

Geothermal procurement opportunity



Frequently Asked Questions

The questions are those raised on the Q&A sessions by Trusts attending. The answers reflect the NHPowers responses at the time

We have grouped questions by subject from the workshops, and provided answers below. We have merged them where appropriate for clarity but if you feel that you have questions that we have not addressed please do let us know. The intention is to update this document as more questions arise.

Slides

Q: Is it possible to get a copy of the slides?

A: The slides are attached

General

Q: I get error messages when I change parameters in the financial model you have prepared for my site

A: If you are operating on an early version of Excel (2016) or before , then your copy of excel will not have the latest lookup functions and the financial model will not update correctly. Apart from getting a new version of excel, it is possible to put the file onto Teams, and then open it in Teams. Teams uses an up to date copy of Excel and sheet should work properly

Q: Can I adjust the timescales on the NPV to compare the separate technologies like for like?

A: To a point. The NPV timescales for each technology are based on the predicted lifespan of the technology. It's possible to see the NPVs of each at 15 years for comparison at the bottom of the calculations tab, extending the models figures will give a number. but this answer will not allow for the cost of life cycling equipment after the initial 15 year equipment life

Hydrogen

Q: Are the hydrogen prices used in the model (gas but with CCL removed) realistic? Is gas parity really likely without being heavily subsidised?

A: Please see <https://www.gov.uk/government/publications/hydrogen-production-business-model> which is based on existing subsidy regime for wind turbines. The NHPower team will monitor development of the model as Trusts are unlikely to adopt hydrogen if it costs more than gas.

The NHPower financial model does currently assume that hydrogen will match gas price but will be relieved from paying CCL. We now think it's more likely that the hydrogen price will be

matched to gas plus CCL. In the financial model it is possible in the current version to adjust the gas price in the model to reflect a higher cost.

We plan to allow separate setting of hydrogen and gas in future updates of the model.

Q: What confidence is there in the generation methods of Hydrogen? Is it likely that 'green' H2 can/will be made in the required volumes by 2032? Is there not a risk that with choosing hydrogen we will lock ourselves into using fossil feedstocks for energy?

A: The NHPower team are monitoring developments. It is currently thought that once the industry is given large sums of money to adapt the gas distribution network, that it will be safe for users to rely on hydrogen arriving.

There is of course a risk with any route, including the 'do nothing' option. The UK Government have a hydrogen strategy to develop low carbon hydrogen. Using the NHPower map on the tool you can locate the nearest hydrogen hub to your site and see the proposed pipeline networks.

Hydrogen offers the least disruptive solution for hospitals as CHP and boiler plant can be converted to run on hydrogen. Indeed, it's the only technology that allows sites to continue operating with steam and CHP. Without a crystal ball it's impossible to say how hydrogen will develop in the UK but given its advantages we have included it in the model for trusts to consider. It is, of course, up to Trusts to investigate the options and draw their own conclusions. There is a video from the hydrogen workshops at IHEEM on the NHPower website.

Q: Is the assumption in the model that blue or grey hydrogen will be used?

A: The assumption in the model is that hydrogen used will be compliant with the hydrogen standard, thereby reducing carbon emissions and qualifying for subsidy under the HBM. Hydrogen will be monitored as it goes into the network and non compliant hydrogen will not qualify for subsidy.

<https://www.nortonrosefulbright.com/en/knowledge/publications/8f7105a1/low-carbon-hydrogen-agreement>

Q: Why do the hydrogen and geothermal solutions come out so much better value than heat pumps in the model?

A: Heat pumps are affected by temperature, and work less efficiently when it is cold. To break even with gas, when the spark gap is 3.5, the heat pump needs to have a COP of approx. 3.5. Typical cascade heat pump solutions in the NHS do not yet achieve annual COP's that approach the spark gap. The financial model compares technologies either against the current situation or a 'do minimum' solution which is a minimum Heat Pump solution implemented just in time for 2032.

Heat pump solutions may require de-steaming works (included in the model) and will depend on local grid capacity. There may be further costs (not included in the model) for local grid

upgrades if required. Geothermal, although expensive, has a life span in excess of 30 years and so longer repayment times, improving the NPV.

Geothermal

Q: My model says selection not valid – site not on BGS data base when I select geothermal

A: The British Geological Survey has identified which hospital sites that are above geological basins that hold aquifers, to provide water at a minimum of 50 degrees C.

If you are close to one of the yellow, orange or red zones on the map it may still be worth further investigation because aquifer based geothermal energy is heavily location dependent.

There is another sealed well option we are looking at (CeraPhi are a supplier) which does not require an aquifer and would allow the extraction of geothermal energy on many more sites, and being modular would make geothermal energy more viable on smaller sites and we hope to include this in a future iteration of the model.

Q: In a geothermal project, at what point in the process would you get a reliable estimate of the potential temperature your project will/might deliver and so understand if additional technology (heat pumps) will be required to meet heat demand.

A: Due to the expense of drilling wells, no-one wants to take the risk of drilling until subterranean conditions are well understood. That is why geothermal projects are progressed through a number of gateways over 2 years before wells are drilled (and some providers include a test well in their due diligence process). Until the pre drilling decision gateway it's not possible to say with reliable certainty what temperature/ flowrate of water you will get on your site (you need both). However the gateway reviews will need to each provide increased confidence in the project or else the process is likely to halt at that gateway.

Funding

Q: Is there any central capital to support this?

A: There are grants that support projects <https://www.gov.uk/government/publications/green-heat-network-fund-ghnf> . There are also Salix grants that might be useful to make improvements to a site so its ready for heat network energy <https://www.salixfinance.co.uk/schemes/phase-4-public-sector-decarbonisation-scheme>

The NHPower financial model has looked to see if it can make schemes pay for themselves before assuming any grant input. Some financial models we have provided have demonstrated a positive NPV without grant funding. Others require grant or realising the revenue available through selling excess geothermal energy to other heat users. The pilot Trusts that are already in procurement are using different financial strategies some of which include grant applications.

The NHPower committee, largely through Dr Mullan, has had discussions with NHSE, Treasury, DoH and UK Investment Bank and there is general support for funding the projects as long as they are off the governments balance sheet, which is not a big problem for shared, offsite geothermal, hydrogen and district energy installations.

There is a Teams call planned that will cover finance please see the events page <https://nhpower.net/index.php/events/>

Q: You say that NHPower assistance is free to trusts, but where does their funding come from?

A: NHPower are team of volunteers drawn from NHS and state bodies, government and industry experts including service and technology providers. You can see a full list of the persons and bodies involved on our website at <https://nhpower.net/index.php/who-we-are/>

Our time is currently provided pro-bono (free) by the organisations for whom we work. The Carbon and Energy Fund have provided the support for the heat decarbonisation financial model. BGS provided the initial suitability map. GT energy have assisted with the costs of geothermal projects.

The pilot geothermal procurements have provided a lot of data that we are now making available to help other Trusts. Salisbury Trust have provided procurement expertise. NHSE have provided the ERIC data.

Procurement

Q: Is all of the procurement with a single supplier or is there an element of tendering to a number of suppliers

A: In effect each Trust will have its own procurement and be free to choose its own partner and work with them at their own speed, with its own advisors and team. The NHPower team will assist with the procurement process and advertise the opportunity to attract as much interest from the market place that we can. We will share previous learnings and any useful documentation or experience that we have with interested Trusts.

Q: What is the name for this Framework?

A: We are not planning a framework procurement but a one off procurement(s). It is being called the NHPower geothermal procurement, but this name is likely to change

Q: If the contractor agrees delivering a specific level of heat which it then can't deliver at the end of the process how would those sort of issues be resolved, give NH power not be there in 2050 to enforce delivery?

A: The contract between the Trust and the energy provider will define a temperature and flowrate and a payment per kWh provided by the contractor to the Trust. If the Trust does not receive that energy then the contractor will not be paid.

NHPower realises that independent support and verification may be a useful support and we plan to set up a monitoring facility that Trusts may wish to use to support their projects. NHPower support is not essential as a commercial contract is binding and Trusts are well used to managing contracts.

Q: The framework - what due diligence as occurred on sustainability and social responsibility

A: The procurement follows government guidance and is fully compliant with NHS and CO requirements and Trusts own decarbonisation plans.

Q: Will there be subsequent geothermal procurements?

A: It is hoped that this will be the case, but it does depend on a number of parties continuing to provide pro-bono support, or some other financial support being put in place. Any subsequent procurement is likely to be at least a year away.

Q: What is NHPower doing about delivery of the other routes to net zero?

A: NHPower is currently looking at the appetite for district energy solutions in the Energy act pilot cities. It is hoped that a number of procurements, shared with councils may follow. NHPower are working with the potential hydrogen shippers and will recommend hydrogen to appropriate sites as soon as the requisite national decisions are made to provide subsidised hydrogen. At the moment the proposals in the NW, NE and East Midlands are likely to happen within NHS sustainability timescales.

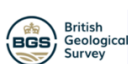
NHPower hopes to soon pair interested Trusts and councils so they can start discussing district energy, and it is planned to have face to face meetings at Iheem where that is convenient.

Geothermal Q&A session Slide pack follows

Collaboration to achieve a net-zero estate

Second geothermal procurement Q&A

With advice and input from

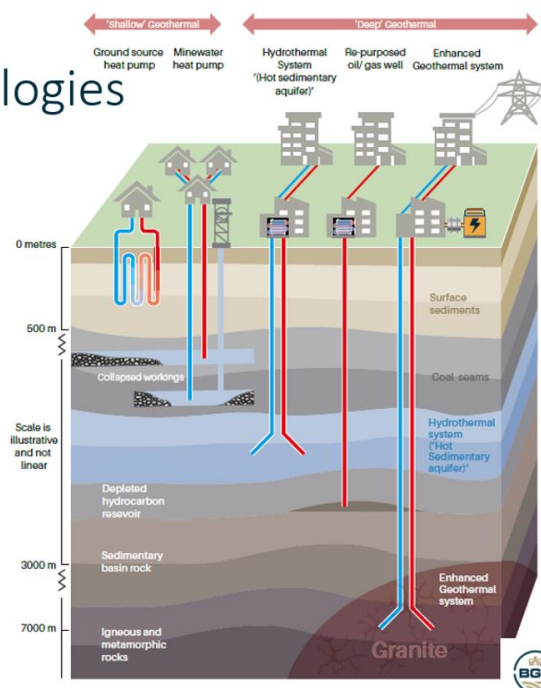
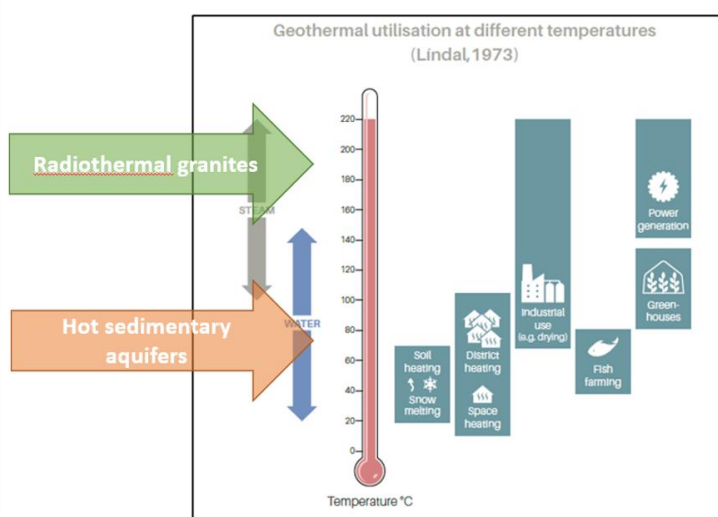


and any NHS Trust wishing to participate in shared knowledge and team working

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GEOTHERMAL OPPORTUNITIES FOR THE NHS

Geothermal Energy – Technologies



<https://youtu.be/36hn63H2ChY>



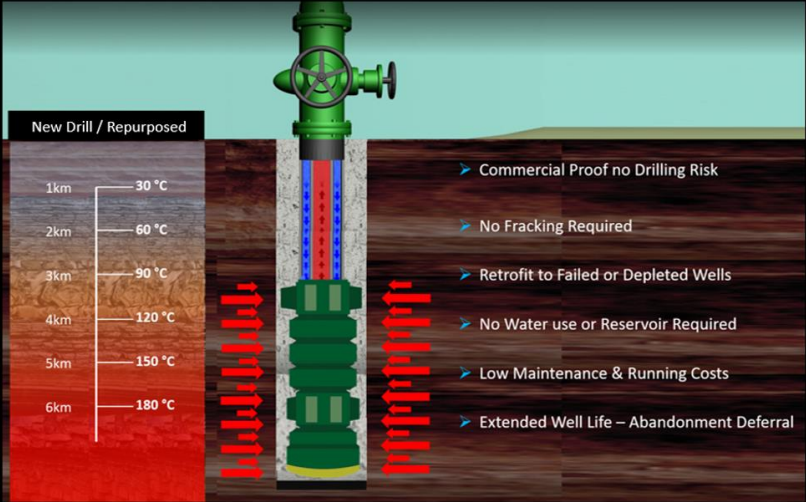
Advanced Closed Loop Geothermal



Europäisches
Patentamt
European
Patent Office
Office européen
des brevets



Intellectual
Property
Office



UK Innovation Patented Solution >30 Technical Innovation Claims

- Commercial Proof no Drilling Risk
- No Fracking Required
- Retrofit to Failed or Depleted Wells
- No Water use or Reservoir Required
- Low Maintenance & Running Costs
- Extended Well Life – Abandonment Deferral

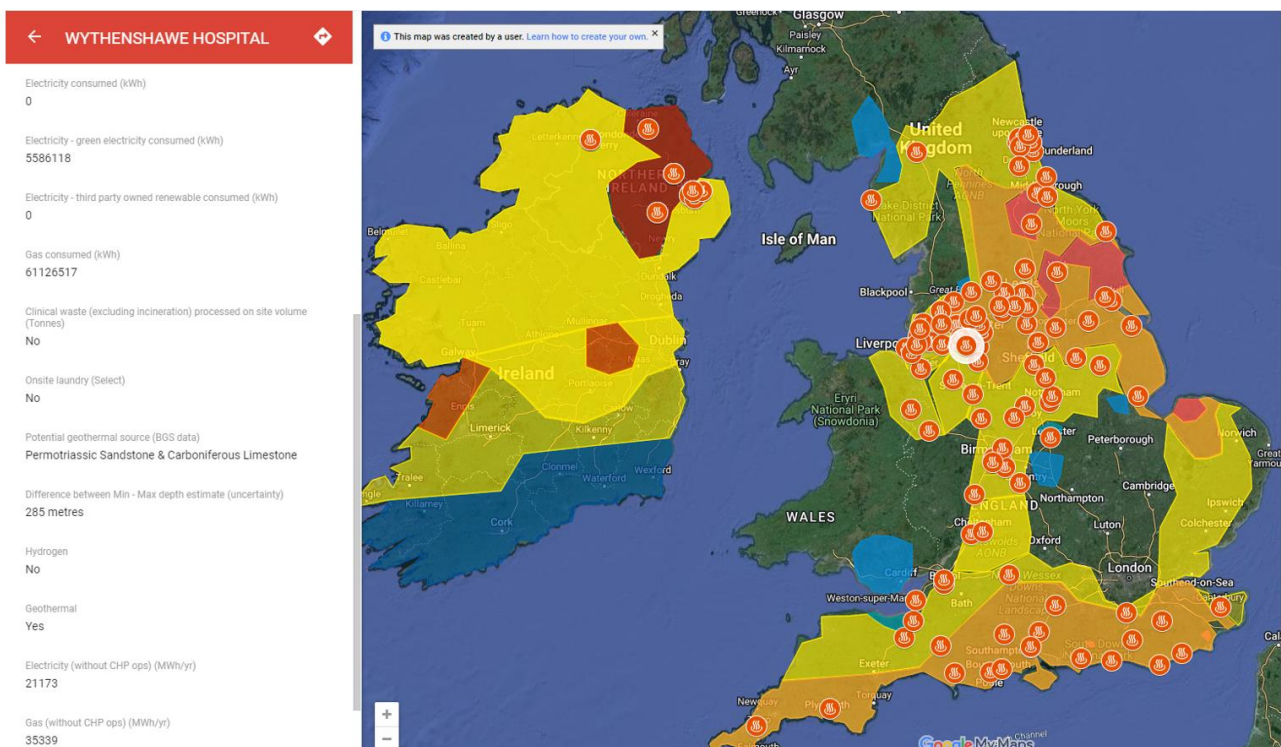
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Source : CeraPhi Energy
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Why would you be interested in joining the geothermal procurement?

- We will do much of the grunt work
- Procurement support is free
- Can include you in District energy discussions
- Statutory net zero requirements with 2032 targets
- You have the opportunity for carbon free, long term geothermal heat
- Some financial models show a route to achieving it in an affordable way

Executive support

- Procurement in good faith
 - Big long projects that address board duties
 - There is a cost to getting sufficient project support and specialist input
 - Procurement and finance should be consulted
-
- There are several decisions to be made by the board and a sponsor is very helpful
 - The financial models from the roadshows should give you the necessary information for a short paper to the board seeking permission to procure



District Energy

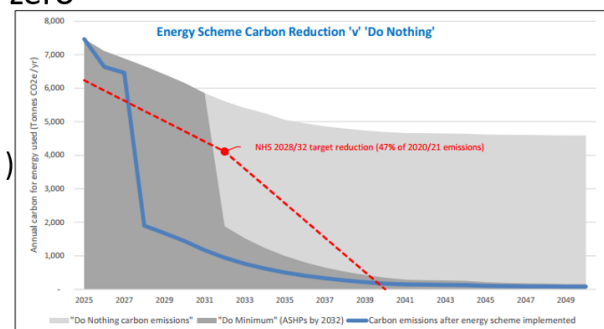
- The Energy Act pilot cities
- Hospitals as base load
- Route to exporting excess energy and generating income
- Route to decarbonising nearby buildings (4/5 km)



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Financial models

- These were made available in the Jan and Feb Roadshows
- There is still an opportunity to get a financial model
- They quantify the 4 main routes to net zero
 - Geothermal
 - Hydrogen
 - Qualifying district energy
 - Heat pumps (do minimum and complete)



Total carbon saved during 2028
Total carbon saved during 2032
Lifetime carbon saved 30 years

4,762 TCo₂e
4,665 TCo₂e
133.193 TCo₂e

Exemplar financial model from roadshow

Select:	Include demand reduction measures funded by Trust		
Select:	Geothermal Heat		
	Include solar PV		
Existing energy costs Do Nothing (Existing gas boilers)		Base cost	Costs 2028
Total electricity demand for site (kWh)		7,640,714	
Total heat delivered to site (kWh)		14,968,392	
Carbon emissions for year		4,992 TCo2e	4,500 TCo2e
Annual electricity costs		£1,833,771	£2,024,140
Annual heat energy costs		£1,232,691	£1,360,660
Annual heat O&M cost		£132,074	£145,785
Total annual cost of heat (£)		£1,364,765	£1,506,445
Total equivalent heat price		9.12 p/kWh	10.06 p/kWh

Energy Scheme Carbon Reduction 'v' 'Do Nothing'

Annual carbon for energy used (tCO₂e/y)

Year

NHS 2028/32 target reduction (47% of 2020/21 emissions)

Carbon emissions after energy scheme implemented

NPV 30 years -£12,725,628

How to obtain a financial model for free

<https://nhpower.net/index.php/events/>



Teams based financial model

Teams Call

Thu, 06 Jun, 01:00 PM

You are invited to attend a Teams based Roadshow Registration. Each event has been set up for approximately 20...

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3rd Teams Call - Masterclass

Teams Call

Thu, 13 Jun, 12:00 PM

This call is for attendees of the Teams based roadshows, especially those considering joining the geothermal...

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Geothermal Foundation



 2018-2019

Geothermal Foundation is a 501(c)(3) nonprofit organization that provides financial support to geothermal research and development projects.

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Teams Behind financial model



 2018-2019

Teams Behind financial model is a 501(c)(3) nonprofit organization that provides financial support to geothermal research and development projects.

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Size with alternative ponds



 2018-2019

Size with alternative ponds is a 501(c)(3) nonprofit organization that provides financial support to geothermal research and development projects.

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Size with alternative ponds



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NHS Conferences 2024



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3rd JorJams Club - Memorabilia



 2018-2019

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G&A with WytheHouse a



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eden project

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NHS Conferences 2024

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MHS Exosute Healthcare

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IHEEM

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Size With Exosute Project



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Size With Exosute Project

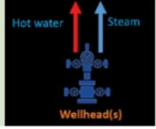
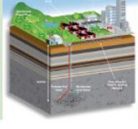


 2018-2019

Size With Exosute Project is a 501(c)(3) nonprofit organization that provides financial support to geothermal research and development projects.

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More information

		
Site visit alternative geoth... In Person Tue, 11 Jun, 10:00 AM Proposed visit to see deep geothermal coaxial wells that do not require aquifers in order to provide heat by CeraPhi...	Q&A with Wythenshawe an... Teams Call Tue, 18 Jun, 12:00 PM This is a chance to hear from the Wythenshawe and Salisbury deep geothermal teams with their chosen...	Site Visit Eden Project geot... In Person Thu, 20 Jun, 10:00 AM This is an opportunity to attend a site visit at the Eden project to view the geothermal well that...
View Details	View Details	View Details

6th June Roadshow (Teams)

- Attendees have a costed model for up to 4 routes to decarbonise their site based on available data and questionnaire
- Attendees understand
 - How to use the model as part of your decarbonisation plan
 - How to scenario test and sensitivity test with the model
 - Which are the best routes to net zero for the Trust
 - the limitations of the model and their own geographic circumstances
- And use this in part to decide about joining the procurement

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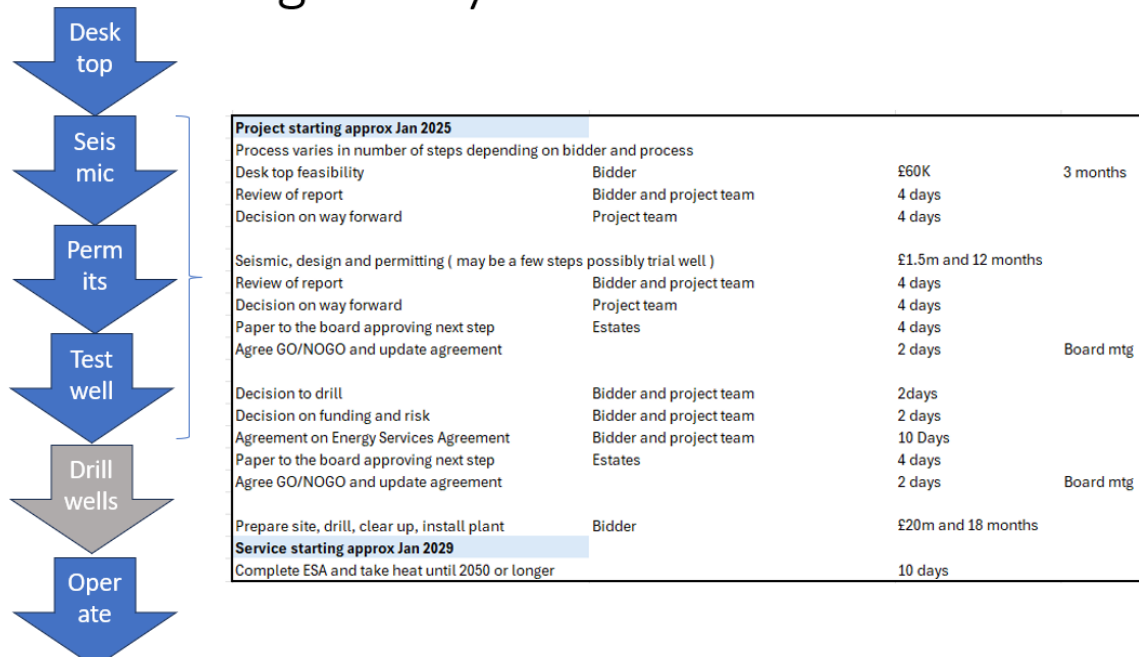
What is involved if you sign up to the procurement

Geothermal Procurement Resource chart			
What	Who	How much	By
Pre procurement by June 2024			
Populate financial model and verify	Estates dept, Roadshow/ masterclass	3 days	
Discuss site issues and agree there is a way	Estates dept, advisors	1 day	
Meeting with finance and procurement	Estates, Finance, procurement	2 hrs	
Paper to the board with collaboration agreement	Estates	4 days	Board mtg
Project team			
Advisors			
Sponsor			
Join the procurement			end June

Joining the procurement will be by agreeing a membership document that spells out the whole arrangement including costs and fees and process

Geothermal Procurement Resource chart			
What	Who	How much	By
Pre procurement by June 2024			
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Paper to the board with collaboration agreement	Estates	4 days	Board mtg
Project team			
Advisors			
Sponsor			
Join the procurement			end June
Procurement starting July 2024			
Procurement advertisement and process	Estates and procurement	1 day	
Review bids	Estates, procurement and advisors	4 days	
Attend presentations	Estates, procurement and advisors	1 day	
Evaluate bids	Estates, procurement and advisors	2 days	
Recommend preferred bidder	Estates, procurement and advisors	1 day	
Agreement with bidder	Estates, Procurement, advisors, legal	10 days	
Paper to the board with collaboration agreement	Estates	4 days	Board mtg
Appoint partner			

Risk gateways and costs associated



What does it cost?

- NHPower £0
- Salisbury Trust procurement £0?
- Trust advisors – technical, PM and legal normal commercial arrangements

Where do we get the capital

- Doesn't have to be Cdel or NHS capital or on balance sheet
- Some models may be revenue neutral or better
- Salix grants – perhaps better for site improvements
- Heat network grants once scheme well underway
- Dr Mullan's work with UKIB on a collaborative financial solution



PO-1488026

Dr Kieran Mullan MP
By email to: kieran.mullan.mp@parliament.uk

From Lord Markham CBE
Parliamentary Under-Secretary of State
39 Victoria Street
London
SW1H 0EU

12 January 2024

Dear Kieran,

Thank you for your correspondence of 22 December about deep geothermal for the NHS and the attached proposal.

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Three financial options at drill stage

The output is energy at a minimum take at an agreed price per unit

Financing options are

1. Contractor funded all in Price
2. UKIB funded option resulting in cheaper unit price
3. Funded with UKIB but we share the risk resulting in lowest unit price

- Expect all project bidders to seek grants

Unit price
Of heat

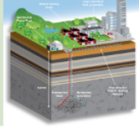


How do we finance getting to drill stage

- Small chance of a rotating fund
- We cannot get away from risk however its funded

Some of the 1st wave trusts have:

- managed some grant/ other funding
 - managed to get contractors to carry much risk
 - covered some costs
-
- The approach has varied significantly between projects
 - It is worth attending the project overviews on website



Geothermal Q&A with Trus...

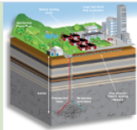
Teams Call
Tue, 21 May, 12:00 PM

This is a chance to here the three progressing procurement teams explain their projects Why you joined a shared...

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What next

- This builds upon your decarbonisation plan/ SOC so all work to date should have value
 - Sites have to find a way to decide if geothermal is a good way forward
-
- The deadline for this procurement is a commitment by end June
 - There are likely to be further procurements later
 - There is a chance to talk to existing geothermal Trusts and their bidders on 18/6



Geothermal case studies w...

Teams Call
Tue, 18 Jun, 12:00 PM

This is a chance to meet geothermal bidders whilst they explain a case study NHPower has invited all the bidders...

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Invitation to join the second NHS geothermal procurement

Clive Nattrass and Simon Dennis

April 2024.

Your hospital has the potential for using geothermal energy to replace fossil fuels as heating source as determined by British Geological survey. This invitation is for your hospital to join the procurement journey in collaboration with 10 other hospitals/public bodies to procure a geothermal installation for your site should it prove suitable.

How many slots are there : 10 on a first come basis, but the five pilot procurement hospitals that want to use the facilities under this collaboration will be given priority. They wont need to be procured again, but will join the financial collaboration outlined below

When do we need a decision : 30th June 2024

Is there a cost or commitment : There is no cost to join the procurement and there is no commitment other than acting in good faith, i.e. genuinely interested at board level, in achieving net zero of your site through deep geothermal energy.

Should you later choose to select a preferred partner, then at that stage there will have commercial terms which the hospital can choose to accept or leave the procurement without cost.

How would I afford such a project: The intention is to present participating hospitals with a geothermal solution that pays for itself over the project period, and that minimise or completely remove the need for Cdel capital or negative balance sheet impact.

Introduction

In 2023 a steering committee of volunteers was formed to liaise with and support a programme to get the top 209 energy consuming hospitals to net zero for 2032 in line with the NHS strategy for net zero.

The committee currently comprises: <https://nhpower.net/index.php/who-we-are/>

- **Vacant** – NHS England. We have asked the NHS Sustainability Officer for support which is currently being considered. The programme has benefitted from much input from the estates team at NHSE.
- **Dr Kieran Mullan** – Member of Parliament
<https://www.drkieranmullan.org.uk/news/deep-geothermal-report-publishd>
- **Dr Corinna Abesser** – British Geological Survey Director for Policy
- **Professor Pete Sellars** – CEO of IHEEM
- **Pete Waddingham** – National Net Zero Lead for NHS Health Innovation Network
- **Sally Brewis** – Cadent Lead for East Coast and London Hydrogen

- **Rik Evans** – Director of Geothermal Technology
- **Simon Dennis** – Head of Commercial, Procurement, Salisbury NHS Foundation Trust
- **James Dixon** – Associate Director of Sustainability, Newcastle Hospitals NHS FT
- **David Mackey** – CEO of the Carbon and Energy Fund
- **Clive Nattrass** – Leading Energy Performance Enabler for the NHS

The collaboration has a website : www.nhpower.net and has so far run a programme of:

- Programme overview sessions : <https://youtu.be/vo-be0FMtsE>
- Technology sessions : <https://youtu.be/VOqYspAndhE>
- A procurement for the 5 NHS pilot projects : which is underway <https://www.find-tender.service.gov.uk/Notice/028350-2022>
- Iheem workshops at the Iheem 2023 conference in October 2023 <https://www.iheem.org.uk/events/hce23/>
- Financial option modelling roadshows in January and February 2024 <https://www.iheem.org.uk/events/nhpower-net-zero-roadshow-2024/>
- A programme of forthcoming events including aspects covered by this paper <https://nhpower.net/index.php/events/>

Behind the scenes the team have been working in advance of this procurement to prepare the way for projects under this collaboration

- Preparing for this procurement, through developing models, the market place and getting central support
- Working with Dr Mullan, who has led a programme to set up a funding stream and vehicle for geothermal projects, and the support of Lord Marham, DHSC, NHSE, UK Investment Bank, all of whom have supported the programme in principle
- Working with Hydrogen, district heating , geothermal and heat pump companies to provide a comprehensive set of options to hospitals seeking to achieve net zero, so that each of the 209 hospitals understands the options available to achieve net zero, and a SOC level costing.
- Preparing an energy management structure to support the collaboration, because net zero sites are going to have to manage energy mix, price and usage on a half hour basis if they are to achieve net zero for their estate without significant Cdel, revenue or balance sheet impact

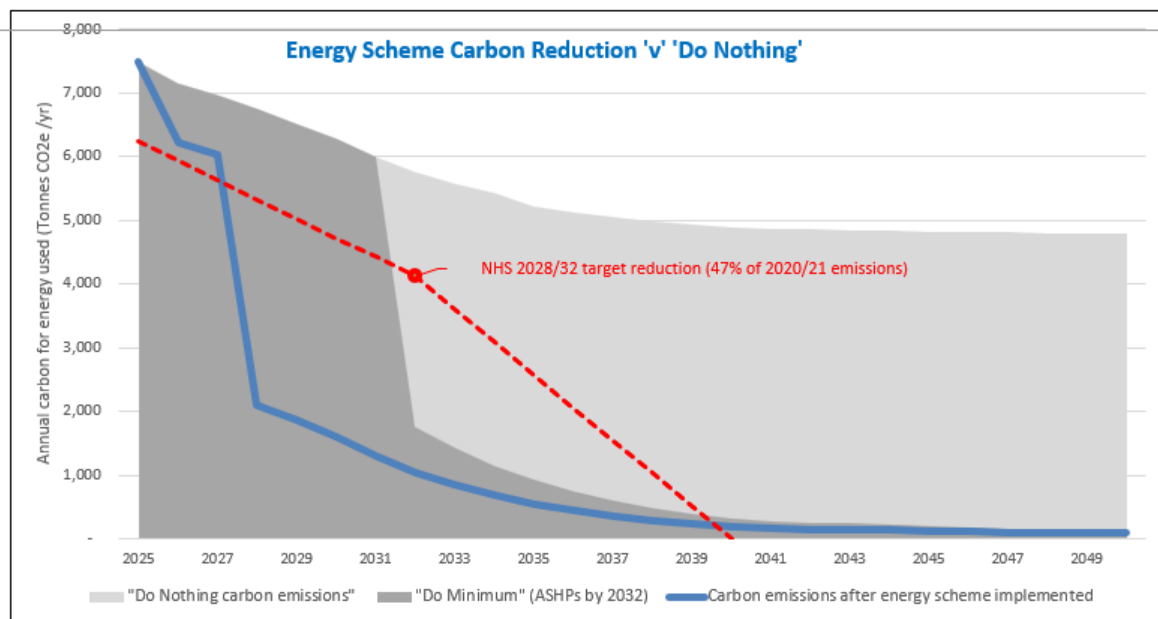
Hospitals joining this programme can use any or all of these facilities, as they choose.

What is geothermal energy

Geothermal energy availability is heavily dependent on location and underground conditions. British Geological Survey have run the location of the top 209 energy consuming sites, through their geological database and determined that 113 hospital sites have the potential for high or medium grade heat from deep geothermal wells drilled near their sites. It is this set of hospitals receiving this invitation

Once a geothermal well is set up for a hospital, the hospital can expect to receive reliable low carbon heat at a known cost, for the life of the well, which is likely to exceed 50 years. Thereafter the hospital will use geothermal energy instead of fossil fuels purchased in units of kWh.

The geothermal energy unit price will comprise pumping costs, maintenance costs and financial repayment costs and subject to annual predictable indexation. Geothermal Trusts will no longer be subject to market forces or use fossil fuels for their day to day heating loads with typical carbon savings of many 1,000te per annum. For example:



Many geothermal hospitals will also be able to participate in district heating networks and receive financial benefit from selling excess geothermal heat to other users.

Constructing a geothermal well is capital intensive, the entire process can take approx. 4 years and the project is subject to managing the risk that the available heat may end up not justifying the project costs. The purpose of this collaboration is to

- Pass early risks to expert contractors

- minimise and share some risks between the collaborating hospitals
- to secure cheaper funding using UK Investment Bank,
- off balance sheet and Cdel friendly project that works within existing revenue structures
- To provide a managed energy service to hospitals that would benefit from such.

Benefits of collaboration

Trusts wishing to join the collaboration are offered

- A membership document, and briefing sessions, explaining the terms of the collaboration in detail and gaining approvals
- Procurement support anchored through Salisbury NHS Trust, who are already a busy with their own geothermal well procurement
- Access to shared documentation for the procurement and the project including business case support, financial models, commercial arrangement, risk management strategies, supplier management, contractual documentation, all made available at the appropriate stage in the process
- No cost entry to the system. Hospitals are free to leave the procurement without cost until such time as they agree commercial terms with a preferred supplier. From that point the agreed commercial arrangement will prevail.
- Financial support : hospitals joining the procurement and selecting a preferred bidder will be offered three funding options for their geothermal procurement that trade off costs and risks to get hospitals the best possible project. Such funding is expected to be off balance sheet and to minimise Cdel.
- Site advice – how to get the hospital site ready to accept geothermal energy
- A programme of introductions, presentations, information sessions and site visits so that team members can share information, progress, news and learning.

NHS collaborative procurements have a troubled history of compromise which this avoids: Each procurement under this project will be a separate lot and able to proceed quite independently of other hospitals in all respects other than those services that hospitals choose to share.

How does a hospital join the collaboration?

Email an expression of interest to: Vanessa.Yates@nhpower.net

- Attend 1 of the briefing sessions (which will be recorded for people who don't make the sessions)
- Request and review the collaboration membership agreement and
- if wanting to proceed get Trust approval to approve membership and joining the procurement

What is the planned procurement timeline:

- Public bodies are asked to commit to the programme by 30/6/24
- The procurement will start in mid-July and individual Lot bids can be available from Sept 24
- There will be Q&A teams calls for sites interested in the procurement on the 3/5, 24/5 and 19/6
- There will be two information/ Q&A sessions presented by round 1 Trusts and geothermal bidders on the 21/5 and 18/6

If you need additional information please contact Vanessa who will arrange a 1:1 with the programme lead, Clive Nattrass. Vanessa's email is above or she can be contacted by telephone through calling 0345 057 3013, and ask for Vanessa.