



**CENTRE POINT**  
—  
RESIDENCES WC1

# Welcome Pack

Utility Billing  
Services

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# Welcome



Dear Occupier

Welcome to Ginger Energy. We have been appointed by Rendall & Rittner, on behalf of Almacantar Centre Point Investments SARL as your utility billing agent.

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 utility 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 team is here to help, and we have assigned a dedicated team member to look after occupiers.

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.

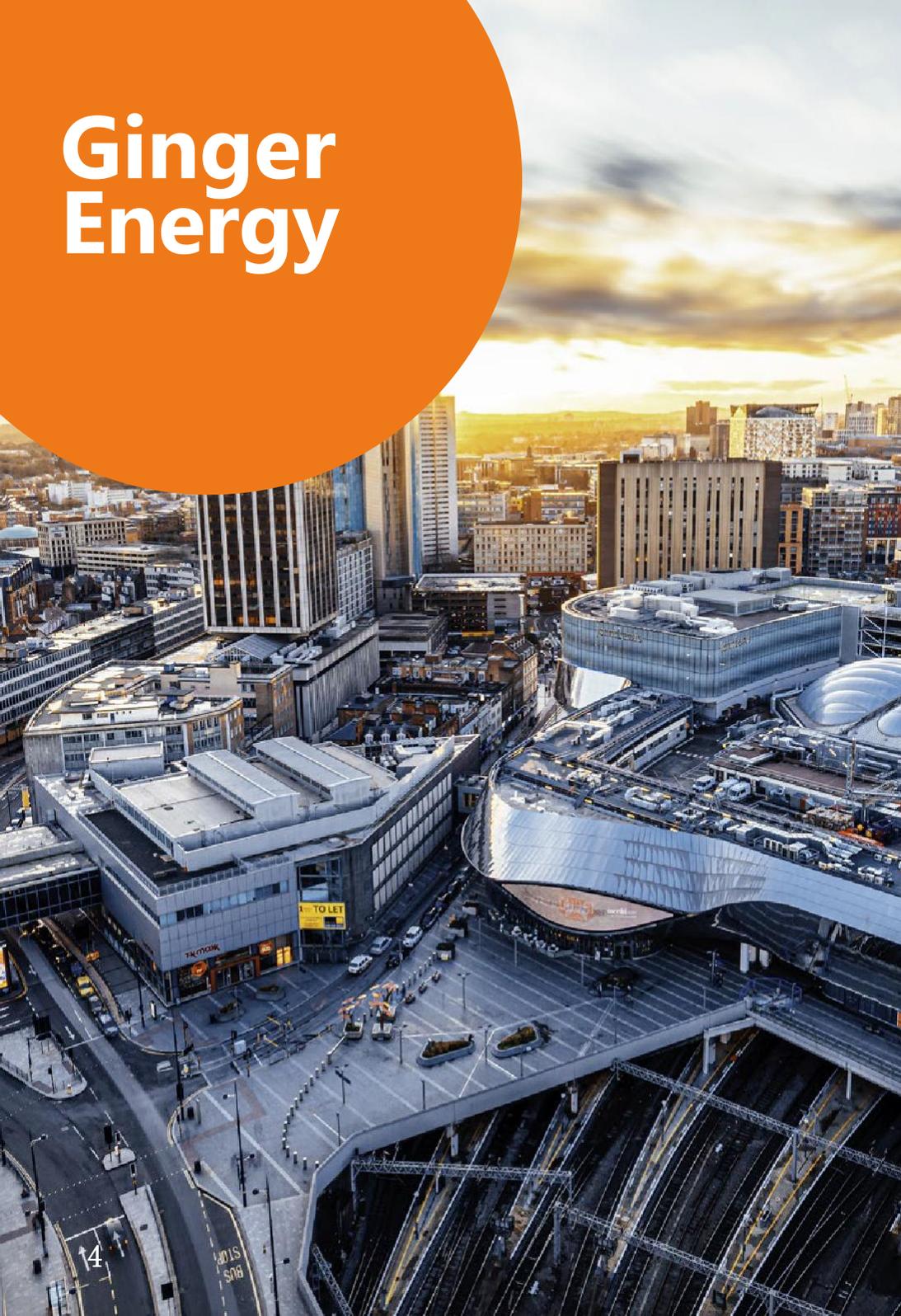
We want to make sure we manage your utilities as seamlessly as possible, so please don't hesitate to reach out if you have any questions or need our assistance.

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 occupiers, 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
- 50 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 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 Services, 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?

## Centre Point has a private network for electricity supply

- The developers at Centre Point chose to install one main bulk supply to the scheme.
- Each retail unit is fitted with metering equipment to record electricity and energy supplied via the landlord's system.
- The electric supplier invoices Almacantar Centre Point Investments SARL for the consumption drawn from the main supply point.
- Almacantar Centre Point Investments SARL then passes on charges to each of the occupiers for their share of these main supplies.
- The charges to occupiers are based on the individual unit 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 network supply.
- This electricity re-charge tariff only applies to retail and commercial units with demised lifts and ecology units for kitchen and smoke extracts.



# What is a Heat Network?

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 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 units, 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 occupiers.
- ✓ Reduction in operating costs owing to reduced boiler servicing.
- ✓ Gas consumption can be reduced through central plant efficiencies.
- ✓ Occupiers 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 market.

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

# Heat Network infrastructure



Heat is supplied to commercial units from the landlord's central condenser system located within the building. Energy is transferred via a plate heat exchanger to the VRF (Variable Refrigerant Flow) condenser unit(s) within each commercial demise, providing both heating and cooling.

Each unit is fitted with metering equipment to record heat energy supplied via the landlord's system. Meter readings are collected through the buildings hard wired systems and monitored via the Building Management System (BMS).

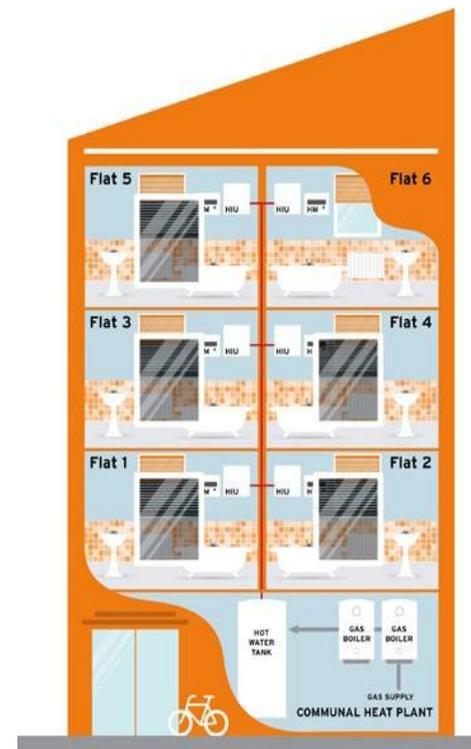
Heat consumption is billed based on recorded usage and applicable unit rate.

A fixed standing charge also applies and is included on your bill. This covers operation and maintenance of the landlord's plant and associated systems and applies regardless of occupancy.

## Outages?

The network is Almacantar Centre Point Investments SARLs responsibility. If the problem exists with the network, one of the on-site team will get this fixed as quickly as possible.

If the problem is with your heating, hot water or cooling please contact the concierge at [Concierge@centrepoinlondon.com](mailto:Concierge@centrepoinlondon.com)



# Billing Agent services



The development which has a communal supply means the building owner or manager of the building provide the utilities to occupiers, rather than a traditional energy supplier. As such, occupiers receive invoices from Almacantar Centre Point Investments SARL, 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

We will analyse the operating costs and calculate the associated tariffs for occupiers.

## 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 occupiers have an up-to-date view of their account.

## Occupier 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](mailto:billingteam@gingerenergy.co.uk)

## Arrears 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) and the resale of gas and electricity guidelines, which is overseen by the regulator Ofgem.

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

# Occupier support services



At Ginger we prioritise occupier support services. To ensure a seamless and stress-free experience for both property managers and occupiers. Our dedicated team is committed to providing timely and efficient support services to address any billing enquiries or concerns occupiers 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.

## Struggling to pay?

Please contact us as soon as possible so we can help. We understand that managing household costs can sometimes be difficult, and there may be occasions when you're unable to pay the full amount on time.

## Tenancy changes?

You can update your end date through the online portal or you are welcome to email us at [billingteam@gingerenergy.co.uk](mailto: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 the concierge if you have an issue with your network and we can advise you on the best solutions.

## Occupiers 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



For occupiers In a building that has a communal utility development means that retail units receive their utilities from the building owner rather than a traditional energy supplier like Octopus or British Gas.

- Almacantar Centre Point Investments SARL is the building owner and therefore the Heat Supplier and operator.
- The building owner is liable to the utility companies for their charges.
- The occupiers are liable to the building owner for the utility charges.
- Almacantar Centre Point Investments SARL has appointed Rendall & Rittner as their Property Managing Agent.
- Rendall & Rittner has appointed Ginger Energy to act on behalf of Almacantar Centre Point Investments SARL in its capacity of Heat Supplier. Ginger are contracted to produce regular billing and provide support services to occupiers.

The VRF systems are 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.



**Zhi**

Billing Operations Team

# Information & advice

## Portal

Register through our portal, you can:

- View invoices and statements
- Submit a query
- Make payments & set up direct debit
- Inform us of changes in ownership

## 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.

## 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

Almacantar Centre Point Investments SARL's full complaint process is available through our [Website](#) or we can send you a copy by contacting us at [billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk) or 0345 307 3433.

Your complaint will be acknowledged within 3 working days and responded to within 4 weeks.

If you are not happy with the final decision or your complaint remains unresolved after 8 weeks, you can contact the [Ombudsman](#) service.

This is a free independent service whose decisions the Heat Supplier must abide by.

# FAQs



## Can I choose my own Utility Supplier?

Your unit is provided through a shared network, which means Almacantar Centre Point Investments SARL are the only company that can supply you. You cannot choose a different supplier because the system uses shared pipes and equipment that serve all occupiers. This means they set the prices and manage the service, but must follow rules that protect occupiers, including being clear about costs, keeping prices fair, and explaining how you can raise concerns or make a complaint.

## How do you get readings?

The meters transmit the read data to the building management system (BMS) and the data is accessed by our team enabling us to produce invoices on behalf of Almacantar Centre Point Investments SARL.

## 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?

For commercial occupiers, we supply and bill heat through the energy network. Heat is provided from the landlord's condenser system via a plate heat exchanger to the VRF condenser unit within your demise, supplying heating and cooling. Charges are based on metered consumption multiplied by the unit rate. A fixed standing also applies, covering operation and maintenance of the landlord's plant, and applies regardless of occupancy.

## How are my Electricity invoices calculated?

For commercial tenants, we supply and bill the following electricity (If applicable).

Lift Electricity – Electricity from the landlord's mains supply to operate the demised lift.

Ecology Electricity – Electricity from the landlord's mains supply to operate kitchen and smoke extract fans.

Charges are calculated by multiplying measured consumption by the applicable unit. Any standing charges are in line with the relevant supply arrangement.

## How is my Cooling calculated?

Cooling for commercial tenants is included within their heat supply.

Cooling is delivered via the landlord's condenser system to the VRF condenser units within your demise and is charged based on metered heat consumption, using the applicable unit rate. The standing charge applies regardless of occupancy.

**More frequently asked questions can be found on the portal**

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.

## Feedback

We encourage feedback from occupiers, 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)