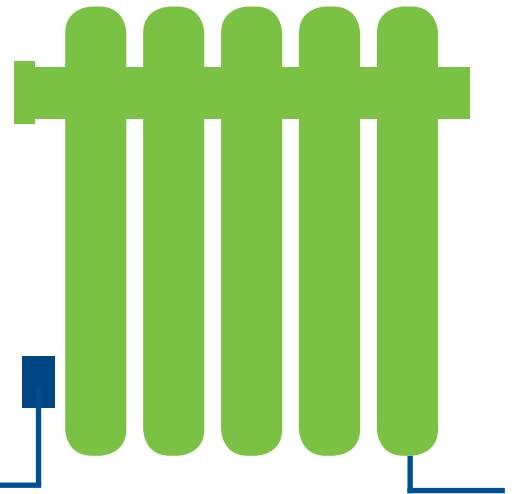


SSE Community Energy Heating & Cooling

Whether it's turning up to an appointment at the right time, or dealing with a hot or cold spell, we'll make sure that you get the best service available.



Our promise to you

SSE has been busy making lots of practical changes so that the service we offer you is simpler and fairer. We're always looking for better ways to do business and striving to improve the energy industry for the good.

Find us on



facebook.com/sseandme



[@sseandme](https://twitter.com/sseandme)

*an emergency would be defined as an incident that either causes danger or required urgent attention in relation to the supply and or distribution of heat, hot water and or cooling. Examples can be found in your customer supply agreement (appendix 2, CAT A calls)

Bill or charging enquiries

0345 078 3215

Monday to Friday 8am to 8pm and Saturday 8am to 2pm

Faults & Emergencies*

0800 316 2194

365 days a year, 24 hours a day

Email us

If you'd prefer to write to us, use the email address below.

community.energy@sse.com

In this leaflet you will find...

- Our commitments to you
- What's included in your bill, what the charges cover and ways to pay
- How your system works, the equipment installed in your home and how we deliver peace of mind
- Why the system is better for the environment and reduces your carbon footprint
- The Priority Services we can offer you if you need some extra help
- Energy efficiency advice which can help you save money
- Our Guaranteed Standards
- What to do when things go wrong
- Our membership of the Heat Trust.

You can find more information on our commitments or guaranteed standards on our website at sseandme.co.uk



Our commitments to you

We're committed to providing excellent customer service and take our responsibilities to you very seriously. To show how serious we are, we've introduced a Customer Service Guarantee which enables you to hold our service to account on our four commitments. If we fail on any of our commitments, let us know and we'll discount £20 off your next bill.

- 1 We will call you back when we say we will.
- 2 We will never transfer you more than once when you call us, unless you agree.
- 3 We will give you the opportunity to speak to a manager if you ask.
- 4 If you want help with your bills, we will offer support*

* This would consist of either offering you a suitable payment plan which considers your ability to pay, or checking if you could benefit from our priority services, such as braille, large print or audio bills.

What's included in your bill?

The charges applied for your heating and cooling supply are similar to a gas or electricity bill, you have fixed charges and a variable rate. However, you may also notice some additional charge lines on your bill for the additional services we provide which are explained below.

Heat, hot water and cooling variable charges

These are the charges you pay per kWh of heat, or cooling energy used. Further information on how we calculate your prices is detailed in your Customer Supply Agreement.

Standing Charge

This daily charge pays for the fixed costs associated with operating and maintaining a heat and cooling network. This includes the Heat Interface Unit, the meters in your home, all the equipment in the energy centre and the network of over and underground pipes. It also covers the cost of our 24/7/365 call out response and the cost to provide full customer service facilities to you. This means if there is a problem with your heat or cooling supply and the fault is not caused by you, then there will be no additional charges for SSE to attend your property and fix the problem.

Capital Replacement Fund

This charge pays for the replacement of the plant/equipment in the energy centre, the Heat Interface Unit and meters in your property when they reach the end of their operating lives (life cycle). This money is collected by SSE as part of your bill and set aside in a separate account which can only be accessed to pay for the replacement of equipment on your network with agreement of the developer.

Three core principles to our charges:

- Our charges are fair in comparison to "traditional" heating methods, such as individual gas boilers.
- We aim for our charges to be simple and easy to understand.
- We make it clear what each part of the charges pays for.

Our charges will be set out in your Customer Supply Agreement. Although actual charges vary slightly from site to site because costs for us to operate each network vary, the structure of charges is always based on the above principles.

We review all charges once each year on 1st May.

Please note that SSE is responsible for up to and including the Heat Interface Unit and the meter in your property. SSE is not responsible for the "secondary system" of pipes, radiators or fan coil units inside your property. This would remain the responsibility of you or your landlord.

Ways to pay your bill

We offer our customers a range of payment methods



You can pay by Direct Debit, either in full quarterly, or spread your costs monthly.



You can pay using our online portal at www.sseandme.co.uk/login.



Pay by debit or credit card by telephone or online at www.sseandme.co.uk/login/.



If you would like to discuss other ways to pay, please call us on **0345 078 3215**.



Set up a standing order, our bank account details are below. You'll need to use your customer account number as the payment reference.



Please make your cheque payable to **SSE Heat Networks** and sent it to:

Bank Account No: **99295741**
Sort Code: **60-17-21**

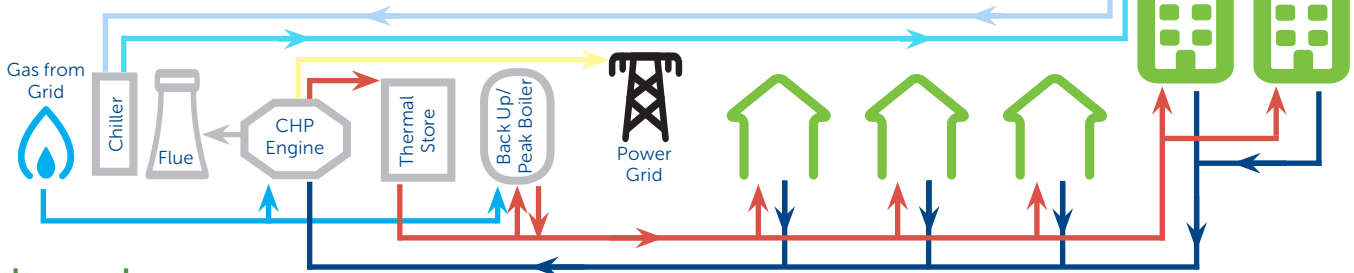
SSE Heat Networks, EU Customer Service,
PO Box 261, Havant, PO9 9FE.
Please include your customer account number on the back of the cheque.

Your heat and cooling network

Your heat & cooling network (also referred to as district heating and cooling) supplies your home with heat, hot water and cooling. This is provided from a central source known as the energy centre which transports hot or chilled water through a network of over and under ground insulated pipes. This avoids the need for individual boilers or electric heaters in your home.

The energy centre

The on-site energy centre contains all the equipment needed to generate, store, pump and control the heating and cooling system in your area. This includes large boilers, an engine, thermal store and chillers. We capture the heat and deliver it around our network to ensure you have constant access to heating and hot water. We also pump chilled water around a separate network of pipes for when you need to reduce the temperature in your home.



In your home

Heat is brought into your home through your Heat Interface Unit (HIU) which is about the same size as a gas boiler. The HIU has a plate heat exchanger which transfers thermal energy (heat) from the water in the primary system to the water in the secondary system (your home). We deliver chilled water to your home too, but the fan coil unit internally is your equipment. You also have meters which measure the amount of heat and cooling energy you consume, so you're only billed for what you use.

Peace of mind - we've got you covered

Our charges include the maintenance and eventual replacement of the HIU, meters and energy centre. There are no hidden extras or one-off charges. If there's a problem with your heat, hot water and/or cooling supply and the fault is not caused by you, there will be no additional charges for SSE to visit your property and fix the problem.

We also monitor the network remotely through our Business Management System (BMS) which enables us to identify and resolve some issues before they impact your supply. In the unlikely event that you do experience a problem with your supply, we're here for you 24 hours a day, 365 days a year - just call us on **0800 316 2194**. As part of our commitment to you, we will inspect your HIU regularly to make sure it's working efficiently. SSE commit to carry out regular maintenance on the equipment within your property that we are responsible for (HIU and meters). Typically we will visit once every two years; we aim to give you seven days notice of this planned work.

Reducing your carbon footprint



District heating is a modern and efficient way of significantly reducing the carbon emissions associated with energy production. This is a form of decentralised energy which is an essential part of a future clean energy infrastructure. This process for generating heat produces 25% less carbon dioxide which means it's better for the environment, with one of the lowest carbon footprints of all energy generation methods using fossil fuels.

Our Business Management System (BMS) keeps the equipment working efficiently. It monitors performance and sends alarms to us if any equipment needs attention. HIUs provide on demand heat so there is no heat losses associated with hot water cylinders. On a conventional gas boiler, the fuel (gas) is ignited and heat is produced but energy is lost in other forms such as light. With district heat you only pay for the heat energy you use, not the raw fuel, therefore you may notice your kWh usage is lower if you've used a gas boiler previously.



Priority Services









We've lots of different ways we can support you if you need some extra help with your account. We can send your letters and bills in different formats including large print, audio or braille.

Whilst we will do our utmost to prevent any loss of supply, sometimes things can go wrong. We understand that some customers may find it more difficult to manage without heat and hot water. Please let us know of any medical conditions or vulnerabilities, and with your permission we will add you to our Priority Services Register (PSR).

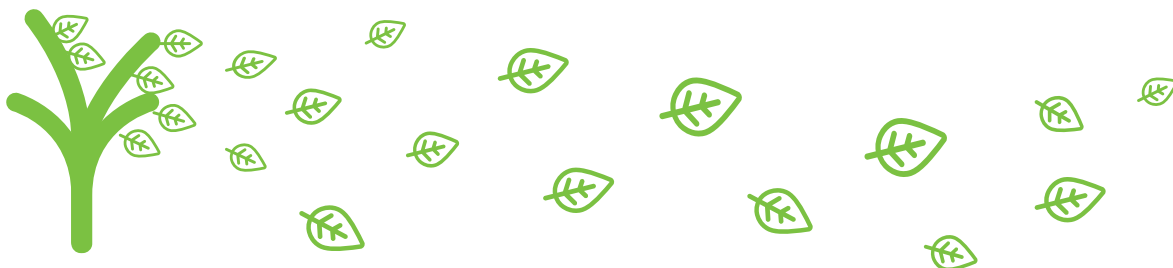
If there is an outage that we are unable to resolve promptly, we will look to provide additional support for those registered. This can include but is not limited to; additional updates, one of our engineers delivering a temporary heater to your home, or a call from one of our priority services team just to make sure you're managing during the interruption.

Energy efficiency

We all know that reducing the amount of energy you use is just good sense, with benefits for both the environment and your pocket. Here are some tips to help you:

-  Keep warm while cutting costs. Turning your thermostat down by just 1°C can have a big impact on the cost of your energy bill. A comfortable temperature for a home is usually between 18 and 21°C.
-  Smart home technology is becoming more common and more affordable. Investing in a smart thermostat will give you more control over your heating, even while you're not at home. Set a temperature as well as a time to ensure you're heating your home when you actually need it.
-  It's true, wearing jumpers, socks and slippers around the house, as well as an extra blanket on the bed is not only cosy, it means you won't be tempted to turn up the heating.
-  Ensure radiators are clear from clutter or furniture. This will allow the heat to radiate around the room making you feel warmer.
-  Cut the draughts - draught-proofing windows and doors could save you almost £30 a year and 46% of households still haven't done this.
-  If your system has thermostatic radiator valves, you can keep a tighter control of the temperature in each room. They're usually numbered from 1 to 6 – try setting bedroom radiators at 3 or 4, your kitchen at 4 and living rooms at 4 to 6.
-  Reduce the time you spend in the shower, one minute less in the shower each day will have an impact on your annual energy bill. If you have a water meter in your home, this will also help to reduce your water and sewage bills too.
-  Turn the pressure down on the power shower. A high-pressure power shower is a luxury but you'd be surprised how much water they use - sometimes even more than a bath.

There is more that you can do to save on your energy bills. You can get free, independent advice online at [energysavingtrust.org.uk](https://www.energysavingtrust.org.uk). Alternatively, you can give us a call on **0345 078 3215** and speak to one of our team.



When things go wrong

All of our staff are highly trained to offer you the best possible customer service and will do their best to help you and ensure the matter is resolved as quickly and easily as possible.

How to raise a complaint

Whilst we do our utmost to deliver the best service, sometimes things can go wrong. If you're unhappy, follow the three steps below.

1. Contact our customer service centre, either by telephone on **0345 078 3215** or by emailing community.energy@sse.com.
2. If our advisor has been unable to resolve the matter to your satisfaction, ask to speak to a manager.
3. If a manager is unable to resolve the complaint to your satisfaction, this will be passed to our senior management team. If we are unable to agree a resolution between us, we will tell you how to take your complaint further via the Heat Trust.

Thank a member of our team

It's important for us to know what we are doing well and also how we can improve. We know there are some excellent people within our organisation who deserve special recognition.

We pride ourselves on delivering excellent customer service, and if one of our team has gone above and beyond, we'd love to hear about it.

- Call us on **0345 078 3215** and ask to speak to a manager who will welcome your feedback to find out what we've done well.
- Email our team at community.energy@sse.com

Our Heat Trust membership

Ombudsman Services: Energy (the Ombudsman)

The Ombudsman is there to resolve disputes between energy suppliers and their customers. It is free to use their services, and they are totally independent – so they do not take sides, and make their decision based only on the information available.

If you agree with their decision, we have to act on what they say. This may mean we have to apologise, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

If you can, it's probably best to call them first. To refer your complaint to the Ombudsman, your complaint needs to have been on-going and unresolved for a minimum of eight weeks, or your supplier needs to refer you via a 'deadlock' letter.

Ombudsman Services contact details:

Write to: **PO Box 966, Warrington, WA4 9DF**

Phone: **0330 440 1624**

Fax: **0330 440 1625**

Textphone: **0330 440 1600**

Email: osenquiries@os-energy.org

Website: www.ombudsman-services.org/complain-now-energy.html

Guaranteed Standards

We believe in delivering not only excellent customer service, but a reliable supply service too. Although we can't promise that nothing will go wrong, we can commit to being there to respond 24 hours a day 365 days a year. Plus, if we don't respond quick enough, you may also be eligible for a Guaranteed Standard payment.*

Check your Customer Supply Agreement or call our dedicated customer service team on **0345 078 3215** to find out more.

* A Guaranteed Standard payment will only be paid when you have signed and returned your Customer Supply Agreement (CSA) and must be claimed within three months of the incident. Also subject to the terms within your CSA, such as minimum outage time.

Occupying a heat & cooling network property

Moving in

All customers will be required to provide the following information when taking up residency in a property we supply heat (and /or cooling) to:

- Date of ownership / tenancy.
- Full name (title, first name, surname)
- Date of birth
- Contact details (telephone number, email address and correspondence address)
- Meter serial numbers
- Opening meter readings

This information should be submitted to us no later than two days from the date you become responsible for the supply. Either by email to community.energy@sse.com or by calling **0345 078 3215**. If you have a prepayment meter installed, please contact us as soon as possible so we can get a payment card dispatched in your name.

Moving Out

Please remember to let us know when you are moving out of your property. **Failure to do this may result in you being pursued for money that you do not owe us.**

Ensure you contact us within two days of moving out of your property with the following information:

- Supply end date
- Meter serial numbers
- Meter readings
- Forwarding address
- Detail of incoming customer (where available)

We will commit to issuing a final bill and returning any credit you may have on your account within 10 working days. You can notify us of your move by email to community.energy@sse.com or by calling us on **0345 078 3215**.

Frequently asked questions (FAQ's)

How do I claim a Guaranteed Standard payment?

If you believe that we have failed to meet either a service standard or Guaranteed Standard, please contact our customer service team by telephone on **0345 078 3215** or by email at GuaranteedStandards@sse.com who will then send you a claim form to complete and return.

Can I switch to another supplier?

Your heat & cooling network is operated by SSE Heat Networks Ltd and you are unable to switch supplier. If you have any concerns regarding your heat or cooling supply, please contact us and we will do our best to help.

How does my meter work?

Your home is fitted with highly accurate heat & cooling meters, so you can be confident that SSE will charge you only for the heating or cooling you use. There will be a display unit on the meter which gives you information on your heat, hot water or cooling consumption.

The meter sends SSE details about the energy you use. We use this information to make sure your bill is accurate and not based on an estimated reading.

What if I believe my meter is inaccurate?

If you dispute the accuracy of your meter, we will attend your property and carry out an inspection. If we have cause to doubt the accuracy of the meter, it will be sent to the manufacturer for testing and calibration. If there was a fault with the meter, you will not be charged for testing and we will refund the cost of any consumption that we have charged you in error. If the meter is found to be accurate, you must pay the cost of the test. Contact us for more information on your meter.

What if I'm struggling to pay?

If you are struggling to pay, we're here to help. It's important that you contact us as soon as possible so we can try and provide the support you need and prevent any further action being taken. If you do not pay your bills and fail to contact us, this may result in additional charges being applied to your account, your debt being passed to a debt collection agency and the disconnection of your supply. So please get in touch and we will place a hold on your account while we work through a solution with you.