



Communal  
Energy  
Partners.

# Introducing Fully Managed

**Communal Energy Partners offer a complete and convenient solution to the complex challenges of communal energy management.**

We go beyond standard managed services by assuming added responsibility for debt and gas procurement, as well as offering ongoing, class-leading maintenance for total peace of mind.

We provide a hassle-free, hands-free alternative to owners of new or existing residential and mixed-use schemes who want to maximise value, reduce risk and protect cash flow.

**One call.  
One solution.  
One smart way to manage  
communal energy.**



Our fully managed service is designed to help you overcome the common challenges of managing communal energy. Currently, more than 10,000 residential and commercial units benefit from Communal Energy Partners' fully managed service, here's what you can expect:



### Financial Responsibility

We take financial responsibility for paying gas bills & deposits and collecting bill payments safeguarding your cash flow.



### Single Point of Service

Managing Risk: We provide a single point of service where we manage the risk in procuring gas, paying gas deposits, managing debt and providing customers with highly competitive heat rates.



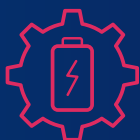
### Managing Compliance

We ensure compliance with the Heat Network regulations, maintain meter systems and provide engineering support. We provide 12-month contracts which are L&T Section 20 compliant.



### Flexible Customer Offering

We offer our customers a flexible services solution with our fully managed, credit billing and/or PAYG services.



### Energy Optimisation

We provide detailed reports on thermal efficiency supporting energy optimisation through improved energy efficiency and reducing your carbon footprint



The specific elements of our fully managed service you adopt depends on your individual challenges and requirements.

Our fully managed service includes:



## Gas procurement

Our bulk buying power means we can procure and supply gas at very competitive rates whilst also taking away the need for you to pay a deposit.



## Customer care

We have a friendly team of customer service professionals to assist your residents with account and bill enquiries, tenancy changes, bill payments and service/repair appointments.



## Billing services

Our expert billing team ensures that energy usage is measured and billed correctly and on time by reviewing consumption trends and identifying potential issues early and ahead of time.



## Debt management services

Our credit control department assumes any debt balances and manages outstanding bill payments with a strategy appropriate for your site and its residents.



## Engineering support

Our experienced engineering team will liaise with your on-site team to maintain the efficient functioning of your metering and heating systems. This part of the service can also include scheduled servicing plans and emergency call-out services, if required.



## Management information

Gaining complete oversight of your site enables us to monitor and report on a number of key performance indicators such as energy efficiency, billing performance, debt levels, maintenance activities and customer service activities.



# Fully Managed

## A smarter way to manage communal energy

By outsourcing some or all of your communal energy management responsibilities and liabilities, not only are you ensuring your tenants are getting the best service, you're minimising your risk.

What sets Communal Energy Partners apart from other players in the market is our willingness to take ownership of all liabilities including debt recovery and gas procurement, leaving you to focus on the more important aspects of your business.

Consider the following key takeaways as you weigh up whether you need to find out what our fully managed service can offer your business and its customers:

## Key Takeaways

- Our flexible solution means you can tailor it to your individual needs.
- Outsourcing means greater oversight over the operation and clear reporting.
- Proactive maintenance reduces issues and saves on repair costs in the long term.
- Issuing accurate bills, first time and on time, improves customer relationships.
- Outsourcing gas procurement enables you to benefit from economies of scale.
- More than 10,000 residential and commercial units already use Communal Energy Partners' fully managed service.





Communal  
Energy  
Partners.

## Partner with us

Let us show you a smarter way to  
manage communal energy.

[Get in touch](#)



[www.communalenergy.co.uk](http://www.communalenergy.co.uk)

