

East London Energy

# RESIDENTS WELCOME PACK

# QUEEN ELIZABETH OLYMPIC PARK



East London Energy

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# WELCOME

## to your new home

As part of the Queen Elizabeth Olympic Park development there is a key feature to your property which you might be unfamiliar with. Your new property does not have an individual boiler. Instead, it relies on a “District Heating Scheme”. There is nothing to worry about here, as we will seek to explain what the District Heating Scheme is and the benefits of being part of the Scheme to you in this Welcome Pack.

### **I’ve just moved into my home. What do I need to do?**

To ensure that you have heating and hot water when you move into your new home, you will need to set up an account with us. To do this, you will need to complete and sign the form at the front of the booklet containing your Residential Supply Agreement, which is available as a separate document. Please return the form to us. Details of how you can do this are contained on the reverse of the form in that booklet.

We will aim to set up your account within seven days of receiving your completed form and you will receive a unique customer reference number that you will need to quote in all correspondence with East London Energy.

### **So what exactly is “District Heating”?**

Here in the UK, heating tends to be supplied on-site in individual buildings. The most common sources of heat are gas boilers, electric heaters and oil powered boilers.

However, in many parts of the world, it is common to have networks to transport heat to consumers through insulated pipes. This process is called “District Heating”.

In these cases, the heat source is not contained inside the individual building. It is generated locally and is distributed to many consumers via a network of pipes. It’s not dissimilar to a domestic central heating system, but on a much larger community scale.

As it is built on a far larger scale than a typical domestic central heating system, District Heating Schemes allow those participating in them to benefit from low carbon technologies and the economies of scale. A more efficient generation of heat and fewer carbon dioxide emissions also helps the environment.

In addition, there is no gas supply or gas boiler in your home and therefore your home is inherently safer, and annual safety checks associated with a gas boiler due to the risk of carbon monoxide are not required.

### **How exactly is my home heated?**

Your home is supplied with heat from two local, environmentally friendly, sustainable energy centres located on Queen Elizabeth Olympic Park that also supply other local buildings, including the Lee Valley VeloPark, the London Aquatics Centre and the whole of the Westfield Shopping Centre.

The heating and hot water is generated centrally and distributed around Queen Elizabeth Olympic Park via a network of insulated steel pipes some 18km in length. This primary network links with the secondary network in your development delivering heating and hot water to each building.

### **Why is my home connected to a District Heating Scheme?**

The Olympics had ambitious sustainability targets, so the decision was taken to build a site-wide District Energy Scheme powered by two local sustainable energy centres. There are also ambitious London wide targets to reduce carbon emissions and District Energy Schemes have a big part to play in making these targets a reality. Our Energy Centres contain a mixture of low carbon combined heat and power engines, renewable energy boilers and traditional boilers that will reduce carbon emissions due to heating by more than 30% over traditional fossil fuels like gas.

### **Who provides the District Heating?**

Queen Elizabeth Olympic Park and Stratford City District Energy Scheme is owned and operated by East London Energy.

You can view more information on our website at [www.eastlondonenergy.co.uk](http://www.eastlondonenergy.co.uk)

### **Where does my hot water come from?**

Your hot water in your home is fed by a heat exchanger called a heat interface unit (HIU) which provides hot water for your shower, baths and sinks.

If your property has a hot water tank, then it can be programmed to come on at certain times using your controller shown in your residents handbook, otherwise your hot water will be instantaneous – meaning hot water will be available at your tap 24 hours a day.

### **How does my heating system work?**

The energy for your heating system comes from the District Heating Scheme. The hot water from our network passes through the equipment in your home's airing cupboard, where the heating controls are located, and is circulated through your home just like a conventional central heating system.

### **Is the heat I receive enough to provide heat and hot water to my home?**

Yes it is; Our Heating Network is a variable volume low temperature hot water distribution system which operates with a constant temperature differential, nominally with a flow temperature of 95°C (+15% under certain conditions) and a return temperature of 55°C.

### **How am I charged and how do you know how much heating and/or hot water I have used?**

Your home is equipped with its own individual heat meter, the same as any other utility such as electricity or water. East London Energy is responsible for operating and maintaining it. The meter is automatically read via our data network and should be located outside of your property, meaning access should not be required for periodic meter checks. In the event that access is required to your property to carry out the periodic checks of your meter, you will be given prior notice of any visit that we may have to make.

You will be billed monthly for the heat supply you consume, plus a Standing and Common Heat Availability Charge. Please see your Residential Supply Agreement for further details about payments and billing. Although you will receive a regular monthly bill, we do record the initial meter reading and final meter reading for your account when you move in and move out of the property. Please tell us if you would like to receive these readings when you register with us.

### **How are our charges set?**

Charges are set in accordance with a mechanism which has been agreed by our Supervising Body which is made up of London Legacy Development Corporation and Stratford City Developments Ltd. These charges are reviewed regularly and are set at a level which is less than the cost of a comparable solution.

**I am going on holiday, will I still get charged?**

Yes, you will still be required to pay towards the standing portion of the charge. If you switch off your heating and hot water system, you will only pay for the fixed Standing Charge portion of your bill and the Common Heat Availability Charge. Please note that, although your home is highly insulated to the latest standards, we would not recommend switching off your heating during the coldest winter months to avoid the risk of frozen pipes.

**My property is too hot / too cold, how can I adjust the temperature?**

The room temperatures are controlled by wall mounted controllers and the operating instructions are contained in your residents handbook.

**What do I do if my heating does not work or I cannot get any hot water?**

If you are having problems with your heating and hot water, then this may be because of any one of the following; problems with the heating system inside your home, problems with the development heating system within your building, or, problems with the District Heating Scheme. In the first instance you should call East London Energy.

If you have notified us of a problem, and we have either:

- remedied any problems with the Scheme, or
- we have checked the system and there is no fault with the Scheme but you still do not have any heating or hot water in your home, then there may be a problem with the heating system inside your home, which you or your landlord as applicable are responsible for maintaining.

**What if I notice an emergency or a problem with the District Heating Scheme?**

We constantly monitor the Scheme to ensure that it is working properly and that heat is being delivered across the Scheme. However, if you notice any problems with the District Heating Scheme which are considered as an emergency, We ask that you notify Us as soon as possible on 0800 520 2002.

An emergency may include circumstances where injury to life and or serious damage to property are threatened, such as a flood or electric failure or shock risk, additionally full outage/ loss of heat and hot water and substantial leak of any form from the Heat Interface Unit (HIU) will be considered as an emergency.

**IMPORTANT – Your Heating System**

Please note that East London Energy is not responsible for the radiators, thermostats and pipework contained within your property – other than the HIU as detailed in your Residential Supply Agreement.

**What can I expect from a representative when visiting my home?**

Our representative shall on arrival at your property be readily identified and present an identity card which includes a colour photograph, the individual's name and the name and contact details which can be used to verify our representatives' identity.

In addition to the above, our representative will be at all times polite and courteous, and explain to you the reason for the visit. They will be a fit and proper person with the appropriate skills to perform the function and they shall use any password agreed with you.

### Where can I go to get Energy Efficiency Advice?

Energy Efficiency Advice is available on our website at [www.eastlondonenergy.co.uk](http://www.eastlondonenergy.co.uk) or if you would like to receive the advice from us in person this will be available from our Metering and Billing Office located at the Kings Yard Visitors Centre. Refer to page 6 for address details.

### I am moving out of my home, what should I do?

If you are moving out of your home, you will need to terminate your Residential Supply Agreement with us by providing 7 days' written notice. You will then need to provide us with your personal/property details, forwarding address and any outstanding balance you owe us. You can do this by completing the Moving Out Form. We have enclosed a copy in Section 3 of this Guide for your reference, but you can request a further copy from us at any time.

We will forward your final bill to the forwarding address you have provided us within 6 weeks of the termination date. Where this is not possible, we shall provide you with explanation as to why the bill has not been issued and issue a final bill within 31 days of the date which the final bill was due to be issued.

Please be aware that unless you terminate the Residential Supply Agreement in accordance with the above mentioned requirements, you will be liable for our charges, whether or not you occupy your property, until either you can demonstrate the date you vacated the property or the date you relinquished responsibility for the property (acceptable evidence may include the relevant tenancy agreement or legal documentation regarding sale of the property), or another person occupies the property and registers with us.

### What if I need to make a complaint?

In spite of our best efforts to provide a quality service at all times there may be occasions when the service provided does not meet the standards that we set for ourselves or what you might expect from us. We have therefore established a simple and effective complaints procedure so that problems can be resolved quickly and efficiently and to your entire satisfaction. A copy of the complaints procedure and our service standards are available on our website at [www.eastlondonenergy.co.uk](http://www.eastlondonenergy.co.uk) or if you prefer we can send a copy to you through the post.

### Ways To Get In Contact With East London Energy?

Our Office Hours are: **Monday to Friday 8am to 6pm and Saturdays 8am to 1pm**

To speak to one of our customer representatives or in the event of an emergency and outside office hours please call **0800 520 2002**

**Or you can write to us or visit us in person at our Metering and Billing Office at:**

The Kings Yard Visitors Centre  
1 Waterden Road  
Queen Elizabeth Olympic Park  
London  
E15 2GP

**Please note:** if you require disabled access please contact us on 0800 520 2002 before you visit us at the Metering and Billing Office, so that we can provide you with alternative directions to the Office and offer you further assistance if it is required.

**You can also send us an email to the following address:**

[enquiries@eastlondonenergy.co.uk](mailto:enquiries@eastlondonenergy.co.uk)

This Welcome Pack has been designed to provide you with the basic information you need to know when you move into your new home, for further detailed information about our and your rights and obligations in relation to your heat supply, please refer to your Residential Supply Agreement.

### Overview

You will receive a monthly bill in accordance with the heat supply charges detailed in Schedule 1 of your Residential Supply Agreement and they are made up of three parts as described below. Please note that the heat supply charges are adjusted in accordance with your Residential Supply Agreement, for further details on the mechanisms we have agreed with our Supervising Body for adjusting the heat supply charges, please refer to your Residential Supply Agreement.

#### 1. Standing Charge

We collect a Standing Charge in advance to cover the running and maintenance costs of the central plant for the District Energy Scheme.

#### 2. Common Heat Availability Charge

The Common Heat Availability Charge is a fair proportion of energy used to deliver heat through the building where your property is situated to your home.

#### 3. Unit Charge

This is the cost of the heat and hot water consumed by you in your home. Your meter accurately records the amount of heat you have used for heating and hot water.

### Payment by Direct Debit

Direct Debit is the simplest way to pay for your heat supply bills. The Direct Debit Mandate is contained in the same booklet as your Residential Supply Agreement.

- You have the protection and peace of mind of the Direct Debit Guarantee.
- You do not need to worry about forgetting to pay your bill, payments getting lost in the post or late payment fees as your money will be paid to us automatically.
- You do not need to worry about wasting your time queuing at the bank, or posting cheques.
- You will not have the stress or worry of dealing with reminder letters, particularly if you have been on holiday or away from your home.
- You will be entitled to a 2% discount on your heat supply bills.
- You may elect to pay actual costs each month, or,
- Spread your annual heating bill evenly via regular monthly payments over a 12 month period via a monthly charge set by us

To pay for your bills using Direct Debit you will be required to provide us with proof of your current address, such as, a copy of a recent utility bill or a copy of your driving licence.

### Payment by cheque

Please ensure that you write your unique customer reference number and invoice number on the back of your cheque and send to:

The Kings Yard Visitors Centre  
1 Waterden Road  
Queen Elizabeth Olympic Park  
London  
E15 2GP

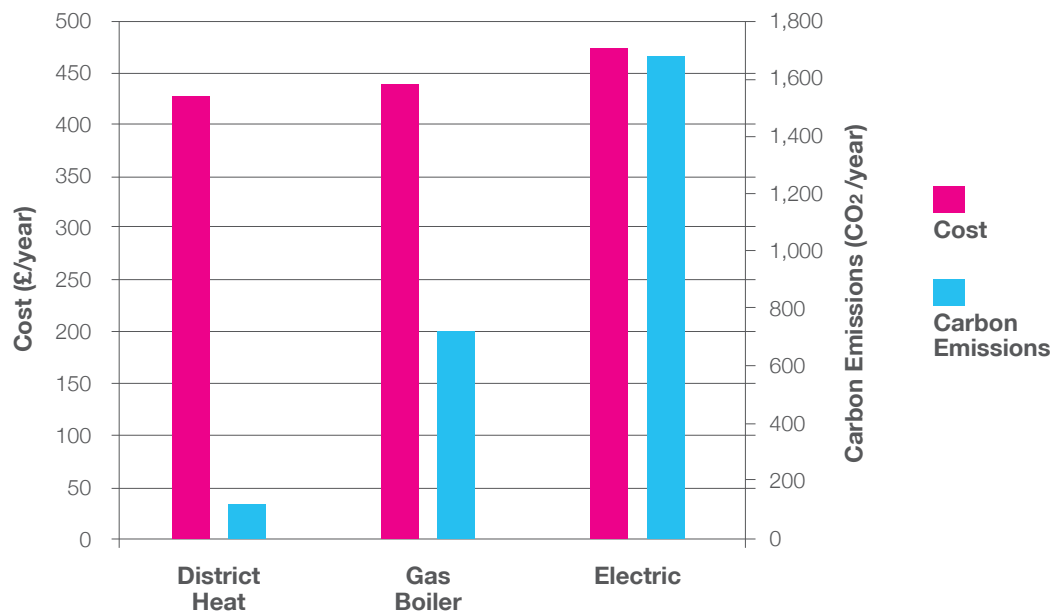
### Payment by Debit / Credit Card

Please call our Metering & Billing Department and ensure you have your unique customer reference number, invoice number, security answers and card details including security code on the back of the card and that the card you are using is registered to your address.

**When making a payment please clearly state your unique customer reference number. Failure to do so could result in your payment not being credited to your account.**

### How do predicted annual heating bills from this District Heating Scheme compare to heating bills from other energy sources?

Your annual predicted heating bill will vary depending on the size of your home as well as how much heating and hot water you use, but the following is a guide that compares the predicted annual heating bill for the District Heating Scheme at Queen Elizabeth Olympic Park compared to the predicted annual heating bill should Queen Elizabeth Olympic Park have been provided with gas boilers or electric heating to provide your heating and hot water. In addition, to help you understand the benefits that the District Energy Scheme brings to the environment, the guide compares the equivalent annual carbon emissions of the three energy sources for your home.



### What happens if I cannot pay my bills?

Please do contact us if you are having difficulties in paying your bill. Our fixed charging option should mean that your account is always in credit, but if you do have any issues, please contact us as we may be able to find a solution to your problem.

In some instances we reluctantly have to suspend your heat supply for non-payment of your bill. If you have your heat supply suspended for non-payment of your bill you will still retain the option to reconnect your heat supply subject to a reasonable Reconnection Fee (please refer to Schedule 1 of your Residential Supply Agreement for the Reconnection Fee amount). Once you have paid your bill in full along with a reasonable security deposit and your Reconnection Fee we will endeavour to reconnect all of your suspended supplies within 48 hours. Please refer to Section 10 of your Residential Supply Agreement for further information on the suspension and reconnection procedure of your heat supply when you fail to make payment.

**For all metering and billing enquiries, please call us on 0800 520 2002**



## Moving Out Form

If you are moving out of your home, you will need to terminate your Residential Supply Agreement with us with 7 days notice. To ensure that your heat supply with us is terminated, and to ensure that you will not remain liable for any charges on your account once you have left the property, please complete this form and send it back to us. We will forward your final invoice to the forwarding address you have provided below.

Property Details		
Address:		
Postcode:		
Date on which you will move out of the property:		
Customer Details		
Title:	First Name:	Surname:
Forwarding Address and Postcode:		
Telephone Number:		
Email Address:		

Please send the completed form to:

The Kings Yard Visitors Centre  
 1 Waterden Road  
 Queen Elizabeth Olympic Park  
 London  
 E15 2GP



How to get to

# East London Energy's Visitor Centre





**QUEEN  
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