of final customers currently served by the network that fall into the public class. A public customer would typically be related to local authority buildings, libraries, or other government type buildings.

4.5) *Other*

Enter the total number of final customers currently served by the network that do not fall into any of the other classes.

Number of buildings currently on the network?

These questions are asking for the number of buildings on the network, that have final customers, that fall into each building type.

4.6) Residential

Enter the total number of buildings that contain final customers currently served by the network that fall into the residential class. A residential building would typically be related to housing.

4.7) Retail/Commercial

Enter the total number of buildings that contain final customers currently served by the network that fall into the retail/commercial class. A retail or commercial building would typically be related to shops, offices, or business.

4.8) Industrial

Enter the total number of buildings that contain final customers currently served by the network that fall into the industrial class. An industrial building would typically be related to warehouses or factories.

4.9) Public

Enter the total number of buildings that contain final customers currently served by the network that fall into the public class. A public building would typically be related to local authority buildings, libraries, or other government type buildings.

4.10) Other

Enter the total number of buildings that contain final customers currently served by the network that do not fall into any of the other classes.

5. Building Class

This section of the notification template is designed to collect information related to building classes. Building classes were added to the Regulations in the amendments that came into force on 27 November 2020. For further information about building classes and how to determine which class your buildings fall into please refer to the Regulation guidance available on our [website](#).

The November 2020 amendments mean that this section must be completed when submitting a notification template.

Where not selecting from a drop down list all responses in this section should be in a numerical format.

Viable class

5.1) How many buildings are in the viable class?

How many buildings on this network fall into the viable class.

5.2) How many buildings in the viable class have final customer meters installed?

How many of the buildings identified in question 5.1 have currently got final customer meters installed. The answer here should never be higher than 5.1.

Open Class

5.3) How many buildings are in the open class?

How many buildings on this network fall into the open class.

5.4) For how many buildings in the open class have you determined that it IS cost effective to install heat metering devices?

This question is asking for the number of buildings on this network where you have completed the cost effectiveness test and determined that it is cost effective to install heat metering devices.

The total of 5.4 and 5.7 will equal the value in 5.3 if you have completed the cost effectiveness test for all buildings in the open class on this network.

5.5) *How many buildings in the open class have final customer meters installed?*

This question is asking for the number of buildings within the open class that have final customer meters installed. These could have been installed at any time, either before or after completing the cost effectiveness test.

5.6) *How many buildings in the open class have Heat Cost Allocators installed?*

This question is asking for the number of buildings within the open class that have Heat Cost Allocators installed. These could have been installed at any time, either before or after completing the cost effectiveness test.

5.7) *For how many buildings in the open class have you determined that it IS NOT cost effective to install heat metering devices?*

This question is asking for the number of buildings on this network where you have completed the cost effectiveness test and determined that it is not cost effective to install heat metering devices.

The total of 5.4 and 5.7 will equal the value in 5.3 if you have completed the cost effectiveness test for all buildings in the open class on this network.

Exempt class

5.8) *How many buildings are in the exempt class?*

This question is asking for the number of buildings that you have determined are in the exempt class.

5.9) *What are the reasons for this exemption?*

For this question please select the most reason for why the buildings mentioned in 5.8 are exempt. If there are multiple reasons across the buildings, please select the most common reason. The answer to this question is selected from a drop-down list of the following options:

2A 3(a)(i/ii) technical domestic
2A 3(b)(ii) technical non domestic
2A 3(c)(i/ii) Lease
2A 3(d)(i) Social
2A 3(d)(ii) almshouse
2A 3(d)(iii) student

Please do not try to type in this box and stick to one of the options in the drop down detailed above.

6. Metering

This section asks specific questions on metering. All the questions in this section should only be numerical values, please do not enter any text in these sections. If there are no meters installed on this network, you will not have any information to input in this section.

6.1) *How many building level meters are installed on the network in total?*

This question is asking for the total number of building level meters installed on the network. Building level meters are a requirement of district networks only. They are required to be installed at the entry point of the network to the building on every building on the network for which there are final customers present. For more information about building level meters please seek the Regulation guidance.

6.2) *How many final customer meters are installed on the network? (Do not include building level meters)*

This question is asking for the total number of final customer meters installed on the network. It is not asking for the number of buildings that have meters installed in, but the total number of individual final customer meters have been installed on this network.

6.3) *How many final customers have Heat Cost Allocators installed on the network?*

This question is asking for the number of final customers that have Heat Cost allocators installed on the network. It is not asking for the total number of Heat Cost Allocators installed on the network as some final customers may have more than one installed.

7. Information about Billing

This section is information about billing final customers on the network. This section is only required to be completed if the heat supplier is billing final customers based on consumption as indicated by metering equipment installed on the network. All these questions (apart from 7.4) are a yes, no, or not applicable selection. These can all be selected from a drop-down menu. Any questions that are left blank will be assumed that the response is not applicable.

Please do not try to type in the answer boxes and only use the drop-down lists provided.

7.1) *Where requested by a customer, is information and estimates of energy costs available to a final customer to allow a comparison of the charges of different energy suppliers?*

7.2) *Is information on how the bill is calculated (including fixed and variable charges) provided?*

7.3) *Is electronic billing or smart meter displays available to final customers?*

7.4) *Frequency of billing information provided by that heat / cooling supplier to the final customers?*

This question is the only one on this tab that is not just a yes or no drop down. The options for this question are detailed below:

Monthly
Quarterly
6-monthly
Annually
None
Other

7.5) *Is billing provided by a third party rather than the supplier?*

For the next four questions the following will apply: *“Where billing information is provided to final customers, please confirm whether the following information is included:”*

7.6) *Current energy prices charged to the final customer by the supplier?*

7.7) *Information about the final customer's energy consumption from the supplier?*

7.8) *Where available, comparisons of the final customer's current energy consumption from the supplier with consumption for the same period in the previous year?*

7.9) *Contact information for organisations providing energy efficiency improvement measures and technical specifications for products which use energy?*

8. Optional Questions

The questions on section are optional. This data is not required under the Regulations; however, it will be very useful for analysis of Government policies if you decide to provide this information

8.1) *Have the energy sources, stated in questions 2.8-2.13, been installed in the last 10 years?*

This question is asking for the age of the energy sources that were mentioned earlier in the notification form. The response is a yes, no, not applicable drop-down list. Please do not try to type in the answer box and only use the drop-down lists provided.

8.2) *If so, how many years ago? (if known)*

If you know how long ago the energy source that is detailed above in question 8.1 please provide that information here. This should be entered as a numerical value in years. If it is not known, please leave this blank.

8.3) *Is the system capable of thermal storage?*

If this network is capable of thermal storage, please indicate it here. The response is a yes, no, not applicable drop-down list. Please do not try to type in the answer box and only use the drop-down lists provided.

8.4) *If so, what is the capacity? (if known) (m³)*

If there is thermal storage installed on this network, and the capacity of this storage is known, please provide it here. The response should be in a numerical format and in m³. If it is known in any other unit, please convert it to the correct unit.

8.5) *Does this system produce electricity?*

If this system produces electricity as part of the process of providing heat or cooling, please indicate it here. The response is a yes, no, not applicable drop-down list. Please do not try to type in the answer box and only use the drop-down lists provided.

8.6) *If so, what is the annual generation? (if known) (kWh)*

If the answer to 8.5 is yes, and the generation is known, please provide the annual generation figure here. The response should be in a numerical format and in kWh. If it is known in any other unit, please convert it to the correct unit.

iv. Validation

The final tab on this template is the validation tab. This tab checks the data that you have input for any errors that it can find. Please check this tab before submitting as it will mean there is less likely to be an issue with your information in the future.

There are multiple types of error and warning that can be displayed here, all of which are explained on the tab.

If there are any errors here please go back to your data and try to correct them before submitting.

6. Submitting the template

To submit the template, you will need to save a copy of the completed template to your computer. Once this is done you will need to attach it to an email and send it to OPSS at heatnotifications@businessandtrade.gov.uk . It is good practice to put the name of the heat supplier and Notification Template in the subject of the email. Once this has been sent, you should receive an auto response to acknowledge that the notification has been received. As this is an auto response if you send in multiple e-mails you will only receive this response the first time.

By default, OPSS will not provide an acknowledgement, outside of the auto response, to your notification submission. This is due to the number of notifications that we receive during the peak periods.

7. Next steps

Once the notification has been uploaded to the OPSS database it will go through an error checking and quality assurance process. This is to ensure that the data we receive is of good quality and accurate. As part of this process we may get in contact with you to validate the information you have provided us.

If you do not hear from OPSS after your notification has been submitted, then you can assume that there are no issues with the data.

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Office for Product Safety and Standards

Department for Business and Trade

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