



Welcome Pack

Utility Billing Services

Old Country Park

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Welcome



Dear Resident,

Welcome to Ginger Energy. We are your billing agent appointed by the heat and private wire supplier, responsible for preparing and issuing invoices. Your heat and private wire supplier is RBSL Lettings Limited. 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, electricity and water 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
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?

Old Country Park has a private electricity and water supply network

- Commercial buildings that were converted to residential homes are done under permitted development regulations and have greater flexibility through a simplified planning process.
- Often developers keep the buildings existing utility infrastructure in place.
- The original supply points remain in place and provide electricity and water to each building.
- The electric and water suppliers' invoice RBSL Lettings Limited for the consumption drawn from the main supply points.
- RBSL Lettings 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.



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.

Who does what

- ✓ **Heat Supplier / Building Owner: RBSL Lettings Limited**
Responsible for supplying heat and hot water to your home and for the charges made for that supply.
- ✓ **Heat Operator RBSL Lettings Limited**
Responsible for operating and maintaining the heat network equipment and infrastructure.
- ✓ **Property Managing Agent: Charles Newton**
Supports site access, resident communication, repairs, contractor coordination and day-to-day site management.
- ✓ **Billing Agent: Ginger Energy**
Appointed to issue bills, manage resident accounts, process payments, answer billing queries and support complaint handling on behalf of the Heat Supplier.
- ✓ **Electricity / water reseller: RBSL Lettings Limited**
Responsible for recharging electricity and water under the applicable resale arrangements.



Zhi

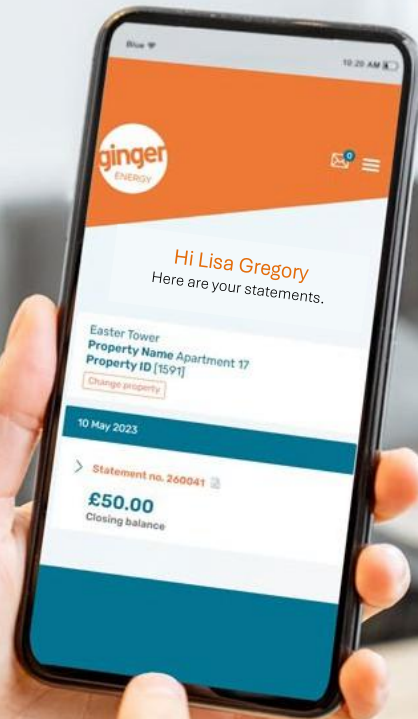
Residents Services Team



David

Billing operations Team

Heat network 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.

Your heat meter is located in the energy centre, but your electric meter is situated in your home.

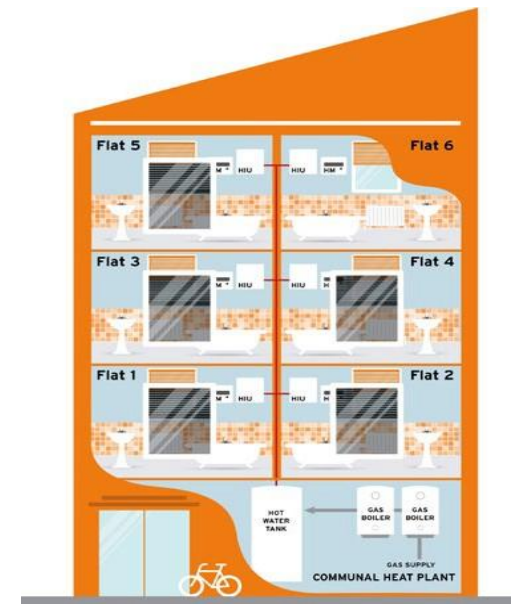
Readings are collected remotely by data loggers. Therefore, as long as there is Wi-Fi connectivity in the building, we have access to half hourly readings for each apartment. This means we can provide invoices based on actual meter readings rather than estimates and can provide detailed insights into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

Emergency and loss of supply

If you experience loss of heating or hot water, or there is an emergency or suspected emergency, report it immediately using the 24-hour emergency contact route:

Emergency contact: Rich Breheny
07891 457704

Available: 24 hours a day, 7 days a week



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 RBSL Lettings 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 tariffs are reviewed at least annually and may be reviewed sooner where costs change significantly.

The Heat Supplier must ensure that heat charges are fair, not disproportionate, evidence-based and properly allocated to the heat network.

Tariffs may include:

- ✓ a standing charge for fixed costs such as operation, maintenance, metering, billing and administration;
- ✓ a unit rate for the heating and hot water you use;
- ✓ adjustments where forecast costs and actual costs differ.

Where the approved model is pass-through or no-profit, the tariff will not include a profit margin or unrelated mark-up.



It's important to understand **Ginger Energy is 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

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. We aim to make charges clear, accurate and issued on time. If an error or delayed cost correction is identified, your account may need to be corrected.

For domestic and microbusiness consumers, heat charges should not normally be recovered for heating or hot water consumed more than 12 months before the date of the bill, unless a permitted exception applies.

Resident support services

The support desk is available Monday to Friday 9-5pm on 0345 307 3433.

Alternatively, you can also contact 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.

Resident support services

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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 coo@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.

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.

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.

Complaints

If you are unhappy with any part of the heat supply, billing, metering, charges, customer service, outages, support or how an issue has been handled, you can make a complaint.

Complaints can be made orally, in writing or digitally. You can complain if you are the named customer, resident, occupier, representative or someone affected by the heat network service.

We will acknowledge your complaint within 3 working days and aim to provide a full response within 4 weeks.

If your complaint is not resolved by the end of the next working day after we receive it, we will direct you to our Complaint Handling Procedure and offer a free copy in an appropriate format if requested.

If the complaint cannot be resolved, you may be able to refer it to the Energy Ombudsman or another appropriate redress body.

Registration, invoices & payments

Invoices & payments

Your heat bill will show, where applicable:

- ✓ the billing period;
- ✓ meter readings and whether they are actual or estimated;
- ✓ your consumption in kWh;
- ✓ the standing charge;
- ✓ the unit rate;
- ✓ the total amount due;
- ✓ the payment due date;
- ✓ payment methods;
- ✓ contact details for billing queries, complaints, emergencies and support.
- ✓ 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.

Where possible, billing information will also include information to help you understand your consumption, compare usage and access energy saving or

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.

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



How do you get readings?

Where meters and data loggers are working, bills will be based on actual meter readings where reasonably practicable.

If meter data is missing, delayed or appears inaccurate, Ginger Energy may use an estimated reading. Estimated bills will be clearly identified and corrected when reliable actual meter data becomes available.

If you provide a meter reading that appears inaccurate, Ginger Energy may contact you to request a new reading.

How are my Heat Network 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.

How are my Electricity and Water 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. Water standing charges are a daily cost of the building divided by the number of apartments.

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 porta

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