

Frequently Asked Questions

Enviroenergy – Partial network shutdown 2020

Q1: Why is the hot water and heat being shut down?

A1: Enviroenergy has a requirement to provide you with a safe supply of heat and hot water. We need to perform essential repair work to part of the pipework that delivers heat and hot water to your property. These works are necessary to make sure that the system continues to operate effectively to provide a safe and secure supply of heat and hot water to our domestic and commercial customers.

Q2: When will the system close down?

A2: Our customer's hot water and heating services will be affected as follows:

- **Wednesday 25 November** – from **6pm** you'll notice a gradual reduction in the temperature of your hot water and heating
- By **11.30pm at the latest on Wednesday 25 November** you will have no hot water or heating
- Your hot water and heating will be reconnected in the early evening of **Thursday 26 November**
- We aim for your hot water and heating to be fully working by around **11.30pm on Thursday 26 November**.

Q3: Who will be affected?

A3: Customers living at Bentinck, Kingston and Manvers flats, Remourban Housing Scheme (The Courts) and Lace Works Student accommodation on Summerleys.

Q4: Will cold water or electricity be affected?

A4: No, there will not be any disruption to cold water or electricity supply.

Q5: What if it is cold during this period?

A5: For those of you who do not have any alternative means of heating your home while the work is completed, we can provide temporary electric heaters. Please call us on 0115 955 6677 or email customersupport@enviroenergy.co.uk as soon as possible with your request.

Q6: How is the close down being communicated to residents?

A6: A communications plan has been put in place to keep customers informed. This includes letters to all customers, correspondence with all social housing partners and a planned marketing campaign using online and social media, with posters also being placed in key local locations. Housing organisations, Ward Councillors and community groups have also been briefed with details of the planned works.

Q7: Do I have to do anything in my home?

A7: No, the process will not need you to do anything.

Q8: If I have any concerns, who shall I call?

A8: There will be information on the Enviroenergy web site (www.enviroenergy.co.uk) or you can call 0115 9556677.