



Your Complete Heat and Energy Management Solution



Data Energy and DMG Delta are leading providers of Total Heat and Energy Solutions as part of Trinergy Group.





HEAT & ENERGY

Who Are We?

- Data Energy and DMG Delta provide Total Heat and Energy Management Solutions, with all your maintenance, energy procurement, metering & billing under one roof.
- We're here to provide the complete heat network and energy management solution for Residents, Property Managers and Managing Agents, from maintenance to energy procurement, metering & billing and customer service.
- We are a partnership - between Data Energy, a market leader in energy management through data analytics, and DMG Delta, leading provider of heat network solutions and heat maintenance and engineering for sustainable building management for over 30 years.
- We're committed to making your properties more efficient and sustainable, safeguarding your assets, and driving towards a net-zero future with innovative, compliant solutions.

Joined Up Thinking



The advantages of integrating Data Energy and DMG Delta into a single project primarily relate to enhanced communication

- Frequent meetings among account managers from each company.
- Timely discussion and reporting of metering issues.
- Sharing and reviewing results from efficiency assessments.
- Direct communication of issues impacting all residents.
- Maintenance and sharing of a priority services register across both companies.
- Response times reduced due to collaboration of the onsite teams
- Better understanding of your management requirements
- Knowledge bank and efficient problem solving
- Streamlined communication
- Utilising our pool of engineers, no need for out-sourcing or third parties
- Preparation for more onerous requirements under Ofgem structure

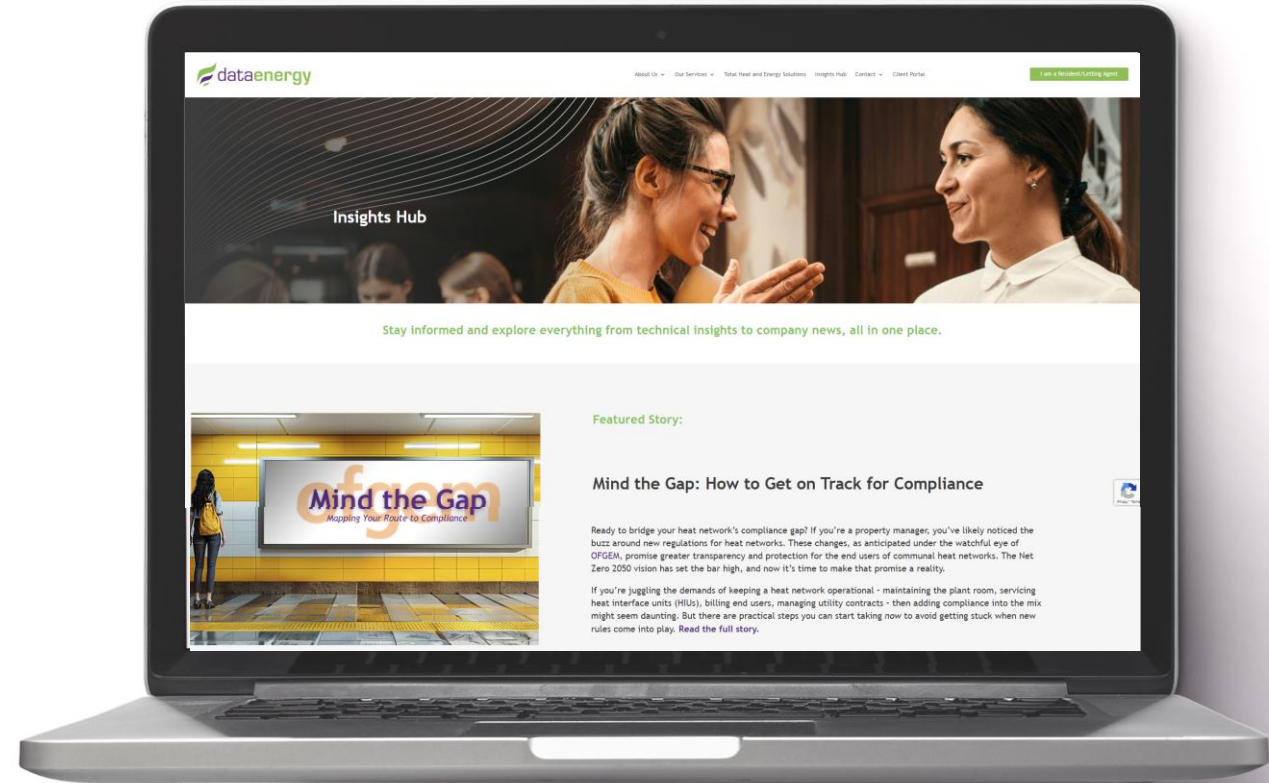
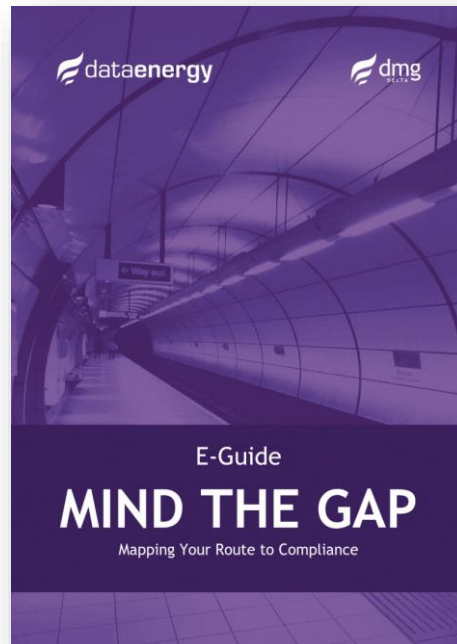
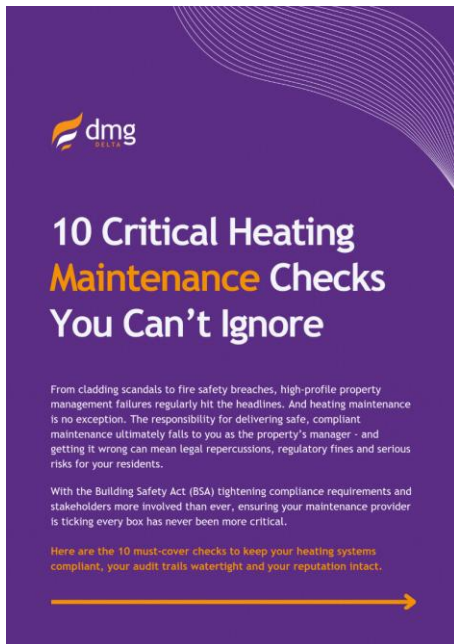


Insights and Thought Leadership

We keep you informed and prepared with industry insights, technical expertise and practical support. Explore everything from best practice insights to regulatory and company news.

Sign up and stay ahead with expert guidance:

<https://dataenergy.co.uk/subscribe-sign-up/>



Welcome to Data Energy

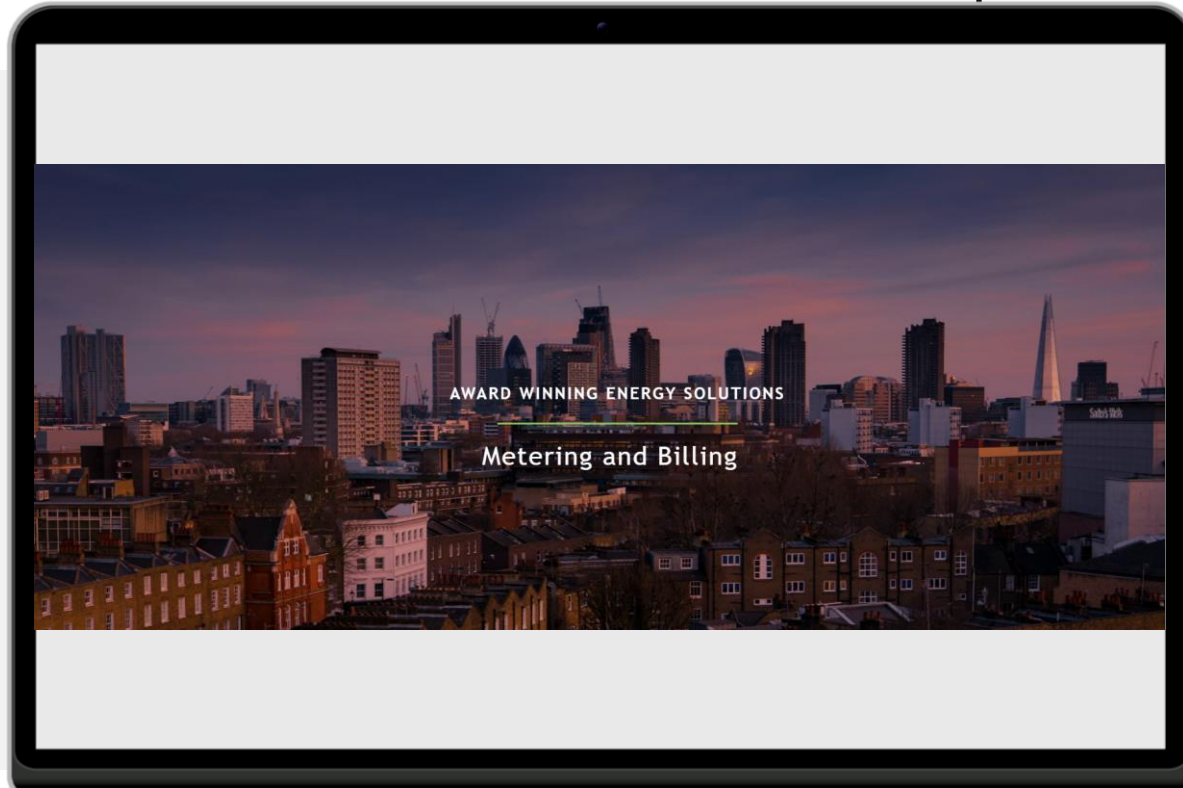


Our objective is simple; to provide industry knowledge to support Property Managers in a sector that's continually evolving.

From supporting you through the energy crisis to navigating and implementing the various government support schemes recently introduced for residents benefiting from communal heating/cooling systems.

Working nationally, our team of Heat Network & Energy Managers and on-site Engineers help to control all aspects of procurement and supply, whether it's a complex District Heat Network or basic Landlord Supply.





As a leading energy partner in residential property management, **Data Energy** provides streamlined solutions for procurement, metering, billing, and data collection. Our services enhance resident satisfaction, reduce management complexities, improve sustainability and cut costs.

- Data Collection
- Metering & Billing
 - Credit Billing / Pay-As-You-Go Billing
 - Enhanced debt collection
- Site Works & Technical Services
- Energy Procurement
- Consultancy & Support Services
- Energy Forensics



Energy Management

We offer a suite of energy management packages, crafted to streamline the complexities of energy procurement.

- Whether you choose our Partnership Package or opt for the Procure Plus Package, you'll find a range of services aimed at simplifying your energy operations.
- From dedicated account management, to thorough bill validation, our packages are designed to offer practical solutions tailored to your needs.
- With our commitment to transparency and efficiency, you can trust us to handle your energy requirements while you concentrate on the day job!



Metering & Billing

Explore our customisable metering and billing solutions.

- We recognise that every business is unique, which is why we offer a range of packages for you to choose from. Each package is designed with different service levels to cater to your specific needs.
- Whether you require credit billing, PAYG billing, or a combination of both, simply select the package that aligns with your requirements. You will see the comprehensive breakdown of each package, so you are fully informed.



Billing Package Overview

	Data collection services	Billing services	Financial services	Enhanced Debt Management	Annual tariff review
Data Package	✓				
Third Party Package	✓	✓			
Standard Package	✓	✓	✓		
Plus Package	✓	✓	✓	✓	✓

Standard Package

This is our standard metering and billing service. This service will work best for you if you are looking for a billing and funds collection service but want to retain responsibility for the main incoming energy supply.

Billing Services

- Residents will have access to our full customer service via telephone, online chat and ticket system
- Residents will have access to our customer portal where they can manage their accounts and monitor their consumption

Financial Services

- Collection of residents payments via DD, BACs, card and online customer portal
- Payment plans available (upon client approval)
- Collected funds placed in stand-alone bank account
- 3 reminder letters to residents before referring balances to Managing Agent, or applying
 - SSP (supply suspension procedure) *
 - Standard monthly financial report

*For sites with PAYG, automatic suspension with varying emergency balances and friendly credit options are provided, replacing the service marked with * above.



Standard Package

Plus Package

Our Standard Package with additional enhanced debt management & financial services. This would be ideal when more support in managing resident's debt is required, without initiating disconnection proceedings.

In addition to the services described in the Data, Third-Party & Standard Packages, this package includes:

- **Billing Services**
Resident welcome letter and site-specific information leaflet, including a photo of the development and heat network information
- **Financial Services**
3x reminder letters to residents before referring balances directly to a debt collection agency.

*Optional monthly meeting with heat network manager and treasury accountant
Annual tariff review and P&L (profit and loss) for the previous tariff period.

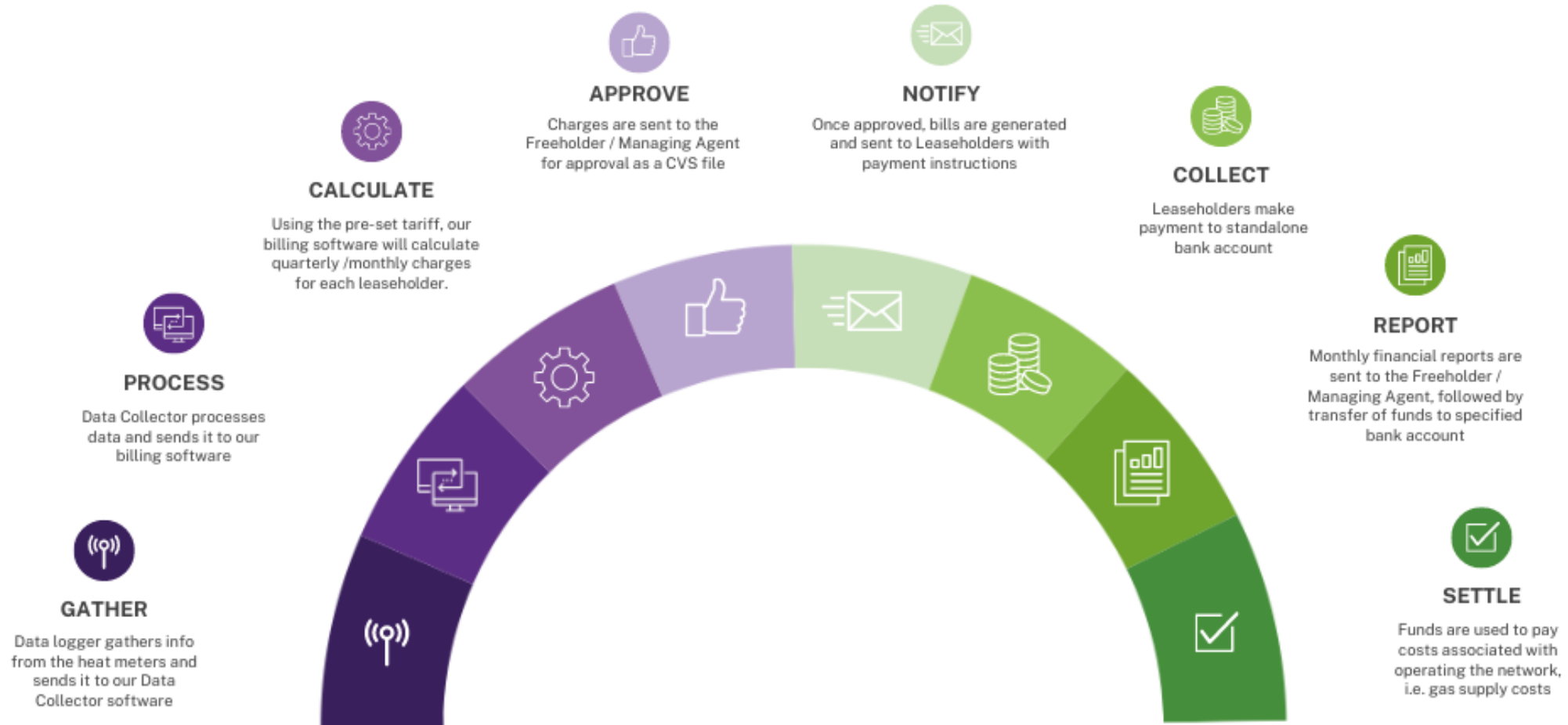
For sites with PAYG, automatic suspension with varying emergency balances and friendly credit options are provided, replacing the service marked with * above.



Plus Package

Data Collection & Billing

Standard credit billing process flow



Tariff Setting

There are three main components we consider when calculating a heat tariff:

- Main Utility Supply Contract Costs
- Network Efficiency
- Fixed cost

We offer several options for tariff reviews to our clients:

- Efficiency Review
- Seasonal Review
- Annual Reconciliation

Development:	EXAMPLE
Tariff start:	01/10/2020
Tariff end:	30/09/2021

Costs Recovered	
Standing Charge Fees (Annual)	
Main Supply Meter Standing Charge	£1,954.58
Admin Charge Fees (Annual)	
Data Collection Fees - Data Energy	£96.00
Data Collection Fees - Third Party	£0.00
Tariff Review Costs	£780.00
Metering & Billing Fees - Credit Billing	£1,824.00
Metering & Billing Fees - PAYG Billing	£0.00
Period consumption costs	
Estimated total unit level consumption (kWh)	79431
Assessed network efficiency	29.34%
Expected incoming supply consumption (kWh)	270714
Incoming supply unit rate (p/kWh)	6.840
Total expected supply cost	£18,516.81
Shortfall/Surplus cost	£0.00
Expected unit level consumption rate (p/kWh)	23.312



Proposed tariff		
Credit Billing		
Credit billing units		16
Average unit heat requirement (kWh/annum)		4964
	Rate	Expected Unit Cost
Heat consumption (p/kWh)	24.477	£1,215.17
Daily standing charge (p/day)	33.469	£122.16
Daily admin charge (p/day)	31.383	£114.55
Estimated period charge/apartment (£)		£1,451.87

Notes	

Debt Management Process

Initial Chasing:

Payment terms are 14 days from the invoice issue date (these can be amended at your discretion).

The account responsibility ultimately lies with the leaseholder.

Reminder Letters:

- 1st reminder letter issued at 7 days overdue.
- 2nd reminder letter issued at 14 days overdue.
- 3rd reminder letter issued at 21 days overdue.

Once initial chasing is concluded there are 3 options:

- Referral:
Escalate the matter for external review.
- Supply Suspension Procedure:
Initiate suspension in accordance with regulations.
- Solicitor Debt Collection:
Engage solicitors for formal debt recovery.

Following our structured debt management process ensures timely payments, improves cash flow and reduces outstanding debts with minimal hassle. By taking a systematic approach and leveraging these proven strategies, you can maintain financial stability and streamline operations.



The Customer Journey



Your Charges

Your first tariff

A tariff is a charge assembled for a utility supply and is normally composed of both a unit charge and one or more fixed charges (i.e. standing charge and admin charge).

Development	Example Development
Tariff Dates	XX/XX/XXXX - XX/XX/XXXX
Unit Rate (p/kWh)	01.234
Standing Charge (p/day)	01.234
Admin Charge (p/day)	01.234

Your charges explained

We've presented your new tariff as a pie chart to illustrate the composition of your charges. More information is available in the tariff explanation key.

Category	Percentage
Unit Rate	54%
Standing Charge	23%
Supplier Costs	12%
Generation & Distribution Costs	9%

Unit Rate

Supplier Costs
The actual cost of the energy supplied at the main incoming energy source.

Generation & Distribution Costs
Boiler efficiency: since boilers cannot operate at 100% efficiency, some heat loss occurs during production, which needs to be accounted for (production cost).
Heat loss during transmission: Despite pipework insulation, heat loss occurs as it circulates through the primary network. These losses, unavoidable and typical for all heat networks, are factored into the rate (distribution cost).

Admin Charge

A consistent daily rate encompassing Data Energy's metering and billing expenses, as well as our provision of customer support.

- Data Collection Costs
- Billing Costs
- Tariff Review Costs

Standing Charge

A daily fee associated with the fixed costs charged by the supplier of the main incoming energy supply. This charge is applied per day, regardless of how much energy is used.

Charging Statement

for managing agents

Name
Address Line 1
Address Line 2
Town
City
Postcode

Account Number: XXXXXX
Reference Number: XXXXXX
Bill Date: 01/05/2022
Due Date: 21/05/2022

Your Utility Supply Agreement is with Name

Total for billing period

01/01/2022 - 31/03/2022

£XXXX.XX

Overall account balance £XXXXXX*

* As of the date of this invoice, inclusive of this billing period and any balance brought forward

Contact Details

Your Managing Agent is Name
Address Line 1
Address Line 2
Town
City, Postcode
Telephone

Logo

Bill Breakdown

Supply Address:
Utility:

Your Readings

Meter Number: XXXXXX	Read	
Date	XXXX	(A)
01/01/2022	XXXX	(A)
31/03/2022	XXXX	kWh

Your Charges

Unit Rate (XXXm3 at XXXXp)	XXXXXX
Standing Charge (XX days at XXXXXp)	XXXXXX
Admin Charge (XX days at XXXXXp)	XXXXXX
Total for period	XXXXXX

Customer Portal

Sign up to manage your account
<https://customer.dataenergy.co.uk>
PayPoint No: XXXXXX
Pin XXXXXX

Pay In-Store

Scan this barcode to pay in-store by PayPoint:

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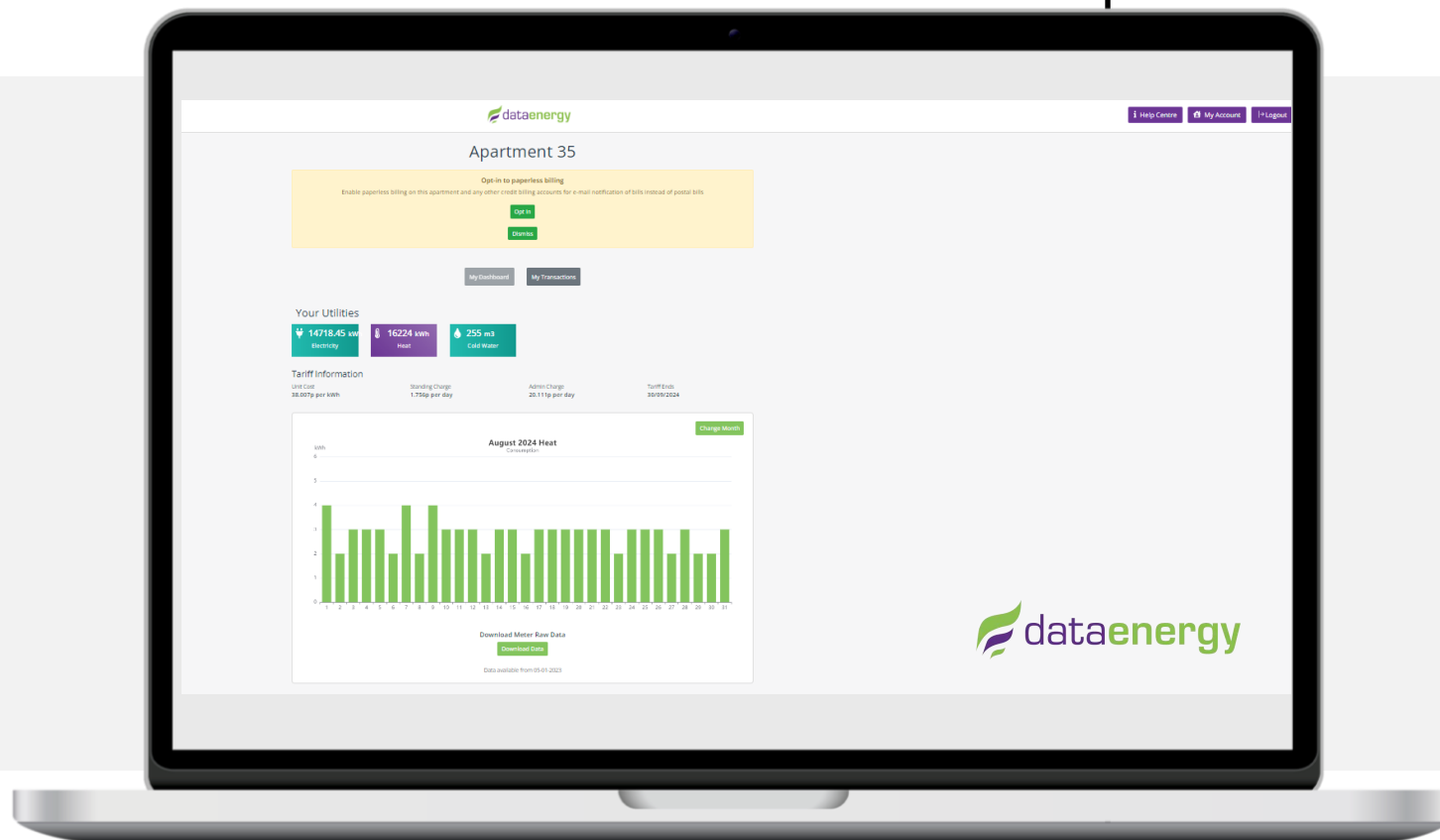
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Data Energy Management Services Ltd, registered in England and Wales no. 02000000
Registered office address: Sion Park, Stansted Road, Birchington, Bishop's Cleeve, Herts CM23 5PU

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The Customer Journey

PORTAL



- Customer access to billing and consumption information. Transparency and ability to monitor and control daily heat consumption
- We have a dedicated team of multilingual customer service advisors who can be contacted
 - via telephone
 - our ticket system
 - online chat
- Access to Resident's Hub where customers can
 - make payments
 - view bills, consumption and payment history
 - provide meter readings
 - tell us they are moving
 - view our FAQs

Expertise & Personalised Support with a Dedicated Heat Network Manager

Each client we work with has a dedicated heat network manager

What sets us apart

- Online access to billing information
- Dedicated account manager
- Compliance monitoring
- P&C work
- Data & metering consulting
- Experience
 - Since 2016
 - 180+ sites
 - 18500+ end users
 - Multiple utilities





Why Us?



Full alignment of
procurement and
recharge
processes



Client portal for
energy
management,
data collection
and billing



In-house software
development
team - the
possibilities are
endless!



Potential
integration with
property
management
software



Decades of
experience in
energy
management
working for
Managing Agents



MOP partnerships
to remotely
collect LLS meter
reads

Some of Our Trusted Client Partners

Our clients are at the heart of everything we do - whether large organisations or smaller businesses, we build trusted, valued partnerships with every one.

We understand that each client has unique needs and goals, and we take the time to listen and truly understand their business providing solutions that align with their objectives and drive success.

Our approach is what sets us apart. We believe that no matter how big or small a business may be, they deserve the same level of dedication and support.



Our Credentials

At Data Energy, we understand the importance of reassurance when managing energy and heat networks. Our commitment to excellence is supported by industry-leading accreditations to ensure we deliver the highest standards to our clients.

These certifications are more than just badges - they are the foundation of our processes, helping us consistently improve and meet the needs of property managers like you. With a focus on compliance and quality, our accreditations demonstrate our dedication to doing things the right way.

Every certification strengthens our ability to provide reliable, efficient services that you can trust.

INVESTORS IN PEOPLE
We invest in people Silver



guru



ukDEA
The UK District Energy Association

Heat Networks Consultant
CIBSE



Energy Ombudsman

CPD MEMBER
The CPD Certification Service

ofgem

TPI
PARTNER



Approved Contractor
NICEIC



Your Partner in Heat Networks & Heat Engineering

- Since our journey began in 1991, DMG Delta has evolved into a trusted maintenance partner within the property sector. With over 30 years of experience, we've proudly maintained numerous buildings - both old and new - and some properties have been with us since day one.
- Our experienced team is the heart of our company. From our accredited engineers to our customer service team, every member is dedicated to understanding and fulfilling our clients' needs.

Property Maintenance Company of the Year 2024

AND Highly Commended
for Contractor of the Year



- DMG Delta has been named *Property Maintenance Company of the Year 2024*. This recognition shows our commitment to delivering exceptional service, innovative solutions and reliable support in residential property management.
- From rapid response during emergencies to sustainable energy system upgrades, our work proves resilience, expertise and collaboration. Whether it's restoring critical heating and hot water services for 210 riverside apartments following a catastrophic flood or resolving complex technical failures that averted the relocation of hundreds of residents, DMG Delta consistently goes above and beyond.
- Our ISO-certified processes, 24/7/365 availability and focus on energy efficiency ensure long-term solutions that benefit residents and managing agents alike.

DMG Support

RESOURCES

EXPERT ENGINEERS AND CONSULTANTS, AVAILABLE 24/7, DELIVERING INNOVATIVE, TAILORED ENERGY SOLUTIONS.

BESPOKE ROUTINES AND ROUND-THE-CLOCK SUPPORT TO KEEP ENERGY AND BUILDING SYSTEMS RUNNING SMOOTHLY.

MAINTENANCE

DELIVERY

FAST, RELIABLE SERVICE WITH EXPERT SUPPORT, ROBUST REPORTING, AND A FOCUS ON EFFICIENCY AND SUSTAINABILITY.



Resources

- 18 multi-disciplined directly employed specialist engineers
- New technologies such as CHP, Biogas & other renewable energy systems
- Specialist Sub-contractor base
- A qualified management team
- Ensuring handover is 'Fit for Purpose' (based on CIBSE Guide M for Maintenance Engineering & Management)
- 24/7/365 in-house Tech Desk
- CIBSE Qualified Heat Network Consultants



Expert engineers and consultants, available 24/7, delivering innovative, tailored energy solutions.



Maintenance

- Planned Preventative Maintenance (PPM)
- Tailored routines to meet specific requirements of the plant, or as specified by the client (typically SFG20)
- Energy centres, CHPs & boilers
- Heat networks & Heat Interface Units (HIUs)
- Water Treatment
- Air Conditioning Systems
- 24/7/365 Breakdown Service



Bespoke routines and round-the-clock support to keep energy and building systems running smoothly.



Delivery

- Review of Operation and Maintenance (O&M) Manuals
- Rapid Response Times
- “Fix It First Time” policy
- In-house Helpdesk
- Efficient and effective communications
- Fast quote turnaround
- Experienced Technical Supervisors
- Robust reporting
- Reduced fuel cost - lower tariffs
- Engineering for a Net Zero world



Fast, reliable service with expert support, robust reporting and a focus on efficiency and sustainability.

Support and Peace of Mind

SUPPORT SERVICE



- The Service Desk and Supervisory team play a key role in providing detailed feedback on call outcomes and outlining the next steps. Their comprehensive approach ensures clarity and progress at every stage.
- Keeping the Project Manager consistently informed is central to smooth operations and effective decision-making. This open communication ensures alignment and strategic oversight.
- All services are included within a 4-hour minimum call charge, offering both efficiency and cost-effectiveness for clients without compromising on quality.
- At DMG Delta, we prioritize servicing client needs directly to maintain exceptional quality standards. By avoiding outsourcing, we ensure greater control over outcomes and prevent unnecessary cost increases.
- Client relationships are at the heart of our business. To safeguard their trust, we manage all critical services in-house, ensuring consistent delivery and reliability.



Why Us?



0h:59 minutes

Average call- out time
(in hours)



0h:90 minutes

Average call- out time
(out of hours)



68.6%

Of calls resolved in line with our
Fix-It-First-Time policy



2%

Increase in turnover for
2022/2023

Safety First: Our Credentials



At DMG, we understand the importance of reassurance when managing energy and heat networks. Our commitment to excellence is supported by industry-leading accreditations to ensure we deliver the highest standards to our clients and your residents.

With a focus on compliance and quality, our accreditations demonstrate our dedication to doing things the right way. Every certification strengthens our ability to provide reliable, efficient services that you can trust. These are more than just badges – they are the foundation of our processes, helping us consistently improve our services.

- Compliance with Building Safety Act 2022 and the 'Golden Thread', including maintaining accurate records, adhering to regulations and meeting strict industry standards
- Safety is absolute priority, and our certifications demonstrate our proactive approach (GasSafe, NICEIC, SafeContractor, BESA, ISO 9001, ISO 14001, and ISO 45001) ensure consistent quality and reassurance for Property Managers and their residents.

INVESTORS IN PEOPLE
We invest in people Silver



24/7/365 Availability

“This service is rarely matched by their competitors. We received onsite support, any time of the day or night by an engineer who is capable. This is backed up by management support for the attending engineer to provide guidance as required. Onsite management resource 24/7/365 is also available and is reassuring. Many of the attendances are made within the 2-hour window provided by the company. During working hours, the attendances are usually within 1 hour which is remarkable.”

Associate Director, PS&B - Estate Management Limited



Boiler Replacement

“Following a catastrophic flood in the basement boiler room, DMG reacted instantly and quickly managed to get temporary boilers installed with associated safety ramps and barriers. The primary heating supply was very quickly and efficiently restored with little disruption to residents, which was our main concern. DMG were appointed to carry out the boiler room replacement works and completed them in a timely, professional manner leaving the plant room in a much better condition and a lot more efficient than the previous plant room.”

Associate Director, Bartholomews





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