



ginger
ENERGY

Silas Court

**Welcome
Pack**

**Utility Billing
Services**

 **RENDALL & RITTNER**

Contents



Welcome	3
About Ginger Energy	4
Meet the team	5
Why Heat Networks	6
What is a private network?	7
Development infrastructure	8
Billing agent services	9
Resident support services	10
Contractual relationships	11
Registration, invoices & payments	12
Frequently asked questions	13
How to contact us	14

Welcome



Dear Leaseholder

Welcome to Ginger Energy. We have been appointed by your Property Manager, on behalf of Freehold Managers (Nominees) Limited as your utility billing agents.

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, hot water and electricity billing and are here to support you every step of the way. Whether you have any questions about your account, the utility infrastructure, 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.

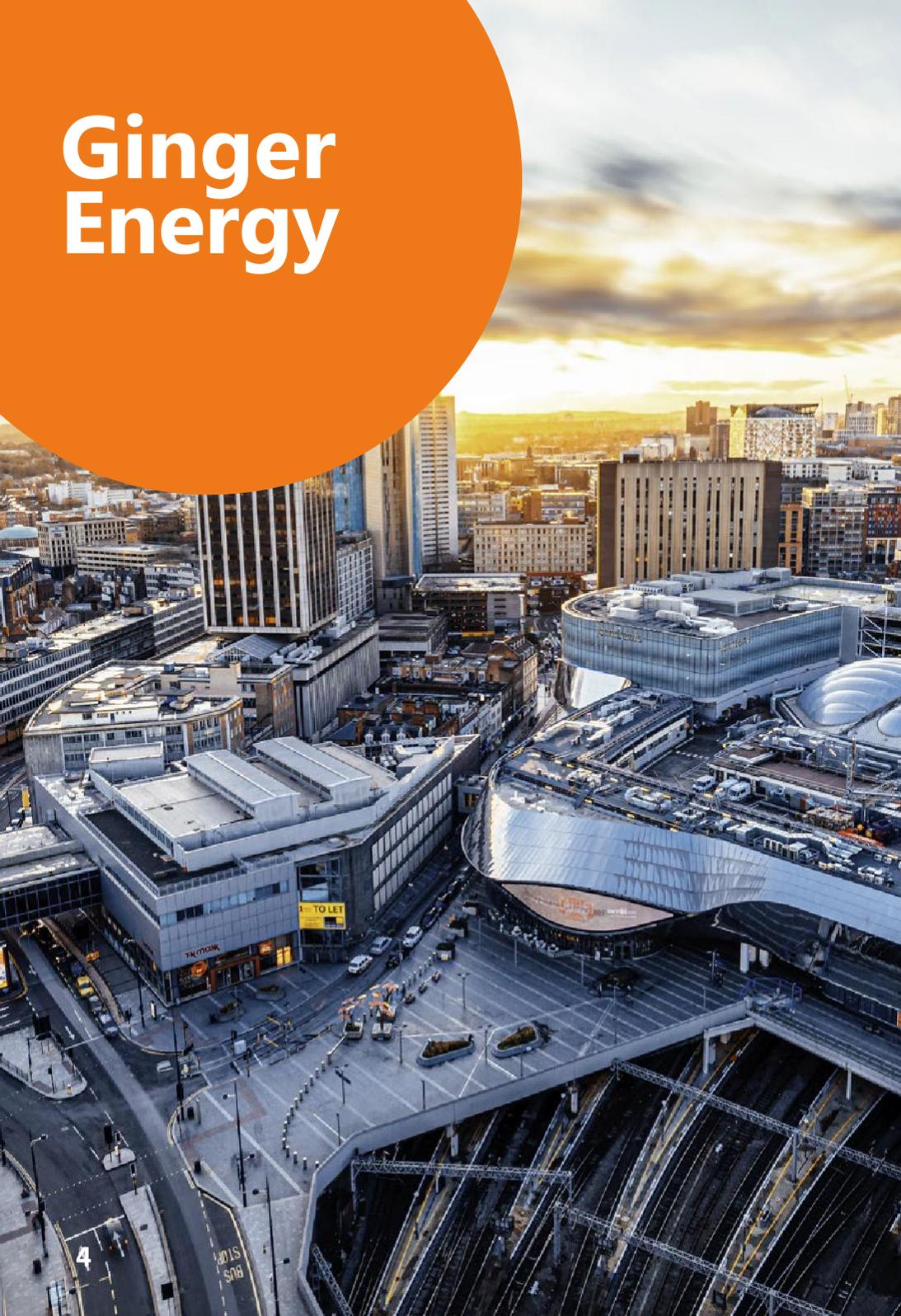
We want to make sure we manage your utilities as seamlessly as possible, so please don't hesitate to reach out if you have any questions or need our assistance.

We look forward to serving you and providing you with compliant & dependable, utility 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 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
- 49 Team members
- 25,000 meters contracted
- 6,000 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
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



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.

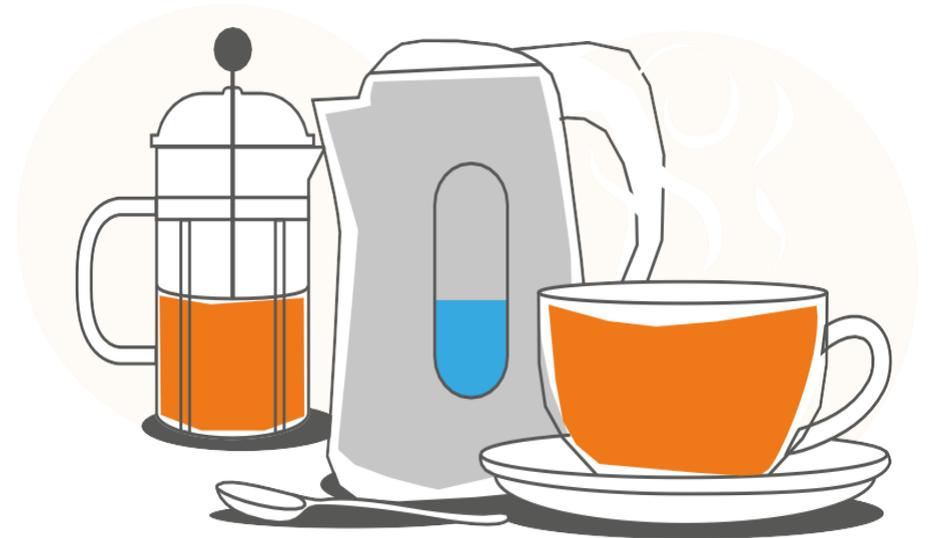
Passionate about improving the resident experience, Clint focuses on streamlining processes, strengthening communication, and equipping his team with the tools to succeed.

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

What is a private network?

Silas Court has a private electricity supply network

- The developers at Silas Court chose to install one main bulk electric supply to the scheme.
- Each property then has its own sub meter located in their property
- The electric supplier invoices Freehold Managers (Nominees) Limited for the consumption drawn from the main supply points.
- Freehold Managers (Nominees) Limited then passes on charges to each of the residents for their share of these main supplies.
- The charges to residents are based on the individual apartment meter readings.
- 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.
- There are regulations for reselling utilities which are documented in the Utilities Act 2000. This includes selling at 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.



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.

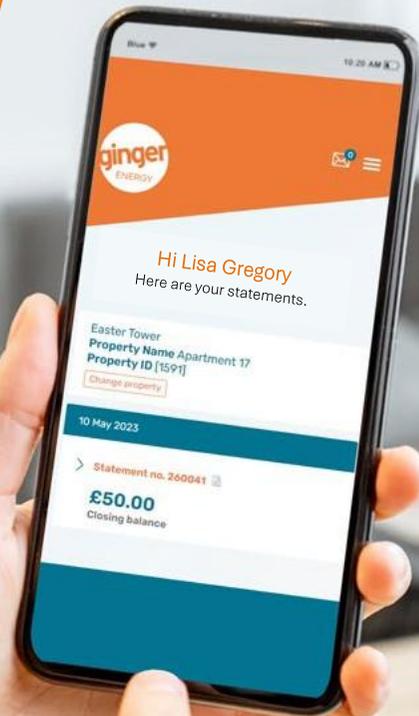
Building owners or managers of a heat network are required to report to the Secretary of State about the Heat Networks they operate. The data gathered allows the government to monitor our carbon footprint.

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 Leaseholders.
- ✓ 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.

Further information about heat networks and consumer protection is available from Ofgem, which is now the statutory regulator for the heat network sector. Ofgem's role is to help ensure fair pricing, transparency, and consistent standards of service for residents connected to communal heating systems, providing stronger oversight and formal protections for consumers.

Heat Network 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.

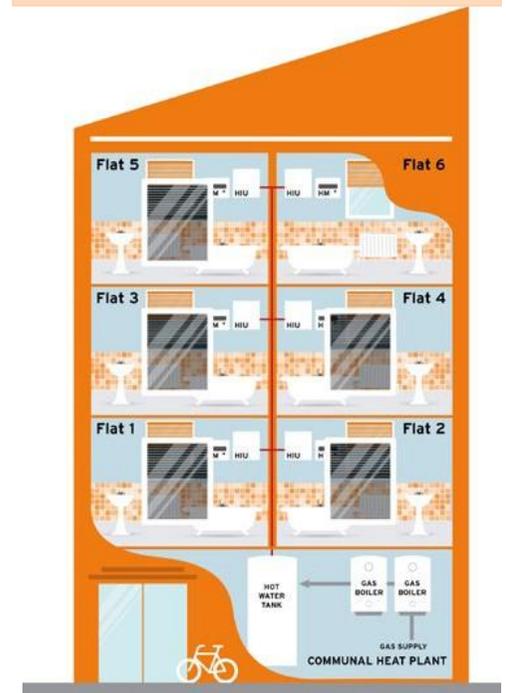
In each apartment there is a Heat Interface Unit (HIU). The HIU enables residents to control the time of usage and the temperature. Inside the HIU, there is also a heat meter which measures consumption.

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 Freehold Managers (Nominees) 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 with your heating, hot water please contact the Willow Grange Property Management Team willowgrangepm@rendallandrittner.co.uk or Aduvo Live on 02037645587 or info@adiuvo.org.uk, if out of hours for any site wide outage



Billing agent services



Living in a development which has a communal supply means the building owner or manager of the building provide the utilities to residents, rather than a traditional energy supplier who would supply gas, electricity or water. As such, residents receive invoices from Freehold Managers (Nominees) 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

(Heat billing only) 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. They will be sent to both Leaseholders and if applicable a copy to their Sub-Tenant(s). If we do not have an email address, they will be posted to the supply or billing address.



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.

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 on 0345 307 3433. Alternatively, you can also the team on 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.



All billing is produced in line with The Heat Network (Metering and Billing) Regulations 2014 (amended 2020) and the resale of gas and electricity guidelines, 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 tenancy details through the online portal, or you are welcome to email us at billingteam@gingerenergy.co.uk with the necessary details, and we will make sure your account is updated as soon as possible. Please ensure your account is current to prevent any escalation. 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

Contractual relationships



Living in a building that has a communal utility development means that apartments receive their utilities from the building owner rather than a traditional energy supplier like, Octopus or British Gas.

- Freehold Managers (Nominees) Limited is the building owner and therefore the Heat Supplier (heat & hot water) and Reseller (electricity).
- The building owner is liable to the energy and electric companies for utility charges.
- The Leaseholder's are liable to the building owner for the utility charges.
- Sub-Tenant(s) are liable to the Leaseholder for utility charges.
- Freehold Managers (Nominees) Limited has appointed Rendall & Rittner as their Property Managing Agent.
- Rendall & Rittner has appointed Ginger Energy to act on behalf of Freehold Managers (Nominees) Limited in its capacity of Heat Supplier. Ginger is contracted to produce regular billing and provide support services for

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!

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.

Therefore, it is important that Leaseholders have a provision to recover utility debt from Sub-Tenants(s) within their AST.



Zhi
Billing operations Team

Information & Advice

Invoices & payments

- ✓ 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.
- ✓ 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.

Portal

- Register through our portal, you can:
- View invoices and statements
 - Make payments & set up direct debit
 - Submit a query
 - Inform us of changes in ownership or tenancy (£10 + VAT fee applies)

Independent advice

If you are having an energy problem [Citizens Advice](#) provide free and independent information, 0808 223 1133.

If you are having trouble paying, please reach out to us, we are here to help. You can also get free information and support from [StepChange](#), [National Debtline](#) or [Debt Advice Foundation](#)

Complaints and disputes

Information is available through our [Website](#) or by contacting us at billingteam@gingerenergy.co.uk or 0345 307 3433.

If one of our team members is not able to resolve your query you can ask for it to be escalated to an appropriate team leader. You are also able to raise a complaint by request.

If you are not happy with our final decision or your complaint remains unresolved after 8 weeks, you can contact the [Ombudsman](#) service. This is a free independent service whose decisions we must abide by.

FAQs



Can I choose my own Utility Supplier?

No, as you do not have a main connection to on-grid provider.

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 Heat Network invoices calculated?

Your heat charges are based on your energy use, multiplied by the unit rate set by the Heat Supplier, which includes the cost of energy and its delivery.

A daily standing charge also applies, covering fixed costs such as administration, third party service fees (including Ginger Energy fees), and contributions to government energy schemes. This charge even applies if the property is unoccupied. All charges are reviewed and reconciled to ensure bills are accurate and fair.

How are my Electricity invoices calculated?

The consumption measured is multiplied by the pence per unit charged directly charged by the supplier. The standing charge for electricity is divided as a percentage of your consumption.

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

The network is the responsibility of Freehold Managers (Nominees) Limited. If the problem exists with the network, one of the Rendall & Rittner 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 HIU 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.

More frequently asked questions can be found on the portal

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 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