



**CENTRE POINT**  
—  
RESIDENCES WC1

**Welcome  
Pack**

Utility Billing  
Services

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# Welcome



Dear Leaseholder

Welcome to Ginger Energy. We have been appointed by Rendall & Rittner, on behalf of Almacantar Centre Point LP as your utility 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 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 residents.

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.

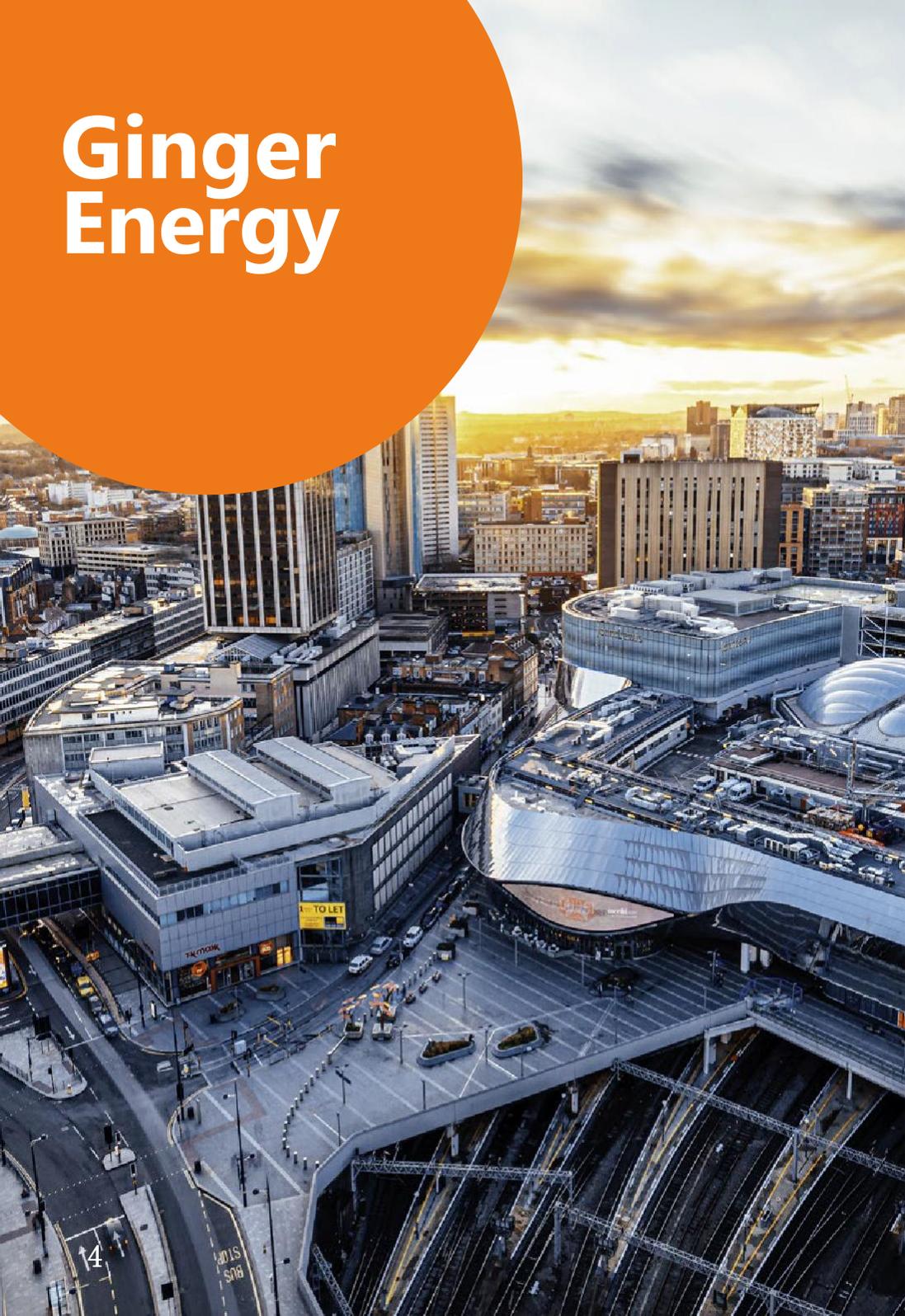
We want to make sure we manage your utilities as seamlessly as possible, so please don't hesitate to reach out if you have any questions or need our assistance.

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
- 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 Cat 2 and Grey water supply.

- Your drinking water supply is provided by Thames Water, and you will receive bills separately for this.
- The apartment softened water (CAT2) is served to the apartment en-suites and bathroom basins, showers and kitchen hot water tap via the network of pipework and pump sets from water softener plant and storage tanks in the basement. This supply is measured and billed in m<sup>3</sup> (cubic meters).
- The toilets in your apartment are supplied with reclaimed water, sourced from the building's softened water (CAT 2) and treated through the Landlord's Grey Water System. This supply is metered and billed based on cubic metres (m<sup>3</sup>).
- Almacantar Centre Point then passes on charges to each of the residents.
- The charges to residents are based on the individual apartment meter readings.
- It is not possible to change supplier when you are connected to a private supply as it forms part of the infrastructure.



# 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 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 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 (hot water) is produced by a central energy plant located in the building basement, using gas boilers and Combined Heat and Power (CHP) engines. Heat is distributed to each apartment via a network of pipework throughout the building.

Underfloor heating is provided by a heat pump boiler, with a dedicated energy meter installed to record each apartment's consumption for this heating system.

Each apartment is equipped with a Heat Interface Unit (HIU), controlled via the Crestron system, which allows residents to regulate heating and hot water usage, including timing and temperature.

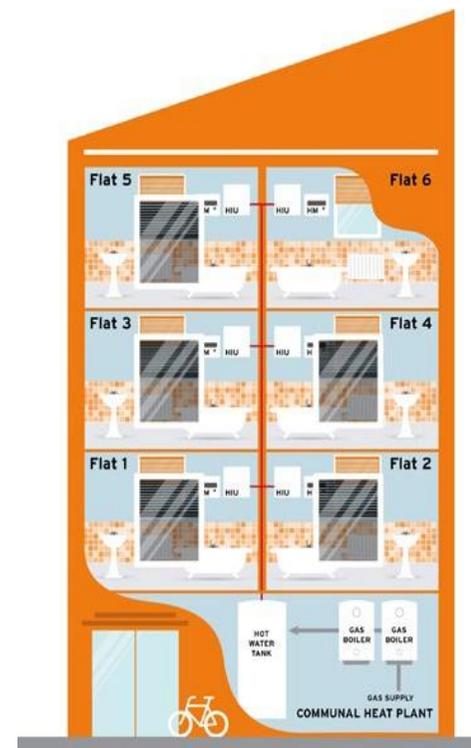
The HIU includes an integrated heat meter that measures the apartment's heat consumption, with readings collected automatically through the building's hard-wired systems and monitored via the Building Management System (BMS).

An operations and maintenance charge applies for this service and is included on your bill.

### Outages?

The network is Almacantar Centre Point LP's 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)



# Cooling



The building is fitted with a central VRF (Variable Refrigerant Flow) cooling system. This system provides cooling to all apartments through a network of refrigerant pipework connected to external condenser units.

Unlike traditional air conditioning or chilled-water systems, the VRF system uses electric compressors to circulate refrigerant directly to individual apartments, allowing each resident to control their own cooling requirements efficiently and independently.

Each apartment is equipped with indoor fan coil units, which deliver cool air into the space. Residents can easily adjust temperature and operating times using local controls within the apartment.

A cooling meter is installed to measure the energy used by your apartment's cooling system. Meter readings are collected remotely by data loggers located throughout the building. This enables us to provide invoices based on actual consumption rather than estimates.

# 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. As such, residents receive invoices from Almacantar Centre Point LP, 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 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.

## 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](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.

# 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.

## 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.

## Moving home

You can update your tenancy 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.

## 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.

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

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.

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, contact concierge for help!



**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.

## 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 LP'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.

## 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)

# FAQs



## Can I choose my own Utility Supplier?

Excluding drinking water, the utilities to your home are provided through a shared network, which means Almacantar Centre Point LP 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 residents. This means they set the prices and manage the service, but must follow rules that protect residents, 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 LP.

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

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

## How are my Water invoices calculated?

For both CAT 2 and Grey water you are charged for the cost incurred by the Landlord to purchase the water, together with the softening and treatment systems that serve your property. Charges are based on your water usage, measured in cubic metres (m<sup>3</sup>).

## How is my Cooling calculated?

Your cooling consumption is recorded by your apartment meter and multiplied by the pence-per-unit rate. This rate includes the energy used to operate your fan coil units.

A daily standing charge also applies to cover third-party service costs (including Ginger Energy management). Standing charges apply even if your apartment is unoccupied or not using cooling.

**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.

## Resident Meetings

We are available to attend resident's meetings to discuss the utilities and the billing arrangements. These are to be organised by Rendall & Rittner.

## 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)