



guru

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).

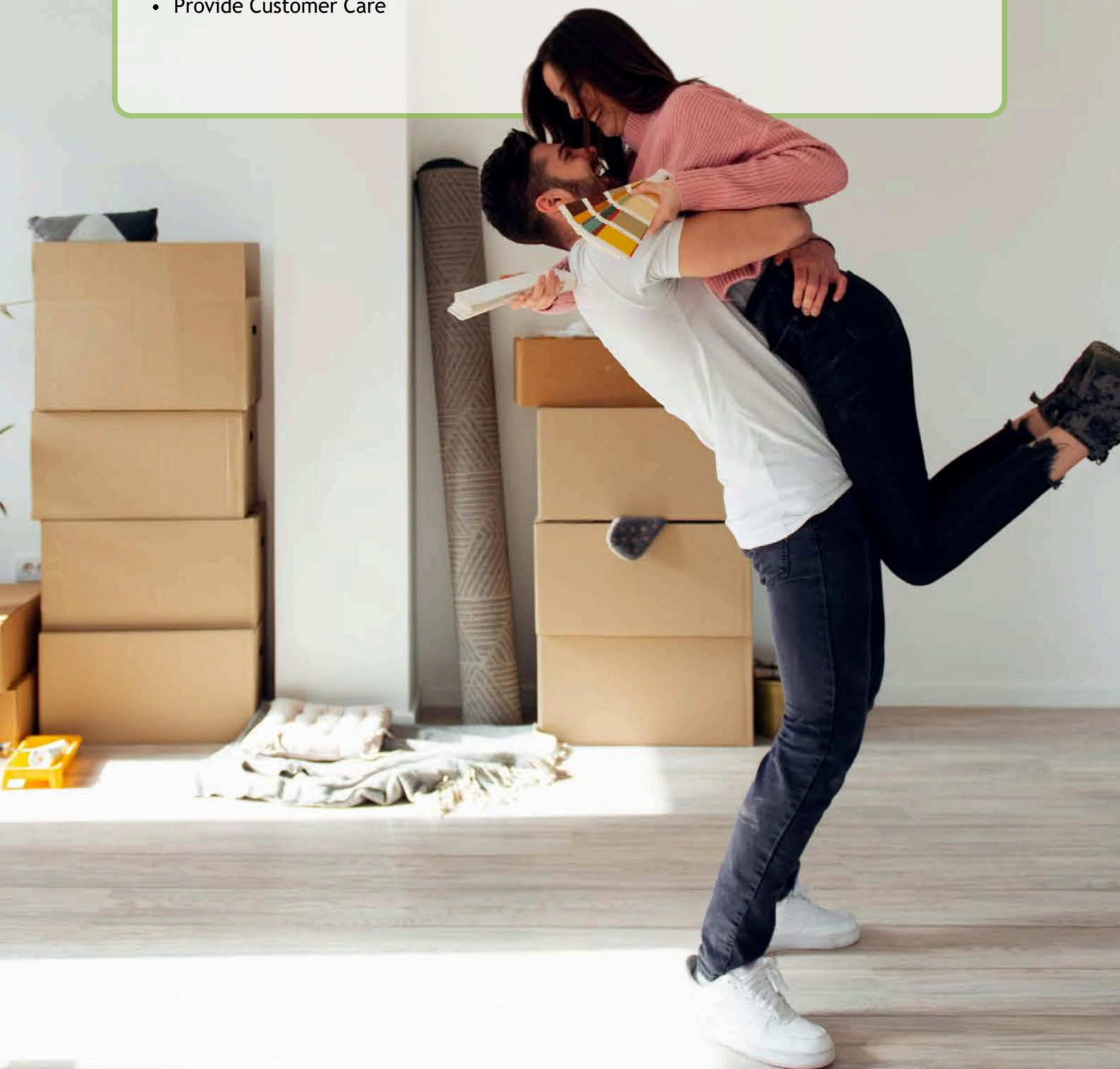
It's our job to:

- Collect consumption data
- Process payments
- Process change of tenancies
- Provide Customer Care

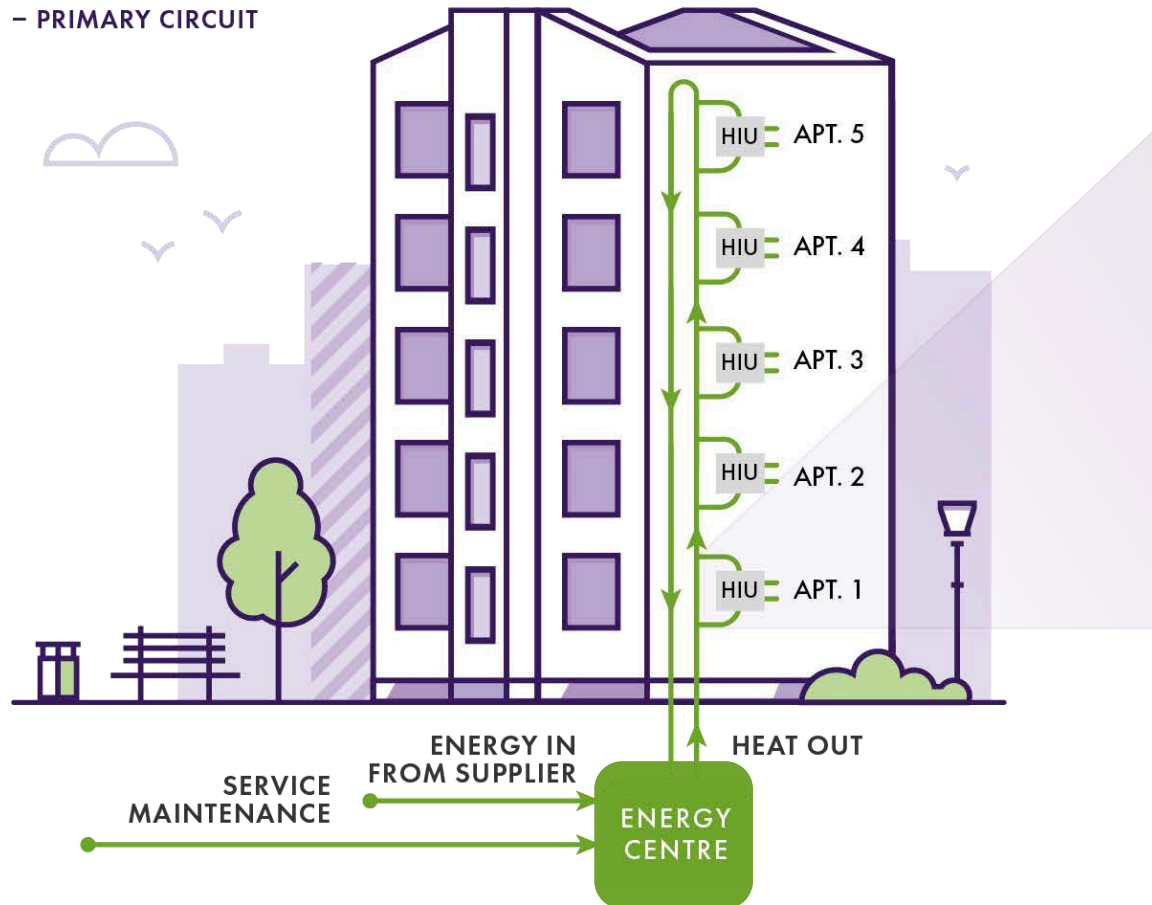
Find out more:

For further information about Data Energy, please visit:

dataenergy.co.uk/residents



THE BUILDING – PRIMARY CIRCUIT



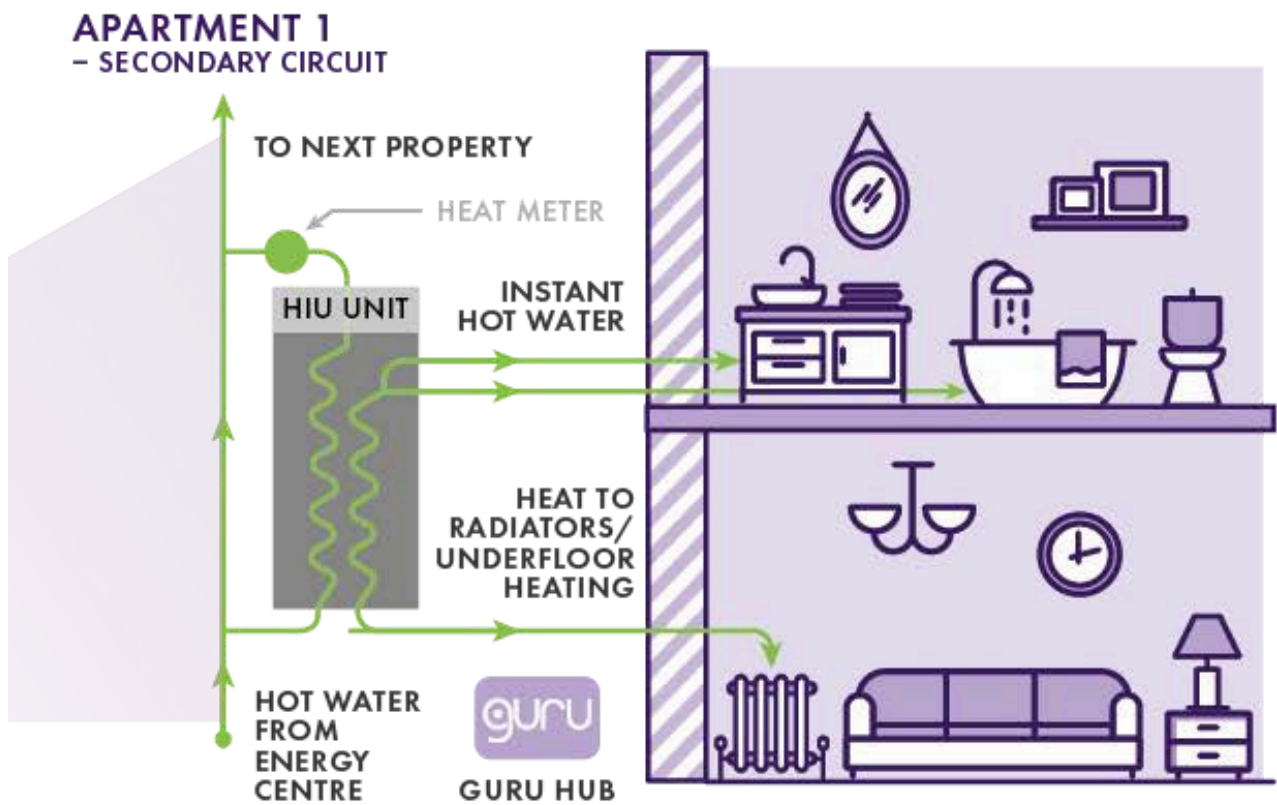
What is a heat network?

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 access to heat and hot water instantly, 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.



Your Guru Hub

Your apartment has the added facility of Guru Hub; a smart device providing two-way communication between you and your heat supplier. The LCD interface displays a set of recognisable icons, representing each function.



Icon Key



Gives access to the Home screen



Gives access to the Messages screen



Gives access to the Settings screen



Gives access to the Usage Info screen



Gives access to the Account Info screen



Gives access to the Display screen

Frequently Asked Questions

How will I receive my bill?

Our default billing method is paperless to help make the planet a little greener! If we don't have your details yet, you will receive your bill in the post, but may be charged a paper-billing fee. You can opt in or out of paperless billing at any time through your Customer Portal account.

How can I pay my bill?

There are many ways you can pay your bill including:

- Direct Debit
- Standing Order
- Bank Transfer
- Customer Portal
- By Card (over the phone)
- In-store with PayPoint
- Online with PayPoint

You can find more information on how to set up payment options on the reverse of your bill.

What if I move home?

It's important you notify us when moving home so we can close your account and ensure you only pay for the energy you use. Moving forms can be found on our Residents Hub. Please note that Change of Tenancy forms must be completed by the Landlord or Letting Agent on behalf of the tenant.

What if my meter is faulty?

If you are a Leaseholder and you suspect your meter is faulty, you should contact your Managing Agent in the first instance to let them know. If you are a private tenant, we recommend contacting your Landlord, and if you are a social tenant, we recommend that you contact your Housing Association.

As Metering and Billing Agents, we do not own nor are we responsible for the equipment on site, however we can still assist residents with their concerns. Our Technical Team can attend your property to investigate the metering and data collection faults, however if any parts require replacement, the Building Owner or their respective Managing Agent would need to instruct us to arrange the replacement.

How can I get in touch?

Your development has a dedicated Customer Care adviser to assist with billing and tariff queries. Contact our Customer Care team through live chat on our website or submit a ticket for complex issues. You can also use our digital assistant, EDEN, for quick answers. Alternatively, you can request a callback, and our adviser will contact you to discuss your query by phone.

Visit helpcentre.dataenergy.co.uk
or call our team on 01279 810 119
Monday - Friday, 9am - 4pm



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

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