

Winter 2018 Newsletter

A seasonal update from Enviroenergy! As a heating provider and as part of Nottingham City Council we value our customers and place them at the heart of everything we do.

Please find contained within this edition updates on some changes to service and tips on how to save money and keep warm this winter.

Additionally, if you have any further enquiries please do not hesitate to contact us using our details on the **Contact Us** page.

Happy Holidays from Enviroenergy! We look forward to keeping you warm this winter.

Notice Board

Switch2: Terminated Annual Maintenance Contract

We have been made aware that Switch2 will no longer be offering an annual maintenance contract to owner-occupiers on Nottingham's District Heating Network.

Owner-occupiers are responsible for the maintenance and repair of their own home heating system. If you are a tenant of a property then the maintenance and repairs of the heating system is the responsibility of your landlord. Any meter or network issues are our responsibility.

We understand that as the colder months approach there may be an increasing need for you to have an engineer attend your property to fix things when they go wrong.

We are currently working on a long-term solution, which will allow us to recommend the most appropriate engineer services. We will send out further information on this as soon as possible to all owner-occupiers within the district heating network.

In the meantime, we would advise owner-occupiers to utilise qualified heating engineers to perform any required servicing or maintenance for your heating equipment. If you are unsure or need further advice and assistance, please feel free to contact us on **0115 955 6677**. Our full contact details are located on the third page of this booklet.

Lost your Pre-Payment Card?

Not to worry it happens to the best of us, contact us and we can issue a new card for your property.

There is a £10 charge for a replacement card. Any credit you have built up on the card can be transferred to the replacement card to make sure that you are kept warm this winter.



Notice Board

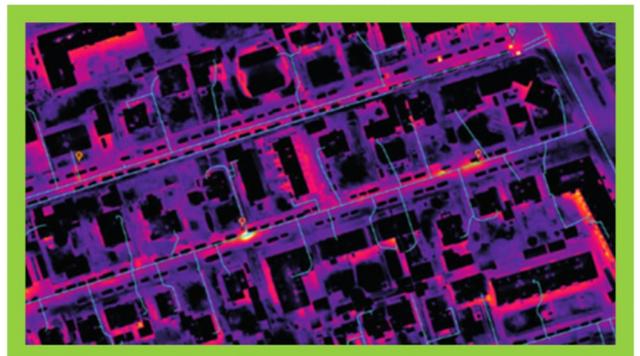


Heads up: Utilising Drones for Maintenance

You may notice drones in the sky for a few nights through December and January between sunset and dawn, this is part of our planned maintenance programme. Enviroenergy has an innovative approach to maintenance including making the most of cutting edge drone technology to monitor the system performance. This will ultimately improve the energy efficiency of the network, reduce running costs, minimise groundworks and most importantly keep your bills low.

As well as spotting the drones scanning the pipe network from the air after dark, you may also spot the drone ground crew working from a number of take-off and landing points across the area.

The work has to be carried out at night but we'll do all we can to avoid disturbing you and your neighbours. We'll also make sure that local police are fully aware of where we will be operating from and our contractors will be clearly identified as drone operators.



The bright spot identifies a pipe leakage. With drones, it is possible for us to identify leaks as small as 1m³ per day.

Standing Charge: Explained

As you may already be aware, our standing charge is currently priced at only 28.5 pence per day.

The standing charge covers the cost of the network maintenance, metering services, and emergency call outs. This allows us to send an engineer to visit your property regarding network issues without a call-out charge.

Service Advice

Regularly Topping up

The standing charge is applied all year round, so it is important to top up the meter throughout the year. Even if you are not using the heating we still advise topping up occasionally to avoid the build-up of the standing charge.

Building up credit over the year will help you budget for the colder months when you use more energy.

Warm Tips

Benefits of Heating Controls

- Set an effective timer on your heating and hot water to go on and off when needed.
- Set different temperatures for different rooms in your home.
 - ☑ This could save you money on your heating bills.
 - ☑ This will also reduce your carbon emissions.



Contact Us



If we do not have a recent meter reading, we won't know how much heating and hot water you have used, so we will have to send you an estimated statement based on your previous usage.

Providing regular meter readings will help us to bill you correctly, ensuring that you are only paying for the heat and hot water that you have used.

Call or email us using our contact details below with your readings. If you are unable to read your meter, please call us to arrange for one of our engineers to visit and read your meter.

Please use the space below to make a note of your heat meter reading and current balance on your top-up meter:



Example of a heat meter: normally located in an airing cupboard inside your property. This will display your joint heating and hot water usage in kWh.

kWh

£

We are currently updating all of our customers data – If any of your details have changed please call us on **0115 955 6677** to update your records.

General Data Protection Regulation: The information collected and stored is for the sole use of Enviroenergy. Your details will be updated in our own internal systems only. These details will not be passed on to any third party. For further information on the GDPR Policy of Nottingham City Council please visit us on <http://www.nottinghamcity.gov.uk/privacy-statement/>

Contact Information



0115 955 6677



customersupport@enviroenergy.co.uk



www.enviroenergy.co.uk





A Cleaner Nottingham

Turning 170,000 tonnes a year of our rubbish into heat and hot water for 5,000 homes and over 100 local businesses in the city.



District heating provides a more efficient energy supply than traditional gas boilers and repurposes the city's waste: saving 27,000 tonnes of CO₂ each year. Our network is one of the largest in Europe, it is made up of over 85km of pipework and growing.

