

Welcome to your new heating system

This welcome pack will guide you through all you need to know about your services from Switch2.

Who is *switch2*

Switch2 is the provider of your heating and hot water service. We are also responsible for your metering and billing.



Call 0333 321 2010

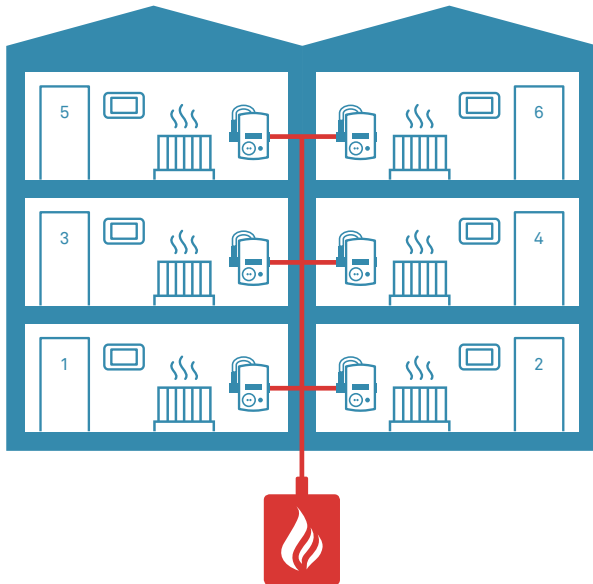
my.switch2.co.uk

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How is my home heated?

Your property is part of a community heating system. This means there is a central boiler room which pumps hot water through pipes to each property.

There are individual smart meters in each property that measure the heating and hot water used.



Benefits of using community heat:

- If you own your home, you don't need to buy or service a boiler, this will be taken care of by your heating supplier
- You will never have to provide us with your meter readings, your smart meter will send them automatically for you
- You are receiving low carbon energy from local heat sources, such as biomass or waste, that can help reduce emissions
- The connection to the local heat source should provide lower cost heat for residential customers, as compared to heat from fossil fuels



Simple ways to pay your bill

Our online portal provides you with easy access to your account

Register now at my.switch2.co.uk

- 24/7 easy access to your account
- Pay online
- View your bills and download statements



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my.switch2.co.uk

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Manage your account online

Go to www.my.switch2.co.uk

- Make payments online
 - View your most recent balance
 - Manage your account details
 - View and download your Switch2 bills
 - All major credit and debit cards accepted
1. Visit my.switch2.co.uk and click on '**Don't have an online account? Register now**'
 2. Follow the steps (you will need a Switch2 bill or your payment card)
 3. Once all the steps are complete, you will receive an email, simply click on the link to gain access to your account

Pay by phone

Call the automated payment line:

0333 313 9171

You will need your customer reference (displayed on your bill or payment card).

Set up a direct debit

There are two direct debit options for you to choose from.

Variable direct debit: This is a monthly amount reflecting your exact bill; so the amount can go up or down throughout the year.

Budget direct debit: This is a fixed monthly amount taken on a specific date of each month. This will help to spread the cost of your bill throughout the year.

To set up a direct debit contact us on **0333 321 2010**.

Pay in person

Pay at any outlet where you see the PayPoint™ sign.



You will need to take your bill or payment card with you.

Find your nearest PayPoint™ outlets and opening hours at:

PayPoint www.paypoint.com

What if you cannot pay your bill?

If you are experiencing difficulties paying your bill, contact our Customer Services team on:

0333 321 2010

Understanding your bill

An explanation of the different points on your bill to help make it clearer.



If you have any questions about your bill, we're here to help.

Contact us on **0333 321 2010** or email us at **info@switch2.co.uk**

Example bill **switch2**

98251607136096311

Mr Smith
1 London Road
London
England
EN3 5ZR

Account No. 244887 261
Customer Ref No. 88885W2ETCH201
Invoice No. 888800062
Date of Issue. 01/10/2019

Web Reference No. 432005250

Supply Address: 1 London Road, London, England, EN35ZR

Description	From	To	Units	£Per Unit	VAT Rate	Charge £ Ex. VAT
Metered Charges						
Heat	01/03/17 - 31/03/2017	10235A 105095	304kWh	0.061	5.0%	
Electricity	01/03/17 - 31/03/2017	37605A 105095	29kWh	0.14933	5.0%	4.33
Other Charges						
Standing Charges	01/03/17 - 31/03/2017		31 days	0.49	5.0%	15.19
C	= Customer own meter reading					
E	= Estimated meter reading					
CL	= Client supplied meter reading					
S	= Service engineer meter reading					
CR	= Credit					
A	= Actual Reading					
Payments Received up to 31/03/2017						
Total Charges Excluding VAT						
Total VAT @ 5.0% on £54.51						
Total Amount						
Balance B/F						
Payments Received						
Account Balance						

33.73
1.69
35.42
0.00
0.00
£35.42

Once we have built up a consumption history, we will place a graph on your bill that will compare your energy usage from this year to last year.

Example bill



Your bill explained



Mr Smith
1 London Road
London
England
EN3 5ZR

Account No. 244887 261
Customer Ref No. 8888SW2ETCH201
Invoice No. 8888000062
Date of Issue. 01/10/2019
Web Reference No. 432005250

Supply Address: 1 London Road, London, England, EN35ZR

Description	From	To	Units	£Per Unit	VAT Rate	Charge £ Ex. VAT
Metered Charges						
Heat	01/03/17 - 31/03/2017	10235A 105095	304kWh	0.061	5.0%	18.54
Electricity	01/03/17 - 31/03/2017	37605A 105095	29kWh	0.14933	5.0%	4.33
Other Charges						
Standing Charges	01/03/17 - 31/03/2017		31 days	0.49	5.0%	15.19

- C = Customer own meter reading
- E = Estimated meter reading
- CL = Client supplied meter reading
- S = Service engineer meter reading
- CR = Credit
- A = Actual Reading

Total Charges Excluding VAT	33.73
Total VAT @ 5.0% on £54.51	1.69
Total Amount	35.42
Balance B/F	0.00
Payments Received	0.00
Account Balance	£35.42

This is your customer reference number.

Energy is measured in kilowatts and this shows how much you have used and the meter readings we've used to calculate your account.

Like any utility bill, your standing charge covers any related operational, administration and billing services. This is shown as a daily rate.

Explains the total amount due relating to this bill.

Shows any balance unpaid from your last bill.

Shows any payments received since your last bill.

Shows the total balance due to be paid.

The type of meter reading used to create your bill.



An extra helping hand

If you have a disability or special need, we have a range of services that will provide the extra help you may need.



Call 0333 321 2010

my.switch2.co.uk

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Trusted helpers

If you'd prefer someone else you trust to handle your account on your behalf, we can arrange for bills and letters to be sent to another person, such as a close friend or relative.

To set up this service, or to make us aware of any special needs you may have, please let us know by the following methods:

Write to us:

Switch2 Energy
Limited
The Waterfront
Salts Mill Road
ShIPLEY
BD17 7EZ

Email: info@switch2.co.uk

Call: 0333 321 2010

You can also let us know of any special requirements you have by logging them on **my.switch2.co.uk**

Once we are aware of any requirements, a member of our friendly team will be in touch to arrange changes to your account.



Visits to your property

If we need to visit your property and you are concerned about bogus callers, all of our engineers carry an ID badge that you may ask to see. You can also ask us to set up a special password, so you know it's a genuine Switch2 engineer.

If you are having problems with your supplies

If your heating or electric system fails and Switch2 cover this, please let us know. Call us on **0333 321 2010**

Alternatively you can contact your Landlord or site Management Company.

Trouble paying your bills?

If you are having problems paying your bill please let us know as soon as you can. We can put you in touch with advice and support agencies.

Our customer services team are available Monday to Friday, between 8am - 6pm on:
0333 321 2010

You can also email us on info@switch2.co.uk

Getting in touch with *switch2*

Our customer services team are available
Monday to Friday, between 8am - 6pm on:

0333 321 2010

You can also email us on info@switch2.co.uk

If you have any questions about your energy supplies, please contact our customer services team:

1. Call us on 0333 321 2010

There is an emergency service available on this number during the evenings and weekends

2. Our customer services team will check your address details and ask some questions to help diagnose the problem

3. If your problem cannot be resolved over the phone, an engineer visit will be arranged

4. We will agree an appointment with you for an engineer to visit. Remember to ask us about our text service

Call 0333 321 2010

my.switch2.co.uk

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What if I need to make a complaint?

We always try to provide the best possible customer service at all times.

If there is something you are not happy with or you feel we have let you down - we want to know.

Any expression of dissatisfaction about our services or products will be taken very seriously and we are committed to resolving the complaint to your satisfaction.



Three steps to resolving a complaint:

Step 1

Contact our customer services department

- Phone: 0333 321 2010
- Email: info@switch2.co.uk
- Post: Switch2
The Waterfront, Salts Mill Road, Shipley, BD17 7EZ

We aim to fully resolve or agree a solution to your complaint at the first point of contact. If we cannot do this we will complete our investigations and contact you within 10 working days.

Step 2

If you have received your resolution details and are still unhappy with the outcome of your complaint please contact our Head of Customer Service using the details in step 1.

A full review of your complaint will then take place and be completed within 10 days.

Step 3

If you are not satisfied with the outcome or the complaint has not been resolved in 8 weeks you can take independent advice.

