



# Heat network customer handbook

Version 1.0



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# Introduction

Welcome to our heat network customer handbook.

This guide explains what to expect when we need to get into contact with you, including if we ever need to visit your home. It also outlines our special services for vulnerable customers and how you can get in touch.

Your site will be registered with the Heat Trust, an independent, non-profit consumer champion that provides guidance and advice for heat network customers.

## Metering and billing

For any queries relating to your heating and hot water bill, or meter readings, please contact our metering and billing partner:

### Sycous Ltd

**W:** [mysycous.com](http://mysycous.com)

**T:** 0333 880 31153

**E:** [hello@mysycous.com](mailto:hello@mysycous.com)

Any queries relating to our activities, please get in touch using the contact details below:

### Energy Assets Heat Networks

6 Almondvale Business Park

Almondvale Way

Livingston EH54 6GA

**T:** 0333 666 0300

**E:** [heat@energyassets.co.uk](mailto:heat@energyassets.co.uk)



## Heat network emergency

To report a loss of heat and hot water supply or a concern about the safety of heat network equipment, immediately contact our emergency free phone number on:

**0333 666 0300**

For any other non emergency problems or enquiries email us at [heat@energyassets.co.uk](mailto:heat@energyassets.co.uk).



## Roadworks in your area

We sometimes need to carry out essential maintenance work to the heat network, distribution pipeline system, or energy centre so it continues to deliver heat and hot water safely. We understand this can be frustrating, so we always aim to use the most innovative techniques to keep disruption to a minimum.

You can expect:

- notice of any mains or service planned replacement works in your area that may interrupt of your heat and hot water supply
- all vehicles and plant to be parked safely to avoid obstructing roads, driveways, etc.
- us to contact you before starting any excavating across roads/driveways
- the site to be left in a safe and tidy condition at the end of each working day
- our staff and any contractors acting on our behalf to act professionally and courteously at all times.

## Entering your home

We may need to visit your home to inspect or maintain the heat network equipment on your property, inspect or maintain the Heat Interface Unit (HIU) or complete a site visit.

Any visit will be made either by one of our employees or a contractor working on our behalf. Only trained, competent employees/contractors will visit your home – if you want to confirm their identity when they visit, please call the number on their ID card. This contact will confirm if the person is an authorised representative working on our behalf.

You can expect:

- to only be visited by qualified, background checked employees/contractors who'll be courteous, respectful and give clear, accurate explanations
- to be shown an identity card with the person's name, company name, and a colour photo – please call 0333 666 0300 if you're ever in doubt.

## Priority Services Register

We appreciate that more vulnerable customers rely heavily on electricity supply and need priority treatment. Our Priority Service Register (PSR) ensures these customers are informed ahead of any planned interruptions. You can join the PSR if your household includes someone who's:

- disabled or has mobility issues
- living with a long-term illness
- of pensionable age
- under the age of five
- blind, partially sighted, deaf, or hard of hearing.

If you or your nominated representative would like to register, do so via our metering and billing partner **Sycous Ltd**:

- calling on: 033 880 3115
- writing to:  
mySycous  
New York House, 1 Harper Street  
Leeds  
LS2 7EA
- Visiting: [mysycous.com/help-and-support/priority-services-register](https://mysycous.com/help-and-support/priority-services-register)

Once you're registered, you can choose a secure password to be used by our employees/contractors if they ever need to visit your home, so you can be confident they're who they say they are.

A copy of this customer handbook in another language, a different format (paper or electronic), large print, Braille or on audiotape can be made available on request.



## Customer satisfaction and complaints

If you have a problem with your heating and hot water bill please contact our metering and billing partner Sycous Ltd.

We're committed to providing excellent customer in everything we do, but occasionally we may fail to meet our high standards. When this happens, customer complaints give us the opportunity to put things right, review our performance and improve our processes and procedures.

- We recognise complaints are an important part of customer feedback.
- All complaints will be investigated fully and fairly without prejudice.
- Complaints will be dealt with in confidence.
- If you're not satisfied with our response, you'll have the right to appeal.

We fully investigate all formal complaints and in most cases will respond within ten working days. If a response isn't possible within these time-scales, we'll give you details of when you can expect to hear back from us. In every case we aim to provide you with a prompt response. As part of our investigations, we may need to make a site/home visit – we'll contact you to agree a convenient time.

If an agreement cannot be reached then the issue can be escalated to:

The Managing Director  
Energy Assets Heat Networks  
6 Almondvale Business Park  
Almondvale Way  
Livingston EH54 6GA  
T: 0333 666 0300  
E: [heat@energyassets.co.uk](mailto:heat@energyassets.co.uk)

If you've followed our complaints procedure and are dissatisfied with our response, or if we've taken longer than eight weeks to deal with your complaint, you can seek the assistance of the Energy Ombudsman Service. The Energy Ombudsman offers a free, independent service and investigates complaints fairly on your behalf. They'll decide on what action should be taken, and we must accept their decision by law.

The Energy Ombudsman  
PO Box 966  
Warrington WA4 9DF  
T: 0330 440 1624  
Typetalk: 0330 440 1600  
E: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)  
W: [www.ombudsman-services.org/sectors/energy](http://www.ombudsman-services.org/sectors/energy)

### Further sources of information

Citizens Advice provide free, confidential and impartial advice on consumer issues.

T: 03454 040506  
W: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The Heat Trust provides guidance and advice for heat network customers

E: [info@heattrust.org](mailto:info@heattrust.org)  
W: <https://heattrust.org/>