

Emerald House RTM Company Limited

By email

29 May 2026

Ref: 025/2026

Dear leaseholder,

COMMUNAL HEAT NETWORK UPDATE

Following the introduction of the Heat Network Regulations in January 2026, we have had to amend the terms and conditions of our Heating Services Agreement and a copy of the terms and conditions are attached. As an existing leaseholder who has already signed the agreement, there is no requirement to sign a new Agreement.

We have also taken the decision to move to a new billing provider from 1st October and have chosen Ginger Energy. There will be 3 months of onboarding behind the scenes, which hopefully means for you the consumer, it will be a seamless transition.

A few key changes from 1st October 2026:

1. The ability for sub-tenants to set up their own accounts will no longer be available. All bills will be sent to leaseholders, by email.
2. There will be no 6 month advance payment requirement for those leaseholders without a Direct Debit.
3. Payment will be accepted via Direct Debit or BACS (no card payments) so Direct Debit will no longer be compulsory.
4. All heat billing debt will be managed by Utilidebt, a separate company working with Ginger Energy which is an add-on service.

You will receive further communications about the changes in August/September including correspondence from our dedicated account manager at Ginger Energy.

You can find more information on the Heat Network Regulations [here](#)

If you have any questions or concerns about any of the above, please do get in touch with us or our block managers, EPPCS on emerald.house@eppcs.co.uk or call the property manager, Luke Haslam on 07783 723988.

Yours sincerely

Gaylene, Sunny and Jonathan

Emerald House RTM Directors