



Your building

Heat Network

Welcome
Pack

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Welcome Pack

Welcome to Your Home

This Welcome Pack has been designed to help you understand how your heating and hot water are provided, what to expect as a customer on a heat network, and how to get the most out of your system.

This welcome pack should be read together with the supporting documents included in this pack, which provide additional important information about your heat network service and in-home equipment.

Please keep this pack somewhere safe, as it contains important information about your heat supply, billing, support services, and emergency contacts.

Welcome Pack

Your Development

Welcome to your new home and to the heat network serving your development: **Graphite Square.**

Your home is supplied with heating and hot water through a shared heat network. This means heat is generated centrally and distributed to homes across the development, rather than each property having its own individual gas boiler.

We are committed to providing you with a reliable service, clear information, fair billing and support when you need it.

Living on a heat network is slightly different from having an individual gas boiler, so this guide brings together all the key information you need in one place. Inside, you'll find clear explanations about how your heating works, how your energy use is measured, what your agreement covers, and the support available to you throughout your residency.

Welcome Pack

Living on a Heat Network

A heat network is a centralised system that generates heat in one location and distributes it to multiple homes through a shared network of insulated pipes.

Instead of each property having its own boiler, heating and hot water — and, in some cases, cooling — are produced in a central energy centre and supplied directly to each apartment.

In your building, heat is generated by air source heat pumps located in the energy centre. These heat pumps produce thermal energy, which is circulated throughout the building via insulated pipework to provide both space heating and hot water.

Inside each apartment, a Heat Interface Unit (HIU) acts as your home's connection to the heat network. The HIU transfers heat from the central system into your apartment's heating and hot water system, allowing you to control your heating and hot water in a similar way to a traditional boiler — but without having a boiler inside your home.

The HIU also contains a heat meter, which measures how much thermal energy your home uses.

Meter readings are collected remotely using data loggers, helping us to provide accurate bills based on actual consumption.

Because HIUs can look very similar to gas boilers, you may not realise at first glance that your home is connected to a heat network. But it is important to understand that your home receives thermal energy through the heat network, rather than gas through a boiler.



Who Does What on Your Network

The Heat Supplier - Your Contractual Provider

The Heat Supplier is the organisation you have a customer relationship with.

They sell heat to you under the terms of your Supply Agreement and are responsible for all matters relating to your heat account.

Even if other companies operate the equipment or issue bills on their behalf, the Heat Supplier remains the authorised entity legally responsible for your customer rights and protections.

The Heat Supplier is responsible for:

- Providing you with a heat supply terms and conditions
- Setting the heat tariff
- Sending your heat bills and managing your payments
- Managing your customer account and responding to billing or contract enquiries
- Ensuring you receive fair treatment, clear information, and appropriate customer support
- Providing support for vulnerable customers
- Handling complaints and dispute resolution



Who Does What on Your Network

The Heat Network Operator - The Technical Manager

The Heat Network Operator is responsible for running and maintaining the physical heating system.

This role is separate from the Heat Supplier.

The Operator is responsible for:

- Running the energy centre (e.g. the plant equipment)
- Maintaining all communal pipework, pumps, valves, and controls
- Ensuring heat is produced safely and efficiently
- Maintaining and servicing Heat Interface Units (HIUs) and meters, where included within the building's responsibilities
- Responding to faults, outages, and engineering issues on the network
- Keeping the system operating reliably, efficiently, and in line with regulation

If there is an interruption to heating or hot water, the Heat Network Operator is usually the team that investigates and resolves the issue.

Even if other companies service and maintain the equipment, the Heat Supplier remains the authorised entity legally responsible for your customer rights and protections.



Who Does What on Your Network

The Billing Agent - The Appointed Billing Specialist

Some Heat Suppliers use a separate company to manage billing and resident relationships on their behalf.

A Billing Agent may:

- Collect meter data from residents' HIUs
- Produce and issue invoices
- Provide consumption report information
- Manage direct debit set up or payment processing (depending on arrangements)
- Provide resident support specifically on meter readings, bills, disputes or payments
- Provide a resident portal to access your billing information
- Help the heat supplier set the tariff
- Report faulty meter equipment to the Heat Operator
- Manage complaints
- Provide reports to the regulator and the heat operator

If you receive bills from an entity other than the Heat Supplier, that company is acting as the Billing Agent — but the Heat Supplier remains ultimately responsible to you.

A full set of contact details can be found in the Contact Details and Fault Reporting sections of this Welcome Pack.



Who Does What on Your Network

The Collections Agent -

The Appointed Collections Agent.

The Heat Supplier may appoint a specialist Collections Partner to manage accounts where payments have not been made and an outstanding balance remains.

The Collections Agent may:

- Contact the liable account holder by letter or telephone about an unpaid balance
- Discuss payment of the outstanding amount
- Issue further collection letters where payment is not received
- Report payment difficulty, disputes, vulnerability or other support needs for review
- Provide updates and reports to the Heat Supplier on accounts being managed and any further action taken
- Carry out or arrange pre-disconnection or pre-legal visits, where authorised
- Support the Heat Supplier's approved process for disconnection or limitation of the heat supply, or for referral for legal recovery where applicable
- Apply additional charges only where these are permitted under the relevant agreement or arrangements. The contact details for the appointed Collections Partner can be found in the Contact Centre section of this Welcome Pack.



Who Does What on Your Network

The Property Manager - The Appointed Property Managing Agent.

Heat Operators sometimes use a separate company to manage heat network operational matters on their behalf.

The Property Manager may:

- Appoint and manage the M&E contractor(s)
- Provide reports to the regulator, the heat supplier and heat operator
- Liaise between residents, site teams, billing agents, heat suppliers and heat operator
- Support access for inspections, maintenance and repair works
- Help manage resident queries on heat supply and billing
- Monitor on-site issues and escalating faults or service concerns
- Assist with resident communications on outages, works and tariff changes

As the day-to-day point of coordination, the property manager plays an important role in supporting the effective operation of the heat network. By helping to manage contractors, communications, queries and on-site issues, they provide a practical link between leaseholders, the heat operator, heat supplier and other service partners.



Contact Centre

Heat Supplier

Graphite Square Property Co Ltd

5 Elstree Gate, Elstree Way,
Borehamwood, Hertfordshire, WD6 1JD
C/o LRM Prime
chris.ryan@lrmpriime.co.uk
+44 20 3795 6312

Heat Operator

Graphite Square Property Co Ltd

Registered office: 5 Elstree Gate,
Elstree Way, Borehamwood,
Hertfordshire, WD6 1JD
C/o LRM Prime
9a Macklin Street, London, WC2B 5NE
chris.ryan@lrmpriime.co.uk
+44 20 3795 6312

Billing Agent

Ginger Energy Limited

Unit 4, 12 George Road, Birmingham,
B15 1NP
Billingteam@Gingerenergy.co.uk
0345 307 3433

Property Managing Agent

LRM Prime

9a Macklin Street, London, WC2B 5NE
chris.ryan@lrmpriime.co.uk
+44 20 3795 6312

Emergency Contact (24hr)

LRM Prime

concierge@graphitesquare.co.uk
07547 442401

Non-urgent fault reporting

LRM Prime

concierge@graphitesquare.co.uk
07547 442401

Billing & Payment Enquiries

Ginger Energy Limited

Billingteam@Gingerenergy.co.uk
0345 307 3433

Additional Help

If you need extra help with debt, budgeting or consumer advice, you can also contact free independent organisations as listed on our independent advice page in this guide.



Standards of Conduct

We are committed to providing a heat network service that is fair, transparent, professional and accurate.

Our aim is to ensure that all residents receive a service that is clear, fair and dependable, and that you feel informed and supported throughout your time on the heat network.

In line with relevant heat network regulations authorisation requirements, We aim to make sure all residents are treated with respect and receive clear, reliable information about their heat supply and bills.

Our commitment to residents

We will aim to:

- Treat you fairly and with respect
- Provide clear information about charges, billing and metering
- Communicate in a professional and helpful way
- Ensure bills and account information are as accurate as possible
- Investigate and correct any errors promptly
- Support residents who may need extra help

If something goes wrong

If you think something is wrong with your bill or the service you have received, please contact us. We will take your concerns seriously, investigate the issue, and aim to put things right as quickly as possible

Independent organisations that can help you

Citizens Advice

0808 223 1133.

Energy Ombudsman

0330 440 1624

heatnetwork@energyombudsman.org



Heat Supply Agreement

Heat is supplied to your home under the Supply Agreement, and the cost of that supply is recovered as a service charge item.

To ensure we comply with regulations, this Welcome Pack also includes a copy of the Heat Supply Terms, which has been issued to you Graphite Square Property Co Ltd.

These terms apply to leaseholders only.

If a leaseholder sublets their property, the leaseholder remains responsible to the Heat Supplier for all charges, regardless of who is living in the property or consuming the heat.

Leaseholders should make sure they have a separate agreement in place with their tenants if they wish to recover any heat charges from them. The legal responsibility for payment remains with the leaseholder, in accordance with the Lease Agreement and the Heat Supply Agreement.



Bills, Tariffs and Metering Arrangements

We want to make sure you have the information you need about your heat network service, including how you are billed, what the charges mean, and what you can expect from us.

Charges are made in accordance with your Heat Supply Agreement entered into as required by the Lease.

Your Bill

Bills are issued monthly in arrears, which means you are billed after the heat has been used.

Your bill has two parts:

1. **Standing Charge**
2. **Usage Charge**

The charges may increase or decrease over time and are reviewed annually, or more frequently if necessary.

Standing Charge

The **Standing Charge** is a fixed charge per day regardless of whether you consume heat or not. It helps cover the cost of Operating and maintaining the boiler room to make heat available to your home including:

- The feed-in suppliers standing charges
- Metering & agents fees
- Compliance costs

Usage Charge

Your **Usage Charge** is calculated by multiplying the heat you use by the unit rate. The **Unit Rate** is the price you pay for each kilowatt hour (kWh) of heat delivered to your home.

How Your Usage Is Measured

Your heat meter records the water flow and temperature difference between water entering and returning to the network, so your bill reflects the heat used through your HIU. If readings are unavailable, your bill will be estimated.



How Tariffs Are Set

The **heat tariff** is made up of two components, the

1. **standing charge** and the
2. **unit rate**.

The standing charge is determined by the Heat Supplier, to ensure that all the fixed costs are recoverable because they are not dependent on consumption. Examples of these costs are things like the billing agent fees, software license fees, boiler maintenance contract fees. The standing charge ensures there are always sufficient funds to pay the gas bills and run the boilers.

The unit rate is determined by calculating heat losses to get the heat from the boilers to the individual HIUs in all the homes via the network of pipes. The loss is calculated by comparing the amount of gas consumed by the boilers with the amount of heat recorded by all the individual heat meters. In some networks, the electricity used to run the pumps is also included in this calculation. The gas rate we pay the utility provider is then adjusted by the system losses to determine the cost of supplying heat to your home.

The heat tariff will be reviewed at least once per year. There will be a new gas tariff procured from the utility provider and the system losses will be calculated to determine the new unit rate of supplying heat to your home. At the same time, the Heat Supplier will review the fixed costs, and the standing charge could be adjusted up or down accordingly.

The annual tariff calculation document will also be produced each time the tariff changes. We have included the most recent tariff calculation in the relevant section of this Welcome Pack

We do not make a profit from the network.



Back Billing

We aim to make all charges clear, accurate and issued on time.

Where charges are recovered through your service charge, the law provides important protection. In most cases, costs cannot be passed on to you if they relate to a period more than 18 months prior, unless you were notified in writing within that time that they might be charged later.

If any delayed or adjusted charges apply, we will:

- Let you know as early as possible
- Clearly explain what the charge relates to
- Show how the amount has been calculated

Our aim is to keep you informed and ensure all charges are fair and transparent.

We understand that any unexpected change to charges can be concerning. Cases like this are uncommon, and our appointed billing agent, Ginger Energy has an excellent track record of forecasting costs as accurately as possible.

On rare occasions an adjustment is needed, it is typically because updated information has become available, for example actual consumption data received on previously estimated billing.

If you need extra help with debt, budgeting or consumer advice, you can also contact free independent organisations as listed on our Independent Advice page in this guide.



Operating Your System

Your home is equipped with a **Center 340023 thermostat**, a digital programmable room thermostat designed to provide accurate temperature control for your heating system.

The Center 340023 thermostat allows you to set time and temperature schedules, adjust target room temperatures, and override programmed settings when required.

It is designed to optimise comfort and support efficient operation of the heating system by allowing heat to be delivered only when needed.

Operating instructions for the Center 340023 thermostat are included in this welcome pack for further guidance on its functions and settings.



Security of Supply

We are committed to providing a heat network service that is safe, reliable and resilient.

We know how important heating and hot water are, and we will always aim to keep any disruption to a minimum. If you lose heating or hot water or think there may be a problem with the heat network, please contact **concierge@graphitesquare.co.uk** or **07547 442401** as soon as possible.

Planned Outages

Sometimes we need to interrupt supply to carry out essential maintenance or improvement works. If this happens, we will aim to:

- Give you as much notice as possible
- Explain why the interruption is needed
- Tell you when the outage is expected to start and finish
- Keep you updated if anything changes

We may also need access to your home to inspect, repair, test, read or replace heat network equipment. For non-urgent visits, we will arrange an appointment in advance.

Unplanned Outages

If there is an unexpected interruption to your heating or hot water, we will aim to:

- Investigate the issue quickly
- Arrange repairs as soon as possible
- Keep residents informed

- Provide updates on when service is likely to be restored, where known
- Provide additional assistance to vulnerable residents

We may contact Leaseholders by email, notices in communal areas, or through our appointed property managing agent or billing agent.

For information on how to report a fault, please see the Emergencies and Non-Urgent Fault Reporting section on page 21 of this Welcome Pack.



Support for Vulnerable Customers

We want all residents to be able to access heating and hot water safely and comfortably, and to feel supported when they need help.

If a resident needs extra support, we may be able to help through our Priority Services Register (PSR). This is a free and confidential service for residents who may need additional help.

You may wish to contact us if a resident is elderly, unwell, disabled, has young children, finds it difficult to manage bills or communication, or would be especially affected by a loss of heating or hot water.

This can include temporary as well as long-term circumstances.

Depending on your circumstances, we may be able to offer:

- Information in a format that is easier for you to use
- Help understanding your bill or arranging payments
- Extra support during service interruptions
- Signposting to free independent advice

If you tell us that a resident needs extra support, we may record this on your account so we can support you appropriately.

Any information you share will be handled confidentially.

You can see our full PSR policy by requesting it from our appointed billing agent, Ginger Energy.

To ask for support, please contact

Ginger Energy:

Telephone: 0345 307 3433

Email: Billingteam@gingerenergy.co.uk

If you would like someone to speak to us on your behalf, please let us know.



Independent Advice and Support

If you need extra help with debt, budgeting or consumer advice, you can also contact free independent organisations such as:

Citizens Advice

Consumer rights • debt • benefits • energy advice

Phone: 0808 223 1133

Cost: Freephone, Monday to Friday

Website: citizensadvice.org.uk

Energy Ombudsman

Independent dispute resolution • heat networks

Phone: 0330 440 1624

Heat network email: heatnetworks@energyombudsman.org

Website: energyombudsman.org

StepChange Debt Charity

Free debt advice • budgeting support

Phone: 0800 138 1111

Cost: Freephone

Website: stepchange.org

National Debtline

Confidential debt helpline • self-help resources

Phone: 0808 808 4000

Cost: Freephone

Website: nationaldebtline.org

MoneyHelper

Government-backed money guidance

Helpline: 0800 138 7777

Website: moneyhelper.org.uk



Complaints

If you are unhappy with any part of your heating or hot water service, please contact us through our billing agent, Ginger Energy. They will listen to your concerns and do our best to put things right on our behalf.

We accept complaints about heat network services from anyone affected, including residents, occupiers and sub-tenants who are not the named account holder.

We will log and investigate service issues such as loss of heating or hot water, supply interruptions, repair delays, poor communication or poor service.

For account-specific matters—such as billing, refunds, payment arrangements, account changes or personal information—we can only discuss this with the named customer.

To make a complaint

Contact our billing agent, **Ginger Energy**:

Phone: 0345 307 3433

Email: complaints@gingerenergy.co.uk

Online: www.gingerenergy.co.uk

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

If you are unhappy with our response, you can ask for your complaint to be reviewed. Our full Complaints Procedure, including the review process and

possible outcomes, is available at www.gingerenergy.co.uk or on request from Ginger Energy.

If you remain unhappy

If you remain unhappy after our final response, or if **8 weeks** have passed since you first made your complaint, you may contact the **Energy Ombudsman**. This is a free and independent service.

Website: www.energyombudsman.org

Phone: 0330 440 1624

Email:

heatnetworks@energyombudsman.org

Extra help and independent advice

If you are in a vulnerable situation or need extra support, please let us know by contacting Ginger Energy.

You can also contact **Citizens Advice** for free, impartial information about living on a heat network, consumer rights and debt advice:

Phone: 0808 223 1133

Website: www.citizensadvice.org.uk

Emergencies and Non-Urgent Fault Reporting

We understand that a loss of heating or hot water, or a fault affecting heat network equipment, can be worrying. This section explains when to report an emergency, how to report non-urgent faults, and the steps we will take to restore your service and keep you informed.

Faults emergencies and loss of supply

If you are a resident leaseholder, please contact Graphite Square Concierge team, or if you are a Tenant then please contact your Lettings Agent.

- Loss of heating or hot water
- Intermittent heating or hot-water supply
- A major leak, drip or water escaping from heat network equipment.
- Unusual noises from your HIU or communal equipment
- Overheating or unusually high temperatures
- A fault affecting a heat meter or heating controls
- Loss of supply affecting more than one apartment

Please give your name, address, flat number, contact number and details of the problem.

If there is an immediate danger or risk to life, call **999** first. Do not attempt to repair, open or dismantle heat network equipment. If safe, switch off local heating controls and keep clear of leaking hot water, hot pipework and exposed hot surfaces.

Non-urgent repairs and faults

For non-urgent faults, such as a broken meter or heating-control issue, contact:

Fault reporting: Graphite Square Concierge team on 07547 442401, or your lettings agent

Opening hours: [9am–5pm, Mon–Fri]

Email: concierge@graphitesquare.co.uk

For an urgent fault outside these hours, use the 24-hour emergency number on 07547 442401

Moving In & Out - Changes of occupancy (COO)

You can tell us about a change of occupancy or an update of your contact details in a few ways

If you have sold your property

The simplest way is to sign into your energy account and complete the form online, or you can email our billing agent at **COO@Gingerenergy.co.uk** they will need to know all pertinent information including your forwarding address.

Your final invoice will be issued as part of the normal monthly billing schedule.

If you have purchased your property

You can register by clicking here [Ginger Energy](#) and completing the online form or you can email them at **COO@Gingerenergy.co.uk**.

If you are a Tenant moving out

The simplest way is to sign into your energy account and complete the form online, or you can email our billing agent at **COO@Gingerenergy.co.uk** they will need to know all pertinent information including your forwarding address.

If you are a Tenant moving in

You can register by clicking here [Ginger](#) and completing the online form or you can email them at **COO@Gingerenergy.co.uk**

Your final invoice will be issued as part of the normal billing schedule.



Data Protection and Privacy

How we use your information

We collect and use personal information to:

- Manage your heat supply account
- Issue bills and take payments
- Respond to faults, complaints, and support requests
- Maintain the safety, operation, and performance of the heat network
- Comply with legal and regulatory obligations

We handle personal data in line with applicable data protection law. We will also share your information with our appointed property managers and metering and billing agents.

For more information about how we use your information, your rights, and how to contact us about privacy matters, please see our privacy notice



Appendices / Supporting Documents

**Welcome
Pack**

Cooling System Information

The building is fitted with a central VRF (Variable Refrigerant Flow) cooling system, which serves those apartments equipped with cooling. These apartments are connected to external condenser units through a network of refrigerant pipework. Cooling is not available in every apartment.

Unlike chilled-water systems, the VRF system uses electrically powered compressors to circulate refrigerant directly to the connected apartments. This allows residents in apartments with cooling to control their cooling requirements independently.

Apartments served by the system are equipped with indoor fan coil units, which deliver cool air into the space. Residents can adjust the temperature and operating times using local controls within their apartment.

For apartments with cooling, a cooling meter measures the energy used by the apartment's cooling system. Meter readings are collected remotely by data loggers located throughout the building. Where Wi-Fi connectivity is available, we can access half-hourly readings for connected apartments.

This enables us to provide invoices based on actual consumption rather than estimates and to offer detailed insights into cooling energy usage if required.

The VRF cooling system operates entirely on electricity and does not require a gas supply. It can be powered by renewable electricity, supporting the transition to lower-carbon cooling without the need to enter residents' homes.



Heat Supply Terms

1. Definitions and Status

1.1 In this Schedule (the “Heat Supply Terms”):

- (a) “Property” means the demised premises as defined in the Lease.
- (b) “Heat Supply” means the supply of space heating and domestic hot water delivered via the building’s heat network to the Property.
- (c) “Landlord” means the landlord and freeholder for the time being of the Building, including any managing agents or contractors acting on its behalf in relation to the Heat Supply, and is also known in regulatory terms as the ‘Heat Supplier’ and/or ‘Heat Operator’.
- (d) “Tenant” means the tenant under the Lease and includes any successors in title.
- (e) “Occupier” means any person occupying or using the Property, including any sub-tenant, licensee, lodger or guest.
- (f) “Heat Network” means the central plant, pipework, meters and associated equipment used to provide the Heat Supply to the Property and other premises within the Building or estate.
- (g) “Charges” means all standing charges, unit charges, tariffs, interest, administration fees, disconnection and reconnection charges and any other sums properly payable by the Tenant in respect of the Heat Supply.

1.2 These Heat Supply Terms form part of the Lease and are binding on the Tenant as if set out in the main body of the Lease. If there is any conflict between these Heat Supply Terms and any other provision of the Lease, the other provision of the Lease shall prevail except where applicable law requires otherwise.

2. Provision of Heat Supply

2.1 The Landlord may (but is not obliged to) provide the Heat Supply to the Property through the Heat Network, subject to these Heat Supply Terms and to the Tenant paying the Charges.

2.2 The Landlord will use reasonable care and skill to operate, maintain and manage the Heat Network and to provide the Heat Supply in a reasonable manner. The Landlord does not guarantee an uninterrupted Heat Supply at all times.

2.3 Interruptions may occur due to maintenance, repairs, safety concerns, emergencies, compliance with law or events beyond the Landlord’s reasonable control. Where reasonably practicable, the Landlord shall give advance notice of any planned interruption.

2.4 Compensation shall not be due for service interruptions unless caused by the Landlord’s negligence.

3. Metering, Billing, and Tariffs

3.1 Where an individual heat meter or sub-meter is installed serving the Property, consumption shall be based on meter readings. If no such meter is installed or is not reasonably practicable to use, the Tenant’s Charges shall be calculated on a fair and reasonable apportionment basis in accordance with applicable regulations and the terms of the Lease.

3.2 The Tenant must allow the Landlord and its contractors reasonable access to the Property (on reasonable prior notice, except in emergencies) to:

- (a) install, inspect, read, maintain, repair or replace any meter or Heat Network equipment; and
- (b) investigate any suspected leak, fault, tampering or safety issue.

3.3 The Landlord shall issue bills or statements to the Tenant at reasonable intervals showing:

- (a) the period covered;

- (b) metered consumption or the Tenant's share;
- (c) the tariffs and standing charges applied; and
- (d) the total Charges and payment due date.

3.4 Tariffs and standing charges shall be set on a fair and reasonable basis having regard to the costs of fuel, operation, maintenance, administration, compliance and any regulatory requirements. The Landlord may vary tariffs and standing charges from time to time, giving the Tenant reasonable notice of any change and its effective date.

4. Payment and Late Payment

4.1 The Tenant shall pay the Charges in full by the due date shown on each bill and by the payment methods reasonably specified by the Landlord.

4.2 If the Tenant disputes any part of a bill, the Tenant shall:

- (a) notify the Landlord, via their Agent, promptly in writing, setting out the reasons; and
- (b) pay the undisputed part by the due date.

The Landlord shall act reasonably in investigating and resolving any dispute.

4.3 If any amount of the Charges is not paid by the due date, such amount shall (without prejudice to any other right or remedy of the Landlord) bear interest from the due date until payment at the interest rate specified in the Lease and, if none is specified, at a reasonable rate not exceeding four per cent (4%) per annum above the Bank of England base rate.

4.4 The Tenant shall pay the Landlord's reasonable and proper costs and expenses (including legal and court costs) incurred in recovering any unpaid Charges, to the extent permitted by law and the Lease.

5. Disconnection or Restriction for Non-Payment

5.1 Subject always to applicable law and regulation, if the Tenant fails to pay any Charges properly due, the Landlord may, as a last resort, disconnect or restrict the Heat Supply to the Property.

5.2 Before disconnecting or restricting the Heat Supply for non-payment, the Landlord shall:

- (a) send at least two written reminders to the Tenant specifying the overdue amounts and requesting payment;
- (b) offer the Tenant a reasonable opportunity to discuss payment difficulties or a repayment plan; and
- (c) give the Tenant not less than fourteen (14) days' written notice of the Landlord's intention to disconnect or restrict the Heat Supply, stating:
 - (i) the amount outstanding;
 - (ii) what the Tenant must pay to avoid disconnection or restriction; and
 - (iii) the earliest date on which disconnection or restriction may occur.

5.3 The Landlord shall not exercise any right of disconnection or restriction in a manner that would breach any applicable law or regulation (including, where relevant, any protections applying to heat network consumers in England and Wales).

5.4 If the Heat Supply is disconnected or restricted for non-payment:

- (a) the Tenant remains liable for all outstanding Charges;
- (b) the Tenant shall pay the Landlord's reasonable and proper costs of carrying out the disconnection or restriction; and
- (c) reconnection or full restoration of the Heat Supply may be made conditional on the Tenant paying:
 - (i) all overdue Charges;
 - (ii) any interest and administration fees properly charged; and
 - (iii) a reasonable reconnection or restoration fee, to the extent permitted by law and the Lease.

5.5 The rights in this clause are in addition to the Landlord's other rights and remedies for non-payment under the Lease or at law.

6. Sub-Letting and Responsibility for Charges

6.1 If the Tenant grants any underlease, licence or other right of occupation of the Property or any part of it, the Tenant remains fully liable to the Landlord for all Charges relating to the Heat Supply to the Property, regardless of:

- (a) who actually occupies or uses the Property; or
- (b) any agreement between the Tenant and any Occupier as to payment of such Charges.

6.2 Unless the Landlord expressly agrees in writing to contract directly with an Occupier in respect of the Heat Supply, the Landlord shall be under no obligation to any Occupier and shall be entitled to treat the Tenant as the sole person liable for the Charges.

6.3 It is the Tenant's responsibility, where the Property is sub-let or otherwise occupied by someone other than the Tenant, to ensure that any agreement with such Occupier clearly sets out:

- (a) responsibility for payment of the Heat Supply; and
- (b) any arrangements for reimbursement of Charges.

Any such arrangements are strictly between the Tenant and the Occupier and shall not affect the Tenant's liability to the Landlord.

7. Access, Safety, and Interference

7.1 The Tenant shall permit the Landlord and its authorised contractors to enter the Property (on reasonable prior notice, except in emergencies) in order to:

- (a) install, read, inspect, maintain, repair or replace any meter or Heat Network equipment within or serving the Property; and
- (b) investigate any suspected leak, fault, tampering or safety concern.

7.2 In an emergency, or where the Landlord reasonably believes there is an immediate risk to persons or property, the Landlord may enter the Property without prior notice, using reasonable means and in accordance with the Lease and the law of England and Wales.

7.3 The Tenant must not tamper with, alter, damage or interfere with any meter or Heat Network equipment and must take reasonable steps to prevent any Occupier from doing so. The Tenant shall be responsible for any damage caused to such equipment by the Tenant or any Occupier and shall indemnify the Landlord for all reasonable costs of repair or replacement.

8. Limitation of Liability

8.1 The Landlord shall be liable to the Tenant for any loss or damage suffered by the Tenant that is a foreseeable result of the Landlord's breach of these Heat Supply Terms or negligence. The Landlord shall not be liable for any:

- (a) loss of profit, business, contracts or anticipated savings; or
 - (b) indirect or consequential loss,
- except where such exclusion is not permitted by law.

8.2 Nothing in these Heat Supply Terms limits or excludes the Landlord's liability for death or personal injury caused by its negligence, for fraud, or for any other liability which cannot lawfully be limited or excluded.

9. Changes in Law and Regulation

9.1 The Landlord may make reasonable amendments to the operational aspects of the Heat Supply (including tariffs, billing methods and metering arrangements) where necessary to comply with changes in law, regulation or regulatory guidance relating to heat networks or consumer protection.

9.2 The Landlord shall give the Tenant reasonable notice of any material change to these Heat Supply Terms that is required to reflect such changes in law or regulation.

10. Governing Law

10.1 These Heat Supply Terms are governed by and shall be construed in accordance with the law of England and Wales.

Key Information Document (KID)

For Heat Supply to Your Property

This document provides an overview of the key information relating to your heat supply. It should be read alongside your Heating Services Agreement and Lease, which remain the full contractual documents. If there is any inconsistency between this document and those legal documents, the legal documents will take precedence, subject to mandatory resident protection and heat network regulatory requirements.

Who Supplies Your Heating and Hot Water?

Authorised Heat Supplier: Graphite Square Property Co Ltd

- Responsible for supplying heating and hot water to your home
- Regulated under the Heat Networks (Market Framework) Regulations

Heat Operator: Graphite Square Property Co Ltd

- Responsible for running and maintaining the heating equipment and network infrastructure

Billing Agent: Ginger Energy Limited

- Issues bills, processes payments and supports customer queries

How to contact us:

- **General enquiries:** billingteam@gingerenergy.co.uk
- **Billing & payments:** billingteam@gingerenergy.co.uk
- **Complaints :** complaints@gingerenergy.co.uk
- **Emergencies / Loss of supply** (including out-of-hours): 24 hours
concierge@graphitesquare.co.uk / 07547 442401

What You Are Paying For

You pay for:

- **Standing charge** — a fixed daily/weekly/monthly charge covering maintenance, operation of the central plant, administration, metering, customer service and other fixed network costs.
- **Usage charge (kWh)** — based on how much heat and hot water you use, measured by a heat meter where installed.

Tariffs are set in line with Ofgem's fair pricing and transparency requirements, ensuring charges are reasonable and based on the actual cost of running the heat network. More information about heat network regulation is available from Ofgem at www.ofgem.gov.uk.

We will give you at least 31 days' notice of all tariff changes.

Billing and Payment

You will receive bills typically monthly, showing:

- Your consumption (where metered)
- The tariff and standing charge
- The billing period
- Total charges
- Payment due date

Bills will meet the transparency requirements set by Ofgem, including key contact information and complaint channels.

Payment methods: As set out in your Heating Services Agreement or by notice from the supplier.

If your meter cannot be read (e.g. meter fault), your bill may be estimated and corrected later.

Back Billing and Delayed Costs

Sometimes, your bill may be adjusted later if the supplier's own energy provider issues corrected information.

- If costs are recovered via the service charge, section 20B of the Landlord and Tenant Act 1985 may limit recovery of costs older than 18 months unless you were told about them in writing within that time.
- You will always receive a clear explanation and as much notice as possible of any adjustment.

Your Rights as a Heat Network Resident

Under heat network regulations and Ofgem's authorisation conditions, you have the right to:

- Clear, accurate information in plain language about charges, tariffs and billing
- Fair treatment by your supplier at all times
- Accessible customer service, including support for vulnerable residents
- Receive bills that clearly explain your usage and charges
- Raise complaints and have them handled promptly and fairly
- Escalate complaints to the Energy Ombudsman if not resolved
- Advance notice of changes to tariffs or service arrangements
- Protection from unfair disconnection, especially if you are vulnerable
- Protection from unfair disconnection, especially if you are vulnerable.

Support for Vulnerable Residents

If you or someone in your home has additional needs, you can join the Priority Services Register (PSR).

This may include:

- Accessible communication (large print, audio, translated materials)
- Alerts and updates during outages
- Additional support during emergencies
- Protection from disconnection except for immediate safety risks

Ask us anytime if you wish to be added to the PSR.

Complaints and Independent Redress

How to make a complaint: Contact us through our complaints team at: complaints@gingerenergy.co.uk

We will:

- Acknowledge your complaint within 3 working days
- Aim to provide a full response within 4 weeks. If your complaint is not resolved within 8 weeks, or if we issue a deadlock / final position letter earlier, we will explain your right to contact the appropriate independent redress body.

If you are still unhappy or we have not resolved your complaint within 8 weeks, you may contact:

Energy Ombudsman

Website: www.ombudsman-services.org

Phone: 0330 440 1624

(They provide a free, impartial dispute resolution service for heat network customers.)

You can also get free independent advice from:

Citizens Advice

Website: www.citizensadvice.org.uk

Helpline: 0808 223 1133

Disconnection and Payment Difficulties

We will only disconnect or restrict your supply as a last resort, and only where legally permitted.

Before any disconnection, we will:

- Send reminders
- Discuss payment options
- Check if anyone in the home is vulnerable or on the PSR
- Give any notice required by law, regulation, the authorisation conditions and our approved disconnection / limitation of supply process.

We will not disconnect or restrict supply where this is prohibited, including where vulnerability or medical protections apply.

If you are struggling to pay, please contact us at your earliest opportunity.

Selling your home (Final Billing)

If you sell your property, you must tell us as soon as possible so we can:

- Take a final meter reading
- Issue a final bill
- Close your account

Data Protection

We only collect and use your data where necessary to:

- Provide the Heat Supply
- Bill you correctly
- Manage your account
- Support vulnerable residents
- Comply with legal and regulatory requirements

Data is processed under the UK GDPR and Data Protection Act 2018 and may be shared with:

- The Heat Operator
- Billing agents
- Regulators (including the Energy Ombudsman)

Where to Find More Information

Full details are contained in your Heat Supply Terms, which form part of your Lease.

Heat Network Tariff Calculation

Graphite Square

Tariff Start Date: 01/04/2026

This tariff has been forecasted and calculated by the appointed billing agent Ginger Energy on behalf of the heat supplier, Graphite Square Property Co Ltd

These operating costs are a passthrough and reflect the charges incurred from operating the heat network service. No profit is added to these costs.

For more information on how your heating and hot water are provided, please refer to the welcome pack.

The heat tariff is made up of two components:

1. Standing charge

2. Unit rate.

The charges may increase or decrease over time and are reviewed annually, or more frequently if necessary.

For questions regarding your heat tariff please contact Ginger Energy:

Telephone: 0345 307 3433

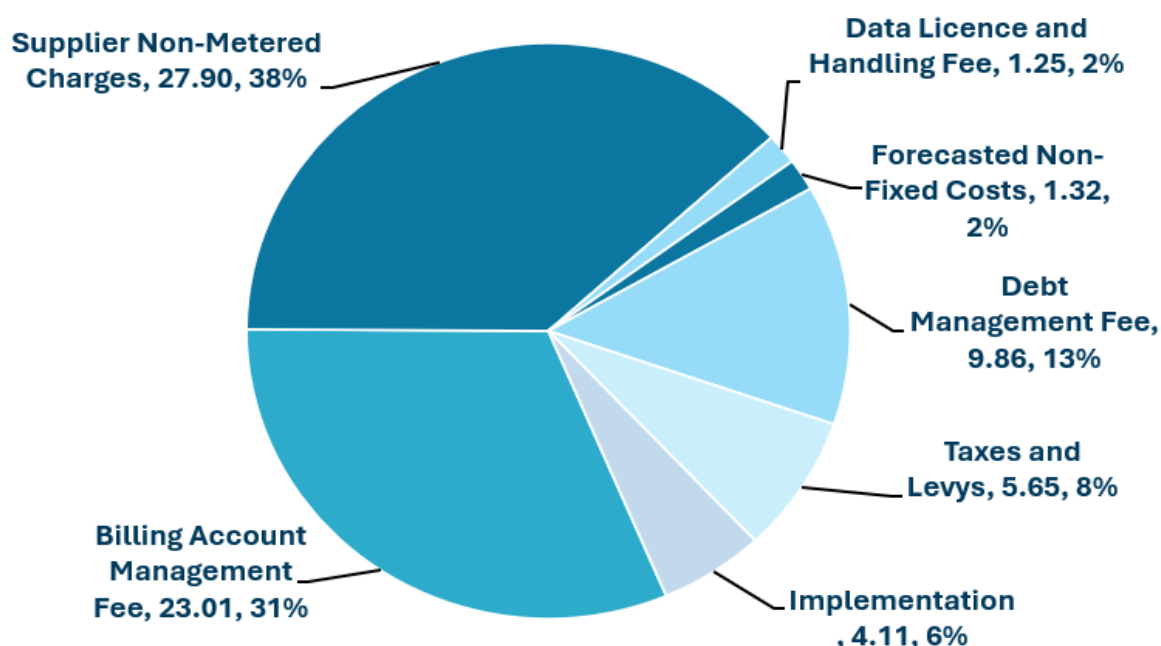
Email: billingteam@gingerenergy.co.uk

Standing Charge

The **Standing Charge** is a fixed charge per day regardless of whether you consume heat or not. It helps cover the cost of Operating and maintaining the boiler room to make heat available to your home including:

- The feed-in suppliers standing charges
- Metering & agents fees

Your Standing Charge: 73.10 p per day - Breakdown of the rate below



Note: Figures are in pence per day. VAT at 5% will be added to the rate above.

Unit Rate

The **Unit Rate** is the price you pay for each kilowatt hour (kWh) of heat delivered to your home.

Your unit rate: 17.93 p/kWh - Breakdown of the rate below:

ELECTRICITY PRICE		SYSTEM PERFORMANCE		YOUR HEAT RATE
21.922	÷	1.2225	=	17.93
p/kWh of electricity		heat kWh / electricity kWh		p/kWh of heat

Based on the estimated overall system performance 0.818 kWh of electricity is required to produce 1 kWh of heat delivered to homes.

User Guide

340022 (EHE0200322) - RF Wireless

340023 (EHE0200123) - Wired

7 Day Programmable Thermostats



340023 (EHE0200123)

Wired Programmable Thermostat

340022 (EHE0200322)

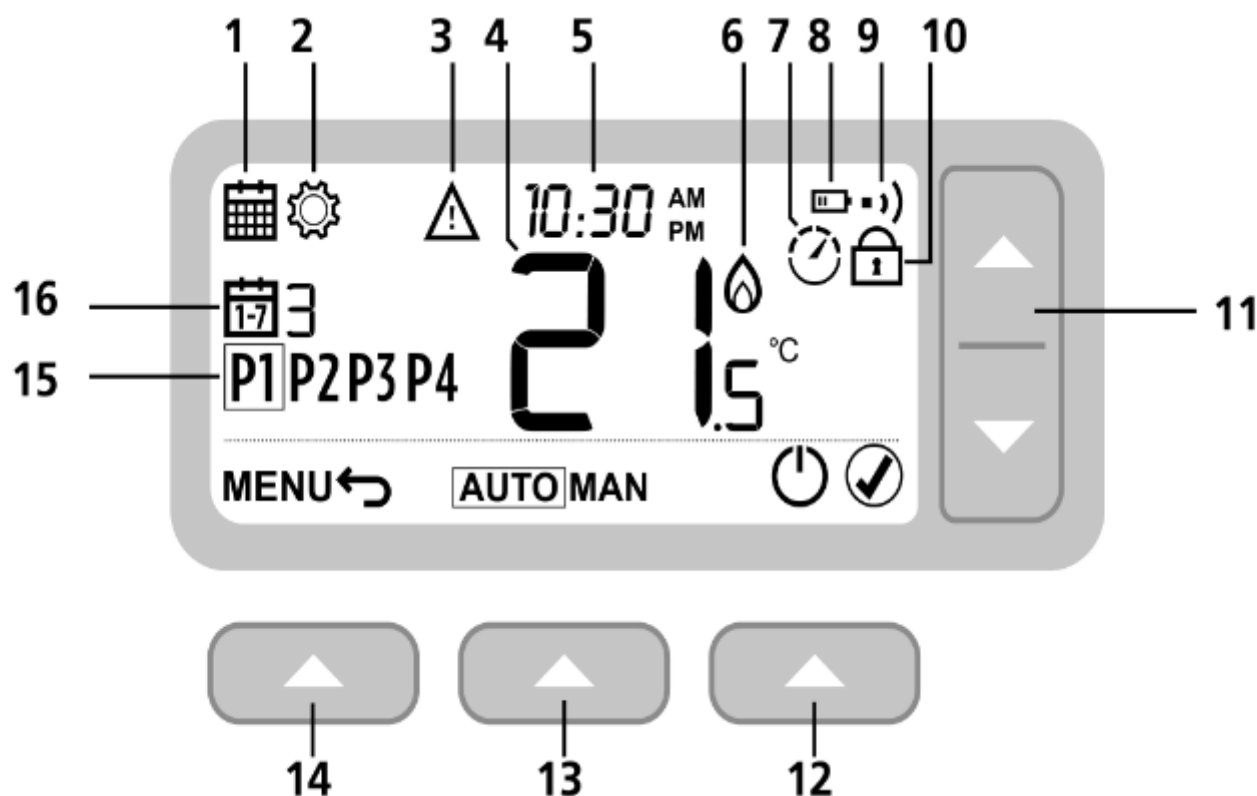
RF Wireless Programmable Thermostat

Contents

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1. Thermostat Interface

Screen and Button Overview



- | | | |
|---------------------|------------------------|---------------------|
| 1. Programming Menu | 7. Optimisation | 13. Middle button |
| 2. Settings Menu | 8. Low battery | 14. Left button |
| 3. Alert | 9. Wireless signal | 15. Schedule period |
| 4. Room Temperature | 10. Keypad Locked | 16. Day |
| 5. Current time | 11. Temperature adjust | |
| 6. Heat demand | 12. Right button | |

Status Icons

-  **Temperature Override Active:** Displayed if the programmed temperature has been manually adjusted.
-  **Low Battery:** Power has reached approximately 10% (see Changing the Batteries on page 9).
-  **Heat Demand:** Room temperature is below setpoint - indicating there is a demand for heating (boiler activity might occur).
-  **Optimisation Active:** Only displayed if optimisation has been enabled in the installer settings.
-  **Wireless Signal:** Thermostat (Wireless only) is connected to the Receiver Box.

Menu & Navigation Icons

MENU Options and settings of your Thermostat:

-  Heating schedule
-  Settings (Date & Time)

 **Back:** Return to the previous screen/menu.

 **Confirm:** Confirm a change or selection.

 **Standby:** Turns the heating on or off.

Navigating the Menu

Press **MENU**  button to enter the main menu.

Press  or  buttons to select a menu item - the selected item will flash.

Press   to confirm the selection.

Press  or  to adjust a setting and then press   to save the change and advance to next selection, or press   to go back to previous selection.

2. Menu

Heating Schedule

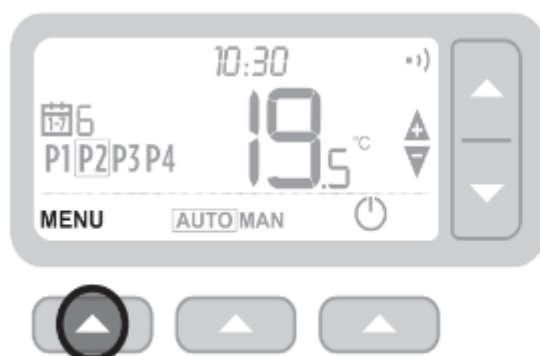
Your Thermostat comes with the following default schedule. Follow the next steps to adjust heating schedule.

		P1	P2	P3	P4
Days 1 to 5 (Mon to Fri)		6:30	8:00	18:00	22:30
		21°C	16°C	21°C	16°C
Days 6 to 7 (Sat to Sun)		6:30	9:00	18:00	23:00
		21°C	18°C	21°C	16°C

Adjusting the Schedule

1. Press **MENU**  to enter the main menu.

2. Press  or  to select the schedule menu  and press  



3. Press or to select the day to be adjusted and press



4. Press or to select the period to be adjusted and press



5. Press or to adjust the time and press



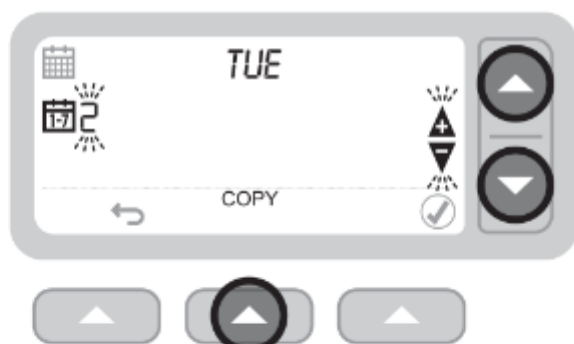
6. Press or to adjust the temperature and press



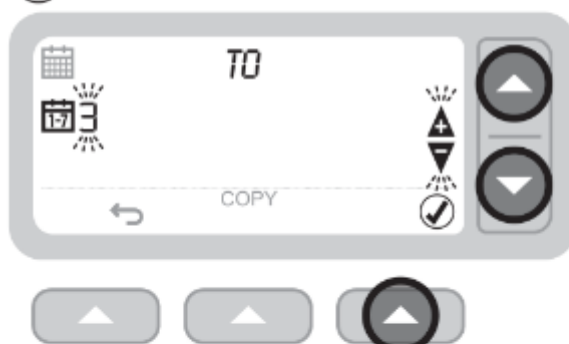
7. Repeat these steps to make adjustments to the remaining periods and days - or press to save changes and return to the home screen.

Copy Schedule

1. Press or to choose the day you want to copy the schedule from and press COPY



2. Press or to choose the day you want to copy the schedule to and press



Settings (Date & Time)

1. Press MENU  to enter the main menu.



2. Press  or  to select the settings menu  SET and press  .



3. Press   to select YEAR (or  to skip forward to MONTH)



4. Press  or  to adjust the YEAR and press  .



5. Press   to select MONTH (or  to skip forward to DAY)



6. Press  or  to adjust the MONTH and press  .



Settings (Date & Time)



7. Press to select DAY (or to skip forward to HOUR)



8. Press or to adjust the DAY and press



9. Press to select HOUR (or to skip forward to MINUTE)



10. Press or to adjust the HOUR and press



11. Press to select MINUTE and press



12. Press or to adjust the MINUTE and press



13. Press to exit SETTINGS and return to the home screen

3. Devices Modes

Automatic Operation

AUTO

During normal use your Thermostat will follow the programmed schedule - indicated by the **AUTO** icon.



Temporary override

Press the or set the new desired temperature. The programmed schedule will resume at the next programmed setpoint.



Manual Operation

MAN

The set temperature is followed permanently - indicated by the **MAN** icon.



Permanent override

Press the or buttons to adjust the set temperature. This temperature is set until manually changed again.



Standby mode (with frost protect)



Save energy by switching the heating off when not required - e.g. during warmer summer months, or when doors and windows are open for extended periods of time. If the temperature drops to 5°C the heating will come on to prevent the heating pipes freezing.

Press  to switch the heating off - the display will show OFF

Press  a gain to switch the heating on - the display will show **AUTO** or **MAN**



4. Optimisation

Optimisation



Your Thermostat has optimisation functions that aim to save energy while maintaining suitable comfort levels. The Thermostat displays  during the optimisation period if set. By default optimisation is disabled, see instructions on installation guide on how to activate it.

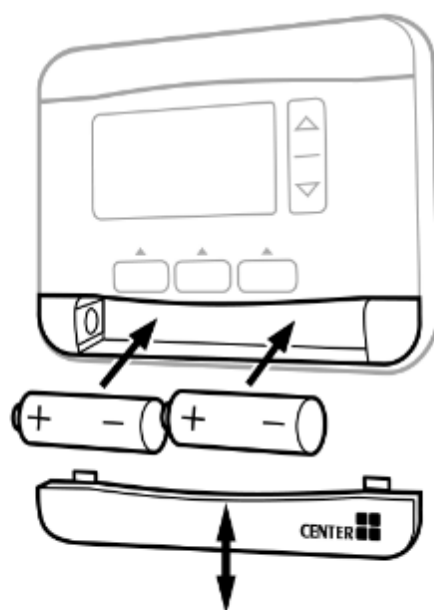
- **Optimum Start** learns how long it takes your home to reach a set temperature and then turns the heating on a bit earlier to achieve that temperature at the programmed time.
- **Optimum Stop** saves energy by switching off a little bit earlier than the programmed time. If your home is up to temperature, you will not notice the effect on the temperature, but you should see a difference in your fuel bill.



5. Changing the Batteries

The Thermostat is powered by 2 x AA batteries, although a battery icon is not shown on the display during normal use. The only time you will see the battery icon is when they become low on power.

-  is displayed when battery power has reached approximately 10% - you should be prepared to change them soon.
-  +  will flash when battery power has become critically low - you should change them immediately to make sure there is no disruption to your heating system.
- Replace with 2 new 1.5V LR6 AA Alkaline batteries only - which should last approximately 2 years depending on Thermostat use.



Please help to protect the environment by recycling old batteries in accordance with local regulations.

6. Troubleshooting

If you have difficulty with your Thermostat, try these suggestions. Most problems can be corrected quickly and easily.

All models

Screen is blank	Replace the batteries. Contact installer.
Thermostat shows 	Batteries have less than 10% power and need to be replaced soon.
Thermostat shows  + 	Batteries are critically low and need to be replaced immediately - see 'Changing the Batteries'.
Thermostat shows  but the boiler does not switch on.	The boiler cycles on and off as it controls the temperature, and sometimes the  icon will be displayed when the boiler has cycled off. If the boiler doesn't switch on after a long period of time contact your installer.
Heating system does not respond to temperature adjustments.	Make sure the set temperature is higher than the actual room temperature. Check the heating system is powered on. Check the Receiver Box is powered and the Thermostat has a wireless signal (RF only).
Thermostat shows  + - -	The temperature sensor of your Thermostat is faulty, contact your installer to repair or replace the Thermostat.

Wireless Thermostat & Receiver Box only

Thermostat is flashing  +  and Receiver Box  LED is flashing RED.	Wireless signal lost - Move the Thermostat to another location to try and restore communication.
Thermostat is flashing  +  and Receiver Box  LED is off.	Check Receiver Box has power by pressing the button to switch boiler on. If Receiver Box has power then no wireless binding data stored - Follow binding procedure in the installation guide or contact your installer.
Receiver Box  LED is flashing RED slowly.	Receiver Box is in binding mode - will time out of this mode after 3 minutes.

If during the installation or set up you experience any issues please call **0344 292 7060** for assistance.



Manufactured for and on behalf of Wolseley UK Limited,
2 Kingmaker Court, Warwick Technology Park,
Gallows Hill, Warwick, Warwickshire,
United Kingdom, CV34 6DY

For further information telephone 0344 292 7062

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WOLSELEY

www.wolseley.co.uk

UG-340017_340018.v01

CE Importer

Wolseley UK Limited, Unit1, M2 Business Park,
132 Duncrue Street, Belfast, BT3 9AR



WEEE Directive 2012/19/EU

At the end of the product life dispose of the packaging and product in a corresponding recycling centre.

Do not dispose of the unit with the usual domestic refuse. Do not burn the product.

Leaseholder and letting Guidance

What this guidance is about

This guidance explains what happens where a leaseholder lets their property, or allows someone else to live there, and the Heat Supplier allows the tenant to be added to the leaseholder's heat account as an authorised contact.

This arrangement can help the person living in the property deal with day-to-day heat supply matters, while making clear that the leaseholder remains responsible for the heat account.

This guidance explains:

- who remains responsible for the heat account;
- what information the tenant can receive;
- what information remains restricted;
- what the leaseholder will continue to receive;
- how bills, consumption data, complaints, outages and support needs are handled.

Who is responsible for the heat account?

The leaseholder remains responsible for the heat account, even if the property is let.

Adding an tenant as an authorised contact does not transfer liability for heat charges.

The leaseholder remains responsible for:

- heat and hot water charges;
- standing charges;
- consumption charges;
- tariff changes;
- unpaid balances;
- payment arrangements;
- debt recovery action, where applicable;
- any other charges properly due under the lease, supply terms or applicable charging arrangements.

The leaseholder should make sure that any private tenancy or letting agreement explains how heat charges will be dealt with between them and their tenant.

Adding a tenant as an authorised contact

Where the Heat Supplier allows this arrangement, the leaseholder may request that the tenant is added to the leaseholder's heat account as an authorised contact.

This means the tenant may be able to discuss and receive information that relates to their use of the heat supply at the property.

The authority granted to the tenant will be limited to the scope agreed by the leaseholder and accepted by the Heat Supplier. It does not give the tenant ownership of the account or transfer responsibility for payment.

The authorised contact arrangement may be reviewed periodically and should be reviewed when the tenancy ends, the tenant changes, the leaseholder withdraws authority, or there is a dispute about authority.

The leaseholder must agree to this arrangement before the tenant is added.

What information can the tenant access?

Where a tenant has been added as an authorised contact, they will be able to access information that relates to their occupation and use of the heat supply.

This will include:

- billing information for the property during their occupation;
- heat and hot water consumption data;
- account queries relating to their own usage;
- copies of bills or statements issued care of them;
- planned maintenance notices;
- meter readings or estimated readings;
- tariff information;
- outage and service interruption updates;
- complaints information;
- practical support information.

What information will the leaseholder see?

The leaseholder remains the account holder or liable party and will continue to be able to access account information relating to the property.

This will include:

- invoices;
- charges;
- consumption data;
- payment status;
- arrears;
- credits or refunds;
- correspondence issued on the account;
- complaint or query history relating to the heat account.

Where the tenant is added to the account, the leaseholder may see information relating to the tenant's use of heat at the property, including consumption data and billing information.

What information can the tenant not access?

Even where the tenant is added as an authorised contact, they will not be given access to the leaseholder's unrelated personal information.

This may include:

- the leaseholder's personal contact details, unless already shared or authorised;
- the leaseholder's payment method information;
- wider financial information;
- unrelated correspondence;
- information about other properties;
- personal data not relevant to the tenant's use of the heat supply.

The tenant's access should be limited to information that is relevant to the property, the heat supply, and the period or circumstances of their occupation.

The leaseholder's name may appear on bills or statements issued care of the tenant, because the leaseholder remains the liable party.

Personal information will be handled in accordance with the Privacy Notice for Heat Network Consumers and the Data Protection and Information Sharing Policy.

Bills and invoices

Where the authorised contact arrangement is in place, the heat invoice may be addressed to the leaseholder care of the tenant.

For example:

Leaseholder Name
c/o Tenant Name

This allows the tenant to receive and understand the charges relating to their use of heat at the property.

The leaseholder remains responsible for ensuring the account is paid.

Complaints and queries

The tenant may raise practical queries or complaints about the heat service, including:

- loss of heat or hot water;
- billing information relating to their usage;
- meter readings;
- consumption data;
- planned maintenance;
- outages;
- resident communication;
- safety concerns.

Where the complaint or query relates to the tenant's use of the supply, the Heat Supplier, Ginger or managing agent may respond directly to the tenant where this is permitted by the authorised contact arrangement.

Where the complaint relates to the leaseholder's personal account information, liability, historic arrears or other restricted information, the matter may need to be dealt with directly with the leaseholder.

Complaints will be handled in line with the Complaints Handling Policy and Complaint Handling Procedure. Where a complaint involves account-specific information outside the tenant's authority, the Heat Supplier or Ginger Energy may need to contact the leaseholder before sharing information or taking certain actions.

Outages, emergencies and maintenance

The Heat Supplier, Ginger, managing agent or operator may contact the tenant directly about practical matters affecting the property, including:

- planned maintenance;
- emergency works;
- service interruptions;
- outages;
- safety notices;
- access requirements;
- restoration updates.

Leaseholders and tenants, where known to the Heat Supplier, must be told how to report emergencies, suspected emergencies, outages and urgent supply issues, and must be given the correct contact number to use.

Vulnerability and extra support

The person living in the property may need extra support, even if they are not the leaseholder.

Where the tenant needs extra support, they may contact the Heat Supplier, Ginger or managing agent to explain their needs.

Support may include:

- accessible communication formats;
- priority updates during outages;
- additional support during prolonged interruptions;
- help understanding heat supply information;
- signposting to support services.

Suppliers must take account of consumer circumstances, including vulnerability, personal characteristics and communication preferences.

The tenant may ask about extra support or the Priority Services Register even if they are not the named account holder. Priority Services Register support is free and confidential. Information will only be recorded and shared where necessary and lawful.

Important points to remember

Where the tenant is added as an authorised contact:

- the leaseholder remains liable for the heat account;
- the leaseholder must agree before the tenant is added as an authority on their account;
- invoices will be issued to the leaseholder care of the tenant;
- the tenant may see the leaseholder's name where it appears on bills or account communications issued care of the tenant;
- the tenant may receive information about billing, usage and consumption at the property;
- the leaseholder will also be able to see account information for the property including any tenant consumption or payment information;
- the tenant cannot access unrelated personal information about the leaseholder;
- adding the tenant as an authorised contact does not transfer liability;
- the authorised contact arrangement can be changed or withdrawn in accordance with the Heat Supplier's authority-to-act process.

This guidance explains how the Heat Supplier will usually handle letting and tenant contact arrangements. It does not change the lease, transfer liability, or override the Heat Supply Terms. Where there is any inconsistency, the lease, Heat Supply Terms and applicable law will take priority.

Privacy Notice for Heat Network Consumers

How we use your personal information

Heat Supplier/data controller	Graphite Square
Heat network/site	Graphite Square
Privacy contact	Data Protection Officer c/o Ginger Energy Email: privacy@gingerenergy.co.uk Telephone: 0345 307 3433 Registered address: Graphite Square, London, SE11 5EE

Please read this notice. It explains how the Heat Supplier uses personal information about people connected with properties supplied by the heat network. Complete the site-specific details above before issuing it.

Who this notice applies to

This notice applies to people who receive, pay for, live at, own, manage or contact us about a property served by the heat network. This includes residents, occupiers, tenants, leaseholders, landlords, managing agents and authorised representatives.

Who is responsible for your information

The data controller is the organisation named above. It decides how and why personal information is used for the heat-network services it is responsible for.

The data protection contact details for the Heat Supplier are set out in the document information table above.

We may appoint organisations to operate the network, manage the building, administer accounts, bill customers, collect payments, provide metering, communicate with residents or carry out maintenance. They may process information for us. Where another organisation decides how and why it uses information for its own function, it may be a separate or joint controller. The site-specific Data Roles Schedule and resident information identify the relevant parties and contact routes.

If Ginger Energy administers your account, it does so on behalf of the Heat Supplier unless we tell you otherwise for a particular activity.

Information we collect

We collect only the information needed to provide and manage the heat network service, support residents and meet legal and regulatory responsibilities. This may include:

- name, address, contact details, account reference and property details;
- tenancy, leaseholder, occupier, landlord and authorised-representative details;
- billing, payment, direct debit, refund, arrears and payment-plan information;
- meter readings, consumption information and read-validation records;

- enquiries, complaints, correspondence, communication preferences and accessibility needs;
- PSR, vulnerability, health, disability or welfare information where relevant; and
- fault, outage, emergency, access, safety, audit, dispute and regulatory-reporting records.

Meter readings and consumption data can be personal information when they can be linked to an identifiable person, account or property.

Where we get information from

We may receive information directly from you, from someone authorised to act for you, from a leaseholder, tenant, occupier, landlord or managing agent, and from our billing, payment, metering, customer-service and operational systems. We may also receive relevant information from operators, contractors, payment providers, complaint bodies, regulators, auditors, courts, tribunals, or a previous or successor supplier/operator where needed for continuity of service.

Why we use information and our lawful bases

We use your information to manage accounts; supply heat and hot water; issue bills; take payments; process refunds; manage meter data; respond to enquiries, maintenance needs, faults and outages; deal with complaints and payment difficulty; prevent fraud; maintain records; meet legal, regulatory, audit and consumer-protection duties; and provide PSR, vulnerability, welfare or emergency support.

We rely on one or more lawful bases depending on the purpose: performance of a contract or steps taken at your request; compliance with a legal obligation; legitimate interests in operating a safe, secure and reliable heat network; vital interests in an emergency; and consent where we specifically ask for it. Where we use health, disability or other special-category information, we apply the additional condition required by data-protection law. We will ask for explicit consent where that is the appropriate condition.

Priority Services Register and additional support

The PSR is free and confidential. A resident or occupier can tell us about a need for extra support; they do not have to be the named account holder. We use the minimum information needed to provide appropriate help, for example during an outage, emergency or service interruption, or to provide communications in an accessible format.

We treat information about health, disability, age, communication needs, financial hardship, vulnerability and PSR support as particularly confidential. We do not use it for marketing, to disadvantage you, or to apply pressure in payment discussions.

Who we share information with

We share personal information only where necessary, proportionate and lawful, and only the minimum required. This may include appointed billing, account-administration, payment, debt-support and communications providers; the operator, managing agent, contractors and metering providers; professional advisers and auditors; complaint-handling or Ombudsman bodies; Ofgem, other regulators, courts, tribunals and other lawful authorities; emergency services or welfare organisations; and a successor supplier or operator where needed for continuity of service.

Where suppliers process information for us, we require appropriate contractual and security safeguards. They must not use information for unrelated purposes unless they have their own lawful basis and are legally entitled to do so.

Representatives, occupants and emergencies

We take reasonable steps to check identity and authority before discussing account-specific information. We may speak to a person you have authorised, within the scope of that authority. Occupiers and third parties may report faults, emergencies, outages, access issues, complaints or support needs, but we will not disclose account, payment, debt, billing or complaint information to them unless they are authorised or another lawful exception applies.

In an emergency or serious welfare or safety situation, we may share the minimum information necessary to protect life, health, safety or essential supply.

International transfers and automated decisions

We will not transfer personal information outside the UK unless the transfer is lawful and appropriate safeguards are in place. We do not make solely automated decisions with legal or similarly significant effects unless this is lawful and we have told you about it. We will not make a significant account decision, including restricting supply or withdrawing support, solely by automated means without appropriate human involvement, unless permitted by law.

How long we keep information

We keep personal information only for as long as necessary for the purpose for which it was collected, unless a longer period is required for legal, regulatory, audit, complaint, dispute, safety or continuity reasons. We will not delete information needed for an open complaint, billing dispute, regulatory request, audit, investigation, legal claim or continuity handover. Complaint records are retained for at least five years. The detailed retention schedule is available on request. When records are no longer needed, they are securely deleted, destroyed or anonymised.

How we protect information

We use appropriate organisational and technical measures to protect information against unauthorised access, loss, misuse, alteration, disclosure or destruction. These measures may include access controls, confidentiality obligations, secure transfer methods, encryption where appropriate and secure disposal.

If a personal-data breach is likely to result in a high risk to your rights and freedoms, we will notify you and the Information Commissioner's Office (ICO) where required by law.

Your rights

Depending on the circumstances, you have the right to be told how your information is used; ask for access; ask us to correct inaccurate or incomplete information; ask us to erase information where it is no longer needed and we have no lawful reason to keep it; ask us to restrict or object to certain processing; ask for portability of information you have provided, where applicable; and ask for human intervention where a qualifying decision has been made solely by automated means.

To exercise a right, or to ask for this notice in another format, use the privacy contact details at the start of this notice. We may need to confirm your identity. We may be unable to meet a request in full where we have a lawful reason to keep or use the information.

Concerns and complaints

If you have concerns about how we use your personal information, please use the Data Protection Officer contact details in the document information table above.

You may also complain to the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Keeping information accurate and changes to this notice

Please tell us if your name, contact details, billing address, communication preferences, nominated representative, access needs or PSR/additional-support needs change. We may update this notice from time to time. The current version will be available at request. Where a change is material, we will take reasonable steps to bring it to your attention.