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 care
- Process change of tenancies

Find out more:

For further information about Data Energy, please visit:

dataenergy.co.uk/residents

THE BUILDING
– PRIMARY CIRCUIT

HIU — APT. 5
HIU — APT. 4
HIU — APT. 3
HIU — APT. 2
HIU — APT. 1

ENERGY IN
FROM SUPPLIER   HEAT OUT

SERVICE
MAINTENANCE

ENERGY
CENTRE
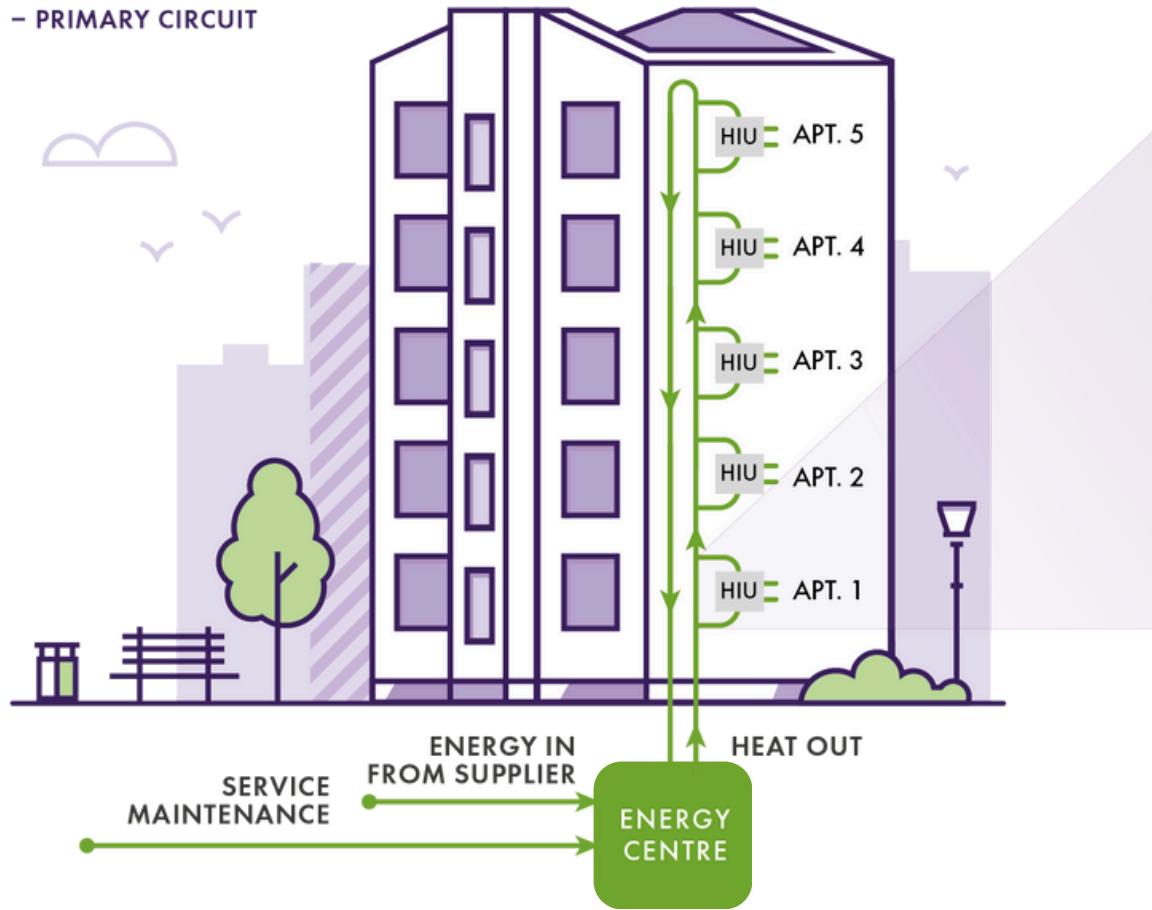
What is a heat network?

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. This information is then used for billing purposes.

APARTMENT 1
~ SECONDARY CIRCUIT
TO NEXT PROPERTY
HEAT METER
HIU UNIT
INSTANT HOT WATER
HEAT TO RADIATORS/ UNDERFLOOR HEATING
HOT WATER FROM ENERGY CENTRE
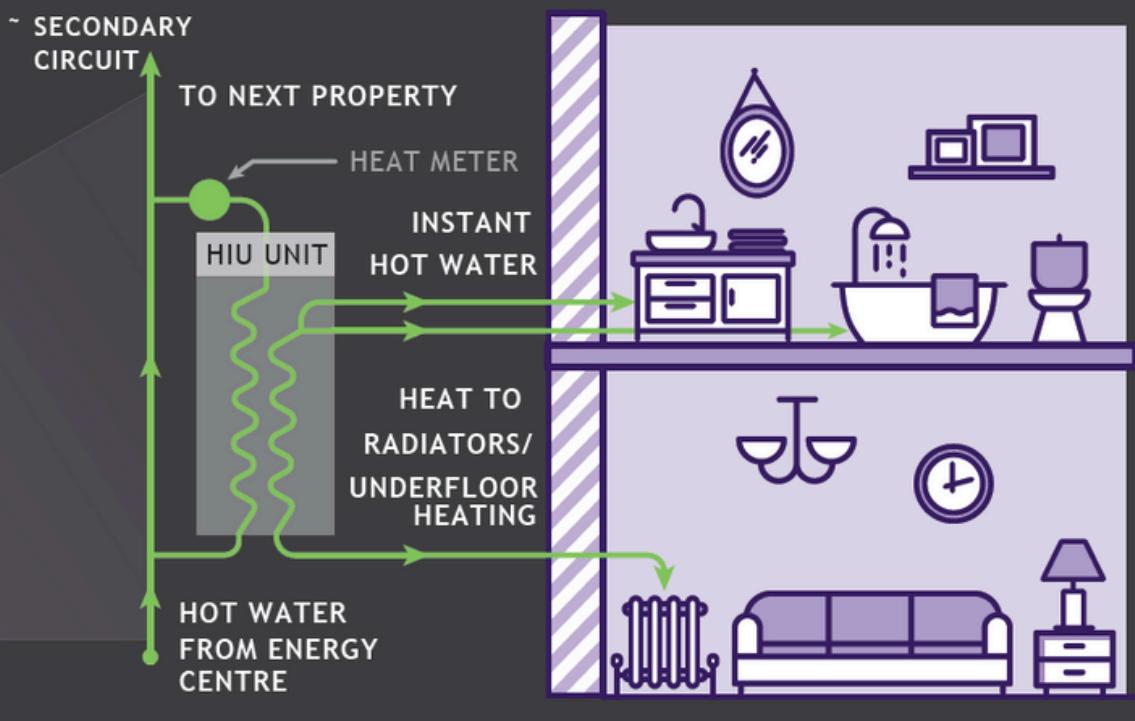
How will I be charged?

Using Actual meter readings 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:

Variable Charge (Unit Rate)

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.

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.

If you have any questions regarding your heating system or how you'll be charged, please contact us via: **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 readings 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 to get started: **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.

To register for PayPoint Online, please refer to your Prepayment Meter User Guide

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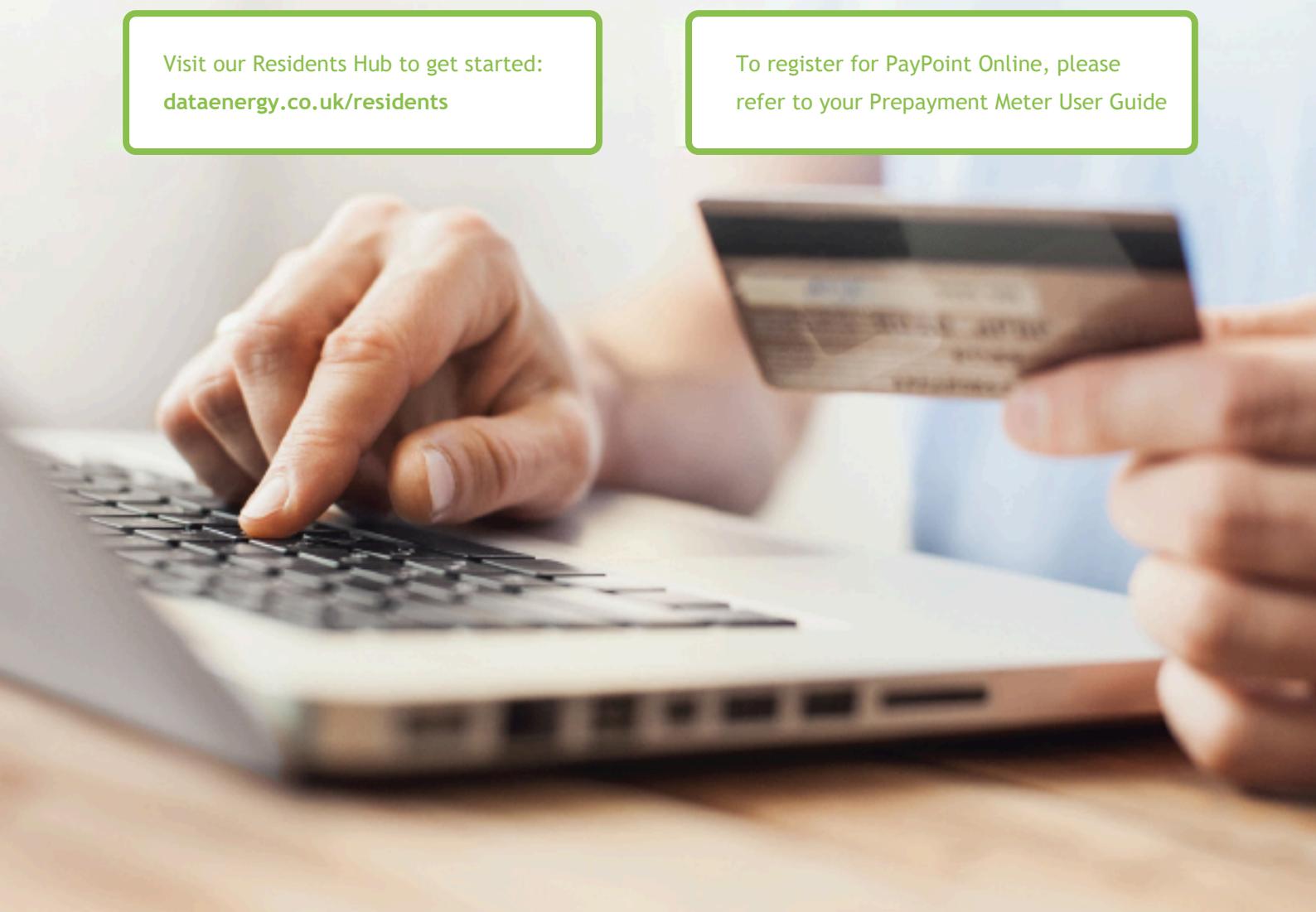
We're here to help. If you experience any issues or require support, please find some helpful advice at our Residents Hub. Here, you can access our dedicated Customer Care team through the Help Centre, who are on hand to take billing queries and explain tariffs. Please contact us via:

W dataenergy.co.uk/residents

T 01279 810 119

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