



## Trent Bridge Quays

# Welcome Pack

Heat Network  
Billing Services



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# Welcome



Dear Residents,

Welcome to Ginger Energy. We have been appointed by your Property Manager, on behalf of Falconhurst Limited, as your utility billing agent.

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

We're here to provide you with regular heat billing and are here to support you every step of the way. Whether you have any questions about your account, the Heat 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 Heat Network billing as seamlessly 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 & dependable, heat billing and associated support services.

**Lisa Gregory**  
Executive 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 procurement 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 consultants.

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 Property Institute (TPI).

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

- Established in 2013
- 41 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



**Felicity**  
Billing Operations Team

# Meet the team

## Meet the Billing Services Management Team



**Lisa**  
Executive  
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  
Services

Nikki is a seasoned professional with over two decades 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



**Clint**  
Head of  
Customer Service

Clint is a highly experienced customer service leader with over 20 years of experience, dedicated to putting residents first.

As Head of Customer Service, Clint ensures every interaction is handled with professionalism, empathy, and efficiency. He leads by example, fostering a culture of responsiveness and high standards across the team.

Passionate about improving the resident experience, Clint focuses on streamlining processes, strengthening communication, and equipping his team with the tools to succeed.

At the core of his approach is a simple belief: every resident deserves to feel heard, valued, and supported.



# 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.

Building owners or managers of a heat network are required to report to the Secretary of State about the Heat Networks they operate. The data gathered allows the government to monitor our carbon footprint.

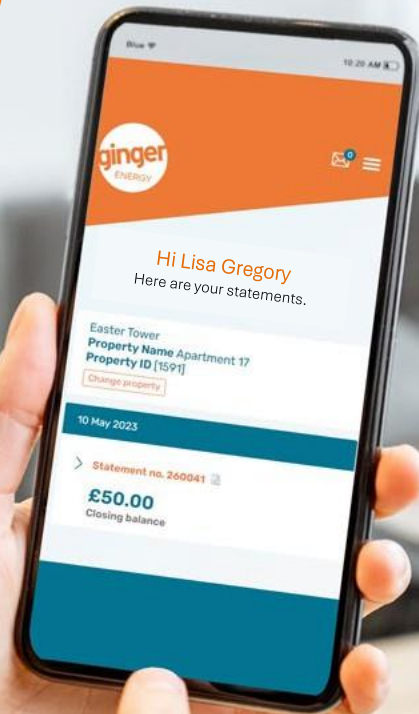
Communal heat networks offer an effective solution to low carbon heating and hot water delivery in modern, high density, multi-dwelling developments. There are many benefits beyond a carbon reduction compared to using a traditional combination gas boiler:

- ✓ No individual gas boilers in apartments, reducing risks associated with gas distribution.
- ✓ 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 residents.
- ✓ Reduction in operating costs owing to reduced boiler servicing.
- ✓ Gas consumption can be 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 relatively unregulated 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. 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.

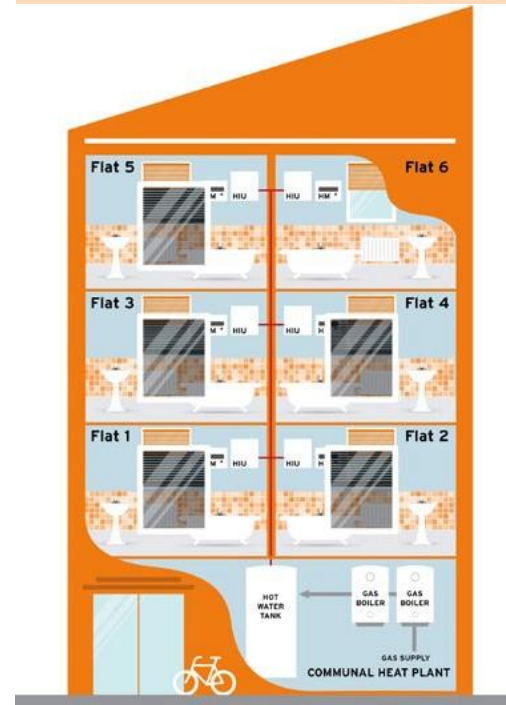
In each apartment there is a Heat Interface Unit (HIU). The HIU enables residents to control the time of usage and the temperature. Inside the HIU, there is also a heat meter which measures consumption.

Readings are collected remotely by data loggers. Therefore, as long as there is Wi-Fi connectivity in the building, we have access to half hourly readings for each apartment. This means we can provide invoices based on actual meter readings rather than estimates and can provide detailed insights into your consumption if necessary.

## Outages?

The network is Falconhurst Limited'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 building 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 Falconhurst Limited, and Ginger Energy have been appointed as Billing Agents, to perform the billing activity on their behalf. Our services include:

## Retrieve data

The data loggers collect the consumption data at the site and transmits the data to our analysts, enabling them to produce invoices.

## Calculate heat tariffs

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

## Produce & dispatch invoices

To reduce our carbon footprint, invoices are emailed. 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 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 an 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 overseen by the regulator 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 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

You can update your tenancy end date through the portal or by emailing us at [billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk) with the necessary details, and we will make sure your account is updated. Please ensure your account is current to prevent any arrears from being deducted from your deposit. If you're having difficulty making a payment, please reach out to us to discuss your 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**

Billing Operations Team

# Registration, invoices & payments

## Invoices & payments

- ✓ Falconhurst Limited is the Heat Supplier.
- ✓ The Heat Supplier is liable to the energy company for gas charges.
- ✓ The Leaseholder(s) are liable to the Heat Supplier for energy charges.
- ✓ Sub-tenants are liable to the Leaseholder for energy charges.
- ✓ Falconhurst Limited has appointed Centrick as their Property Managing Agent.
- ✓ Centrick has appointed Ginger Energy to act on behalf of Falconhurst Limited in its capacity of Heat Supplier. Ginger is contracted to produce regular billing and provide support services for heat network billing.
- ✓ Invoices are produced monthly in arrears.
- ✓ Invoices will show monthly consumption, the tariff, and an annual comparison of consumption will be available as we gather this information each month.
- ✓ Please note that there is an £10.00 excl. VAT administration fee for all changes of tenancy (CoT) and accordingly an invoice will be raised to the Leaseholders account.

## 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 do not have 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 us at [billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk)

## Portal

By accessing the portal, you can:

- 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 tenancy

# 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 meters transmit the read data to data loggers located throughout the development. Ginger can access and download the read data captured by the data loggers.

## 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?

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 applied and include non-consumption costs such as fees to third parties (including Ginger Energy's fees) 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, reconciled, and broken down into their component parts to ensure accurate billing.

## My heating / hot water is not working, what do I do?

The network is Falconhurst Limited's responsibility. If the problem exists with the network, one of the Centrick 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, the Heat Supplier may charge you, to rectify.

## As a vulnerable resident, what support can you offer in managing my account?

We offer various forms of support to vulnerable residents, including assistance with account management, providing access to priority services, and helping you understand your options for financial aid or payment plans. Please let us know your specific needs, and we'll tailor the support to suit you.

Third-party organisations like the Citizens Advice Bureau, StepChange, National Debtline, and Age UK can help vulnerable residents manage their accounts by offering free advice on debt, budgeting, and accessing financial support.

# 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 heat network and the billing arrangements.

## Feedback

We encourage feedback from residents, hopefully good, or even the bad, as we want to 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 –  
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)