

WELCOME PACK



FOR TENANTS USING THE HEAT NETWORK





CONTENTS

- > Welcome 3
- > About us 4
- > What is a heat network? 5
- > Electricity and gas recharge 6
- > Heat Tariff 7
- > Understanding your invoice 8
- > The Energyinvoicing portal 10
- > Frequently asked questions 12

Call:

01708 760070

Email:

enquiries@energyinvoicing.co.uk

Welcome

Your property is part of an energy recharge scheme, which means that you are not invoiced directly by an energy supplier for your electricity, gas, heating, hot water, or a combination of these.

Instead of there being a boiler in each individual property or an independent electricity supply, there is a set of central boilers or generators that can provide heating, hot water, and electricity to the whole building. The central system can be powered by gas, electric or renewable sources. Once generated, the energy is taken into your property by the building's pipes and wires ready for use whenever you need it.

Because of the way that your building has been designed, there is one invoice raised by the energy supplier to the landlord of the building, which is then recharged to residents.

Energyinvoicing has been appointed to provide this service to your property. You will find more information regarding Energyinvoicing, our services and general information about communal supplies in the FAQ's .





About us

Our team of industry-experienced staff are on hand to provide a professional and bespoke service while Energyinvoicing's revolutionary database is managed by our skilled in-house IT team.

Energyinvoicing was launched in 2017 by the team behind Energycentric, a leading national utility procurement and management company.

With offices in Essex, Berkshire, Dorset and Devon, the company has built an excellent reputation on providing professional and friendly support.

Energycentric was founded in 2008 and has grown to become a dynamic utility consultancy firm specialising in procurement, client support, bureau information and billing services.





What is a heat network?

Also known as heat networks, district heating systems generate heat in a centralised location and distribute it amongst multiple different buildings. They can be used to provide space or water heating for residential or commercial requirements.

Community heating system usually only services one or two buildings in close proximity to one another – a block of flats or an estate, for example.

District heating is on a larger scale, with properties often miles apart being serviced by the same heat network.

Community heating tends to be from gas boilers or CHP, whereas district heating is more likely to use waste heat from large infrastructure or use waste products or biomass.



Electricity and gas recharge

In some instances, buildings have been constructed with a single metered supply charged by an energy supplier, the energy from this central entry point is then distributed to the individual properties. In this case, for the electricity there is a sub meter in the property and for the gas an individual boiler with a meter.

Meter readings are collected from all the properties and an invoice for the individual consumption is sent out. The money collected is then used towards the payment of the original supplier invoice..

On these types of recharges, you may see standing charges, these are fixed costs imposed by utility provider, to cover their operation costs. These charges are divided between all rechargeable properties.



Heat Tariff

The heat tariff is calculated by an engineer, agreed by your managing agent, landlord or property developer, and reviewed annually. Calculating the heat tariff considers system efficiency as well as the central energy supplier costs.

The heat tariff takes into consideration:

- The Gas Tariff
- Gas supplier Levy Charges
- CHP Thermal Efficiency Allowance
- Boiler Thermal Efficiency
- CHP Share of total Heat generated
- Boiler Share of total Heat generated
- Combined thermal efficiency of CHP & Boiler for a specified % Share
- Distribution Heat Loss of the system

Invoice

1 **Invoice To:**
Mr Joe Bloggs
1 Smith House
The Road
Any Town
Londonshire
LQ1 1AA

9 **Period From:** 01/05/22 To 31/05/22

10 **Customer Account No:**

11 **Supply Address:**
1 Smith House
Smith House
The Road
Any Town
Londonshire
LQ1 1AA

If you pay by Direct Debit, we will collect the Balance Due on your bill a approximately 14 days after the Invoice Date.

2 **Invoices are prepared on behalf of:**
Example Management Co Ltd
Company Reg No: 012345678

12 **Invoice No:** 123456
Invoice Date: 12/07/2022
Meter Serial No: 67891011

	Description	Prev Read	Curr Read	Units	Price	Net	VAT %	Total
3	Heat & Hot Water	20149A	20268A	119 p/kwh	14.13	£16.81		£16.81
4	Standing Charges:			1 Month(s)	0.87	£0.87		£0.87
5	Data Collection Charge			1 Month(s)	0.93	£0.93		£0.93
6	Non recoverable VAT:					£1.07		£1.07
7	Bill Management Fee:			1 Month(s)	5.83	£5.83	£1.17 20	£7.00

8 **Please make payment to the following bank:**
Bank: Example Bank
Account Name: Bank Account Name
Sort Code: 00-00-00
Account No: 12345678
Please quote your Customer Account No as the Payment Reference.

13 **Subtotal:** £25.51
14 **VAT:** £1.17
15 **Invoice Total:** £26.68
16 **Payment Due:** 06/07/2022

17 E = Estimated A = Actual C = Customer. Estimated meter readings or estimated meter readings are used if a reading has not been received within 4 days of the invoice date. Estimated are calculated using the last actual reading received.
Formula to convert gas units into kWh is as follows: gas units used x volume correction factor (1.02264) x imperial to metric conversion factor (2.83) x calorific value (varies between 38 to 40) divided by kWh-hour conversion factor (3.6) = kWh in cubic feet.
Non-recoverable VAT is the apportionment of the VAT that has been claimed by the supplier on the invoice subject to this recharge.

Understanding your invoice

The following information has been put together to make sure you know what to expect when you receive your first invoice from us, and so that you can understand how your costs are calculated.

- 1 This is the address where your invoices and any correspondence are sent
- 2 Your property manager/landlord's details are shown here
- 3 This shows the type of energy we are billing you for, and how much energy you have used, with a breakdown of costs
- 4 The "Standing Charge" is the fixed cost imposed by the utility provider for providing energy. These costs cover supplying energy to the development, maintenance and so on. These charges are invoiced to the main energy supply and are then divided between all the properties within the building
- 5 The "Data Collection Charge" (if applicable to your building) is a fixed rate charged by the company that collects data for the meters in your development and provides that information.
- 6 The "Non-recoverable VAT" is the domestic reduced VAT (5%) which is charged for the energy consumption & standing charge.
- 7 The "Bill Management Fee" is a combination of several components and includes the following services:
 - Billing and Payment services – this includes the calculation and issuing of invoices and the collection of payments
 - Maintenance of the software and database
 - Dedicated Portal – residents can log into the portal www.energyinvoicing.co.uk at any time to submit meter readings, view an up-to-date version of their account, view invoices, make payments, and submit queries to the Helpdesk
 - Customer Services – As well as the online Helpdesk, residents can also contact Energyinvoicing's customer service team by emailing helpdesk@energyinvoicing.co.uk or calling 01708 760070
- 8 If you wish to make payment directly into our bank account, the details needed are shown here.
- 9 The billing period shows the dates that the energy consumption and other charges cover.
- 10 This is your unique customer account number. It should be quoted when making payments or contacting us.
- 11 This is the address that has been supplied with energy
- 12 This is the invoice number, the date that the invoice was raised, and the Meter Serial Number associated with your account.
- 13 The subtotal includes energy usage and all other charges excluding VAT
- 14 The VAT (Value Added Tax) amount shows the total amount of VAT you have been charged for our services which are subject to 20% VAT.
- 15 The invoice total is the subtotal (13) plus the VAT (14)
- 16 The payment due date is the last date that payment should reach us. Please note that payments can take up to 3 working days so please allow plenty of time when making payment. If you are on Direct Debit, then this date isn't applicable
- 17 This is further helpful information in understanding parts of your invoice.

The Energyinvoicing Portal

The Energyinvoicing portal is FREE OF CHARGE and can be used to:

1. View a complete history of your account, invoices, and payments
2. View and download PDF copies of your invoices
3. Make online payments using a debit or credit card
4. Submit meter readings online
5. Submit queries to our team
6. Inform us of any changes to your details, or if you are moving



If you have provided your email address you will automatically be set up with access to our portal. If you wish to opt out of portal access please complete the “Energyinvoicing Portal form included in this pack.

An email containing your login details and password will be sent to the email address you provide.

This email will be sent from noreply@energyinvoicing.co.uk so please make sure this email address is added to your safe list. If you have not received any login details within 2 weeks of sending us your details, please contact us on 01708 760070 or helpdesk@energyinvoicing.co.uk.



Frequently asked questions



Q: Do communal heating benefit from energy price cap?

A: Currently communal heat system users do not benefit from the energy cap. However, this is being debated by parliament.

Q: Why are heat network customers not protected by the energy price cap?

A: Customers who live in properties that are being served by heat networks are supplied by a single energy provider who procures and operates the energy for that network. This means that their supply is 'commercial' rather than 'domestic'.

Q: How often will I be billed by Energyinvoicing?

A: We issue our recharge invoices either monthly or quarterly as agreed with the property managing agents or the property landlord.

Q: Can I opt out of paperless billing?

A: If you have provided an email address you will be automatically set up for paperless billing. If you would like to opt out of paperless billing please complete our "Energyinvoicing Portal" form in this welcome pack.

Q: How do I make payments?

A: Direct Debit is the preferred choice of payment as it removes the hassle of manual payment and ensures that you will never face any late payment action. You can sign up to pay us by Variable Direct Debit by completing and returning the "DIRECT DEBIT MANDATE FORM" included in this welcome pack. Once you have a Direct Debit set up with us, We request the balance on the account not the invoice amount approximately 14 days after the invoice is issued. This means that you shouldn't ever be in credit with us as we will never take more than what you owe. All payments made by Direct Debit are covered by the Direct Debit Guarantee. Alternatively, there are several other ways to make payment such as online payment using a credit or debit card 24 hours a day on our online portal. For information on how to register to use the portal, please see the "REGISTER TO USE THE ENERGYINVOICING PORTAL" form in this welcome pack. Payments can also be made over the phone by calling 01708 760070 within our opening hours. Alternatively, you can make payments directly into our bank account. Please note it can take up to 3 working days for bank payments to reach us.

[More FAQ's >](#)

Q: I'm a landlord and I rent my property out. I have an agreement in place with my tenant that they pay their own utilities. How do I transfer responsibility to them?

A: For us to bill your tenant directly instead of billing you, please complete and return the "LEASEHOLDER OPT IN TENANT" form in this welcome pack. Please note that although we will bill your tenant on your behalf, ultimate responsibility for payment still rests with you as the leaseholder, as outlined in your lease.

Q: I have received a welcome pack to my address, but the person who it is addressed to isn't me. What do I need to do?

A: The information we hold for your address may need updating. Please contact us by emailing helpdesk@energyinvoicing.co.uk or call 01708 760070 so that we can update our information. Remember it is important that you keep us up to date on any changes to tenancy or ownership to ensure that you are only ever billed for the energy that you have consumed.

Q: How is energy supplied to my property?

A: Your building is operated with a community energy scheme. This means that instead of there being a boiler in each individual property, there is a set of central boilers or generators that can provide heating, hot water and electricity to the whole building. The central system can be powered by gas, electric or renewable sources. Once generated, the energy is taken into your property by the building's pipes and wires ready for use whenever you need it.

Q: What is district heating?

A: A district heating scheme comprises of a network of insulated pipes used to deliver heat, in the form of hot water or steam from a central boiler to your property.

Q: Is district heating less efficient than other heating methods?

A: Because the central boilers are kept at a constant temperature instead of lots of individual boilers heating up from cold, central boilers are more efficient than traditional systems. This often results in lower costs for residents, as well as being better for the planet. It also means that residents don't have the hassle or cost of maintaining their own system.

Q: How do you work out how much energy I've used each month and how much this should cost?

A: The difference between the current reading and the last reading from your previous invoice is worked out. This is then multiplied by the agreed heat tariff charged. Actual readings will always be used when possible, however if we cannot get these, then estimates will be used. You can help to ensure that we only ever charge you to actual readings by entering meter readings on the online portal.

Q: What is a Bill Management Fee?

A: A Bill Management Fee is a combination of several components and includes the following services:

1. Billing and Payment services – this includes the calculation and issuing of invoices and the collection of payments
2. Maintenance of the software and database
3. Dedicated Portal – residents can log into the portal www.energyinvoicing.co.uk at any time to submit meter readings, view an up-to-date version of their account, view invoices, make payments, and submit queries to the Helpdesk.
4. Customer Services – As well as the online Helpdesk, residents can also contact Energyinvoicing's customer service team by emailing helpdesk@energyinvoicing.co.uk or calling 01708 760070.

Q: I want to change energy suppliers. Is this possible?

A: As you are connected to a community energy scheme it is highly unlikely you would be able to change suppliers and doing so would be very costly as you would have to purchase your own system, put in the required infrastructure, and pay the ongoing maintenance costs. It may be impossible in certain buildings due to the way they have been constructed. There are also the terms of your lease to consider.

Q: I have a question that isn't answered above. How can I contact you?

A: We are happy to answer any further questions. Please email helpdesk@energyinvoicing.co.uk or call 01708 760070. Please note that there will also be a "Meet and Greet" event organised at your building. Details should have already been provided by FirstPort and will be posted on noticeboards.

We also have a more comprehensive FAQ available on our website:

www.energyinvoicing.co.uk



The Energyinvoicing Team

Call:

01708 760070

Email:

enquiries@energyinvoicing.co.uk

Address: Stolt-Nielsen House, 1-5 Oldchurch Road, Romford RM7 0BQ.