

Important notice

Enviroenergy – Partial network shutdown 2020

Temporary interruption to your heating and hot water service for customers living at Bentinck, Kingston and Manvers flats, Remourban Housing Scheme (The Courts) and Lace Works Student accommodation on Summerleys.

We will soon be performing essential repair work on the Nottingham District Heating Network. This is to make sure that we can continue to provide you with a safe, secure and consistent supply of heat and hot water to your home.

To do this, we'll need to interrupt your heating and hot water supply for a short time, with details 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**.

Your cold water supply and your electricity will **not** be affected.

We apologise for the inconvenience this work will cause – and we'll aim to keep the length of this disruption to an absolute minimum.

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.

If you have any concerns, please see our [Frequently Asked Questions – Frequently Asked Questions November 2020 shutdown.docx](#) or alternatively you can call our contact centre on 0115 9556677.

Regular updates on the works progress will also be posted on this website and on Nottingham City Council Facebook and Twitter feed - My Dales.