



Your Package Options

Our Packages in Detail	Data Collection	Essential	Premium	Esco-Lite
Seamless Data Integration Reliable collection and ingestion of meter data into our secure in-house data platform.	✓	✓	✓	✓
Automated Daily Reporting Receive automatic daily read reports to ensure data accuracy and visibility.	✓	✓	✓	✓
Client Portal Access Full access to your data. Monitor metering points across your portfolio and download reports at your convenience.	✓	✓	✓	✓
Dedicated Account Management A single point of contact who understands your scheme and supports your ongoing needs.	✓	✓	✓	✓
Expert Workshops Join remote sessions hosted by our experienced Heat Network Managers to stay informed and up-to-date.	✓	✓	✓	✓
Custom-Built Billing Platform Tailored software built specifically for metering and billing communal energy services.		✓	✓	✓
Recharge Tariff Setup Initial tariff calculation based on your system's efficiency and your energy supply costs.		✓	✓	✓
Resident Onboarding Pack Clear, branded welcome packs and information leaflets to support regulation and resident engagement.		✓	✓	✓
Transparent Billing for Residents Monthly or quarterly bills issued directly to residents, in line with regulations, ensuring clear communication and trust.		✓	✓	✓
Monthly or Quarterly Billing Reports We provide clear and detailed billing reports on a monthly or quarterly basis, depending on your preference. These reports include: <ul style="list-style-type: none"> • A full breakdown of charges and consumption for each individual unit. • Highlights of any anomalies or metering issues that may require attention. • Easy-to-read summaries to support internal reviews, budgeting, and client transparency. 		✓	✓	✓
Annual Procurement of Energy Supply Contract Each year, we undertake a full market review to source and secure the most competitive energy generation contract for your site.		✓	✓	✓
Generation Supply Invoice Validation We validate invoices from your energy supplier to ensure you're only paying for what's accurate and fair. (This is only available when we are the appointed energy broker)		✓	✓	✓
Energy Billing Balance Sheet Tracking This is usually available at additional cost but included for first 12 months. We track your communal energy's financial performance. Monitoring tariff income alongside generation costs. (This is only available when we are the appointed energy broker)		✓	✓	✓
Client Portal Access You'll have access to a secure portal where all billing data, and reports are available in one place.		✓	✓	✓
Multi-Channel Customer Support Residents can contact our friendly customer service team via phone, support tickets, or online chat for any billing or account queries.		✓	✓	✓
Resident Portal Access (ESSENTIALS PACKAGE) Residents can manage their account, view bills and track energy usage through our easy-to-use online portal.		✓	✓	✓
Resident Portal Access (PREMIUM PACKAGE) Residents can manage their account, view bills, make payments and track energy usage through our easy-to-use online portal.			✓	✓
Flexible Payment Options We collect resident payments via Direct Debit, bank transfer (BACs), debit/credit card, and the online portal. Payment plans are also available where approved by the client.			✓	✓

Our Packages in Detail	Data Collection	Essential	Premium	Esco-Lite
Enhanced Client Portal Access You'll have access to a secure portal where all billing data, reports, and resident account and balance information is available in one place.			✓	✓
Secure Fund Management All collected resident payments are held in a dedicated, stand-alone client account to ensure security and separation of funds.			✓	✓
Fund Recovery Process Residents receive three reminder letters for overdue balances. If no resolution is reached, we will either: Refer the outstanding balance to the Managing Agent, or Apply the Supply Suspension Procedure (SSP)*, or Refer the debt to a specialist collection agency*			✓	✓
PAYG (Pay-As-You-Go) Sites For sites with prepayment systems, automatic supply suspension is built in - with tailored emergency credit and friendly credit settings - removing the need for the processes marked with * above.			✓	✓
Optional Monthly Review with Your Heat Network Manager As part of our proactive support approach, you have the option to schedule monthly meetings with your dedicated Heat Network Manager.				✓
Annual Efficiency & Tariff Review Each year, we carry out a review of the communal energy's efficiency and tariffs, including a financial reconciliation. This ensures pricing remains fair and cost recovery is accurate. (Included in your contract as an additional costed item)				✓
Timely Payment of Main Supply Invoices We ensure energy supplier invoices are paid promptly to avoid disruptions.				✓
Supplier Liaison We manage your supply account directly, handling all billing, payment, and contract-related queries with the energy supplier on your behalf.				✓
* SSP - Available for systems that allow isolation from outside of the property				
* Debt to a specialist collection agency - This enhanced option is available where JB Leitch has been appointed as your service charge solicitor				

Why Choose Us?

We're the energy partner that makes your job easier

We take the stress out of managing communal heat and energy. From staying compliant to cutting costs and keeping residents happy, we help you get it right - without the hassle.

With over 30 years' experience in residential property management, we know what works. Our expert team brings practical advice, tailored solutions and reliable support - so you can stay in control, protect your budget, and run your buildings more efficiently.



Full alignment of
procurement and recharge
processes



Client portal for energy
management, data
collection and billing



In-house software
development team - the
possibilities are endless!



Potential integration with
property management
software



Decades of experience in
energy management
working for Managing
Agents



MOP partnerships to
remotely collect LLS
meter reads



We're here to help.
Please get in touch if
you have any questions.

Data Energy and DMG Delta are leading providers of Total Heat and Energy Solutions as part of Trinergy Group.



Data Energy Management Services Ltd

Sion Park, Stansted Road, Birchanger,
Bishop's Stortford, Herts CM23 5PU

T [01279 810120](tel:01279810120)

E info@dataenergy.co.uk