

Introducing the Help Centre



What is the Help Centre?

The Help Centre is our new and improved online feature; developed to help our customers manage and understand their utility billing. It replaces our former Self Service platform, for a more polished customer experience.

What can I do there?

- Search FAQs
- Explore articles relevant to you
- Contact our friendly Customer Care team

Where can I find it?

You can access our Help Centre through the Residents Hub.

Visit dataenergy.co.uk/residents





Expand your knowledge



We believe that residents should feel confident in their understanding of their utilities. The wealth of knowledge found in the Help Centre aims to empower our customers; offering helpful information in straightforward language.



Start typing your question

Have a question? Just start typing into the search bar and relevant articles will appear for you to see. Our search function is fast and efficient, ensuring you get your answers immediately.



Articles relevant to you

You'll find plenty of FAQs here with our articles being better personalised to you. Want to learn more about your system? Visit our Heat Networks category. Only want articles relevant to Pay-as-you-go? Visit our PAYG category for more.

There are many categories to choose from and we are continuously updating and adding articles, so you'll always have the latest information to hand.

We're here to help...



Get in touch with us

Our Customer Care team is here too, and our ticket system has had a facelift! By submitting a support ticket, you can send us customised information and attach photos and documents for us to see. You can also create an account to view and manage all your historic tickets in one place.

Your development will have a dedicated Customer Care adviser associated with it, for a more personalised service.



On the go

Alongside being fully optimised for mobile use, customers will also be able to chat with advisers about their tickets directly through email threads, without having to log into the main site. This means customers can keep in touch on the go.

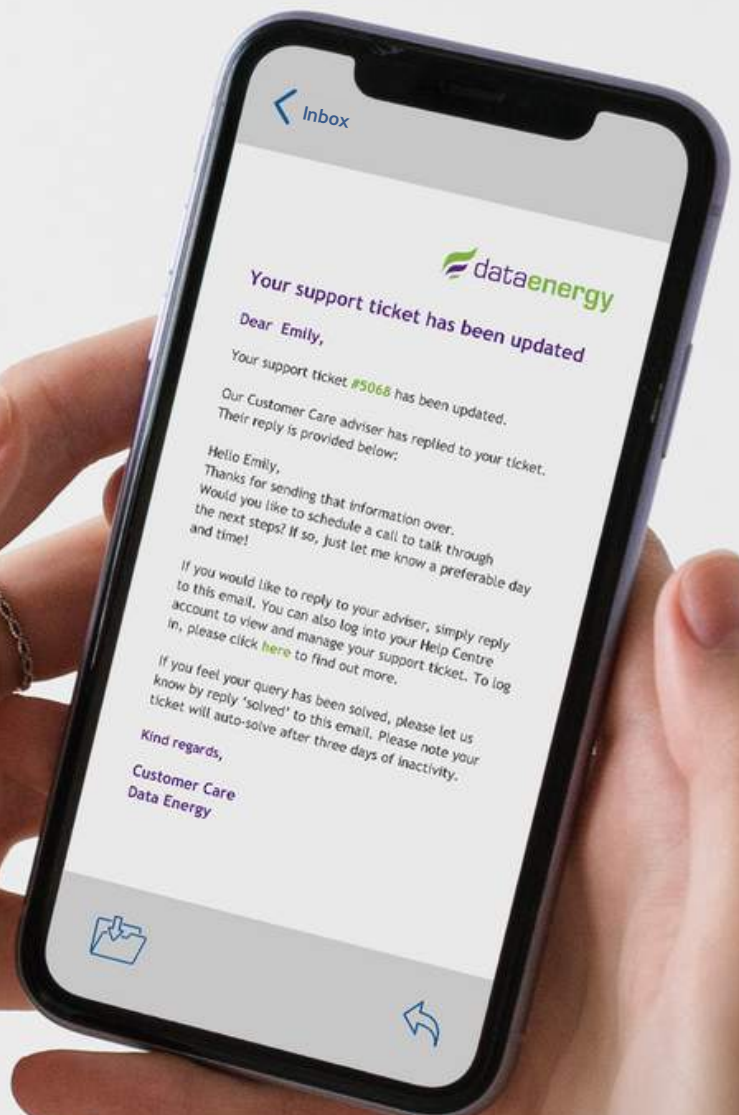
You can access the Help Centre now through our Residents Hub: dataenergy.co.uk/residents



A phone call away...

Our Customer Care advisers are always happy to take the time talking to residents. We're on hand to help with any billing queries you might have.

Our phone lines are open 9am-4pm, from Monday to Thursday. Please call 01279 810 119.





We're here to help. If you experience any issues or require support, please find some helpful advice at our Residents Hub. Here, you can access our dedicated Customer Care team through the Help Centre, who are on hand to take billing queries and explain tariffs. Please contact us via:

W dataenergy.co.uk/residents

T 01279 810 119

dataenergy.co.uk