BESA HIU TEST REGIME

Respond to query.

Technical query procedure



Technical Queries should be submitted to HIU@thebesa.com

Once a query is received, the Technical Lead will determine if this is appropriate for this technical query procedure or the complaints procedure (please refer to BESA HIU Test Regime Complaints procedure for further information on the complaints procedure). The Technical lead for the regime will then determine if they can resolve themselves (if it's a simple query about the regime) or if it needs to be investigated further (if a query is asking for a change in the regime in any way). The below sets out the full process for this.

BESA TECHNICAL LEAD BESA TECHNICAL LEAD BESA REPRESENTATIVE Query passed onto the Acknowledge receipt of query within 3 days. Inform all other Technical Lead. They Notify the HIU Technical Committee (TC). Inform BESA stakeholders of query determine whether it Representative. Assign minimum three TC members raised. needs to be passed on to plus Technical Lead to an Investigation Panel. The This will include, but not the HIU Technical Technical Lead should ensure members on this panel limited to, HIU Steering Committee. have no conflicts of interest. Group and MEHNA. HIU TECHNICAL **HIU INVESTIGATION PANEL** COMMITTEE Compile and review evidence. If needed, meet with inquirer to Provide feedback on clarify request. Send recommendations through to full TC for recommendations to HIU comments. Pass recommendations including additional Investigation Panel for feedback from wider TC to BESA representative. inclusion in submission. **BESA REPRESENTATIVE** Collect submission from Investigate Panel and send to MEHNA (Manufacturers of Equipment for Heat Networks Association) for feedback. **MEHNA** MEHNA to formulate a response. This can involve sending queries/comments back to Investigation Panel for discussion. Recommendations are passed back to BESA Representative. **BESA REPRESENTATIVE** Collate submissions from Investigation Panel and MEHNA. Send to BESA HIU Steering Group for final decision. **BESA TECHNICAL LEAD HIU STEERING GROUP**

Collective response agreed by BESA and the HIU Steering Group to the query. Send to HIU Technical Lead to respond to original inquirer.