



# Welcome Pack

Electricity and Water  
Billing Services

The Strand



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# Welcome



Dear Leaseholder

Welcome to Ginger Energy. We've recently been appointed through IPM, as your electricity and water Billing Agent.

We are thrilled to have you as a valued customer and want to ensure your experience of us is exceptional from the very beginning.

We're here to provide you with regular electricity and water billing and are here to support you every step of the way. Whether you have any questions about your account, network, or simply learn more about how to make the most of our services, our dedicated team is here to help.

In this welcome pack, you will find the information you need to get started with us. Including details on registering, managing your account and our contact information.

We want to make sure we manage your electricity and water billing as seamless as possible, so please don't hesitate to reach out if you have any questions or need our assistance.

We look forward to serving you and providing you with compliant & reliable, electricity and water billing and associated support services.

**Lisa Gregory**

Director





# Ginger Energy

We're a team of energy enthusiasts, head quartered in leafy Edgbaston Birmingham, delivering excellence to our clients by providing a variety of services including energy brokerage and communal billing solutions.

Our focus has always been to place ourselves as a trusted outsource partner. Integrity and transparency in all our dealings, both with clients and their residents, is at the heart of everything we do.

Since Ginger Energy was established in 2013, we've become one of the industry's most respected consultancies.

Our billing services team, ensure that thousands of residents, who live on communal supply developments, receive regular billing and benefit from exceptional support services.

We invest in good technology and great people. Our commitment to best practice and compliance is evidenced by our membership of The Association for Decentralised Energy (ADE) and the Association of Residential Management Agencies (ARMA) and Institute for Workplace and Facilities Management (IWFM).

We are committed to consumer protection and remain involved in consultations with OFGEM to ensure our residents voices are heard.

- Established in 2013
- 30 Team Members
- 25,000 Meters Contracted
- 5,000 Residents Invoiced
- Fixed and Flexible Purchasing
- Over a Terawatt of Energy Managed
- Private and Public Sector Clients



**Kia**

Resident Services Team



# Meet the Team

## Meet the Billing Services Management Team



**Lisa**

Director

Lisa is a corporate recovery expert and business founder with a proven track record in the energy sector.

Leveraging her expertise in people management and strategic planning, Lisa has played a pivotal role in steering the company towards growth and success.

While at Ginger, Lisa spearheaded the Billing Services offering, creating a division which has experienced remarkable growth under her leadership.

Ultimately accountable for the division, her day to day is spent on strategic planning for the division and, the sales and marketing activities of the wider business.



**Nikki**

Head of Billing

Nikki is a seasoned professional with over a decade of experience in credit and billing services.

With her expertise and dedication, she has established herself as a proficient leader, ensuring the smooth functioning of billing operations and resident support.

Throughout her career, Nikki has demonstrated an exceptional ability to oversee the intricate processes involved in bill production and customer interaction. Her meticulous attention to detail has enabled her to streamline operations, optimise efficiency, and enhance the overall resident and client experience.

As the Head of Billing, Nikki takes pride in her role as a driving force behind the day-to-day operations of her department.



**Felicity**

Resident Services  
Team Leader

Felicity is an accomplished professional with a passion for delivering exceptional resident customer service experiences.

As a dedicated Team Leader, she brings a wealth of knowledge and expertise to her role, serving as a guiding force for her team and a trusted advocate for residents.

Felicity has honed her skills in communication, problem-solving, and conflict resolution. She understands the importance of cultivating strong relationships with residents and goes above and beyond to ensure their needs are met with efficiency and empathy.

In her role as Team Leader, Felicity plays a pivotal role in training and development initiatives, equipping her team with the tools and knowledge they need to succeed.



# What is a private network?

## The Strand has a Private Electricity and Water Supply Network

- Commercial buildings that were converted to residential homes are done so under permitted development regulations and have greater flexibility through a simplified planning process.
- It can be extremely expensive to install independent on-grid supplies into each converted apartment. Often its more commercial to keep the buildings existing utility infrastructure in place, and instead, install a private sub metering system.
- The original on-grid, electricity and water supply points remain in place and provides electricity and water to each building and the private sub metering system feeds from that main supply, into each apartment.
- The electricity and water suppliers invoice SF Ground Rents No 15 Limited, c/o IPM for the consumption drawn from these main supply points.
- SF Ground Rents No 15 Limited, c/o IPM, then passes on charges to each of the residents for their share of these supplies.
- The charges to residents are based on a sub meter reading which measures the consumption going into your apartment only.
- This is known as a private sub metering. The process of onward charging utilities through a private networks is referred to as Reselling.
- It is not possible to change supplier when you are connected to a private supply.

# Billing Agent Services



Living in a development which has a communal electricity and water supply means the Freeholder provide the electricity and water to residents rather than a traditional energy supplier who would supply the electricity and water. As such, Residents receive invoices from SF Ground Rents No 15 Limited, and Ginger Energy have been appointed as Billing Agents, to perform the billing activity on their behalf. Our services include:

## Retrieve data

While there are no automated readings we will receive the data in a variety of ways. This can include residents submitting readings, 3rd party representatives obtaining readings through door step activity, or letting agents submitting readings to us. In the absence of readings estimates will be produced.

## Produce & dispatch Invoices

To reduce our carbon footprint invoices are emailed. They will be sent to both Leaseholders and if applicable, their tenants. If we do not have an email address they will be posted to the supply or billing address.

## Payment Management

The team allocate payments received on a daily basis, so that residents have an up-to-date view of their account.

## Resident Support Services

The support desk is available Monday to Friday 9-5pm. You can also email us on [billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk)

## Debt management

We will issue reminders and statements and will ensure any queries are resolved. We will also provide support via Utilidebt the appointed debt collection agency, with any data requirements.



It's important to understand **Ginger Energy are not a Energy Supplier**. Rather, we offer a service to our clients whereby we will assume the responsibility for the billing production & administration.



All billing is produced in line with Ofgem.



# Resident Support Services



At Ginger we prioritise resident support services. To ensure a seamless and stress free experience for both property managers and residents. Our dedicated team is committed to providing timely and efficient support services to address any billing enquiries or concerns residents may have.

## Dispute or query a charges

If you have a dispute or query regarding the invoice we have issued, please contact us straight away. We will aim to resolve the issue with you as soon as possible.

## Struggling to pay?

Please contact us as soon as possible so we can help. We understand the energy crisis has resulted in a sharp increase in energy bills and there may be occasions you cannot pay the full amount on time.

## Moving home

Contact us with details and we'll ensure your account is updated. (Remember, we cannot produce invoices to sub-tenants but we can include them on leaseholders accounts as an authority. This means the sub-tenant will have access to billing information for their period of occupation. We can also include letting agents so they have access and can manage your energy account).

## Service interruptions

Contact us if you have an issue with your network and we can advise you on the best solutions.

## Vulnerable customers

Let us know if you are vulnerable and we will add you onto our register. You can ask for additional help, such as adding an authority onto your account.

## Residents area on our website

Details regarding your network can be found on our website. Enter your postcode to get full access. You can also find energy saving tips.



**David**

Resident Services Team



# Contractual relationships

Living on a private network means that apartments receive their electricity and water from a billing company rather than a traditional energy supplier like, Octopus or British Gas.

- SF Ground Rents No 15 Limited is the Reseller.
- Under the terms of the Leaseholder Agreement, they provide electricity and water to Leaseholders.
- SF Ground Rents No 15 Limited is liable for the electricity and water charges to the building.
- The leaseholders are liable to the SF Ground Rents No 15 Limited for the electricity and water consumed inside the apartment.

Under the terms of the leasehold agreement and in statutory law, the leaseholder has responsibility for the consumption used inside their apartment, no matter who consumes it.

There is no legal obligation to invoice sub-tenants of leaseholders. However, to assist investor-leaseholders, Ginger can, providing authority is received from the leaseholder, add the sub-tenant onto the account as an authority.

The contractual liability does not change under this arrangement. If the sub-tenant fails to pay, the leaseholder should seek to recover under the terms of the AST.

If authority is provided, this means that invoices will be produced to the leaseholder c/o their sub-tenant. Both parties will receive a copy of the invoice.



**Mars**

Resident Services Team

# Registration, invoices & payments

## Registration

If we already have your email address, we will send you a registration link.

If you receive your invoice by post, it means we don't have an email for you.

If you haven't received a link, it's likely we haven't been given an email for you.

Register through our portal and we will ensure your account is set-up correctly.

If you need help you can also email

[billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk)

By accessing the portal, you will be able to:

- View invoices and statements
- Make payments
- Set up a direct debit
- Send in meter readings
- Receive updates from us
- Submit a query
- Inform us of changes in ownership or tenancy

## Invoices & payments

Invoices are produced monthly in arrears, if we have your email address, the invoice will be emailed to you. If we don't, we will post it, to your supply or billing address.

Invoices will show monthly consumption, the tariff, and an annual comparison of consumption will be available as we gather this information each month.

Invoices are issued to leaseholder who is the customer.

For investor-leaseholders, who are not the consumer, invoices can be issued to leaseholder c/o consumer, providing your permission is received.

You can set up a direct debit or pay by bank transfer.

Bank details will appear on the back of each invoice and direct debits can be set up on the portal.

It is not possible to produce an invoice earlier than the scheduled billing run. For investor-leaseholders that have sub-tenants who are leaving and need to refund a deposit but are concerned about energy balances, we can calculate an estimated value.

Our electricity and water invoices are calculated in strict accordance with Ofgem regulations to ensure transparency and fairness. This means we pass through the exact costs charged by the electricity and water supplier, with no additional charges or hidden fees applied. We do not make any profit from these costs, ensuring that you pay only what is necessary based on the supplier's rates. Any fees for our services are billed separately and form part of the service charge, clearly outlined and distinct from the electricity and water costs. This ensures complete clarity on what you are paying for and reflects our commitment to compliance and providing a straightforward, transparent service.



# FAQs

## Why have I received communication from United Utilities?

There are three elements to water costs as follows:

**Fresh water** - This is the good stuff that comes from the taps.

**Wastewater** - Any water that's been flushed down a toilet or gone down a plughole.

**Surface water** - The water that comes off roofs, driveways, and other parts of the site, which ends up in the water sewer network.

Ginger Energy invoice the fresh and wastewater costs, however you will also receive an invoice from the main water supplier – United Utilities, for the Surface water.

## Can I choose my own Utility Supplier?

Due to the infrastructure of the building, it is not possible for the residents to appoint a traditional supplier.

## How do you get readings?

We receive monthly readings for every apartment from the property manager.

## Can I pay by direct debit

Yes, once you register on the portal, you will be able to set up a direct debt.

## How are my invoices calculated?

Invoices are produced and are separated into two elements: consumption and daily standing charges.

The consumption measured by your sub meter is multiplied by the pence per unit charged by the electricity and water supplier for the period to cover the cost.

Standing charges are passed on directly from the supplier and cover elements such as policy costs incurred by the main gas supplier. These charges are applied based on the consumption for that month.

## How do I register?

We are given email addresses by IPM for leaseholders. If leaseholders sub let to tenants, we are reliant on leaseholders or their letting agents to update us. Both leaseholders and their appointed letting agents can register new tenants on our portal. If you are a tenant, you can also register through the portal although the information provided by you, will have to be validated by your landlord or their appointed letting agent, before it is accepted and uploaded by Ginger Energy. Email at [billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk) if you require further help.

## Why do you only invoice leaseholders?

Please refer to our previous page on contractual relationships.

# How to contact us

Contacting the Ginger Energy team is simple:

3  
easy  
ways



**Phone**  
0345 307 3433



**Email**  
billingteam@  
gingerenergy.co.uk



**Portal**  
gingerenergy.co.uk

## Office Hours

Our office is operational Monday to Friday 9-5pm, very occasionally, during peak times, if all agents are on calls, the phones will divert to an answering service. We aim to call you back on the same day or within 3 working hours.

## Resident Meetings

We are available to attend resident's meetings to discuss the utilities and the billing arrangements.

## Feedback

We encourage feedback from residents, hopefully good, or even the bad, as we want continually improve our services. Please understand that we are an intermediary and have no influence on the tariff. We will of course, explain the calculations and costs in detail.

**We do understand that nobody wants to receive energy billing and respectfully ask that you treat our team with courtesy as we try to assist. Abusive, threatening or disrespectful behaviour towards our team will result in communication being terminated.**





**ginger**  
ENERGY

**Ginger Energy -  
focusing all  
our energy  
on helping you  
to save yours**

Ginger Energy procure energy contracts on behalf of customers large and small. We have a wealth of knowledge and understand exactly how to get the right price, product, and service level to meet your specific requirements.

[www.gingerenergy.co.uk](http://www.gingerenergy.co.uk)