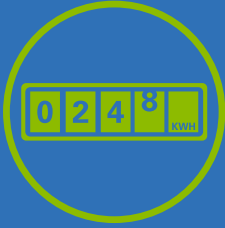


# Billing services

Ensuring your customers receive accurate bills on time

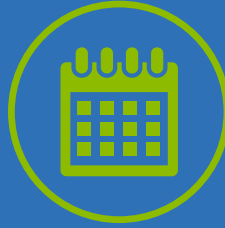
# ENER-G Switch2 in numbers - each year we provide:



**16 million**  
meter readings



**£12 million**  
handling client  
monies



**250,000**  
payment  
transactions



Services to  
**50,000**  
dwellings across  
400 sites

## The benefits of outsourcing billing

1. We have developed an in-house billing system based on our knowledge and expertise of the communal heat industry. 'Off-the-shelf' systems may be costly and not give you the flexibility you need.
2. Our technical team can support a vast range of automatic meter reading (AMR) devices as well as a field engineering team that can respond to metering issues 24/7, 365 days a year
3. Assistance with tariff setting to ensure you recover your costs
4. We allocate a dedicated consumer accounts administrator who is your single point of contact
5. End to end offering - we can do everything from supplying hardware to billing residents and debt management services to free up your time so you can focus on your core responsibilities.
6. Consumer Web Portal for easy access to bills and meter readings which we continually develop and improve
7. Credit Control Process included in the billing services to ensure you receive payments promptly
8. We are the first point of contact for your customers and handle enquiries and complaints on your behalf
9. We can offer a turnaround solution for failing schemes

## Resident focused



For most schemes we provide a monthly billing service which is preferred by residents as it enables them to budget better and understand their consumption. We also offer a range of payment options, including direct debit, and payment plans if required. We have a team of well-trained professional call handlers who can take billing enquiries and explain tariffs and standing charges to residents.

## Benefits to you

We have wide expertise in billing, from issuing bills to our enhanced debt recovery services to ensure you receive payment. We are compliant with the latest legislation in the community heating sector including the Heat Network (Metering and Billing) Regulation 2014, and are founding members of the Heat Trust, which is the scheme set up to protect residents on communal heating.



“The Parkside scheme is a huge regeneration project split over 6 phases. After being let down by a previous supplier, who sent out inaccurate bills and eventually failed to supply bills at all, we engaged with ENER-G Switch2 to provide billing services. They are experienced, professional and had dealt with legacy issues on schemes before. Since taking over the billing on the scheme residents are receiving regular accurate bills. Residents are pleased to be receiving the bills on a regular timely basis and this helps with their budgeting as it makes them aware of usage.”

**Craig Robinson, Head of Property Accounts,  
Family Mosaic**

**family  
mosaic**

## Why not add on our Debt Recovery Service?

Another essential part of our billing offering is our debt recovery service. Our team is highly experienced and successful in recovering unpaid monies. This service can significantly improve debt problems in schemes.

- Over 25 years' community heating experience
- Over 25 years' debt collection experience
- New collections processes mean disconnection is an absolute last resort – almost half of scheduled disconnections are cancelled upon receipt of a payment and agreement of a payment plan
- At a high-end development, debt reduced by 90% in 6 months after debt management added to contract
- At mixed development debt reduced by 60% over 12 months
- At social rented development debt reduced by 20% over 12 months

**For more information on our billing services please contact:**

**Call** 0871 423 4242

**Email** [marketing@energswitch2.com](mailto:marketing@energswitch2.com)

**Web** [www.energswitch2.com](http://www.energswitch2.com)