

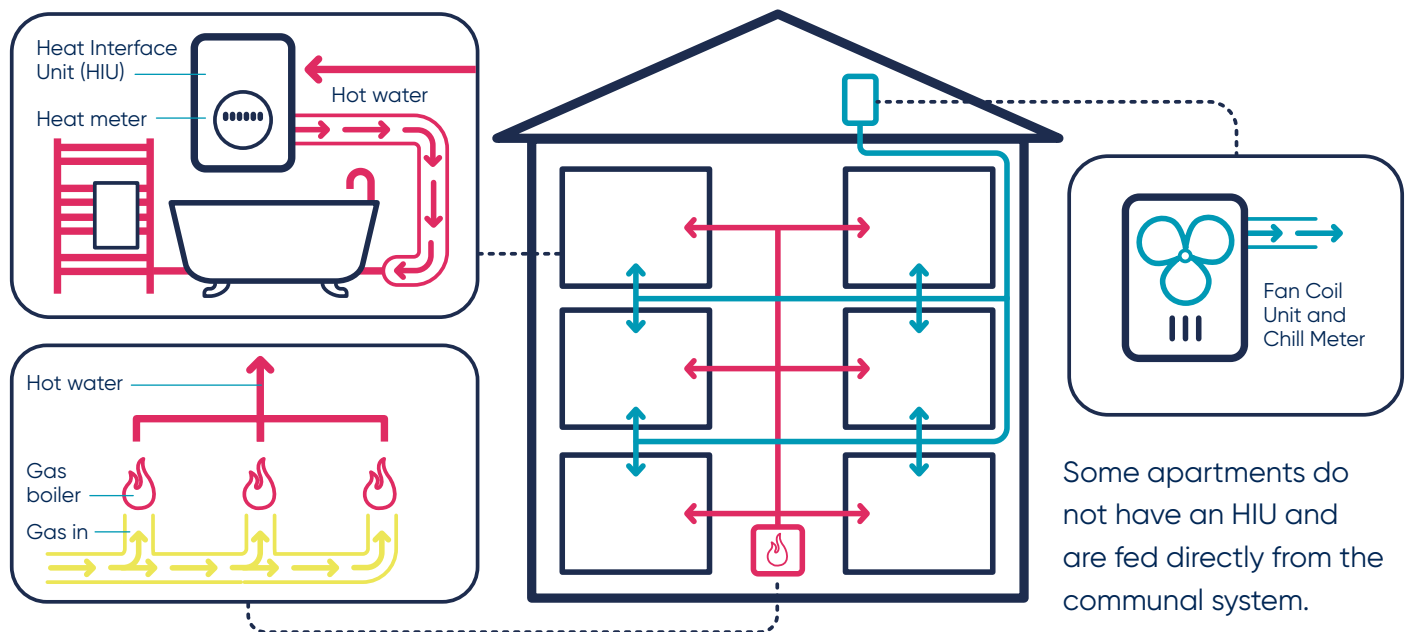


Communal  
Energy  
Partners.

# Communal Energy Billing Services



# What is Communal Heating/Cooling?



Rather than have an individual gas boiler in every home, a communal heating system uses a centralised boiler to provide heat for the whole development.

The nature of a communal energy system means that there can only be one supplier and CEP have been appointed for your development.

Your apartment benefits from being connected to a centralised communal system where you are using heat, hot water and in some cases cooling on demand rather than 'raw fuel' (e.g. gas).

In many apartments there is a Heat Interface Unit (HIU)\*, similar in appearance to a domestic boiler; this allows your apartment to make use of the communal heating. You may also have comfort cooling where a Fan Coil Unit (FCU) provides cooled air using the centralised chilling system.

You control the temperature in your apartment and the energy used is recorded by the meter(s).

## Benefits of Communal Heating / Cooling;

- Heat, hot water and chill are available on demand
- Charges based on what you use
- Supports efficient energy usage



## What to do if you have a fault

The managing agent (on behalf of your freeholder) operates and maintains the centralised plant and machinery that generates the heating and chilling at your development. If you have a problem with your own heat, hot water or chill services these tips might help:

1. Check that your controls are set properly to allow heat, hot water or chill into your home
2. Check with Concierge to see if there is a wider issue affecting the estate
3. Call us on 0330 088 3607 for advice

## What to do if you are moving in or out of the property

If you are moving in or out of the property please ensure you take your start or end reading and notify us so we can set up a new account for you or prepare your final bill. Please include contact details so that your new bills or final bill can be sent to you without delay. If you are renting the property, please ask your landlord to provide this information to us.



# Services and charges that might appear on your CEP Bill

## Metered consumption charges (what you use)

Heat, hot water, chill, cold water and sewerage charges.

## Fixed Charges

- Scheme Management Charge – includes the processing of meter and usage data, producing bills, maintaining your data securely, managing enquiries, requests and changes, processing payments and issuing documentation
- Meter Maintenance Charge – engineering services covering the inspection, maintenance and replacement of meters and the meter data collection equipment
- Gas Standing Charge – the fixed costs from the gas supplier for providing a supply to your development
- Water Related Charges – the fixed costs of supplying water and/or sewerage services to your development. The rates are determined by your local water company and CEP collect these charges on behalf of the freeholder (or their agent)

## How your bill is calculated

**Metered consumption charges** – Your current reading minus your previous reading gives your consumption. This is multiplied by the rate per unit to give the amount due for that service.

**Fixed charges** – The number of days in the billing period multiplied by the daily rate gives the amount due.

## Why is the cost of heat more than the cost of gas?

The unit price of heat will always be greater than the unit price of gas as energy is lost during the conversion of the gas into heat and in the distribution of that heat.





# How to pay your bill

**Direct Debit** is our preferred payment method. Your monthly bill amount will be collected automatically each month. Please call us on 0330 088 3607 to set up a Direct Debit over the phone.

**Online Portal.** You can log on to our online payment portal at <https://portal.communalenergy.co.uk>

**By Bank.** You can make payment online or at any branch of Barclays directly into our bank account using the payment details shown on your invoice.

Remember to enter your customer account number as the reference to avoid delays in your payment being allocated to your account.

**Telephone.** To pay by Debit or Credit card call us on **0330 088 3607** and have your customer account number to hand.

## Customers with additional needs

Please contact CEP if you have additional needs and we will do our best to help. You may wish to nominate another person to contact us on your behalf. We will not share your account and payment details with anyone else unless you ask us to.

If loss of your heat/hot water supply would cause you undue hardship please contact the Customer Service Team to discuss your individual circumstances.

If you are having difficulty paying your bills please contact us, we will be happy to help with payment options.



# CEP's General Guidance

## Tenancy Changes

The landlord/lettings agent should complete a Tenancy Management Form and return it to us via email to [tenancychanges@cepartners.co.uk](mailto:tenancychanges@cepartners.co.uk) or via post to:

PO Box 271  
Liverpool  
L22 0XA

## Direct Debits

Call our Customer Service Team on 0330 088 3607 to set up Direct Debit over the phone.

## Meter Readings

If your bill is estimated please call us on 0330 088 3607 or email your reading to [MeterReadings@cepartners.co.uk](mailto:MeterReadings@cepartners.co.uk) along with the date that the reading was taken. Your account will be amended to reflect this reading.

## Incorrect Invoice

If you have received an invoice containing incorrect information, please email the details to us at [IncorrectInvoices@cepartners.co.uk](mailto:IncorrectInvoices@cepartners.co.uk)

If your invoice contains actual readings and you have a query regarding your consumption please call our Customer Service Team on 0330 088 3607.

## Document Requests

If you require copies of any CEP documents, please email the details of your request to [DocumentRequests@cepartners.co.uk](mailto:DocumentRequests@cepartners.co.uk)

Copies of paper invoices and statements incur a fee of £3.00 per document.

## Payment Queries

If you have made a payment that is not recorded on your account after 3 working days, email the following details to

[PaymentQueries@cepartners.co.uk](mailto:PaymentQueries@cepartners.co.uk)

- Method of payment, e.g. card, bank transfer, etc.
- Date of payment
- Payment amount
- Account number payment made into (if bank transfer)

## General Queries

Please contact Customer Services on **0330 088 3607** for queries such as:

- Paperless billing requests
- Payments via credit or debit card
- General enquiries e.g. consumption billing or meter queries

## Overseas postage

Any invoices or letters that are sent to an overseas address will incur a charge of £3.50 per letter.

**More information is available online at [www.communalenergy.co.uk](http://www.communalenergy.co.uk) including:**

FAQs, GDPR compliance, Customer Charter, Understanding your bill, Complaint procedure and explanations of CEP services.





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Get in touch



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

