

Hello from Ginger Energy



Your appointed heat and hot water
billing agent.





Requirements for low carbon energy solutions for homes have prompted a rethink on how heating and hot water needs are serviced in the UK residential market

As we transition towards 'zero carbon' future, there are increasingly stringent environmental targets placed upon new developments through the Code for Sustainable Homes.

Multi-dwelling development schemes historically incorporated individual heating systems into each dwelling, typically in the form of a combination boiler or electricity feed heating system.

In the case of multi-storey dwellings, compliance with the new codes poses a set of challenges, as it can be difficult to incorporate and monitor low to zero carbon technologies in self-contained individual dwellings.

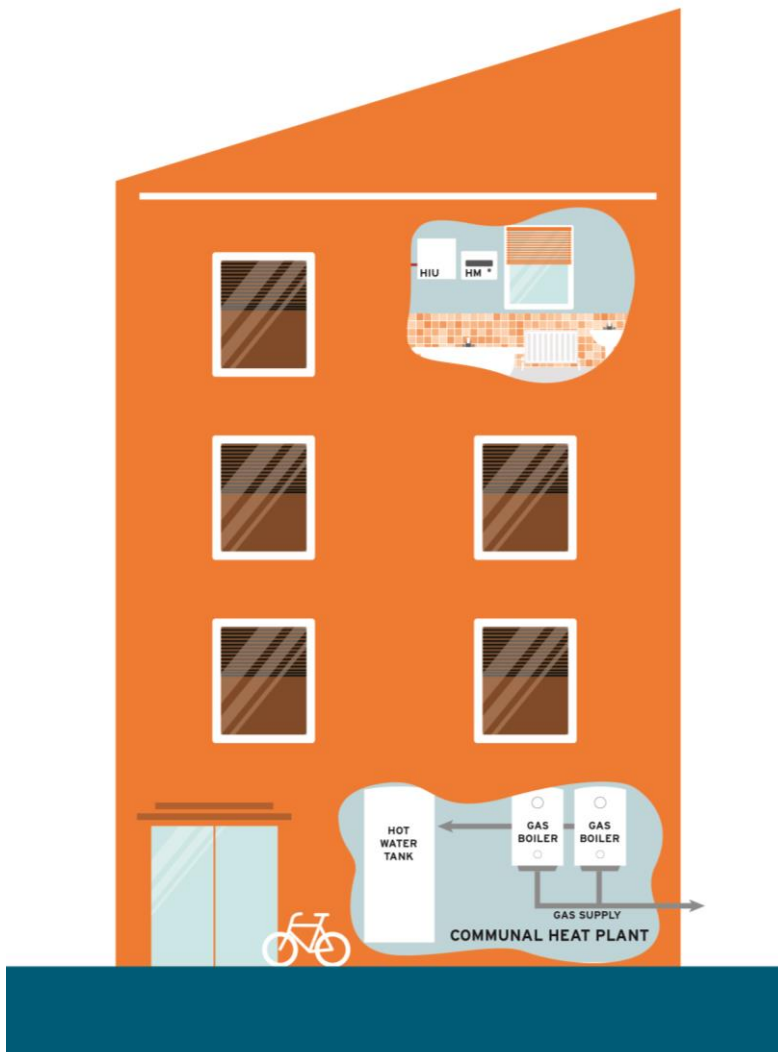
Instead, Developers are installing Heat Networks; A centralised heating plant strategy, whereby the integration of low to zero carbon technologies are deployed and Corporations take responsibility for reporting consumption of the consumers. Owners or Managers of a UK Heat Network are required to report to the Secretary of State through The Department of Business, Energy & Industry Strategy about the heat networks they operate. The data gathered allows the Government to monitor our Carbon Footprint.



Assay Lofts infrastructure

This building has Communal Heat Plant (CHP) as described above. Located in the Plant Room there are commercial boilers which provide heat and hot water throughout the building. Additionally, for each dwelling, there is a Heat Interface Unit (HIU), which is sometimes known as a heat box. The HIU enables each Resident to control the time of usage and the temperature required. It also measures individual consumption, so that billing can be produced. The HIU's are often located inside the dwelling or can sometimes be recessed into the communal areas dividing wall between dwelling and landlord space, allowing ease of access for inspection and maintenance.

HIUs transmit data via a network of cabling installed in the building to a central hub in the Plant Room. At this point data can be collected by a reader device, routed to network via a PC or transmitted via the internet. This allows either local or remote meter reading with real time energy use and in some instances, alerts the Operator to a fault status.





Ginger Energy – Billing Administrators

Living in a building which has a Heat Network means the Owners or Managers of a Heat Network provides the Heat and Hot Water to Residents rather than a traditional utility company.

As such Residents should expect to see invoices come from the building owner rather than a utility company. Often the building owners appoint a 3rd party supplier to perform the activity of billing on their behalf.

Ginger Energy is a 3rd Party supplier and offer comprehensive recharging service for Development owners. We can be appointed directly by the building owner or sometimes appointed via the Developments Managing Agent. In the case of this building, we are appointed by Scanlans Property Management LLP.

In addition to producing regular billing to Residents, Ginger Energy also provide the following additional support services:

1. Source the most competitive and suitable deal for the development's utility supplies from the traditional utility companies on behalf of the building owner or their appointed managing agent.
2. Validate and ensure the Utility Company's invoices to the building owner or their Management Agent are accurate
3. Provide a helpdesk for all Residents who has a query over the re-charge billing received.

All Billing is produced in line with The Heat Network (Metering and Billing) Regulations 2014 which is the legislation produced by The Department of Business, Energy & Industry Strategy.



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 administration of re-selling energy.



Contractual obligations and relationships of parties

We are often asked about the relationship between those involved. Below is a summary of these relationships.

- The Freeholder is the Heat Network Operator
- The Heat Network Operator has a responsibility to report consumption to the government about carbon emissions.
- The Heat Network Operator is liable to the utility company for utility charges for the building.
- The Leaseholder's are liable to the Heat Network Operator for Heat and hot water charges consumed in individual dwelling located in the building
- Any Sub Tenants are liable to the Leaseholder for heat and hot water charges
- The Freeholder appoints the Managing Agent to manage the building
- The Managing Agent has appointed Ginger Energy to act on behalf of the Freeholder in its capacity of Heat Network Operator and produce regular billing to the Residents for their share of consumption.

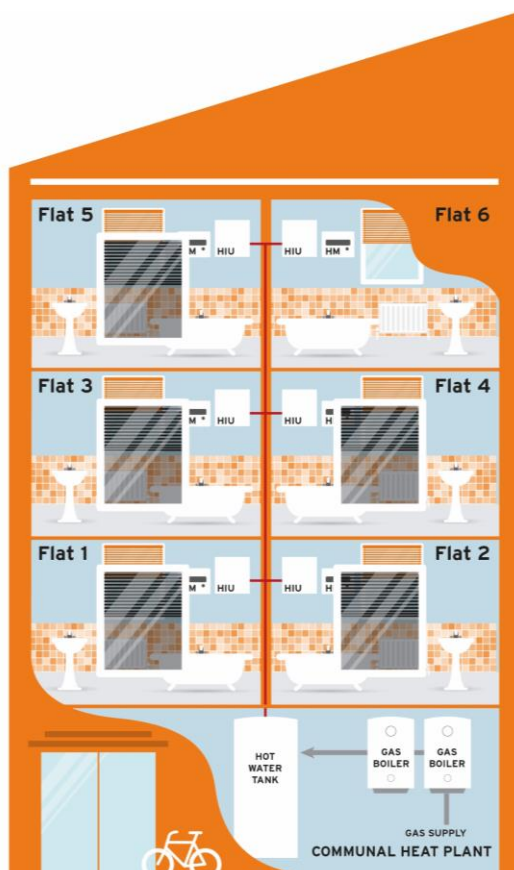
It's important to understand as a Leaseholder, if you sub-let your property out, you will need to make direct arrangements with your tenants for settling sums owed for their consumption. No contractual obligation exists between Sub Tenants and the Freeholder / Heat Network Operator. Because of this fact the Freeholder / Heat Network Operator has instructed Ginger Energy to invoice Leaseholders only.



Benefits of a Communal Heat Plant compared to a traditional Gas combination boiler

- ✓ No individual gas boilers in dwellings, reducing risks associated with gas distribution pipework
- ✓ Savings on installation costs and reducing the need for individual flue terminals with associated plumbing.
- ✓ Annual gas safety inspection is typically restricted to the plant room saving costs for Leaseholders.
- ✓ Reduction in operating costs owing to reduced boiler servicing.
- ✓ Gas consumption is reduced through central plant efficiencies.
- ✓ Residents benefit from commercial tariffs rather than domestic

Communal Heat Plants offer an effective solution to low carbon heating and hot water delivery in modern, high density, multi-dwelling developments. There are many benefits beyond a carbon reduction compared to using a traditional combination gas boiler.





Frequently asked questions

Can I choose my own Utility Supplier?

For Electricity, yes.

For Gas, No. Due to the infrastructure of the building, it is not possible for the residents to appoint a traditional Gas Supplier.

How do you get the readings?

We receive remote readings for every apartment containing data for the heat and hot water consumed.

Can I pay by direct debit?

Unfortunately, this is not something that we can offer and is out of our control. The bank account that receives these utility payments does not allow direct debit arrangements.

We recommend that you make on-line payments through your bank account, as these give you good control and an immediate audit record. Please remember to use the Property ID as a reference for all payments – we manage a lot of properties and it ensures we can match your payments correctly.

How are my invoices calculated?

Invoices are produced and are separated into two sections, consumption, and daily standing charges.

The consumption measured by your sub meter is multiplied by the pence per unit charged by Heat Network Operator for that period.

Daily Standing Charges are charged and include non-metered / standing charges, plus other costs incurred in ensuring the availability of heating and hot water. These charges are applied even if the property is empty and non-consuming. The charges include the costs of keeping your home connected to the energy network and servicing your account. Standing charges also cover policy costs incurred by suppliers in support of government schemes, including the assistance of vulnerable households with energy bills and the support of renewable energy technology and industry reduction of carbon emission



Payment Information

Payment of invoices are due within 14 days.

If no payment is received, you will receive a statement of account detailing the arrears.

If the account is not then settled within 28 days of the invoice date, the account will be referred to Scanlans and further charges may be added to the account.

Enquiries

The Ginger Energy help desk is available Monday to Friday, 9.00am to 5.00pm excluding Bank Holidays.