



# ESP HEAT CUSTOMER HANDBOOK

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# A WARM WELCOME FROM ESP UTILITIES GROUP

**Welcome to ESP Heat, your heating and hot water supplier. We are specialists in District Heating, and alongside our partner Veolia we provide heating and hot water to thousands of residents and businesses across the UK.**

ESP Heat is part of ESP Utilities Group, which owns and operates electricity, gas, water, wastewater and heat networks across the UK.

This handbook explains the practical information you need now that the heat supply arrangement at your home is transferring from Vistry to ESP Heat. This handbook should be read alongside your Heat Supply Contract and tariff information.

## **It explains and confirms:**

- What is changing as part of the transfer.
- Who your heat supplier is and where to go for support.
- How your account is managed.
- How to contact us for customer service including billing, faults, emergencies and complaints.
- How our District Heating scheme works.
- Where to find the full supply terms and tariff details.



# WHAT IS DISTRICT HEATING?



## A District Heating scheme is a low carbon, environmentally responsible way of providing heating and hot water.

Rather than each home relying on its own gas boilers or air source heat pumps, District Heating uses a central energy source to supply heat and hot water to all.

Heat is delivered to your home through a network of insulated underground pipes using hot water. ESP Heat has been appointed as the sole operator of this system and is responsible for supplying heating and hot water to residents across the scheme.

Your home is fitted with a Heating Interface Unit (HIU) which transfers heat from our network into your property, while allowing you to remain in full control of your heating and hot water usage.

Image: Heat Interface Unit (HIU).

## FURTHER BENEFITS INCLUDE:

### It's clean and green



#### Low carbon emissions:

District Heating systems use less energy when compared to individual gas boilers, resulting in significantly lower carbon emissions. Currently District Heating reduces the UK's CO<sub>2</sub> emissions by approximately one million tonnes per year.



#### Better for local air quality:

Buildings connected to a District Heating Scheme help to improve local air quality. Your heat and hot water are currently generated from a renewable biomass supply. In the future, biomass will be supported by large-scale heat-pumps.

### It's safe and reliable



#### 24/7 monitored supply:

Our experienced engineers monitor the network 24-hours a day and are available to respond quickly should any issues arise.



#### Repairs and maintenance included:

As heat is delivered using hot water, there is no gas entering your property and no high-risk equipment such as boilers or external heat pumps. This means annual gas safety checks are not required - instead, we service and safety check your HIU every two years and we also undertake network repairs and maintenance across the whole network.

The cost of this is included in your standing charges and is essential to keeping your system running efficiently.



#### You stay in control:

Your HIU connects to your room thermostats and programmer, allowing you to control your heating and hot water in the same way you would with a gas central heating system.

# HOW TO CONTACT US



ESP Heat is your new supplier of heating and hot water to your property. Operation and maintenance will be undertaken by Veolia, a global operator with 50 years experience in heat networks.

If you need to contact us to discuss any of the above, to report an emergency or to make a complaint, you can:



CALL US:

**01372 587 500**

Selecting the appropriate option



VISIT OUR WEBSITE AT:

[espug.com/householder/heat](https://espug.com/householder/heat)



WRITE TO US:

**ESP Heat**  
First Floor, Kings Court  
41-51 Kingston Road  
Leatherhead, Surrey  
KT22 7SL



**For any emergencies with your heating or hot water supplies please call our 24-hour emergency number on 0330 123 4201.**

# FAULTS, EMERGENCIES AND ACCESS

Please contact us as soon as possible on our **24/7 helpline 01372 587 500** if you have an issue with your heating or hot water supply.



A non-emergency fault is a problem that affects your service but does not create an immediate risk to health, safety or property.



An emergency is a site-wide loss of supply or an issue that poses an immediate risk of injury to a person or damage to property.



Non-emergency issues reported outside office hours will be picked up on the next working day.



You may need to provide safe access to your property so we can inspect, maintain or repair the HIU, meter or associated equipment.



**If you are a customer in a vulnerable situation and a planned interruption lasts longer than 12 hours, alternative heating arrangements will be provided in line with the applicable customer protection requirements.**

If you think you may need additional support during an interruption, please contact us as soon as possible so that your circumstances can be considered and the appropriate support arranged.



Please refer to our website for further details.

# METERING, TARIFFS AND BILLING



## TARIFF AND CHARGES SUMMARY

**Our current tariffs are published on our website and will be updated in the event of any changes.**

From 1st April 2027 we will publish our tariffs annually and any changes will be in line with our fair pricing policy.

**Your charges are split into two components:**



A standing charge which is fixed annually and charged in instalments monthly.



A variable rate based on the amount of heat and hot water you use.



**For further information refer to our Heat website page.**

# METERING, TARIFFS AND BILLING

## YOUR HEAT METER

**Your property is fitted with a heat meter that records the heating and hot water you use. Where the network supports remote meter reading, your bill will be based on those readings. If an accurate reading is temporarily unavailable, a bill may be estimated and corrected once an actual read is obtained.**

We will provide clear information on how to read your meter and how to submit a reading where needed. If you need additional help with reading or submitting your meter information, we will signpost you to the meter reading support services available.

If your property is supplied through a pre-payment meter, we will provide clear information on how the meter works, how to top up your credit, how Emergency Credit and Friendly-hours Credit work where available, and what to do if there is a credit or charging fault.

If a change from credit billing to pre-payment is ever proposed, this will only be considered where it is safe and reasonably practicable for you to use the meter.



**Your bill will clearly show the billing period, the meter readings used where applicable, and a breakdown of the charges.**

- Heat charges and any other charges should be identified separately where relevant.
- Any tariff changes will be notified in advance in line with your contract.
- If you would like to know how to look at your historic consumption data, please contact us.



**For further information refer to our Heat website page.**

# PAYING YOUR BILL AND GETTING SUPPORT IF YOU NEED IT





**We understand that customers can sometimes have difficulty paying their bills – please contact us as early as possible if this is the case.**

We will talk to you about your situation and discuss the support or payment options available.

- Available payment routes may include Direct Debit, card payment by phone, bank transfer, standing order or other agreed arrangements.
- If you think you may need extra support, please refer to the next page – Support for Vulnerable Customers.
- Full details of payment options and support paying your bill will be in your contract.

## Ways to pay:

	<b>FIXED DIRECT DEBIT</b>
	<b>SECURE CARD PAYMENTS VIA OUR HELPDESK</b>
	<b>STANDING ORDERS</b>

## How to contact us:

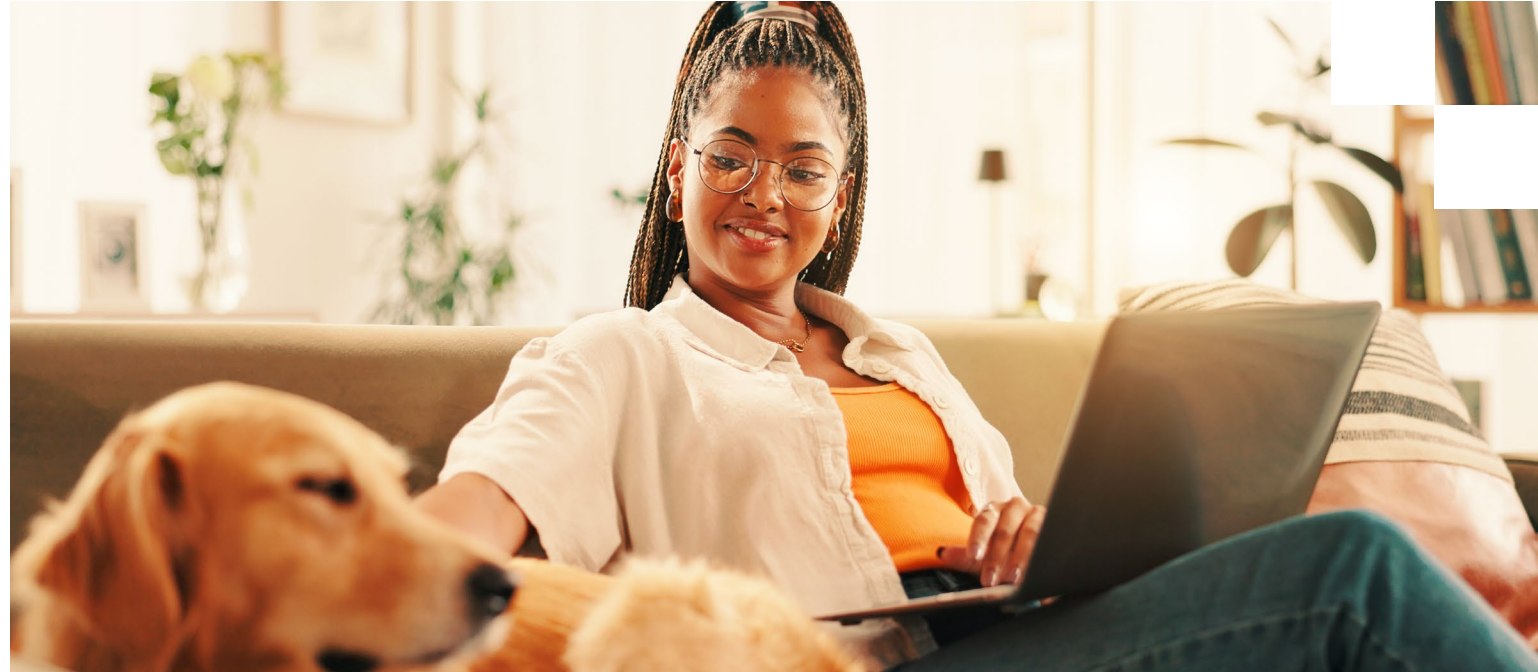
	<b>CALL US:</b> <b>01372 587500</b>
	<b>VISIT OUR WEBSITE AT:</b> <b><a href="https://www.espug.com/householder/heat">espug.com/householder/heat</a></b>
	<b>WRITE TO US:</b> <b>ESP Heat, First Floor, Kings Court 41-51 Kingston Road, Leatherhead, Surrey, KT22 7SL</b>

# SUPPORT FOR VULNERABLE CUSTOMERS

ESP Heat understands that some customers may need additional support, which could include health, disability, communication or other vulnerability needs.

If you think you may need additional support, please contact us and let us know about your circumstances.

Support may include alternative communication formats, third-party account support, password-protected appointments, priority handling during outages or other reasonable adjustments depending on your need.



Click to view our Vulnerability Strategy.

The industry has identified vulnerable persons as those:



Over the age of 70 years old



With long-term/chronic illness



With mental and/or physical disabilities



Visually or hearing impaired



Non-English speaking



Other circumstances such as bereavement and financial

# MAKING A COMPLAINT

While we always aim to provide you with an excellent level of service, we know that things may go wrong from time to time. If this happens, please let us know straight away and we will make it our priority to resolve the problem. We treat complaints as confidential and handle them with care and transparency.

## Our complaints process

- Please call us on **01372 587 500** and tell the team member that you want to make a complaint.
- Where possible, the issue will be resolved straight away.
- Where we cannot resolve your complaint straight away, we will acknowledge it within two working days and resolve it within 10 working days.
- If you prefer to complain by letter, we will work at the same timescales, subject to postal delivery time.
- If you remain dissatisfied after eight weeks, or if we tell you there is nothing more we can do, you may contact the Energy Ombudsman free of charge.

## Energy Ombudsman



Telephone: **0330 440 1624**



Textphone: **0330 440 1600**



[www.ombudsman-services.org](http://www.ombudsman-services.org)



Ombudsman Services:  
**Energy, PO Box 966,  
Warrington, WA4 9DF**



# MOVING HOME

If you are moving into or out of your property, please contact us on **01372 587 500** so that your account can be updated correctly.

- If you are moving in, please provide an opening meter read.
- If you are moving out, please provide at least five working days' notice and provide a final meter read.
- If we do not receive the required information, we may have to estimate the final read or continue charges in line with the supply terms until responsibility is transferred.

**Five**

working days  
is required when  
moving out of  
your property.





ESP Heat Ltd, 1st Floor, Kings Court, 41-51 Kingston Road, Leatherhead, KT22 7SL

01372 587 500 | [www.espug.com](http://www.espug.com)