

Your home is connected  
to a heat network



## Who are Data Energy?

We are your metering and billing agent. We have been specifically appointed by your building owner (heat supplier) to bill for the heat and hot water you use.

It's our job to:

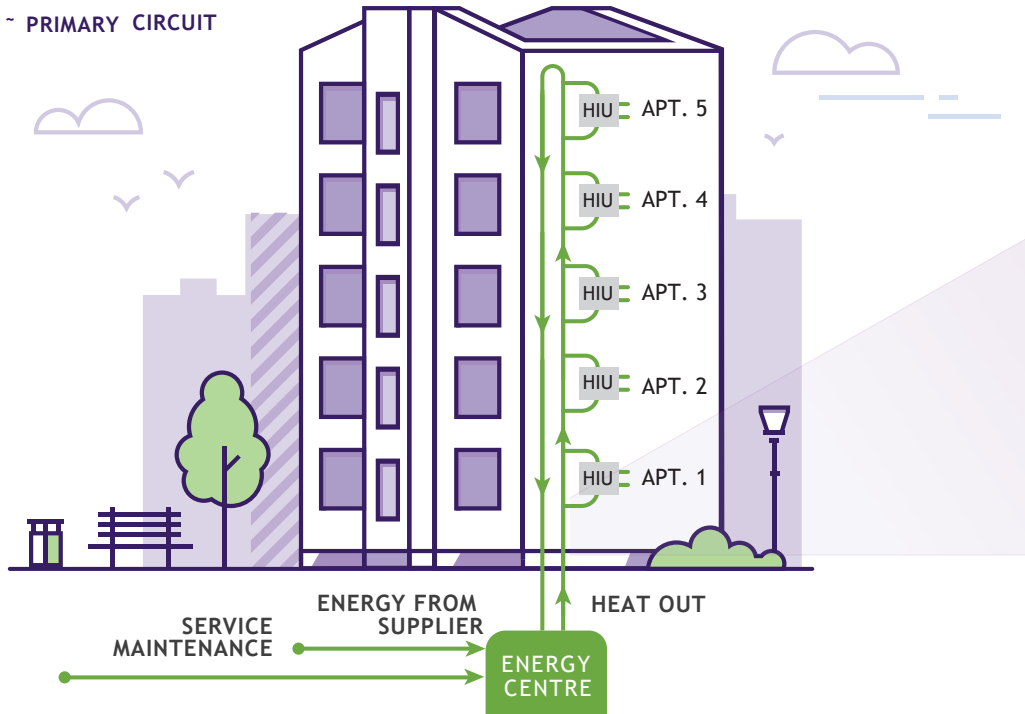
- Raise and issue periodic bills
- Collect metering data
- Process payments (if applicable)
- Provide customer support
- Process change of tenancies

For further information about  
Data Energy, please visit  
[DATAENERGY.CO.UK/RESIDENTS](https://dataenergy.co.uk/residents)



# THE BUILDING

~ PRIMARY CIRCUIT



## What is a heat network?

Heat networks are a low-carbon solution for supplying heat and hot water to large apartment blocks and play a key role in the UK's transition to net zero. These systems offer a wealth of financial, social and environmental benefits, allowing you unlimited access to heat and hot water whenever you need it.

### HOW DOES IT WORK?

Heat is generated in a central location (i.e. basement energy centre) and distributed to each apartment through a network of pipes known as the primary circuit.

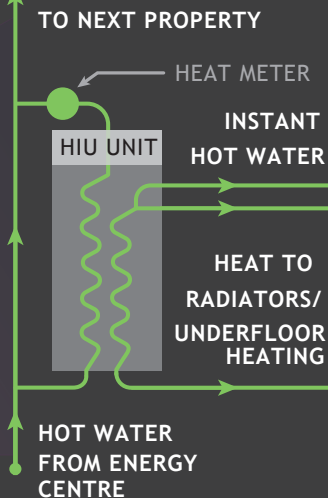
Instead of individual gas boilers, each apartment is fitted with a Heat Interface Unit (HIU), which transfers heat from the primary circuit to the secondary circuit within your home.

The secondary circuit is a network of pipes supplying space heating and hot water.

Your HIU is fitted with a heat meter which accurately records the amount of energy each apartment extracts from the primary circuit. This information is then used for billing purposes.

## APARTMENT 1

~ SECONDARY  
CIRCUIT



## How will I be charged?

Using actual meter reads recorded by the heat meter in your apartment, we calculate how much you have consumed, and charge you according to your tariff. Your tariff consists of three charges:

### STANDING CHARGE

This is a daily charge that relates to the fixed costs associated with running the heat network.

The number of days you have been billed for is multiplied by the standing charge to produce the total chargeable amount.

### ADMIN CHARGE

This is a fixed charge for the metering and billing service of your heat supply.

### VARIABLE CHARGE

This charge is based on your heat and hot water consumption, generally measured in kilowatt hours (kWh). The kilowatt hours consumed are multiplied by the variable charge to produce the total chargeable amount.

If you have any questions regarding your heating system or how you'll be charged, please contact us via:  
[dataenergy.co.uk/residents](http://dataenergy.co.uk/residents)

# How can I pay?

## I HAVE A CREDIT METER

You can pay your bill through a variety of methods, such as by phone, direct debit and online through our customer portal.

Our customer portal allows you to manage your energy use, make payments, provide meter reads and report occupancy changes. You can also find handy information on heat networks, energy saving advice and frequently asked questions.

Your first bill will include a unique activation code which can be used to register your account on our customer portal.

Visit our Residents Hub:  
[dataenergy.co.uk/  
residents](https://dataenergy.co.uk/residents)

## I HAVE A PREPAYMENT METER

You can easily top up your prepayment meter through a variety of methods, such as online, by phone and at PayPoint retail outlets.

You will be provided with a prepayment card and unique PayPoint number. No registration is required, and your card will be ready to use at numerous retail outlets with PayPoint facility.

Your unique PayPoint number can be used to register for PayPoint online, where you can top up, view your balance and historical payments.

Register for PayPoint Online:  
Please refer to your User  
Guide





If you experience any issues or require support, please find some helpful advice on our self-service portal. Our dedicated customer service team is also easily accessible and on hand to take billing queries and explain tariffs, please contact us via:

**W** [dataenergy.co.uk/residents](https://dataenergy.co.uk/residents)

**T** 01279 810 119

**DATAENERGY.CO.UK**