

Hello from Ginger Energy



Your appointed electricity
billing agent.





Background

This document has been written by Ginger Energy for the Berkshire Court sub tenants. It seeks to provide a full explanation of how the costs of electricity to the individual apartments are calculated, and the roles of the various Parties involved. The position is somewhat complex since the site is serviced by only a single main supply point, which means that the Freeholder, who has responsibility for the main meter supplies, must pay the electric charges for the entire building and re-charge individual apartments for their consumption in a fair and proper manner under the guidance of OFGEM.

Berkshire Court infrastructure (Electricity)

Berkshire Court has a single main meter supply point which supplies all the apartments in the building. Sub meters are fitted in riser cupboards for each of the apartments which feed from the single main meter supply point. All apartments share the same electricity supply but each apartment's share of the consumption from the main supply is measured by their individual sub meter readings.

Due to the above infrastructure, it is not possible for the residents to choose their own domestic electricity provider. Instead, a contract is sourced on behalf of the freeholder and the freeholder will pay the electric provider directly on behalf of the residents who consume the electric.

The freeholder will then invoice residents for their share of the electric used from the main meter based on their own apartments individual meter readings. This is known as "reselling".

The main meter's supplier will produce a single invoice each month to the freeholder. The freeholder has, engaged Ginger Energy to onward charge residents.



Ginger Energy – Billing Administrators

Ginger Energy offers comprehensive tenant billing (for electricity, gas, water and heat and hot water) as well as full bureau services for landlords and managing agents of multi-tenanted buildings who need to re-charge utility services to individual leaseholders or tenants.

Ginger Energy has been appointed by Gascoigne-Pees (managing agent) on behalf of the Freeholder to undertake the following responsibilities.

1. Once the current supplier contract end, source the most competitive and suitable deal for the building for the supply of electricity.
2. Validate and ensure the suppliers invoices to the Freeholder are accurate
3. Re distribute the supplier's invoice on behalf of the Freeholder to the Leaseholders and send a copy to their sub -tenants where applicable.
4. Provide a helpdesk for any resident who has a query over the billing we produce.



It's important to know Ginger Energy are not a licenced energy supplier. Rather, we offer a service to our clients whereby we will assume the responsibility for the administration of re-selling energy. We do this under the strict guidelines of OFGEM who are the industry regulator.



Frequency in billing

The bills are scheduled to be produced monthly and sent via email. The concierge takes meter readings at the end of each month. These readings will be used to calculate each apartments consumption.

Please provide meter readings when you move in and move out of the property to make sure invoices are accurate.

The supplier bills using half hourly data, breaking down the consumption into day and night usage. The sub meters allocated to each apartment do not currently report the consumption by each half hour. As such, we will divide the day and night consumption using the percentage apportioned by the main supplier.

Contractual obligations and relationships between parties

The contractual obligations between parties are:

- The Freeholder is liable to the Supply company for electricity charges
- The Leaseholder is liable to the Freeholder for electricity charges
- The Sub Tenants are liable to the Leaseholder for electricity charges



Frequently asked questions

Can I choose my own Utility Supplier?

Due to the infrastructure of the building, it is not possible for the residents to choose their own domestic electric provider. Instead, a contract is sourced on behalf of the Freeholder based on best value. The costs are then passed on to the residents.

How do you get the readings?

The concierge takes meter readings at the end of each month.

Why can't I pay by direct debit?

We are in the process of setting up a direct debit facility, more details on this will follow soon. In the meantime 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.

Can I pay over the phone?

Due to the change in regulations on 13th January 2018, meaning it is no longer possible to apply credit/debit card surcharges, we were requested to exclude this payment method as it is not possible to absorb the costs charged by the card processor.

Is there access to account details via a portal?

Yes! You will receive an invitation to register for portal access. Once registered, you can submit meter readings, inform us of any change of leasehold or tenancies, obtain copy invoices and check your balance of account. If you have not received an invitation to register, please email billingteam@gingerenergy.co.uk and we will set you up.



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 for debt management 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.