

DISTRICT HEAT NETWORK.

HERE'S EVERYTHING YOU NEED TO KNOW.

GOODS YARD.

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BY CAPITAL&CENTRIC

WHAT IS A DISTRICT HEAT NETWORK?

All homes and businesses at Goods Yard will be supplied heat and hot water from a bespoke energy centre and distribution network.

The primary heat sources are located in Squires Yard outside of the Goods Yard via natural-gas fired boilers. Heated water is then distributed around the buildings and into every property through a network of insulated pipes, to be used for space heating and hot water.

Each property is fitted with a Heat Interface Unit (HIU) for heating. A meter is used to record the heat consumed.

Why has a district heat network been installed?

New-build developments must comply with policies and standards set by government. The government's current energy policy requires the introduction of heat networks in cities wherever feasible. This is to generate heat and power more efficiently, improve cities' energy security and self-sufficiency, and reduce carbon dioxide emissions. As a result, many new developments, including this one, are connected to communal or district heat networks.

WHO IS THE PROVIDER?

The energy centre is leased and operated by SSE Heat Networks Limited (SSE), part of the SSE Group and all the communication you receive from them will be branded SSE.

It is important to note that district heating does not operate in the same manner as gas and electricity utilities, where there is an open retail market and customers can choose their preferred utility supplier. It will not be possible for residents at Goods Yard to choose their heat service provider or switch between providers. For this reason, SSE is committed to providing the highest levels of customer service for their heat customers.

SSE has had a decade of experience of operating district heat schemes serving residents in London.

Goods Yard heating network will be Heat Trust accredited, which sets high standards of service and provides an independent process for settling complaints between customers and their heat suppliers.

WHAT IS SSE RESPONSIBLE FOR?

SSE is responsible for ensuring that heat and hot water is available to you when you need it. In the unlikely event that you lose supply for any reason, we will identify the problem and reinstate the supply as quickly as possible. SSE has a dedicated out of hours fault line (0800 316 2194) where you can speak to a member of staff who will deal with your enquiry and will despatch an engineer if required. Our Fault Response Centre is contactable 24/7, 365 days a year.

HOW WILL MY HEAT AND HOT WATER USAGE BE MEASURED?

Each property is fitted with a heat meter within the utility cupboard. The heat and hot water meters transmit consumption data to SSE on a daily basis through an Automatic Meter Reading (AMR) system. This ensures that customers are only charged for the energy they use and do not receive bills based on estimated usage.

HOW MUCH WILL IT COST?

BILLING AND PAYMENT.

Once you move in and use the heating service, you are deemed to be in contract for this and your contract will automatically begin.

Each resident will receive regular bills from SSE for their household’s heat charges.

Bills will be issued quarterly and will be calculated in accordance with the current heat tariff. Payment must be made to SSE by the due date specified on the bill.

A number of convenient payment methods are available, including over the telephone, using a payment card or Direct Debit.

HOW MUCH WILL I PAY FOR HEAT AND HOT WATER?

SSE’s heat charges are made up of two parts – a variable charge and a standing charge. The variable charge relates to the cost of the energy used to generate the heat, the standing charge relates to the cost of operating, maintaining and billing.

The variable charge in each bill will be calculated by multiplying the unit price by the amount of heat consumed (measured in ‘kilowatt hours’, or kWh). The standing charge will be charged on a daily basis and will stay the same regardless of how much heat is consumed.

Charges For 2024/2025	Charge (Exc VAT)	Charge (inc VAT at 5%)
Heating & hot water variable charge	4.07p per kWh	4.27p per KWh
Heating & hot water spending charge	£2.09 per day	£2.19 per day

A FEW NOTES.

- VAT rates are given at the current rate (5%) but may change in future if there is a change in tax laws.
- The elements of the charges will be reviewed and adjusted by SSE annually, in accordance with the methodology set out in the heat and hot water customer supply agreement. Annual changes align the tariff to clear industry variables such as the price of gas and recognised inflation indices.
- Residents will be notified of any change to their charges 1 calendar month before it comes into effect.

HOW DO I CONTACT SSE?

Our customer services team are contactable Monday to Friday between the hours of 08:00 and 20:00 and on Saturdays between the hours of 08:00 and 14:00.

If you experience a fault with your supply, please call 0800 316 2194. The call will be answered by our fault handling team and dispatched to our engineers immediately.

- **24/7 Emergency line: 0800 316 2194**
- **0345 078 3215**
- **community.energy@sse.com**
- **sseandme.co.uk/heat-customers**