

BRIEFING NOTE ON NEW REMOTE HEAT METERING SYSTEM ON GRENFELL - PAY-AS-YOU-GO SYSTEM - LIVE ON 18 APRIL 2016

- 1 As from 18 April 2016 residents at Grenfell will no longer pay for their heating and hot water through their rent (tenant) or service charge (leaseholder).
- 2 The heating and hot water is still received through the communal boilers. There is no reason to 'change suppliers'.
- 3 Wilson Energy Ltd manage the billing process. They are on [REDACTED] or [REDACTED] and have a call centre that works Monday to Friday 8.30am to 5pm.
- 4 All our residents have been given a £5 welcome credit to deal with any 'early days' glitches. There is also a 'friendly' credit put on the system which means no-one will be disconnected between 10pm Friday and 10am Monday, when Wilson Energy's call centre is not open.
- 5 The suggestion is that residents put a lump of credit on their system, **maybe £20/£25** and then monitor how long this lasts. Then they can set up a direct debit (which is free to set up, and means there is a regular payment going through, that they can alter in due course should the usage change). These take 5/10 days to set up.
- 6 When the heat meter is fitted, residents are given a digital display unit that shows how much credit they have on the system. Once they top - up, via Payzone or direct debit etc, the credit is reflected on their digital reader. The CSC at the TMO is asking residents to check their credit levels before reporting they have no heating and hot water.
- 7 The TMO get a monthly report on usage, which will pick up any anomalies of heating usage - or any problems. Claire Williams the Project Manager is getting regular reports to identify any household

with low/no credit to contact and 'hand hold' until there is familiarity with the system.

- 8 The TMO would plan to do more work with households to get them to use their heating systems efficiently as they will now pay for their energy. This is a change from the old system where residents paid proportionately and the temperature controls were limited, and so residents could not manage their heating.
- 9 There is a Unique Payment Card due to each property, which is an orange card that was delivered to each property for tenants, and as directed by leaseholders. This is only useful for topping up at a Payzone place (p4 in booklet gives the local outlets).
- 10 On 8 April the information booklet about this system, together with a newsletter was put through the door of every flat. Please see the information below.

Resident consultation

Consultation from December 2013 on the new proposed heating system.

Newsletters (most specific were Feb, Oct, Dec 2015 after consultations)

16 Feb 2016 consultation session

15 March 2016 consultation session

21 March 2016 letter about the tariff sent out to all residents from Robert Black, to meet the OFGEM requirements

8 April 2016 newsletter and pre payment booklet posted/emailed to all residents/non-resident leaseholders

12 April 2016 text message to everyone on the system at Grenfell (91 households)

13 April 2016 prompt notice up in the lift

15 April 2016 surgery at Lancaster West Housing office from 2-4pm

18 April 2016 delivery of letter with card and direct debit form to each tenant household

19-22 April 2016 texts re reminding to register pre payment cards, top up etc, posters in lifts, door knocking with fliers delivered to targeted households, text messages sent out to inform residents and give Wilson Energy contact details