

YOUR UTILITY COMPANIES

SERVICE SUPPLIERS

Your services are currently supplied by the following companies, to whom queries with regard to supply or tariffs should be addressed.

The meter readings, recorded on the handover certificate on the day you completed the purchase of your new home, are the base readings from which your consumption will be measured, and bills calculated.

ELECTRICITY

Power for lighting and plug sockets is supplied by British Gas (unless you have changed your provider following completion).

Website: www.britishgas.co.uk

Account enquiries: 0333 202 9802

BRITISH GAS SMART ELECTRICITY MONITORS

In most homes, Smart Electricity monitors have been provided by British Gas. These electricity monitors can track your electric energy use by day, week, month and year. You will be able to see how much you are likely to spend on energy for things like cooking the Sunday Roast.

For more information on this, you can contact; <https://www.britishgas.co.uk/smart-home/smart-meters.html>

HEATING & HOT WATER

The heating and hot water supply is metered individually for each property. Contact SW Energy for information on billing:

Website: www.swenrg.co.uk

Email: directdebit@swenergy2.co.uk

Telephone: 0330 088 3607

WATER

Website: www.thameswater.co.uk

Queries telephone: 0800 980 8800

Water supply telephone: 0800 316 9800

HEATING & HOT WATER

Heating and hot water is distributed in your home via the heat interface unit (HIU), which is located in your storage cupboard or kitchen cupboard.

Hot water is produced by the HIU on demand. The heating temperature can be controlled by the thermostat located in your living area.

Heating and hot water consumption is metered by a heat meter, which is visible on your HIU and is read during your handover appointment with your customer liaison. Any queries with regard to meters and billing for heating and hot water should be addressed to your supplier, SW Energy.

In line with the terms of the lease, the servicing of HIU and fan coils are the responsibility of the leaseholder. The leaseholder must only use BAML approved contractors for servicing, repairs and replacements. BAML will provide leaseholders with a choice of approved contractors. All costs in relation to periodic servicing, repairs or replacements are payable by the Leaseholder to the contractor.

THERMOSTATIC PROGRAMMER

A programmable room controller has been installed within your home. This is a Heatmiser Programmable Thermostat. For further information on how to control the heating, a user guide has been provided.

