



# Welcome Pack

Heat Network  
Billing Services



# Welcome

Dear Residents,

Welcome to Ginger Energy. We are your billing agent appointed by the heat supplier, responsible for preparing and issuing invoices.

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.

This booklet provides important information about Ginger Energy, including how we support you with your energy billing, account management and customer service.

You will also receive a separate booklet containing more detailed information on behalf of your heat supplier. This includes information about the heat network, how your heating and hot water are supplied, and other relevant details about the service provided to your home. Together, these booklets are designed to give you a clear understanding of the roles of Ginger Energy and your heat supplier, as well as where to find help and information when you need it.

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

**Lisa Gregory**  
Executive 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 Company members
- 25,000 meters contracted
- 7,000 residents invoiced
- Fixed and flexible purchasing
- Over a terawatt of energy managed
- Private and public sector clients

# Meet the team

## Meet the Billing Services Management Team



**Lisa**  
Executive  
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 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, Nikki takes pride in her role as a driving force behind the day-to-day operations of her department



**Nikki**  
Head of Billing  
Services



**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.

# Online portal

Manage your heat account quickly, securely at a time that suits you through our online portal. Register at [mine.gingerenergy.co.uk](http://mine.gingerenergy.co.uk) using your invitation email we sent you, where you can access key account information and manage your payments all in one place.

If you need a new registration link or would like help getting started, please contact the Billing Team, who will be happy to assist.

## View and download bills

Access, view current and previous invoices securely whenever you need them, giving you a clear and convenient record of your heat account and charges.

## Set up a Direct Debit

Arrange regular payments through the online portal. Your direct debit mandate will automatically collect the full statement balance on an agreed date each month, helping you stay on top of your heat account.

## Track your usage

Review your energy consumption over time and gain a clearer understanding of the charges and costs shown in your heat account.

## Keep details up to date

Update your contact information and account preferences and let us know when you move in or move out.

## Make secure payments

Pay your bill quickly and securely using debit or credit card, whenever it is convenient for you.

## FAQs

You will also be able to view a range of additional frequently asked questions through the online portal, whenever you need further help or information

# How to contact us

Contacting the Ginger Energy team is simple:

## 3 easy ways



### Email

[billingteam@gingerenergy.co.uk](mailto:billingteam@gingerenergy.co.uk)



### Phone

0345 307 3433



### Portal

[Gingerenergy.co.uk](http://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.**