

Key Information Document (KID)

For Heat Supply to Your Property

This document provides an overview of the key information relating to your heat supply. It should be read alongside your Heating Services Agreement and Lease, which remain the full contractual documents. If there is any inconsistency between this document and those legal documents, the legal documents will take precedence, subject to mandatory resident protection and heat network regulatory requirements.

Who Supplies Your Heating and Hot Water?

Authorised Heat Supplier: Emerald House RTM Company Limited

- Responsible for supplying heating and hot water to your home
- Regulated under the Heat Networks (Market Framework) Regulations

Heat Operator: Emerald House RTM Company Limited

- Responsible for running and maintaining the heating equipment and network infrastructure

Billing Agent: Ginger Energy Limited

- Issues bills, processes payments and supports customer queries

How to contact us:

- **General enquiries:** billingteam@gingerenergy.co.uk
- **Billing & payments:** billingteam@gingerenergy.co.uk
- **Complaints :** complaints@gingerenergy.co.uk
- Emergency affecting communal area and/or Loss of supply to multiple flats at the same time 07783 723988 (during working hours) or 020 3148 2625 (out of hours)
- HIU leaks, heating issues inside flats or loss of hot water supply confined to one flat only - contact the landlord or letting agent office number during working hours or the letting agent's out of hours number if it is out of hours.

What You Are Paying For

You pay for:

- **Standing charge** — a fixed daily/weekly/monthly charge covering maintenance, operation of the central plant, administration, metering, customer service and other fixed network costs.
- **Usage charge (kWh)** — based on how much heat and hot water you use, measured by a heat meter where installed.

Tariffs are set in line with Ofgem's fair pricing and transparency requirements, ensuring charges are reasonable and based on the actual cost of running the heat network. More information about heat network regulation is available from Ofgem at www.ofgem.gov.uk.

We will give you at least 31 days' notice of all tariff changes.

Billing and Payment

You will receive bills typically monthly, showing:

- Your consumption (where metered)
- The tariff and standing charge
- The billing period
- Total charges
- Payment due date

Bills will meet the transparency requirements set by Ofgem, including key contact information and complaint channels.

Payment methods: As set out in your Heating Services Agreement or by notice from the supplier.

If your meter cannot be read (e.g meter fault), your bill may be estimated and corrected later.

Back Billing and Delayed Costs

Sometimes, your bill may be adjusted later if the supplier's own energy provider issues corrected information.

- If costs are recovered via the service charge, section 20B of the Landlord and Tenant Act 1985 may limit recovery of costs older than 18 months unless you were told about them in writing within that time.
- You will always receive a clear explanation and as much notice as possible of any adjustment.

Your Rights as a Heat Network Resident

Under heat network regulations and Ofgem's authorisation conditions, you have the right to:

- Clear, accurate information in plain language about charges, tariffs and billing
- Fair treatment by your supplier at all times
- Accessible customer service, including support for vulnerable residents
- Receive bills that clearly explain your usage and charges
- Raise complaints and have them handled promptly and fairly
- Escalate complaints to the Energy Ombudsman if not resolved
- Advance notice of changes to tariffs or service arrangements
- Protection from unfair disconnection, especially if you are vulnerable

Support for Vulnerable Residents

If you or someone in your home has additional needs, you can join the Priority Services Register (PSR).

This may include:

- Accessible communication (large print, audio, translated materials)
- Alerts and updates during outages
- Additional support during emergencies
- Protection from disconnection except for immediate safety risks

Ask us anytime if you wish to be added to the PSR.

Complaints and Independent Redress

How to make a complaint: Contact us through our complaints team at: complaints@gingerenergy.co.uk

We will:

- Acknowledge your complaint within 3 working days
- Aim to provide a full response within 4 weeks. If your complaint is not resolved within 8 weeks, or if we issue a deadlock / final position letter earlier, we will explain your right to contact the appropriate independent redress body.

If you are still unhappy or we have not resolved your complaint within 8 weeks, you may contact:

Energy Ombudsman

Website: www.ombudsman-services.org

Phone: 0330 440 1624

(They provide a free, impartial dispute resolution service for heat network customers.)

You can also get free independent advice from:

Citizens Advice

Website: www.citizensadvice.org.uk

Helpline: 0808 223 1133

Disconnection and Payment Difficulties

We will only disconnect or restrict your supply as a last resort, and only where legally permitted.

Before any disconnection, we will:

- Send reminders
- Discuss payment options
- Check if anyone in the home is vulnerable or on the PSR
- Give any notice required by law, regulation, the authorisation conditions and our approved disconnection / limitation of supply process.

We will not disconnect or restrict supply where this is prohibited, including where vulnerability or medical protections apply.

If you are struggling to pay, please contact us at your earliest opportunity.

Selling your home (Final Billing)

If you sell your property, you must tell us as soon as possible so we can:

- Take a final meter reading
- Issue a final bill
- Close your account

Data Protection

We only collect and use your data where necessary to:

- Provide the Heat Supply
- Bill you correctly
- Manage your account
- Support vulnerable residents
- Comply with legal and regulatory requirements

Data is processed under the UK GDPR and Data Protection Act 2018 and may be shared with:

- The Heat Operator
- Billing agents
- Regulators (including the Energy Ombudsman)

Where to Find More Information

Full details of your supply are contained in your Heating Services Agreement, which form part of your Lease. There is a dedicated heat network web page that you can access which holds all data about the network and its operation.

www.emeraldhouseheatnetwork.co.uk