

# Welcome to Vattenfall

A guide to our heat network in your home



**VATTENFALL**



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# A warm welcome

**At Vattenfall we are working towards a goal of fossil freedom. By joining one of our heat networks, you're helping to make that mission a reality.**

How? Your new home gets all its heating and hot water from heat sources that are shared with all the properties nearby, so no need to worry about a boiler, or electric heating bills.

We take care of all your heating and hot water supply, so you can get on with enjoying your new neighbourhood.

Vattenfall runs heat networks like this in the UK, Sweden and the Netherlands, so it's safe to say your heating is in good hands.

Inside this welcome pack you'll find lots of useful information, from what a heat network is to the special heating equipment we've installed in your home (which we manage too).

You'll also learn how to set up your account, how your heat bills are calculated, and what to do if you need support. Our team is always here for you and will be happy to answer any questions.

Welcome to Vattenfall.



## How to get in touch

**Freephone: 0808 143 3633**

Email: [hello@heat-customers.vattenfall.co.uk](mailto:hello@heat-customers.vattenfall.co.uk)

Web and live-chat: [heat-customers.vattenfall.co.uk](https://heat-customers.vattenfall.co.uk)

Our UK-based team is available during the following times:

Monday - Friday: 8am - 8pm

Saturday: 8am - 4pm

Sunday: Closed

**If it's an emergency, call 0808 143 3633 anytime.**





# About heat networks

Vattenfall is one of Europe's largest energy providers. We are revolutionising how we heat our homes and businesses through developing low carbon heat networks.

## What is a heat network?

Heat networks deliver heating and hot water to multiple properties, instead of each property having to generate its own. It is a more efficient way of providing heating and hot water to homes and businesses, especially when the heat comes from renewable and low carbon sources.

Heat networks might sound new but ours have been providing efficient and reliable heating for decades in Europe.

## Where does the heat come from?

The heat in a heat network can be taken from multiple sources. Our goal is to deliver low carbon heat by capturing heat from low carbon and renewable sources. This includes capturing heat from the air, water and ground. We also capture heat from industrial processes where it would otherwise be wasted.

Where we are building new energy centres, we may need to use temporary heat sources, like gas, until the main energy centre is ready to serve your home with low carbon heat.

## What are the benefits of a heat network?

- First and foremost, it's an all-inclusive service. We take care of the entire heating delivery system into your home – from servicing to maintenance and upgrades – for a fair price. You only have to look after your home's central heating system (e.g. internal pipes, taps, showers, radiators and thermostat).
- Our service standards to you are guaranteed, with financial compensation from us to you if we fall below them.
- On a heat network, you'll never have to worry about upgrading your heating system to meet new government standards. As part of the service we provide to you, we take care of that and make sure the heat network meets the latest carbon and environmental standards for heating.
- By taking gas heating out of individual properties, we are making them safer.
- Heat networks are a tried and tested technology with a long history. Vattenfall has more than 100 years of expertise in operating heat networks in Europe, making us one of Europe's most experienced providers.

## Our heat in your home

Your new home will have a Heat Interface Unit (HIU) and a heat meter. The HIU transfers the heat from our heat network into your home where it heats your radiators and underfloor heating, or the heat is used to warm up your fresh mains cold water, providing hot water for your taps.

The heat meter measures the heat energy you're using – it sends readings to us automatically and we use this to calculate your heat bill (see page 9).

## You're in control

You will find a thermostat / programmer with heating controls in your property, so you can set the temperature and when you want the heating to come on.

## Hot water on demand

Hot water is always available from the heat network when you need it. You only pay for the hot water you use, which is measured by the heat meter.

## Keeping track

You can monitor how much heat you're using through the digital in-home display (IHD) located near the HIU and through your customer account, which you can access online and through our app.

## Your dedicated supplier

We provide heat and hot water for the development, so you will not be able to switch to a different supplier for your heating or hot water. We do not supply electricity to your home.

## Guaranteed support

As part of our service, you will receive support from a UK-based call centre and a local team of response engineers.

If your heat supply needs help, we'll fix it. Please don't try to repair or replace your HIU or the pipes connected to it. Tampering with our equipment could invalidate your contract.

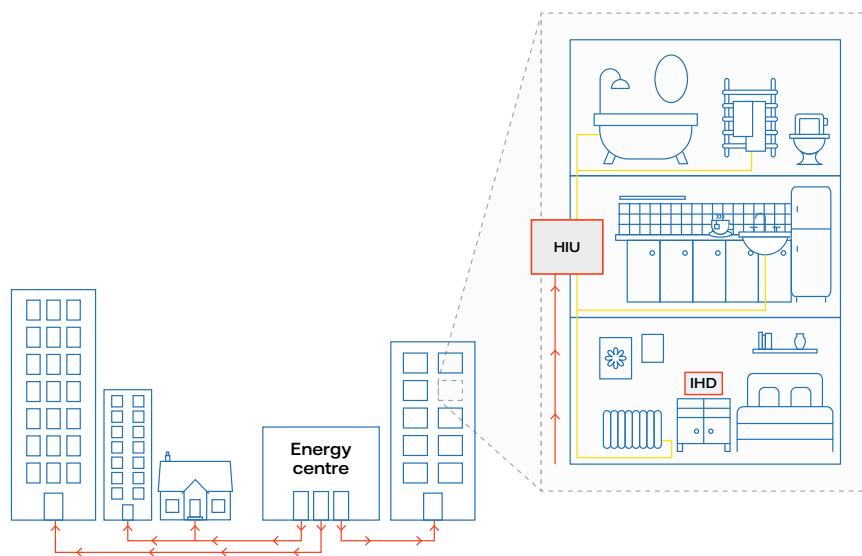
## Your responsibilities

We will take care of the heat network from the energy centre up to and including the HIU and heat meter in your property. The central heating system inside your property remains your responsibility to manage (or if you rent, your landlord's). This includes radiators, underfloor heating, thermostats, heating programmers, showers and taps. If you are planning an extension to your property, major renovation or moving any radiators, it is important that you inform us before undertaking any work - see page 8 for more detail.

HIU = Heat Interface Unit (our responsibility)

**Our responsibility:** this is the energy system that provides heating and hot water to your home which we operate and maintain. It includes the energy centre (or centres) where heat is generated and the network of pipes that transport heat to the heat interface unit (HIU) and meter which transfer and measure heat from the heat network to the heating system in your home. We are responsible for repairing and replacing (if necessary) the energy system at no additional cost to you.

**Your responsibility:** this is the home's internal central heating system, including radiators, underfloor heating, taps, showers, heating programmer or thermostat, and central heating pipework which you or your landlord service, maintain, repair and replace.





# Moving in and setting up

## Important reminder

Remember to sign and return your heat supply agreement before you move into your new home. If you haven't, please call 0808 143 3633 or email [hello@heat-customers.vattenfall.co.uk](mailto:hello@heat-customers.vattenfall.co.uk)

Please be aware that you will be charged for any heat used at your home from when you take occupation, even if you have not yet signed your heat supply agreement contract by that point.

You can set up your account online or over the phone.

To set up your account online, go to our website at [heat-customers.vattenfall.co.uk](https://heat-customers.vattenfall.co.uk) where you will find our move-in form.

To set up your account over the phone, call our Customer Care team at 0808 143 3633 and they will assist you.

To create your account, please have the following information ready to complete the move-in form or to provide to our Customer Care team:

- **Basic personal information:** This includes your full name, supply address, email, contact number.
- **Your supply start date:** This will be the date that you completed buying your property or the date stated on your rental (tenancy) agreement. It is the date that you became responsible for heat charges at your property.
- **Landlord:** If you rent your home, we'll also need contact details of your landlord who owns the property.
- **Payment information:** This is needed so we can set up your heat bill payments.
- **A meter reading:** We'll confirm your starting meter reading.

## Moving out

If you're moving home, please complete a moving home form and send it to us at least 14 days before you go so we can close your account in time. You'll find this form on our website. Alternatively, just give us a call.

We'll take a final meter reading on the day you move out and use this to produce your final bill. You'll need to provide a forwarding address, in case we need to contact you after you've moved.

Your final bill will be issued within six weeks of your moving date. If there's credit on your account when it's closed, we'll refund this within 10 working days of issuing your final statement.



# Maintenance and servicing

## Maintenance and servicing is included

We take care of all the servicing, maintenance and repairs for the heat network – from the energy centre and distribution pipework, up to and including the HIU and heat meter in your home.

Maintenance and servicing costs are shared by everyone using the heat network and are included in your fixed daily charge. When we need to service your HIU or heat meter, we'll always book an appointment. If anything goes wrong, our engineers are on-hand to put things right.

### If you experience issues

If you have no heating or hot water, please call our Customer Care team on 0808 143 3633. We'll run through some questions to identify the issue and hopefully resolve everything on the call. If we can't fix the issue, we'll arrange for an engineer to visit.

## Home renovations and extensions

If you are planning any changes to your internal heating system as part of renovations or an extension, such as adding or moving radiators, it is important that you inform us before starting any work.

We need to know in advance so we can manage the heat network and if required, advise your contractors on design.

## Access to your property

It's important to grant us access to your property, in case we need to inspect or service our equipment. If you experience a heat supply outage because we couldn't access our equipment in your home as requested, we won't be required to pay any compensation. So please ensure this never happens.

## Issues with your heating and hot water

### If you have no heating

If you have no heating, there are some simple checks you can do yourself before contacting us:

- Check your thermostat is set to between 18 - 21 degrees Celcius.
- Check the Thermostatic Radiator Valves (TRVs) on your radiators are open.

If you're a pay-as-you-go customer, check you have credit on your account. If you've run out of credit, just top up your meter.

If you complete these checks and still have no heating, please contact us straightaway.

### If you have no hot water

If you have no hot water, try testing all your taps first. If you're getting hot water from some of your taps, this indicates the issue is likely to be with your internal central heating or plumbing which is not within our scope of responsibility. You would need to call a plumber / your landlord or developer depending on your home's defect liability.

Remember, it can take up to 45 seconds for hot water to reach your tap.

If you've been through the above steps and you're still experiencing problems with your heating and / or hot water, or you're unsure about what to do, please call our Customer Care team who'll do their best to diagnose the problem remotely.

### For all other non-urgent faults

To report any other non-urgent issue, please email [hello@heat-customers.vattenfall.co.uk](mailto:hello@heat-customers.vattenfall.co.uk). If you prefer, you can also call us. We aim to respond to emails within seven working days (often sooner) and try to resolve issues over the phone. If we can't, we'll let you know the next steps.

### Emergencies

If there's an emergency, please contact us straight away by phone.

We define an emergency as a situation when there's an immediate threat to life and / or significant damage to property. For example, a big leak.



# About your heat tariff

Your heat tariff is made up of two charges:

## → Fixed charge

A fixed amount charged each day which covers:

- The cost of providing and maintaining your metering and billing system and customer services.
- The cost to maintain and run our energy centre.
- The costs for operating, maintaining and replacing the heat network and heating equipment that we own and are responsible for. So, there is no additional charge to you for repairing or replacing your HIU or heat meter.

The fixed charge is a daily charge that is payable even if no energy has been consumed, for example when you're away from home.

## → Usage charge

This is the cost for every kilowatt hour (kWh) of heat energy used in your home. It varies each month depending on how much energy is used.

The usage charge is measured by the heat meter in your home which sends the information to us so we can ensure you receive accurate bills. If for some reason we don't receive an automatic meter reading, we may have to use an estimate based on previous bills and / or industry guidelines.

## Future heat charges

We review our charges at least once a year but not more than once every six months. If we make any changes following our review, we'll give you 31 days' written notice. If you have any questions about our charges, please contact our Customer Care team who will be happy to discuss this.



# Paying for your heating and hot water

The way you pay depends on the way the heat meter is set up in your home. Your meter will be set up in one of two default payment settings: credit or pay-as-you-go. You can change the payment setting of your meter depending on your preference. If you rent your property, the payment setting may be set by your landlord.

**Credit meters:** If you have a credit meter, we'll send you a monthly bill by email (unless you've requested paper bills). The easiest way to pay your bill is by variable direct debit. This ensures your bills are always paid on time. You'll find all your bills stored in your online customer account.

**Pay-as-you-go meters (PAYG):** If you have a PAYG meter, you'll need to add credit to it by paying in advance. You can top up your PAYG balance online, over the phone, or in-person. You won't receive bills, but your in-home display shows your live credit balance, and gives an estimate of how long that balance will last for based on your usage pattern. The meter will deduct payments each day to cover the fixed and usage charges for the heat used.

These are all the payment methods we accept:

- **Variable direct debit:** You can set this up online in our customer portal, or by giving us a call.
- **Online:** You can pay your bill and top up your PAYG credit by logging into your online customer account and making payment with a credit or debit card.
- **By phone:** We accept PAYG top up payments over the phone using your debit or credit card.
- **At a PayPoint outlet:** You can top up your PAYG meter at your local PayPoint outlet using cash or a debit or credit card.

Please remember, if you don't use any heat energy you will still need to pay the fixed charge for the shared service. For example, if you are away from home the fixed charge is still payable.





## Clear billing

We try to make our bills and communications as clear as possible, but if there's something you don't understand you can give us a call and we'll be happy to answer any questions. Alternatively, you may find the FAQs section on our website answers your question.

## Annual statement

All customers will receive an annual account statement from us. This isn't a bill, it's a summary of your heat usage in kWh over the past 12 months, the total heat charge for that time and your account balance.

## Payment difficulties

We understand your circumstances can change, which could impact your ability to pay for your heating and hot water. If you're experiencing payment difficulties, please contact our Customer Care team.

We're here to help and will work with you to find an affordable solution.

Please don't delay - failure to make payments might result in your heat being suspended, which could incur additional costs to reconnect your supply. Details of independent support services that specialise in helping customers with debt can be found on page 21.







# Customer Care and standards of service

## Our promise to you

We are working to deliver a low carbon heat network for you and your community. Our integrated and inclusive service delivers reliable heat when you need it at a cost that is fair.

## Our service values

### We are fair

Everything we say is written in plain English. We do not use jargon, so you always know what's going on. Our pricing structure is transparent, which means no important details are hidden. And we keep our promises.

### We are proactive

We make sure you have the right information at the right time. We monitor our heat network to make sure it's running efficiently and we're always there when you need us.

### We are accountable

At every step, we consider your experience to ensure we deliver value for money. We operate compliantly and protect you through our Guaranteed Standards of Service.

Our UK-based Customer Care team is here to answer any questions about your heat supply and provide any assistance you might need.

### You can contact us by:

- **Live Chat** online at [heat-customers.vattenfall.co.uk](https://heat-customers.vattenfall.co.uk)
- **Emailing** [hello@heat-customers.vattenfall.co.uk](mailto:hello@heat-customers.vattenfall.co.uk)
- **Or calling** 0808 143 3633. Monday to Friday from 8am – 8pm and Saturday from 8am – 4pm.

Our website also has lots of useful information, including FAQs. If there are any site-wide issues affecting your heat network or building, we'll post those clearly on our website.

**If it's an emergency**, please call us immediately and anytime on **0808 143 3633**.







# Our Guaranteed Standards of Service

## Committed to excellence

We're committed to ensuring you have reliable heating and hot water when you need it. Our commitment is underpinned by our Guaranteed Standards of Service.

If there's a problem we can't fix straightaway, we'll give you a timeframe for completing the work, keep you updated on our progress, and provide you with temporary heating if needed.

All of Vattenfall's heat networks will be registered with Heat Trust – the customer protection organisation, so you know you're receiving a service overseen by an independent body. This means customers will have comparable protection to gas and electricity customers from day one. Through Heat Trust, you will also be able to refer complaints to the Energy Ombudsman if we have not been able to reach a resolution with you.

You can find more information about Heat Trust on their website: [www.heattrust.org](http://www.heattrust.org)

## Planned interruptions to your heating supply

To keep our heat network operating efficiently, there are times when we need to carry out essential maintenance. This might result in a temporary interruption to your heating and / or hot water supply.

When this is required, we'll provide at least five days' written notice – letting you know the reason for the interruption, how long we expect it to last and when we expect your heat supply will be restored. If we fail to provide you with five days' written notice of a planned interruption, we'll compensate you with a one-off Guaranteed Service payment of £10.

When we need to carry out a planned interruption to your heat supply, we'll make sure it doesn't last more than five days. If a planned interruption exceeds five days, we'll compensate you with £45 for each additional

full 24-hour period that you're without heat supply – capped at £750.

## Complete loss of heating and / or hot water

If you have no heating and / or hot water and weren't given advance notice of planned maintenance, we'll aim to restore your supply within 24 hours from your first notification to us. If we can't restore your heat supply within 24 hours, we'll compensate you with a Guaranteed Service payment of £45 for each additional full 24-hour period you're without heating or hot water from hour 24 – capped at £750.

## Responding to emergencies

If there's an emergency, we'll have an engineer on site within four hours (often sooner). We define an emergency as a situation when there's an immediate threat to life and / or significant damage to property. For example, a big leak.

## Multiple interruptions to your heating and hot water supply

To keep unplanned interruptions to an absolute minimum, we monitor our network and service it regularly. If you experience four or more unplanned interruptions in any 12-month period, where you have a total loss of heating and / or hot water lasting longer than 12 hours each time, we'll compensate you with a one-off Guaranteed Service payment of £80.

Guaranteed Service Payments are aligned with Heat Trust requirements. Heat Trust conducts a review of these payments each year. The rates above are valid from 1 April 2025 to 31 March 2026.

Please check our website for the latest figures: [heat-customers.vattenfall.co.uk/customers/guaranteed-standards-of-service](http://heat-customers.vattenfall.co.uk/customers/guaranteed-standards-of-service)

## Claiming a Guaranteed Service payment

If you're eligible to receive a Guaranteed Service payment, please submit a claim by emailing our Customer Care team at [hello@heat-customers.vattenfall.co.uk](mailto:hello@heat-customers.vattenfall.co.uk).

You must make any claim within three months of the service failure. If approved, any Guaranteed Service payments due will be credited to your heat account within 31 days.

## All other faults not affecting your heating or hot water supply

For all other non-urgent faults where your heating and hot water supply isn't interrupted, we'll respond within seven days. As a minimum, our response will include details of the action we'll take to try and put things right and a timescale for doing it. If we fail to provide a response within seven days, we'll compensate you with a one-off Guaranteed Service payment of £10.

## Maintaining appointments

We always try to keep appointments with you. If, for any reason, we need to change the appointment we'll give you at least 24 hours' notice. If we fail to attend or don't give you 24 hours' notice to cancel or change an appointment, we'll compensate you with a one-off Guaranteed Service payment of £10.

## Guaranteed standards for Extra Care customers

If you're vulnerable to the cold and registered for Extra Care, and there's a complete loss of heating during a planned or unplanned interruption that lasts longer than 12 hours, we'll provide you with temporary heating.

If we fail to do this, we'll compensate you with a one-off Guaranteed Service payment of £35 each time we fail to arrange temporary heating. This payment is in addition to any payment due under normal circumstances.

To qualify for a Guaranteed Service payment, you'll need to be registered on our Priority Services Register at the time of the service failure.

## Exemptions to payments

There are situations where we won't be required to pay Guaranteed Service payments for circumstances that are out of our control. These include:

- Any fault or interruption in supply where you have caused deliberate damage to or interfered with the heat network equipment.
- Where the fault or interruption in supply has arisen because of equipment we're not responsible for.
- Where the fault or interruption in supply has arisen because we were not provided safe access to our equipment located in your property.
- Where the main utility (e.g. electricity) supply needed to run the energy centre is disrupted.
- Extreme weather conditions.
- Where you have agreed with the action we have taken and you do not require a Guaranteed Service payment.

Payments can only be made to the customer named on the heat account with us and who are party to a signed heat supply agreement.

Full exemptions are in your heat supply agreement.



# Extra Care

To give you the best service we can, we try to tailor our support to suit individual needs. We also understand your circumstances can change over time. If you need extra support or have special requirements, you may be eligible for Extra Care.

Extra Care helps customers with additional communication needs and / or who are in vulnerable circumstances. Some of the services we provide to customers registered for Extra Care include:

## **Personal password**

We can agree a password so you can be sure that if we, or our selected partners, need to send a technician to your home you can verify their identity. All technicians also carry ID.

## **Alternative heat bill nominee**

You can nominate a relative or friend to manage your account on your behalf. You can also give us the authority to contact them on your behalf.

## **Accessible communications**

We'll make all reasonable efforts to ensure our bills are clear and readable.

## **Alternative heating during outages**

If a planned or unplanned outage exceeds 12 hours, we'll provide alternative heating. Also, we'll never suspend our heat supply to that property during the winter heating season.

## **Being careful with your data**

To deliver our services to you, we may need to share data with our staff and trusted partners. These could be technicians who have to visit your home and staff who answer your calls. Any data sharing is done in careful accordance with our Data Protection and Privacy Policy.

## **Contacting us**

If you think you qualify for Extra Care services, or if you have any questions, please call our Customer Care team. If your circumstances change which means you no longer need to be registered for Extra Care services, please let us know.





# If you're not happy with our service

We always aim to provide you with excellent service. However, we know that sometimes things go wrong. There might be something you're not happy with, or you feel we've let you down.

If this happens, it's quick and easy to get in touch with us so we can put things right. We take your complaint seriously and are committed to resolving every complaint quickly. We also want to learn from any mistakes to help us improve.

## Step 1: How to raise a complaint

1. Call us on 0808 143 3633
2. Email us at [hello@heat-customers.vattenfall.co.uk](mailto:hello@heat-customers.vattenfall.co.uk)
3. Complete a Feedback Form which you can find on our website.
4. Raise any complaints at our customer engagement sessions.

## What to include in your complaint

To help us respond as quickly as possible to your complaint, please have the following information ready when you contact us:

- **Your contact details.** Please provide your contact details. You can also let us know if you want to nominate another person to manage the complaint on your behalf.
- **Nature of your complaint.** Provide as much information as you can about the complaint you're raising.
- **Details of interactions.** It helps to record the dates and times of calls or other interactions with our staff or partners. Please include their name too, where possible.
- **Incidents.** If your complaint involved a specific incident, if possible, please also include the date and time.
- **Resolution.** Share the resolution you are seeking from us.

## Asking someone to raise a complaint on your behalf

You can nominate a friend, family member or consumer organisation to raise a complaint on your behalf. If you'd prefer to do this, please contact us to let us know and we will make a note on your account.





## **Step 2: Resolving your complaint as quickly as possible**

Your complaint will be logged on our system and you'll receive an acknowledgment within 48 hours to let you know your complaint has been received and that we're working to resolve it.

We'll contact you with the outcome of our investigation into your complaint, including what we'll do to put things right, within 10 working days.

If you contact us by email or by letter, we might try to phone you to discuss the issue as this can often resolve things more quickly. However, if you'd prefer us to deal with your complaint in writing then we'll do that.

### **Resolution time frame**

If we're not able to resolve your complaint within 10 working days, we'll contact you to report the progress we've made and when we'll be able to send a full response.

### **Complaint resolution**

When we send a full response to your complaint, we'll explain what steps have been taken to investigate it, the outcome of the investigation and our resolution offer to put things right.

## **Step 3: Complaint escalation**

We hope we'll have resolved the complaint to your satisfaction. But if you remain unhappy, please let us know within 10 working days and we will escalate your complaint to a senior manager.

They'll review your complaint and how it was managed, then decide whether the original resolution was fair and reasonable. Our aim is to provide this assessment, including any adjustment to the original resolution, usually within 10 working days. If we need longer, we'll keep you informed.

If the senior manager is unable to reach a mutual resolution, the complaint will be referred to the head of department. They'll issue their assessment and any adjustment to the resolution within 10 working days. If

more time is required, we'll keep you informed.

If we haven't been able to reach a resolution with you, we'll write to you with our final offer and explain our position. If you decline this final offer, or if more than eight weeks have passed from the date you originally raised the complaint, we'll send you a deadlock letter.

This deadlock letter will provide an overview of the complaint, the steps we've taken to resolve it and the final resolution we offered. With the deadlock letter, you can then refer the complaint to the independent Energy Ombudsman.

#### **Step 4: Independent redress with the Energy Ombudsman**

The Energy Ombudsman is an independent dispute resolution service. As an independent body, their aim is to help resolve complaints between companies and their customers. This service is completely free for you to access.

The Energy Ombudsman will look at all the details of the complaint, including how we've responded and managed it, and the resolution we've offered. If they find we haven't acted correctly, they will tell us what action we must complete to put things right. This may include compensation. The Energy Ombudsman's decision is binding for us. If you're happy with their decision, we're required to implement it together with all their recommendations.

Please note, the Energy Ombudsman will typically only investigate complaints once they've been through our internal complaints process first.

#### **The Energy Ombudsman can be contacted by:**

- Telephone: 0330 440 1624. Phone lines are open:  
Monday to Friday: 8am – 8pm Saturday: 9am – 1pm.  
Sunday: Closed
- Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)
- Post: Energy Ombudsman, PO Box 966, Warrington, WA4 9DF

For further information on the Energy Ombudsman, please visit [energyombudsman.org](https://www.energyombudsman.org).





# Independent help and advice

If you want to talk to someone independently about your complaint or about any part of your heating and hot water service, the following organisations can provide you with independent advice.

<b>Citizens Advice England and Wales</b>	Citizens Advice is a network of independent charities offering confidential advice online, over the phone, and in-person, for free.	England: 0800 144 8848 Wales: 0800 702 2020 <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
<b>Citizens Advice Scotland</b>		0800 028 1456 <a href="http://www.citizensadvice.org.uk/scotland/">www.citizensadvice.org.uk/scotland/</a>
<b>National Energy Action</b>	National Energy Action provide advice and support on all energy matters.	0800 304 7159 <a href="http://www.nea.org.uk">www.nea.org.uk</a>
<b>Help for Households: Government advice</b>	See what support is available to help with the cost of living and save money with their energy saving tips.	0800 098 7950 <a href="http://helpforhouseholds.campaign.gov.uk">helpforhouseholds.campaign.gov.uk</a>
<b>Home Energy Scotland</b>	Home Energy Scotland are a network of local advice centres covering all of Scotland. They offer free, impartial advice on energy saving, keeping warm at home, and more. They are funded by the Scottish Government and managed by Energy Saving Trust.	0808 808 2282 <a href="http://www.homeenergyscotland.org">www.homeenergyscotland.org</a>
<b>National Debtline</b>	National Debtline provides free advice and resources to help you deal with your debts. You can access their services over the phone, through their website and via webchat.	0800 808 4000 <a href="http://www.nationaldebtline.org">www.nationaldebtline.org</a>
<b>StepChange</b>	StepChange offer free, flexible debt advice that is based on a comprehensive assessment of your situation. They can provide practical help and support for however long it is needed.	0800 138 1111 <a href="http://www.stepchange.org">www.stepchange.org</a>
<b>Heat Trust</b>	Heat Trust is the independent consumer protection scheme for heat networks. It sets standards that registered heat networks must comply with. There are a number of customer resources on their website, including their Heat Cost Calculator.	<a href="http://www.heattrust.org">www.heattrust.org</a>

# Frequently asked questions

## What is a heat network?

In a heat network, the heat comes from outside of your home instead of being generated within a boiler or by electrical heaters. It's delivered directly into homes using a network of insulated pipes, filling radiators and providing hot water for whole neighbourhoods.

By collecting heat from multiple sources then sharing it between properties, the heat network provides a flexible, future-proof and efficient way to reduce the impact of heating on the environment. It also provides peace of mind: the network is designed with back-up heat generation to provide reliability, and the system is monitored for efficiency so any issues that arise can be addressed swiftly.

## Can I switch energy supplier?

For a heat network to maximise its potential, it provides heating and hot water (and in some cases cooling) to all the properties in a development. This means that there is one heat network operator for the development and you can't switch to a different supplier for heat.

However, your electricity is separate and you can choose your electricity supplier.

We're committed to providing an excellent service to all our customers and have Guaranteed Standards of Service. If we fail to meet these, we will compensate you.

In addition, we have registered with Heat Trust ([heattrust.org](https://heattrust.org)) – an independent customer protection scheme that ensures the service we deliver is in line with the rest of the energy market. This includes access to the Energy Ombudsman ([energyombudsman.org](https://energyombudsman.org)).

## Will I be charged if I go on holiday?

Yes. You'll still be charged your daily fixed charge and for any energy consumption that your home's heating system uses.

To help you minimise the consumption of energy while you're away, you can turn off your heating via your programmer. However, do remember to keep your thermostat above 7 degrees to protect pipes from freezing.

## What do I do if I am struggling to pay for my heating and hot water?

If you are struggling to pay please get in touch with us as soon as possible. We are here to help and will work with you to find a workable solution. You can also contact the organisations listed on page 21 for independent and impartial advice.

## Can I control the temperature of the heating in my home?

Yes, you can control it using the thermostat and programmer of your home's central heating system. Use the thermostatic radiator valves (TRVs) on your radiators to control the temperature in different rooms. Please note that we're not responsible for the central heating system (radiators, underfloor heating, TRVs and taps etc.) in your home.

## How can I see how much energy I am using?

Your monthly bill will include your consumption in kWh, and this information will be readily available on your online customer account, through the 'My Vattenfall UK' app, and your in-home display.

## How can I compare my bills to other ways of heating?

Your annual heating and hot water costs not only depend on how much hot water and heating your household uses, but also on the size of your home and, importantly, the energy efficiency of your home. Homes that are more energy efficient typically use less energy compared to a home of a similar size that is less energy efficient.

Heating and hot water costs on heat networks are all-inclusive. There are no additional repair or annual servicing charges like you would on an individual heating system, like a gas boiler.

We understand that you may wish to see how your heating and hot water costs compare with another type of heating, such as a gas boiler. Heat Trust has developed a Heat Cost Calculator that allows you to compare your annual heating and hot water costs to a similar sized property with a gas boiler.

You can access the Heat Cost Calculator here: [calculator.heattrust.org](https://calculator.heattrust.org)

## **What is an HIU?**

A heat interface unit (HIU) is a unit that looks like a boiler from the outside, however it does not burn fuel or produce emissions within your home. The HIU transfers heat from the main heat network into the central heating system in your home to provide heating and hot water.

The amount of heat used is measured accurately with a smart meter inside the HIU, and cooler water is recirculated back through the main network to be reheated again at the energy centre. The main heat network and your central heating system are separate.

## **Will I have to pay if my HIU breaks?**

No, your heating charges cover all repairs and maintenance. There is no extra cost for repairing or replacing your HIU, provided you have not damaged the equipment.

## **How do I use the heat?**

You can still use your heating and hot water in the same way you currently do. This includes:

- Heating provided by radiators or underfloor heating
- Hot water available on-demand
- Using a thermostat to set temperature
- Full control of when your heating comes on via heating programmer
- In-home display, online account and app to view and manage your consumption

## **What is a heat meter?**

There is a heat meter inside the HIU. It measures how much heat energy you use. Heat is measured in kilowatt hours, shown as kWh on your statement. You can view how many kWh of energy you've used by logging into your customer account, through the 'My Vattenfall UK' app or via your in-home display.

## **What data do you collect from my meter and what is it used for?**

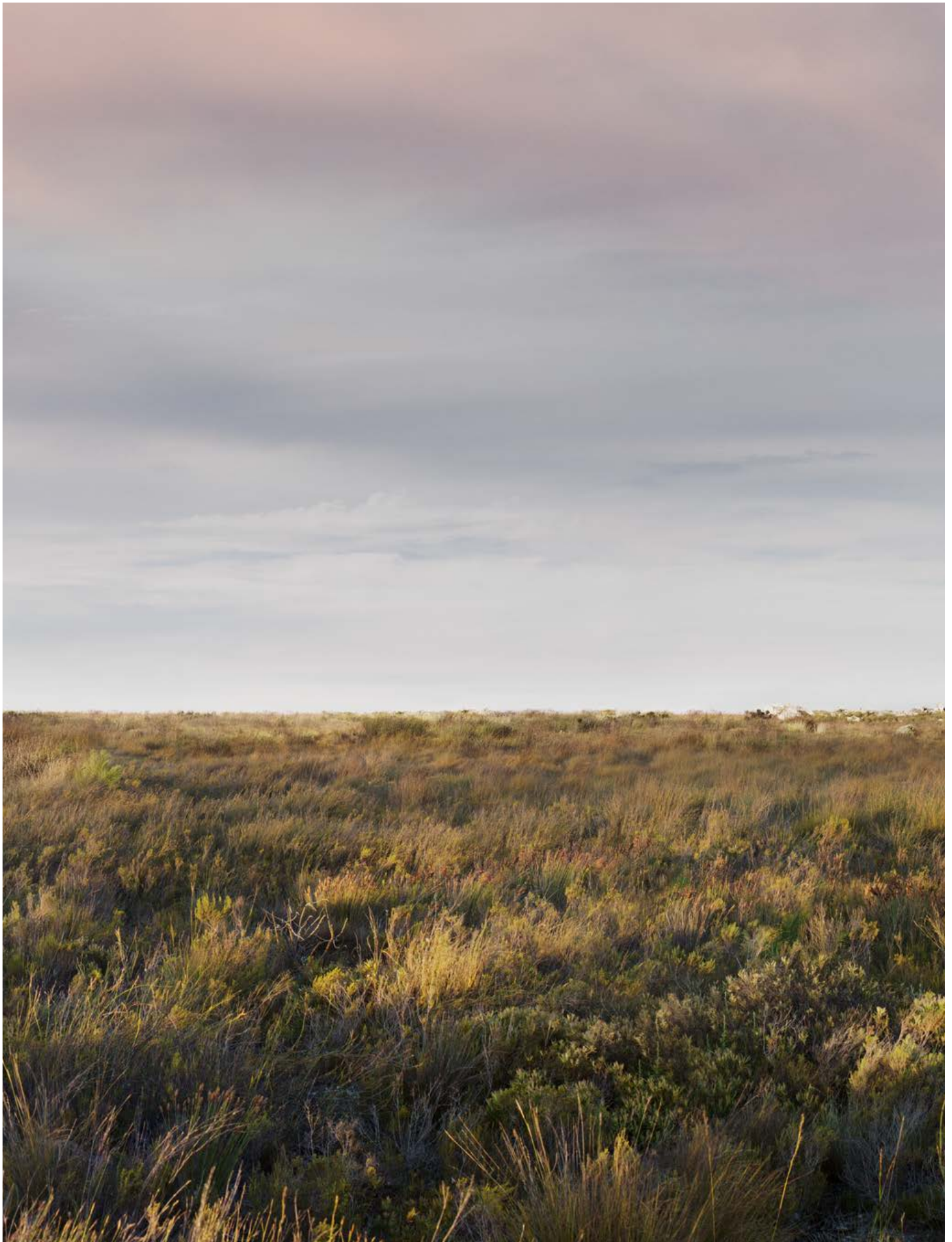
The heat meter measures the amount of heat energy you use for heating and hot water. We use this to calculate your heat charges correctly.

It also helps us to predict the overall usage on site and see the trends and peaks, which in turn helps us manage the heat network in a smarter way.

## **Is the equipment safe?**

We have a team of experienced heating engineers to keep your heating equipment working safely and efficiently. If you do have problems then a professional is on-hand to help. We carry out regular maintenance checks to make sure that your equipment remains safe, and to prevent issues before they occur.





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