Glossary

We know that utility billing can be confusing. If you're new and getting to know your communal system, we hope this handy glossary can help...

A

Actual Meter Readings - These are meter readings based off your actual consumption. They are usually recorded remotely and sent automatically from the meter in your apartment, but you can also supply us with a reading from your meter yourself.

Admin Charge - This is a charge on your bill that covers Data Energy's metering and billing services. There are lots of elements that make up an admin charge.

B

Building Owner - This is the person / company that owns your development. Also known as the Freeholder or the Heat Supplier.

Bypass Consumption - This is a small amount of consumption - a result of a small amount of heat constantly passing through pipes to allow instant access to heat and hot water. Also known as a keep-warm function.

C

Catchup Bill - A bill that covers a longer period, if billing has been on hold and has now resumed.

Communal Heat Network - A shared heating system supplying a single building. This is an alternative to individual gas boilers in apartments.

Consumption - this refers to how much energy (and/or water) you use, measured in kWh (and/or m^3). When you consume energy (and/or water), it is measured and reflected on your bill.

Credit / Credit Notes - When a period is rebilled on your account, a 'credit note' is created and added to the account to cancel off the previously raised charges. You can view all credited invoices and the periods they relate to by logging into your Customer Portal account.

You may also see a credit on your account if you have overpaid. This will remain on your account and would be used to offset against future invoices.

There could be instances in which a manual credit is applied to your account. The specific reasons for this would be explained to you in a cover letter.

Customer Portal - This is an online account that Data Energy hosts, which allows our customers to monitor their energy use and make changes to their accounts.

![dataenergy logo]

D

Data Collection - This refers to Data Energy collecting information from meters at your development, so we know how much energy has been used. We use the collected data to create your bill.

District Heat Network - A shared heating system supplying two or more buildings. This is an alternative to individual gas boilers in apartments.

District Supply Scheme - This term encompasses a communal system or multiple systems that provide utilities to end-users. These utilities may include heat, cooling, electricity, gas, hot water, cold water, and more.

E

Efficiency - This word refers to how well something works. For instance, a system that offers instant access to heat whilst only losing a small amount of heat during the time it takes for the energy to make its way around the system, would be an efficient system.

Efficiency is generally measured as a percentage. For example, a heat network that has "lost" 55% of the energy during the generation and distribution process would be 45% efficient.

Heat losses are unequivocally going to happen during the generation and distribution process. The challenge is to try and limit this as much as possible. Factors that can affect heat network efficiency include:

- Occupancy levels
- Outside temperature
- System design
- Installation quality
- Architectural structure of the building/s
- Pipework insulation
- Maintenance quality
- Energy centre control settings

Estimated Meter Readings - These are sometimes used if we cannot access data for your apartment. We calculate how much energy you are likely to have consumed, based off your data history. If we do not have any history on file for your apartment, we might base it off similar sized apartments to yours.

F

Freeholder - Also known as the Building Owner or Heat Supplier. This is the person or company who owns your development.

H

Heat Interface Unit (HIU) - An HIU is normally found within the utility cupboard of your apartment. It transfers heat from your building's primary network (primary circuit) to your home (secondary circuit). It is fitted with a heat meter to accurately record the energy you consume.

Heat Network - A shared heating system, supplying more than 1 end user. This is an alternative to having individual gas boilers in each apartment. Sometimes known as a Communal or District Heating Network.

H

Heat Supplier - Also known as the Building Owner of Freeholder. This is the person or company who has ultimate responsibility for the Heat Network.

Help Centre - This is where Data Energy customers can get in touch with our Customer Care team and read FAQs. You can find our Help Centre on the Residents Hub.

Housing Association - A non-profit organisation that rents houses and apartments to people on lower incomes or with particular needs.

K

Keep warm function - This is a small amount of consumption - a result of a small amount of heat constantly passing through pipes to allow instant access to heat and hot water. Also known as By-Pass Consumption.

L

Lessee / Leaseholder - This is person who has bought an apartment at the development. The Leaseholder owns the leasehold of an apartment, whilst the Building Owner/Freeholder owns the development itself.

Letting Agent - Organises the renting of an apartment on behalf of the leaseholder. The sub-tenant, sometimes called the Occupier, contacts their Letting Agent if they don't contact their landlord directly.

M

Managing Agent - A company employed by the Building Owner to manage the operations of the development on their behalf.

Meter - Is a device that measures consumption (energy or water).

Meter Serial Number MSN - This is a unique number that identifies your meter.

Meter Reading - Provides us with information about how much energy (or water) has been consumed. Meter Readings are automatically taken and sent to us remotely, but you can also submit a manual meter reading yourself.

O

Occupier - Is the person who is living inside the apartment. If a leaseholder wants to let their apartment, they can add the tenant as the 'Occupier', for billing purposes.

Ofgem - Stands for the Office of Gas and Electricity Markets. They are the new regulator of Heat Networks, and are there to ensure customers rights. Regulations are yet to be announced…

P

Pay-as-you-go (PAYG) - This is when a customer pays for their energy by buying 'credit' for their meter, before using it. A bit like a pay-as-you-go sim card for a phone.

P

PayPoint - A system for paying bills both online or in-store. You'll find PayPoint details on your invoice.

Primary Circuit - This is your building's main pipe network.

Priority Services Register - Some Managing Agents and Housing Associations keep a register of vulnerable occupants who might need a bit of extra help with their energy services.

Q

Quarantine - When a meter is in quarantine, it means that billing is on hold because there is a problem. This might be due to faulty meters, incorrect data being recording, or a lack of data available. More information can be found on the Help Centre.

R

Residents Hub - An area of Data Energy's website dedicated to residents. Here, customers can navigate all our services, whether than be submitting forms, browsing leaflets, search FAQs or getting in touch with our Customer Care team.

S

Secondary Circuit - This is the pipe network within your home. Energy travels from the primary network, into your secondary network

Space Heating - The heating of a space such as your home, usually through radiators and underfloor heating. This is opposed to hot water heating.

Standing Charge - A daily charge that relates to the fixed costs associated with running communal systems and district supply schemes

Sub-tenant - A person who is occupying an apartment, renting from the Leaseholder. Sub-tenants can be added to accounts to settle bills for the energy they consume.

Supply Suspension Procedure SSP - This is when energy supply to an apartment or building is suspended. This can happen if payment is still not made after multiple payment reminders.

T

Tariff - A charge that is assembled for a utility supply. It is comprised of both a unit charge, and one or more fixed charge (such as a standing charge and an admin charge).

Thermostat - A device that helps set and regulate temperature. We suggest thermostat settings of 20-21 degrees as a way of saving energy and money!

U

Unit Rate (variable charge) - A charge that makes up part of your energy tariff. The Unit Rate is based on your individual energy consumption, generally measured in kilowatt hours (kWh). The amount of energy you consume is multiplied by the unit rate to produce the total chargeable amount.