



ginger  
ENERGY

# Welcome Pack

Heat Network and  
Water Billing Services

Heritage House

ocasa

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# Welcome



Dear Resident,

Welcome to Ginger Energy. We have been appointed by Ocaso, on behalf of Ocaso Residential Limited - Heritage House as your heat network billing agents.

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 heat and water billing and are here to support you every step of the way. Whether you have any questions about your account, the networks, 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 heat and water network 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, heat 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 heat network 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?

## Heritage House has a Private 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 it's more commercial to keep the buildings existing utility infrastructure in place.
- The original on-grid, water supply points remain in place and provide water to each building.
- The water supplier invoice Ocase Residential Limited - Heritage House, c/o Ocase for the consumption drawn from the main supply point.
- Ocase Residential Limited - Heritage House, c/o Ocase, then passes on charges to each of the residents for their share of these supplies.
- The charges to residents are based on the size of the apartments.
- The process of onward charging utilities through a private network is referred to as Reselling.
- It is not possible to change supplier when you are connected to a private supply.
- The activity of onward charging residents for their share of the supply is known as "Reselling".
- There are regulations to Reselling utilities which are documented in the Utilities Act 2000. This includes the maximum retail price, which means the Reseller may not charge more to a domestic consumer than the reseller has been charged by the utility provider.
- All billing is produced in line with the Utilities Act 2000 regulated by Ofwat for Water.





# Why heat networks?

As we transition towards a 'zero carbon' future, there are increasingly stringent environmental targets placed upon new developments.

To meet with these targets, developers install Heat Networks; A centralised heating plant strategy, whereby the integration of low to zero carbon technologies can be deployed, and so that corporations take responsibility for reporting consumption of the consumers.

Owners or managers of a heat network are required to report to the Secretary of State through Department of Energy Security & Net Zero about the Heat Networks they operate. The data gathered allows the government to monitor our carbon footprint.

Communal heat networks 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:

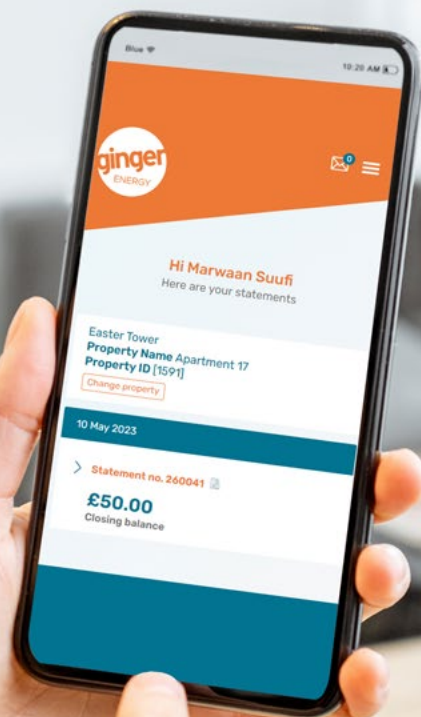
- ✓ No individual gas boilers in apartments, reducing risks associated with gas distribution pipework
- ✓ Savings on installation costs and reducing the need for individual flue terminals with associated plumbing.
- ✓ Annual gas safety inspection is typically restricted to the plant room saving costs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

You can find lots more information about heat networks from the Heat Trust. They were launched in 2015 with a clear ambition to ensure that consumer's protection is at the heart of a rapidly expanding, but unregulated, heat network market.

**This development is currently not registered with the Heat Trust, although Ginger Energy do follow their guidance on best practice.**



# Development Infrastructure



There is an energy centre located in the building's basement. Inside the energy centre there are commercial boilers which, through a series of pipes, provide heat and hot water throughout the building.

The system is currently fed from gas, which is turned into heat energy. Residents, do not have a gas supply in their homes. In the future, the system will move away from gas and onto a renewable source. Converting residents to using low carbon energy, without the need to enter inside your home.

Due to the absence of individual sub meters for measuring heat and water the invoicing method is determined using the square meter template. Each customer's charges are proportionally calculated based on the size of their respective spaces in square meters.

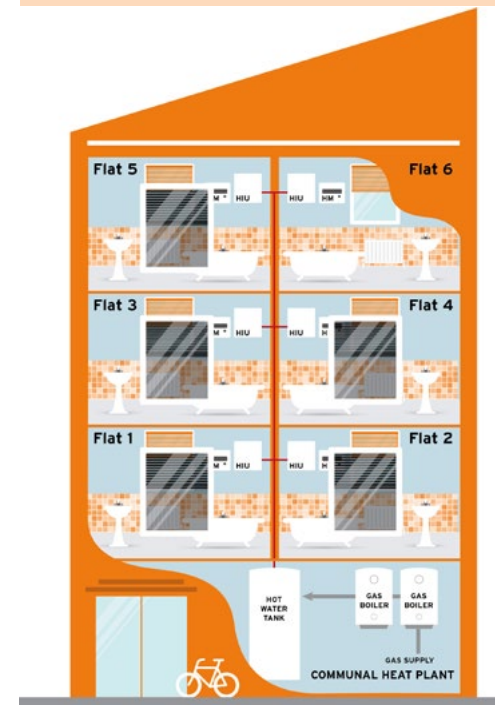
This approach ensures a fair and standardised allocation of costs across all customers based on the area occupied. Specific information is detailed on your invoices.

If sub-meters are installed in the future, this calculation may be reviewed accordingly.

## Outages?

The network is Ocasia Residential Limited - Heritage House's responsibility. If the problem exists with the network, one of the on-site team will get this fixed as quickly as possible. You will know if it is a network problem, as your neighbours will also be affected.

If the problem is isolated to your home only, you will need to find a qualified heating engineer. Remember they will need to install compatible equipment, so the unit remains part of the existing network. If incompatible equipment is fitted, you may be asked to replace to rectify.





# Billing Agent Services



Living in a development which has a Heat Network means the owner or manager of a Heat Network provide the heat energy to residents, rather than a traditional energy supplier who would supply gas. As such, residents receive invoices from Ocase Residential Limited - Heritage House, and Ginger Energy have been appointed as Billing Agents, to perform the billing activity on their behalf. Our services include:

## Retrieve data

We receive invoices from the main supplier and the team calculate the invoices based on the size of the apartment.

## Calculate Heat Tariffs

Using the incoming gas invoice, and current efficiency, we calculate the associated heat tariff for residents.

## 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 statements and reminders 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 The Heat Network (Metering and Billing) Regulations 2014 ( amended 2020) which is the legislation produced by The Department Energy Security & Net Zero



# 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 charge

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

There are a number of ways you can let us know that you are moving home. The most convenient is through our resident portal. You can also email the billing team, but remember to provide your address and full contact details in case we have any questions.

## 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 heat and private network means that apartments receive their heat and hot water from a Heat Supplier and receive the water from a billing company rather than a traditional energy supplier like, Octopus or British Gas.

- Ocasia Residential Limited - Heritage House is the Heat Supplier and the reseller..
- The Heat Supplier is liable to the energy company for gas charges.
- The Resident's are liable to the Heat Supplier for heat and hot water charges consumed inside their apartments.
- The residents are liable to Ocasia Residential - Heritage House for the water consumed.
- Ocasia Residential Limited - Heritage House has appointed Ocasia as their Property Managing Agent.
- Ocasia has appointed Ginger Energy to act on behalf of Ocasia Residential Limited - Heritage House. Ginger are contracted to produce regular billing and provide support services for heat network and water billing.

As outlined in your assured shorthold tenancy, you, as a tenant, are responsible for covering the costs of utility services which include heat network and water.

To avoid any disruptions in service or additional charges, we kindly ask that you ensure all invoices are paid promptly by their respective due dates.

**The HIU is demised property, however, it forms part of a wider network. Therefore, any replacement must be done with compatible equipment. Failure to install equipment that cannot be added to the network, may result in the correct equipment being fitted by the Heat Supplier and charges levied accordingly. Don't risk paying twice!**



**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 residents who is the customer.

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.

- Invoices will be produced monthly
- Will show consumption and annual comparisons
- Will be issued to residents who is the customer
- Bank details will appear on the back of each invoice
- It is not possible to produce an invoice earlier than the billing run.

# FAQs

## Can I choose my own Utility Supplier?

Electricity: Yes. Gas: No, as you do not have a gas supply inside your home.

## How do you get readings?

The apartments do not have individual sub meters therefore invoices are calculated by the size of the apartments.

## Can I pay by direct debit

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

## How are my invoices calculated?

The consumption measured is multiplied by the pence per unit charged by the Heat Supplier for the period invoiced. These costs include components such as raw commodity and transmission charges. Daily Standing Charges are charged and include non-consumption costs such as fees to 3rd parties (including Ginger Energy's fee's) and costs incurred in ensuring the availability of the heat network.

Standing charges also cover policy costs incurred by the main gas supplier 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 emissions. These charges are applied even if the property is empty and non-consuming. Charges are reviewed and reconciled and broken down into their component parts to ensure accurate billing.

## How do I register?

We are given email and billing addresses for leaseholders by Ocaso. We are reliant on residents or Ocaso or their letting agents to update us. You can also register through the portal although the information provided by you. Email at [billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk) if you require further help.

## My heating / hot water isn't working, what do I do?

The network is Ocaso Residential Limited - Hertiage House responsibility. If the problem exists with the network, one of the on-site team will get this fixed as quickly as possible. You will know if it is the network as your neighbours will also be affected. If the problem is isolated to your home only, you will need to find a qualified heating engineer. Remember they will need to install compatible equipment, so the unit remains part of the existing network. If incompatible equipment is fitted, you may be charged by the Heat Supplier, to rectify.

## What support is available if I am struggling to pay?

We're here to assist you! By reaching out, we can better understand your situation and explore how we can help. Our goal is to work with you to find a solution such as a payment arrangement or advice on how to reduce your energy consumption.

Alternatively for independent advise we recommend contacting any of the below:

● Citizens Advice ● Your Local Authority ● Step Change

**Ginger Energy** - focusing all our energy on helping you to save yours | [www.gingerenergy.co.uk](http://www.gingerenergy.co.uk)



# 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 network 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 heat 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)