



Vision Point

Welcome Pack

Heat Network Billing Services



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# Welcome



Dear Resident,

Welcome to Ginger Energy. We have been appointed by your Property Manager, on behalf of Vision Develop (Yelverton) 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.

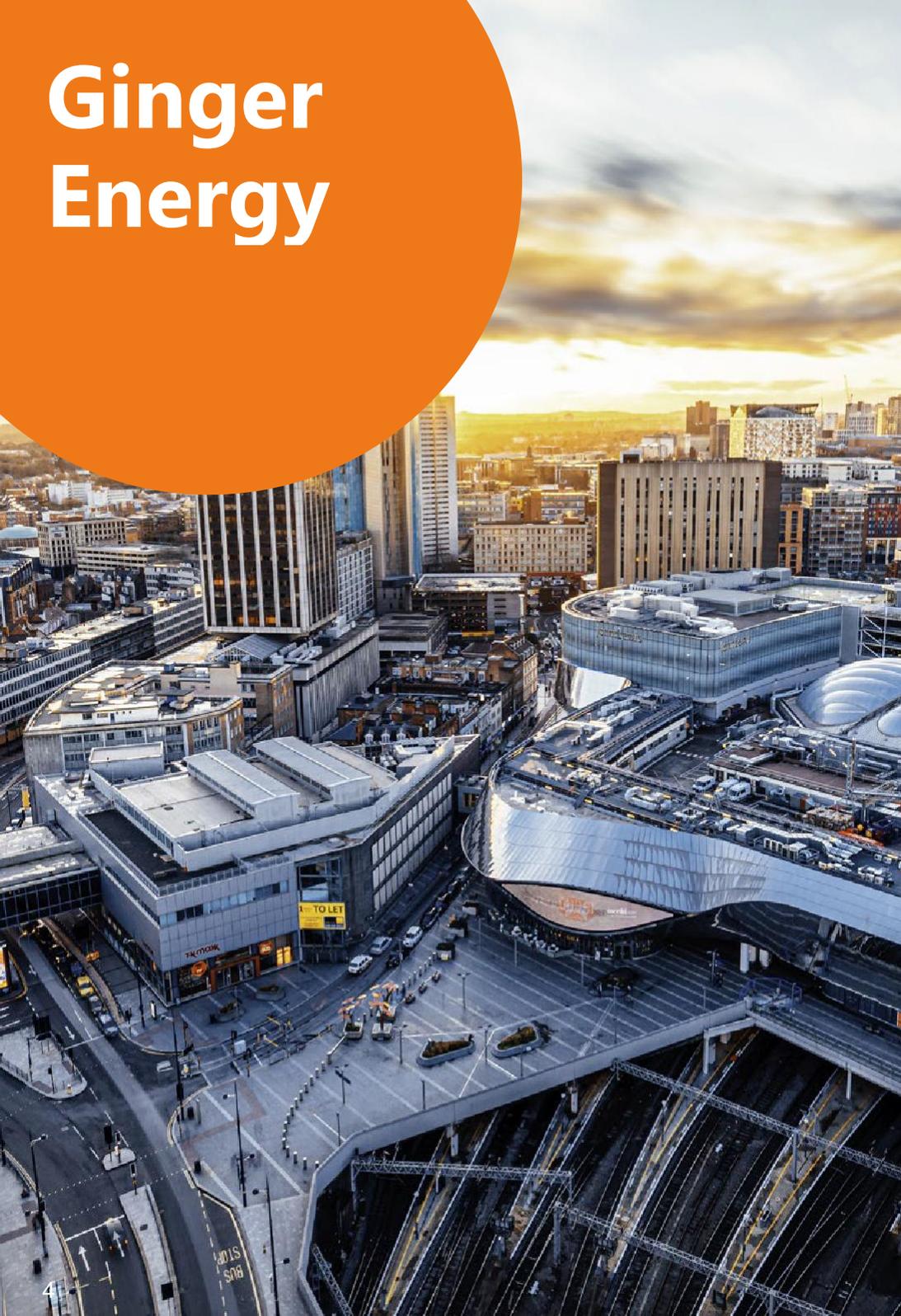
We want to make sure we manage your Heat Network billing as seamlessly as possible, so please don't hesitate to reach out if you have any questions or need our assistance.

We look forward to serving you and providing you with compliant & dependable, heat billing and associated support services.

**Lisa Gregory**  
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  
Service

Nikki is a seasoned professional with 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.

# Why heat networks?

As we transition towards a net zero future, increasingly stringent environmental standards are being applied to new developments.

To help meet these targets, developers are installing heat networks powered by electrically driven Air Source Heat Pumps (ASHPs). This centralised heating strategy uses electricity as the primary energy source to extract renewable heat from the outside air and distribute it across the building. By centralising the plant, low-carbon technologies can be integrated efficiently, and building operators can take responsibility for monitoring and reporting overall energy consumption.

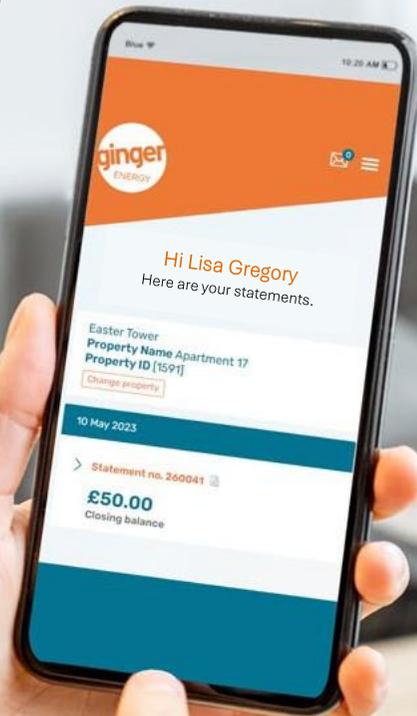
Operators of heat networks are required to report details of the networks they run to the Secretary of State. This information enables the Government to monitor performance and carbon emissions across the sector.

Communal heat networks using ASHP technology provide an effective low-carbon solution for heating and hot water in modern, high-density, multi-dwelling developments. In addition to reducing carbon emissions compared to traditional individual gas boilers, there are several further benefits:

- ✓ No gas supply or individual gas boilers within apartments, removing risks associated with gas distribution.
- ✓ Centralised plant reduces the need for individual flues and associated internal pipework.
- ✓ Safety inspections are generally limited to the central plant area, reducing disruption within homes.
- ✓ Lower maintenance requirements compared to multiple individual boilers.
- ✓ Improved system efficiency through centralised management and optimisation.
- ✓ Residents may benefit from commercial electricity procurement arrangements.
- ✓ Supports the transition to low-carbon energy and contributes to net zero objectives.

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.

# Development infrastructure



The building is served by an air source heat pump system located within the energy center. The heat pumps generate thermal energy which is distributed throughout the building via a network of pipes, providing space heating and hot water to all areas.

The system is powered by electricity and uses an air source heat pump to generate heat energy for the building. Residents do not have an individual gas supply within their homes. This approach supports the use of lower-carbon energy and delivers heating and hot water to properties from a central system, without the need for any equipment or fuel supply inside each home.

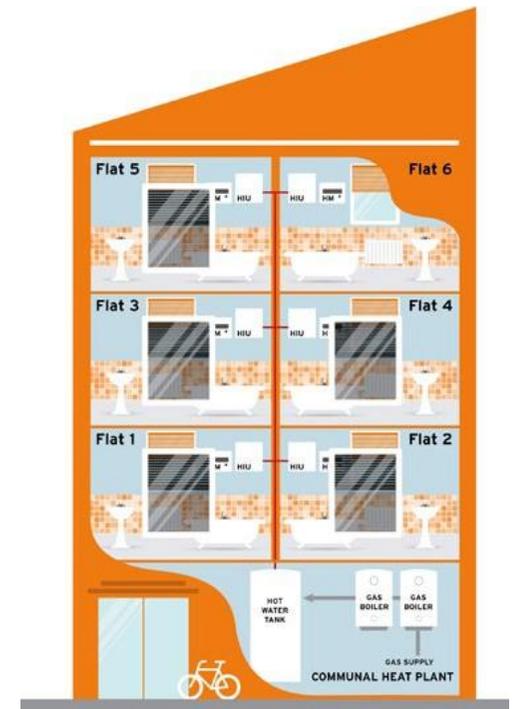
In each apartment there is a Heat Interface Unit (HIU). The HIU enables residents to control the time of usage and the temperature. Inside the HIU, there is also a heat meter which measures consumption.

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.

## Outages?

The network is Vision Develop (Yelverton) Limited 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 concierge at [visionpoint@mcmahonandpartners.co.uk](mailto:visionpoint@mcmahonandpartners.co.uk)



# 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 Vision Develop (Yelverton) 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 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 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.

- Vision Develop (Yelverton) Limited is the building owner and therefore the Heat Supplier.
- The building owner is liable to the energy supplier for electricity charges that fuel the ASHP.
- The Leaseholder's are liable to the building owner for the heat charges.
- Sub-Tenant(s) are liable to the Leaseholder for heat charges.
- Vision Develop (Yelverton) Limited has appointed McMahan & Partners as their Property Managing Agent.
- McMahan & Partners has appointed Ginger Energy to act on behalf Vision Develop (Yelverton) Limited in its capacity of Heat Supplier. Ginger are contracted to produce regular billing and provide support services for the heat network billing.

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, 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**  
Residents Services 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](#)

Information is available through our [Website](#) or by contacting us at [billingteam@gingerenergy.co.uk](mailto: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?

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 debit.

## How are my 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 fee's), 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.

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

The network is the responsibility of Vision Develop (Yelverton) Limited. If the problem exists with the network, one of the McMahon & Partners 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.

**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 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)