



tenant billing



MONARCH PARTNERSHIP

Utilities simplified



Introduction

- **Preferred billing agent** for key Housing Associations across the UK
- **Fuel procurement & Mini ESCO's**
- Billing **solution tailored to suit** your project and requirements
- **Fully inclusive billing package** with **no hidden costs** for the client
- **AMR Network** communications
- Monthly **cash collected** and **full audit reports** issued
- Your own **Billing Account Manager** for day to day communication

Our clients and projects

- Refurbishment Projects
- Housing Associations
- Local Authorities
- Housing Developers
- Managing Agents
- Utility Companies
- Private Developments
- Social Housing
- Refurbishment Projects

Billing services 2

Metering and billing regulations 4

AMR – Automatic Meter Reading 5

Prepayment 6

Credit control and debt recovery 7

Tariff setting 8

Billing services

Service Options

Remote Meter Monitoring and data collection

Prepare, download & convert files ready for billing

Billing data to client in spread sheet or CSV or another format file

Exception reporting

Tariff setting service

Proportional billing of total usage

Resident telephone and online support for billing

Website with resident account login bills

Statements issued by post or email

Multiple payment options including Direct Debit, online, telephone and bank transfer

Collection activity

Client reporting

Debt free solution

Data only service	Proportional data service	Prepayment	Full credit billing & collection service
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
Optional	✓	✓	✓
Optional	✓	✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	Optional

Metering and billing regulations

The Heat network (Metering and Billing) Regulations 2014 came into force in December 2014 under the EU Energy Efficiency Directive.

The regulations apply to anyone that is a heat supplier. A heat supplier is a person who supplies and charges for the supply of heating, cooling or hot water through either;



The landlord has a duty to;



Provide detailed information in relation to each heat network that they operate to the NMO (National Measurement Office)



Where there is more than one final customer, heat suppliers must ensure that meters are installed in the building to measure the consumption of heat, cooling or hot water by each final customer, unless it would not be technically feasible or cost effective to do so.



Ensure that customers are billed in a clear and transparent way to ensure they understand how their bill is calculated, know what period their bill covers and how much of their bill is made up of standing charges.

Welcome Energy can arrange any of the above on your behalf, please contact us for details.



To speak to one of our representatives in regards to your metering and billing requirements please contact the office on **0800 368 9590** or **help@welcomeenergy.co.uk**

Further information can be found on <http://www.gov.uk/heat-networks>

AMR – Automatic Meter Reading

We can provide AMR solutions tailored to your requirements, we offer;

- Advice on **initial planning** and **design of AMR networks**
- **Complete head end installations** including data loggers, GPRS/GSM and ADSL communication equipment and test points
- **Supply and installation** of **advanced AMR** heat, hot/cold water, electricity and gas meters compatible with various network platforms
- **Diagnostic** and **repair** of MBus AMR networks
- **Full integration** with our billing and revenue management systems
- Meter readings **stored in a cloud** available to view in the **client portal**

Prepayment

Our prepayment system has many benefits for both the Landlord/Managing Agents and the tenants, please see some of these below;

- **Supports MBus** or pulse output heat meters.
- **Certified** security
- **Multiple ways** to top up
- Can be used for **new builds** or **existing sites**
- Provides **usage** and **data alerts**
- **Cost effective** – Low operating costs and no maintenance
- **Fully compliant** with smart meter industry standards
- Tenants can be **switched remotely** between prepayment and credit mode
- **Emergency credit** options available
- **Transferable protocol** – Means you are not locked to us

Credit control and debt recovery

At Welcome Energy we don't just send the bills, we offer a full collection service too.

Proactive collection of the bills includes;

- 21 day and 28 day overdue letters, tailored for each site
- Phone calls
- Emails from our designated credit control address
- Late payment fees can also be added

Welcome Energy can take on existing energy debts and we can also add in a bad debt fund to the unit rate/standing charge if required to by our client.

Our clients receive monthly cash collected and full audit reports including exceptions, so are always aware of any debts

We offer online billing so that bills can be viewed and paid 24hrs a day

Accurate billing gives the residents the confidence that they are only paying for what they use.

Tariff setting

Setting the correct tariff is very important for both;

Our clients

To make sure that we are billing out the total plant room running costs

Our residents

To be clear that Welcome Energy offer a full and transparent billing service



Gas bill

Firstly we take the gas bill amount over a set period

For example £10,000



Meter readings

We then take meter readings for each property for the same period and add together the total units used

For example 100,000 kWh



The calculations

We then divide the gas bill amount and the total kWh units used

For example $\frac{£10,000}{100,000 \text{ kWh}} = 0.10$



The unit rate

This then gives us the unit rate

For example 10p per kWh



Residents bill

All residents will be billed at 10p per kWh for their actual usage

For example 400 units used
 $10\text{p} = £40.00$



Bills issued

Welcome Energy invoice out the residents for your total gas bill

For example £10,000



welcome
ENERGY

get in touch

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Welcome Energy are a part of **Monarch Partnership**

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