

List of Frequently Asked Questions

How do I set up an account with ThamesWey Energy?

To set up your account with us, please call us on **0345 601 5515** or email customers@thameswegroup.co.uk . We will send you a New Customer Information Pack via post or email, which includes the information about your account with us. We ask that you read the documents, fill in the Domestic Supply Contract form and return this to us. By signing the Domestic Supply Contract form, you are agreeing to the Terms and Conditions and all documents included in the customer information pack. Our contact details can be found in the header of this page.

I would like to pay for my bills via direct debit, what do I do?

If you would prefer to pay for your bills via direct debit, fill in the Direct Debit Mandate and return this with your up to date Domestic Supply Contract form. Our contact details can be found in the header of this page.

How long will it take for my new account to be set up?

At ThamesWey, we aim to update our system within 15 days of receiving all the information we need to set up your account.

When am I responsible for paying my utility bills ThamesWey?

To ensure that there are no disputes later, we ask for the exact dates that you became responsible for the property. This means;

- The date of the beginning of your tenancy if you are renting or;
- The date that you bought the property if you are the recent owner or;
- The date that you took over responsibility of the property if you are looking after it on somebody else's behalf or;
- If you are a landlord, the dates between when your previous tenants' tenancy agreement ended and when your new tenants' tenancy agreement began (the interim period). This is unless a management company look after the bills for you.

At times, we may ask for a letter of sale from your solicitor or a tenancy agreement to ensure that we have the necessary details to close your account and avoid billing disputes.

I am about to leave my property and ThamesWey supply my energy, how do I close my account?

To close your account with us, please call us on **0345 601 5515**, email at customers@thamesweygroup.co.uk or write to us at ThamesWey, 2nd Floor, Gloucester Chambers, Jubilee Square, Woking, GU21 6GA. We will need to know the date your responsibility for the bill ended, your forwarding contact details for any final bills and at times other details to ensure that our records are up to date. We may ask for your end of tenancy details in writing and may need confirmation from a landlord, managing agent or other secondary contact to ensure that you are only paying for the energy that you are responsible for.

When will I get my final bill?

After you have left the property and have contacted us with all of the information, we need to close the account, you will receive your final bill within 6 weeks. On occasion, we will ask for secondary information such as the managing agent of your property, an email of agreement from a landlord to show that they will be paying for the interim bill or a notice of sale. If this is the case, you will receive your bill within 6 weeks after we have all the necessary information and we will let you know if this is happening within 31 days of receiving notice that you are closing your account with us.

When should I be receiving heat to my property?

ThamesWey aim to provide heat to your property all day, every day. You can, of course, choose to turn this down or off at any point using your thermostat and/or programmer. If the heat supplied through the HIU or Plant Room heating system (if applicable) is not available for your use and no maintenance work has been planned, please give our Customer Service Team a call on **0345 601 5515** and we will advise on how to get this up and running.

My heating doesn't seem to work, does this need an emergency call out?

An emergency is;

- If it is the 'in heating season' (winter) or a period of extremely cold weather, there is a young infant living in the property and there is no heating or hot water available or;
- If it is the 'in heating season' (winter) or a period of extremely cold weather, there is a vulnerable or elderly adult living in the property and there is no heating or hot water available or;
- If it is the 'in heating season' (winter) or a period of extremely cold weather, you have signed a vulnerable customer registration form and are living in the property and there is no heating or hot water available or;
- If the HIU unit is leaking continuously and the leak cannot be contained.
- If the issue is likely to cause injury or damage to the property.

If you are not sure if your issue is an emergency, don't worry. Our customer services team will guide you through a few questions to find out.

It is best to call us on **0345 601 5515** in the case of an emergency so that we can attend as soon as possible.

If the issue is an emergency, what do ThamesWey do?

We prioritise emergency maintenance requests. Our ThamesWey customer service team will ensure that emergency maintenance issues are dealt with before our other non-emergency issues that may be in process. For emergencies that we believe may result in injury or damage to property, we will attend site at the earliest opportunity.

What happens if I have a heat or HIU issue and your offices are closed?

Firstly, don't panic! Try our Maintenance Guide for how to solve the issue without a call out. If this does not work, call our usual Customer Service number on **0345 601 5515** and your call will be diverted to our out of hours call handling service. They are available from 5pm on weekdays and all day on weekends.

You will either be directed to an engineer or a future booking made for you depending on the urgency. The engineer will let you know when they will be arriving directly. If the issue has been identified as an emergency by the engineer, they will be back in contact with you on the day that you call and will visit at their earliest availability.

I have accidentally damaged the HIU or meter and it needs a replacement, what happens next?

In the first instance, please call us on **0345 601 5515** or email us on customers@thamesweygroup.co.uk and advise us of what has occurred. If damage has been caused by customer misuse or accidental damage, or if the products are outside of their warranty periods, you may be liable for the cost of replacement. We will send you a quotation that shows the complete cost and we assure customers that the cost of the HIU unit will be sold to you at cost price. The quotation will also include the labour required for the engineering works and additional materials necessary. Further information can be found in your Standard Terms and Conditions.

How much notice will you give me before an engineer turns up?

Unless the issue is an emergency or if you have asked for us to attend as soon as possible, we will give you at least 48 hours' notice that an engineer will be attending. The engineers for non-emergencies are available 8.30am to 4.30pm and will give visiting slot times between 8.30am-10am, 10.30am-12.00am, 1pm-2.30pm and 3pm-4.30pm. We will ask for your availability and will only visit at the times you will be available and would like us to attend.

What should we expect from a ThamesWey Engineer?

Our engineers have had great training and are polite, courteous, respectful and helpful. They will explain the reason for their visit and what they will be working on. They are very knowledgeable on the systems that they are fixing and will let you know any next steps if they need to collect parts or if any further visits are needed. Our engineers all have a photo ID card which they will show you. If you have requested for the engineer to greet you with a 'safe word' or agreed password, they will greet you with this.

How can I read my meter?

Your meter readings are automatically recorded by your meter and sent to us electronically. This enables ThamesWey to bill customers for the actual energy they consume.

Should you wish to read your meters then these can typically be found in the following locations;

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|-------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Electricity | The meter will be located in a building riser cupboard. To access this meter you may need to contact the buildings concierge or management. |
| Heat | The meter will usually be located in a utility cupboard either inside or just outside the property. |

Further information is available in our Meter Reading Guidance.

How can I make a payment?

ThamesWey accept payment via the following methods;

Direct Debit To pay by this method please complete the mandate issued with the Customer Information Pack and return to us.

Card You can use a Debit or Credit card by either calling our customer services team on **0345 601 5515** or logging into your customer portal at <https://myenergy-thameswey.co.uk/>

Bank transfer Details of our bank details can be found on your energy bill

Can I change supplier?

The supply that you receive from ThamesWey is provided over a Private Wire (electricity) and District Heating (heat) network. This is a private network owned by ThamesWey and does not form a part of the national grid.

Electricity There is a mechanism to switch suppliers set out in supply regulations. Further information on this process can be found in the electricity Guidance on Third Party Access to ThamesWey Energy networks.

Heat Your property is supplied heat energy by ThamesWey via a series of insulated pipes. Currently it is not possible to switch Heat suppliers. However, should you no longer wish to take a heat supply from ThamesWeys District Heating network you have the right to terminate the supply. In this instance your property would be physically disconnected from our network, please note that a fee for these works may be applicable.

What happens if I don't pay my bill?

If you are struggling to pay your bill, please call one of our team to discuss payment terms.

Failure to pay your bill could lead to legal action being taken against you for any amounts owed.

When am I billed?

We will issue you a utility bill quarterly, which can be delivered electronically or by post. Your utility bill is calculated by applying the current tariff to the amount of energy used. and the bill will also include a standing charge. Your current tariff can be found by logging into your My Energy account at <https://myenergy-thameswey.co.uk/>

I am unable to register for a My Energy account

Make sure you complete all three steps of the registration process, here is a brief guide...

Step 1 – Verification

For security reasons, we need to verify that you are the owner of the account (the registered resident at the property). To do this, please supply the following information:

- Account Number: you will find this on any correspondence (bills, reminder letter) from your supplier
- Last Name: the surname of the primary occupant who registered the account with the supplier. (Please note that in some instances this may be the full name shown on your energy bill.)
- Postcode: we need the postcode of the supplied property, which could be different to the billing address.

If you have any queries about your information, please contact your supplier.

Step 2 – Registration

Once you've been successfully verified as the owner of the account, we need a few basic details about yourself. All information is required.

- Title
- First Name
- Last Name - this cannot be changed, so contact your supplier if it is incorrect
- Phone Number
- Email Address

Please remember to make sure that your phone number and email address are correctly formatted.

Step 3 – Activation

Once registered, we'll send you an email with a link to activate your account. Click the link (or copy and paste into your preferred browser) to create your password. Please check that your password...

- Is at least 8 characters long
- Has at least 1 upper case character
- Has at least 1 lower case character
- Contains at least 1 number

Don't worry if your activation link has expired, you will just need to reset your password.

My registration activation link has expired

When you register for a My Energy Account you will receive an email from us containing an activation link to create your first password. Please note: this link is only valid for 30 minutes. If your activation link has expired, and you have already registered for a My Energy Account, you can set your first password by resetting your password. This will generate a new email with an activation link.

How do I register for a My Energy account?

Gaining access to your My Energy account couldn't be easier, first we require the following details:

- Account Number: you will find this on any correspondence (bills, reminder letter) from your supplier
- Last Name: the surname of the primary occupant who registered the account with the supplier (Please note that in some instances this may be the full name shown on your energy bill.)
- Property Postcode: we need the postcode of the supplied property, which could be different to the billing address

Register for a My Energy Account. Once you've been successfully verified as the owner of the account, we just need a few details about yourself. We'll ask you to create a password and then your account will be live and ready to use.

Benefits of having an online account

My Energy allows you the customer to take control of your energy by managing your account online. You'll find everything you need at your fingertips.

My Energy allows you to:

- Gain 24/7 access to your account
- Update your account details
- View your energy consumption
- View your bills
- Make payments

How can I reduce my bill?

Ways that you can save energy

- Turn Your Thermostat Down; Simply reducing your thermostat temperature setting by 1C could save you £'s per year. This is an easy way to lower your bill without noticing a difference in your heating.
- Understand Your Heating System; We advise that you take some time to learn how your heating system works. Familiarise yourself with all the controls so your heating is used in the most cost-effective way. For example, an average home takes 30 minutes to cool down (longer in a well-insulated property), so consider turning off the heating half an hour before bedtime.
- Move Furniture Away from Radiators; The foam in upholstered furniture absorbs heat, which will prevent the rest of the room warming up.
- Manage Temperature; Lower your heating bills by keeping the temperature of your home between 18C and 21C;
- Don't Dry Clothes on Radiators; Drying your washing on radiators makes your heating system work harder. This wastes energy and causes condensation, which can lead to damp problems.
- Turn off any unused electrical devices; leaving devices in standby mode will consume electricity

How does district/community heating work?

There is a centralised heating system, which combines an Energy Centre and a District Heating Network. Together they deliver hot water directly to each property from the central shared supply. The heat network provides all the heating and hot water requirements, without the need for individual gas boilers within the homes.

What is a HIU? This is the heat unit within each home, which delivers heating and hot water. The HIU enables individual temperature control within the home and allows for each home to be individually metered for its own heat and hot water use.

I have no electricity

If you experience an electrical outage you should carry out the following checks as the issue may not be with the supply from ThamesWey;

- Check if you have any electricity to your lights and wall sockets. If you have electricity to one or more of these then your property is being supplied and the issue is within the property.
- Check your circuit breakers to confirm that they have not been tripped. If they have been tripped then the electrical fault is most likely within your property and you will need to engage with someone qualified to resolve the issue.
- Check if your neighbours are affected. If the whole building is affected please contact ThamesWey on **0345 601 5515** to report the issue.