

welcome
ENERGY

**metering & billing
specialists**

for communal & district
heat networks



“

I have worked with the team at Welcome Energy for a number of years now, and have always received excellent service. I find them to be extremely helpful and agile in the services they offer. We are really happy about the co-operation results.

Director
Savills

”

welcome
ENERGY

“

I write with reference to Welcome Energy to recommend their services, for the installation and monitoring of communal heat meters in your upcoming tender process. We currently work with Welcome Energy across a number of our new developments and have a good working relationship.

We will be using their services in some of our other developments, where historically the implementation of metering and billing services has been challenging. In preparing to take this on, I can say that Welcome Energy have an engaging and flexible approach, which has been helpful in resolving many long-standing issues.

On a personal note, in my dealings with Welcome Energy, I have always been confident in their knowledge and judgment and have sought their unbiased input, even with regards to sites where they are not the primary service provider

Contract Services Manager
One Housing

”

Introduction

- > **Preferred billing agent** for key Housing Associations across the UK
- > **Fuel procurement**
- > 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

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

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	Data only service	Proportional data service	Prepayment	Full credit billing & collection service
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	Optional	✓	✓	✓
Proportional billing of total usage	Optional	✓	✓	✓
Resident telephone and online support for billing			✓	✓
Website with resident account login bills			✓	✓
Statements issued by post or email			✓	✓
Multiple payment options Direct Debit, online, telephone, bank transfer and PayPoint			✓	✓
Collection activity			✓	✓
Client reporting			✓	✓
Debt free solution			✓	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;

NOTIFY Provide detailed information in relation to each heat network that they operate to the BEIS (Department for Business, Energy & Industrial Strategy)

METER 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.

BILL 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.

i 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



get in touch



0800 368 9590
Help@WelcomeEnergy.co.uk
WelcomeEnergy.co.uk

Welcome Energy Ltd
7-9 Monarch House
Stafford Road, Wallington
Surrey SM6 9AN

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

©2019