

# Grenfell Tower Regeneration



## Prepayment system for heating and hot water April 2016

### Your heating system

Kensington and Chelsea TMO is providing this information to give you details about your heating and hot water supply. Please read it carefully and keep it in a safe place for easy reference.

### The communal heating system

As part of the refurbishment of Grenfell Tower the original communal heating boilers have been replaced with new boilers. These are in the building's basement and provide hot water and heating through a network of pipes that reach each flat property via the service cupboard on each landing; and then run in the false ceilings in the lobbies to each flat.

The heat interface unit (HIU) in your home allows you to control how much heat you take from this system to meet all your heating and hot water needs. Please refer to the *HIU User Manual* for information for specific guidelines on how to set and amend the temperature as required. The reason the HIUs were installed was that in 2014 the government introduced a law called the 2014 Heat Metering and Billing Directive as part of its economic policy to prevent fuel poverty. This said that any large scale

communal boiler renewal needed to have control mechanisms to ensure that the residents could manage their heating bills.

### **Who is my heat supplier?**

Kensington and Chelsea TMO is your heat supplier, we are ultimately responsible for ensuring that heat is available to you at the times you need it and in the quantities your household requires. Where communal heating systems such as this are installed, residents can't switch heat supplier.

We supply heat on a not-for-profit basis and work hard to ensure that charges are kept as low as possible. We have contracted Wilson Energy to provide heat metering and billing services to you on our behalf on a two year contract.

### **How will my heat usage be monitored?**

Your HIU has a heat meter to measure how much heating and hot water your household uses. Wilson Energy will read the heat meter remotely via electronic data connections. You shouldn't need, therefore, to supply your own meter readings to Wilson Energy or give Wilson Energy personnel access to your home to read the heat meter. The exception for this would be if, for any reason, Wilson Energy was unable to read your heat meter remotely; in that situation it would be assumed that there is a fault and service engineers would come out to rectify any problem.

Your home also has a display unit which reads data from the heat meter and gives a lot of useful information about your household's heat and hot water usage. You can use this to monitor what you use, which will help you reduce your heat consumption and save money on your bills if necessary. For information on how to use the unit, please see Wilson Energy's manual.

### **How much will I pay for heating and hot water?**

Your tariff reflects the cost of producing and supplying heating and hot water to you. It is made up of two parts: a variable charge and a fixed charge. The variable charge covers the cost of the heat that you use, and is measured per unit of heat - one unit is 1 kilowatt hour (kWh) of thermal energy. The fixed charge goes towards the basic costs of making the heat supply available for your use, and this charge is always the same, regardless of how much heat you use.

Your initial heat tariff will be as follows:

Variable charge - 4.5p per kWh	Amount of heat you use - cost per kWh
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Fixed charge - 36.5p per day	Costs of making heat supply available
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This tariff will be reviewed within a few months of the system starting, i.e. this regime will start in April 2016 and will be reviewed in November 2016. As this is a new system, and with the benefit of Grenfell's efficient new insulation, the review ensures that you are receiving the best possible rate; but the tariff could go up or down as a result of this review.

In the long term the tariff will be reviewed every year. If we need change your tariff as a result, you will be told of the new tariff at least three weeks before it comes into effect. As we supply heat and hot water on a not-for-profit basis, any increase will only be because of an increase in the cost of producing and supplying heat to you (i.e. an increase in gas prices).

Your tariff is different to a single household tariff, so the two cannot be compared. A domestic gas tariff is measured in terms of the 'potential' energy in the gas that has been delivered to you, rather than the thermal energy that you actually receive from your boiler once it has converted the gas to heat. Your tariff is measured in terms of the thermal energy you actually receive from the communal heating system.

### **How do I pay my heat charges?**

The heat metering system is pay-as-you. The in-Home Display Unit will show you how much credit you have.

There are a number of convenient payment methods made available to you by Wilson Energy. Of all the options listed below, we recommend that set up a variable direct debit arrangement; this would give you the peace of mind that you can pay the bill on a regular basis and not have to deal with last minute top-ups.

Direct debit Standing order	This is on a monthly basis, so that payment is made in full. If you wish to set up a direct debit, please complete the mandate form provided with this information sheet and return it to Wilson Energy. You can contact Wilson Energy on [REDACTED] if, at any future date, you wish to set one up or change
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your existing direct debit

Telephone or internet banking	You can pay for your supply using your bank or building society's telephone or internet banking service. Payments should be made to: sort code 20-63-25, account number 73618390. Please ensure that you always give your Wilson Energy resident reference number (which you will find on your meter), so that there are no delays in the payment being credited to your account.
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On line portal (from 1 May 2016) You will be able to log in at  
<https://customer.wilsonenergy.co.uk>

Telephone	Call Wilson Energy on [REDACTED] (Monday to Friday, 8.30am - 5pm, excluding bank holidays) to make a secure payment over the phone using your credit or debit card. Please note that you will be charged a 3% transaction fee when making a credit or debit card payment.

Payment card	You can request a payment card that will enable you to pay your bill at any PayZone outlet. Visit the Payzone website or contact Wilson Energy for details of your nearest Payzone Outlet, and contact Wilson Energy if you wish to request a payment card. Please bear in mind that the first card can be issued free of charge, but you may be charged a small fee for any additional or replacement payment cards. Please also note that you will be charged a transaction fee of 35p on each payment made via Payzone. Local shops are: PV Partners Ltd, 109 Clarendon Road, W11 4JG AK Foods, 373 Portobello Road West Nine Food and Wine, 80 Tavistock Road
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Text/SMS	This is facilitated via Barclays Pingit, reference
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PINGITQH255

As goodwill gesture Kensington and Chelsea have given every household a £5 'welcome' credit.

The system is geared up so that any resident who does not have credit over bank holiday weekends (e.g. Christmas) will not have their supply switched off if they cannot access top-up facility in that period.

### **What happens if I don't pay my bill?**

If for any reason you become concerned about your ability to pay for your heating and hot water supply, please inform Wilson Energy immediately. They report to us monthly. We take non-payment of charges very seriously and will take all action necessary to recover any debts owed.

### **What happens if I move home?**

If at any time you move or the tenancy changes, please inform your neighbourhood officer at the TMO. This is to ensure that Wilson Energy make the necessary arrangements for closing the account.

### **What happens if I am a leaseholder and my tenants change?**

If at any time your tenants change please inform your Home Ownership officer. This ensures that Wilson Energy can then be told of the changes and update their records.

When the tenants change then the payment card should be handed from one tenant to another; otherwise a new payment card may need issued, for which there maybe a charge.

### **What if I notice a problem with my heat supply?**

The new heating system is under guarantee by our contractor Rydon until April 2017. You can report problems to us on [REDACTED] from a mobile. You should tell the customer service adviser that your property is under guarantee so that Rydon comes out to deal with it.

From April 2017 the system will be on a servicing contract. We'll tell you who this heating contractor will be. But you should still call us with any problems and not them.

If the heating is not working you should first carry out the below checks:

1. Check that the HIU and all other heating-related equipment have an active electrical connection (i.e. that the electrical supply switches to the HIU are turned on and there are no flipped fuse switches on your

electrical consumer unit).

2. Check that your heating controls are set correctly so that the controls are allowing you to draw heat from the communal heating system.
3. Ask your neighbour(s) if they are having problems too. If they are it could be that there is a fault on the communal system. Then call us.

### **How can I keep my heating and hot water bills low?**

Here's how you can keeping your usage and bills low.

1. Familiarise yourself with the heating controls
2. Keep your thermostat set at as low a temperature as possible. The World Health Organisation recommends that the minimum temperatures of 18 degrees are suitable for healthy people who are appropriately dressed; or 21 degrees if members of your household are sick, have a disability, are elderly or a young child
3. Use the thermostatic radiator valves on radiators to alter the individual room temperatures to suit your needs. For example, you could keep the bedrooms at a cooler temperature than the living room.
4. Your home is now well insulated, with double glazed windows. This means you should not use too much heat to keep your home at a comfortable temperature. It is common for residents to run their heating for longer periods than are required to keep the property warm when they are at home, so play around with the time settings for your heating until you establish what works best for your household and lifestyle. This may include timing your heating to go off 30 minutes before you leave the property and come on again 30 minutes before you are due to return; or turning off the heating 30 minutes before you go to bed, or similar.
5. Some heat loss may occur if curtains or furniture cover the radiators. So make sure that the heat from the radiators is allowed to permeate the room, not directed behind the curtains or be blocked by the furniture.



## Who do I contact if I have a problem or a question?

Metering and billing	For queries about your heat usage and payments	Wilson Energy or [REDACTED] Monday to Friday, 8.30am to 5pm, excluding bank holidays	Wilson Energy Limited, Unit 3, Northgate Terrace, Northern Road Industrial Estate, Newark, Notts, NG24 2EU or
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Maintenance - during the first 12 months and subsequently To report any fault with the communal heating system, including those relating to your HIU or internal heating or hot water. KCTMO [REDACTED] or [www.kctmo.org.uk/reporting](http://www.kctmo.org.uk/reporting) <<http://www.kctmo.org.uk/reporting>> a new repair

Or report via the website
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General	For general enquiries about your heating and hot water supply, or to make a complaint about the service received. As above. Please note if there is a complaint, there is information on the KCTMO website.
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