



Our Customer Charter.



www.lokaenergy.com

Our commitment to provide the highest standards of customer service and understand the diverse needs of all our customers.

Introduction

Welcome to Loka

We provide heat for the residents and businesses of Greenwich Peninsula. By the year 2030 our highly efficient district heat network will be delivering low carbon heat to upwards of 10,000 homes and 3.5 million square feet of commercial space.



This Customer Charter sets out the high standards we strive for, and how we work with you to achieve them. Here's a quick summary:

1. We will deliver reliable heat, sustainably

This means we will keep your heat running at all times, and work hard to minimise our environmental impact.

2. We will communicate positively

This means we will deal with you promptly, politely and fairly, we will do what we say we will and be easy for you to contact.

3. We will price our service fairly

This means we will maintain a clear and transparent pricing policy and put safeguards in place to put your mind at rest for the future.

4. We will bill you accurately

This means we will send you accurate bills on time, explained in plain English, and provide multiple payment options.

5. We will resolve problems effectively

This means we will respond to enquiries and complaints swiftly and sensitively, and fix anything that goes wrong within agreed timescales.

6. We will help vulnerable customers

This means we will take special measures to help customers with particular needs. Also we will work with customers who are struggling to pay their bill, and only disconnect their heat as a very last resort.

Through this charter we will provide the best value service equally to all our customers, and measure ourselves on how well we meet our commitments. We welcome your feedback and suggestions on every aspect of our service.

We will update this charter from time to time. An up-to-date version can be found on our website.



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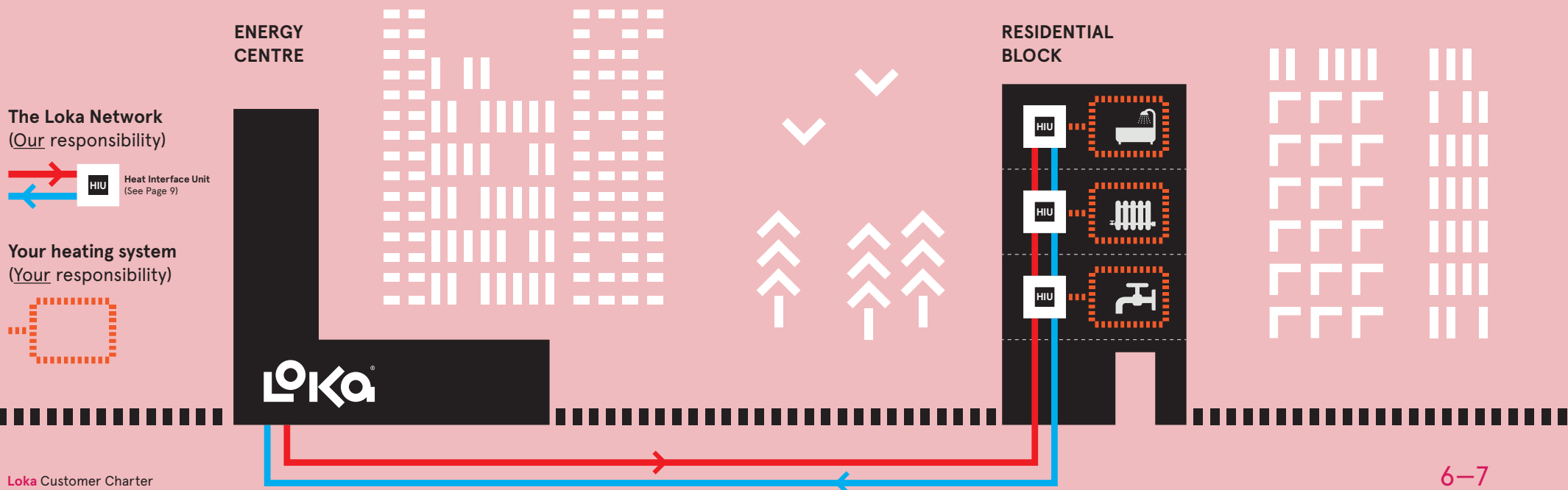
What is district heating?

District heating transports heat directly into your home through a network of highly efficient underground pipes. It removes the need for you to own, maintain, insure or replace a traditional boiler. The heat is available to you 24 hours a day, 7 days a week; you just pay for what you use to heat your home and water.

When complete, the Loka network will be one of the largest of its kind anywhere in the UK.

We can generate and distribute heat from many different energy sources, for example:

- Gas boilers
- Gas-fired Combined Heat and Power (CHP) systems
- Biomass and biogas boilers
- Biomethane
- Fuel cells
- Renewable fuels, solid recovered fuels, gasification & pyrolysis



Thanks to the economies of scale involved, our network is more efficient, more economic, easier and safer to operate, maintain and replace than the thousands of boilers it replaces. The network will supply heat with carbon emissions significantly lower than the equivalent heat supplied by individual gas boilers.*

In the future, we aim to increase our efficiency and improve our service even further. As technology changes, so we can adapt to accept new energy sources. We will determine the best combination of available sources, in order to meet the demand for heat efficiently, economically and with low carbon emissions.

We will report annually on our carbon emissions so you can see the progress we are making.

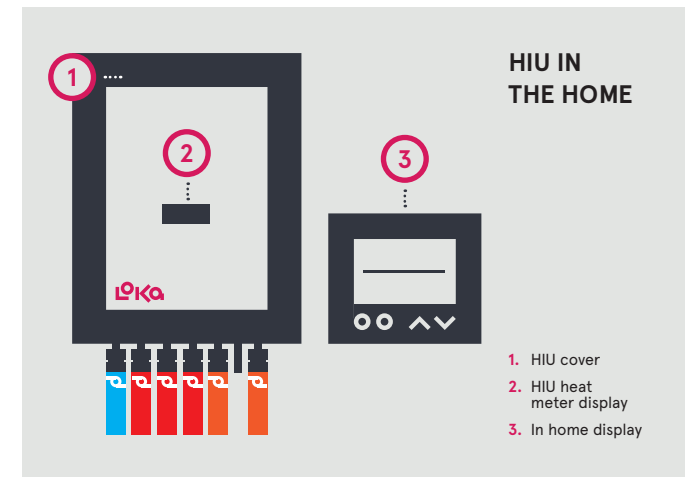
*Assuming a conservative Combined Heat and Power (CHP) electrical efficiency of 35% and heat efficiency of 40%.



In your home

The water in a district heating network is entirely separate from the water circulating in your home. A Heat Interface Unit (HIU) in your home transfers heat from the network to your home's hot water and heating systems. The HIU looks much like a conventional gas boiler. You set the programmer controls for the system's start/stop times and thermostat temperatures, just as you would with a traditional central heating system.

If the HIU goes wrong we will repair or replace it for free. Everything in your home beyond the HIU is your responsibility to look after – things like pipes, radiators, thermostatic valves, showers or underfloor heating. While we are not responsible for these elements, we can put you in touch with a contractor who is competent and capable with these systems. Please ask us for more details.



1. We will deliver reliable heat, sustainably



We will supply heat to your heating system all year round so that it is available when you need it.

We will generate heat with lower carbon emissions, and supply it to you at a lower cost than heat produced using traditional oil- or gas-fired boilers.

We will service and maintain your HIU as part of our service with no additional costs.

Any problems with the network will be quickly addressed. If there are problems with your HIU we will fix it or replace it free of charge.

Resilience

Our system is just as reliable as the other utilities you are used to such as gas, electricity and water. In fact because our district heating system is in a compact area, constantly monitored and under our complete control, any problems should be resolved more quickly.

The equipment is better engineered, benefits from economies of scale, is larger, more robust, longer lasting, more reliable and efficient than a domestic sized heating plant and is professionally operated, remotely monitored, serviced and maintained by skilled engineering staff that are based on-site.

The district heating system is designed to accept multiple sources of heat supply, has excess heat capacity, permanent standby boilers, and thermal storage. All of this ensures that you should have a lower breakdown risk than if you had a conventional gas boiler.

2. We will communicate positively



We encourage you to let us know what you like and don't like about our service. Equally we want to keep you informed about developments and issues that may affect you. You can contact us in many different ways, and we will use a range of different methods to let you know what we're up to.

We welcome contact in person and via letter, email, telephone, website, online account, at occasional open-days, via your landlord or an agreed third party representative.

We will provide you with a guaranteed appointment for all engineering visits to your home (within a 4-hour window in the morning or afternoon).

We will tell you well in advance about any scheduled shutdowns of the system that might interrupt your heat. We will try to schedule all such maintenance in the summer months.

We will provide you with an information pack explaining how to use the system and how your heating charges are calculated.

We will listen to your feedback and make improvements to our service based on them.

We will protect all your personal information that you have provided to us.

3. We will price our service fairly



The aim in setting the heat price is to give you clarity and certainty in the price you pay. We have created a simple pricing structure based on two charges (prices as of 2014):

Unit Charge
7.47 p/kWh
(inc VAT)

The number of heat units used (pence per kilowatt-hour). This is measured in your home so you do not pay for any conversion or network losses.

Fixed Charge
£343/year,
£28.58/month
(inc VAT)

A fixed annual charge (in 12 equal monthly payments) that does not change, except by inflation (Consumer Prices Index).

The total bill is simply the Unit Charge plus the Fixed Charge.

The two charges include all the operation, servicing, maintenance and replacement of the network, including the energy centre and your Heat Interface Unit (HIU); you are guaranteed an efficient, low carbon supply of heat and hot water all year round with no additional costs.

Our commitments:

3. We will price our service fairly

For clarity and convenience,
your bills will consist of 2
simple charges.

1. A Unit Charge based on the precise quantity of heat that you use in your home.
2. A Fixed Charge based on a set amount every month.

Our pricing is overseen by the Royal Borough of Greenwich, the Greater London Authority and the Greenwich Peninsula Estate Management Company to ensure that it remains fair.



Annual Price Review

Prices will be reviewed each year, using the following formula:

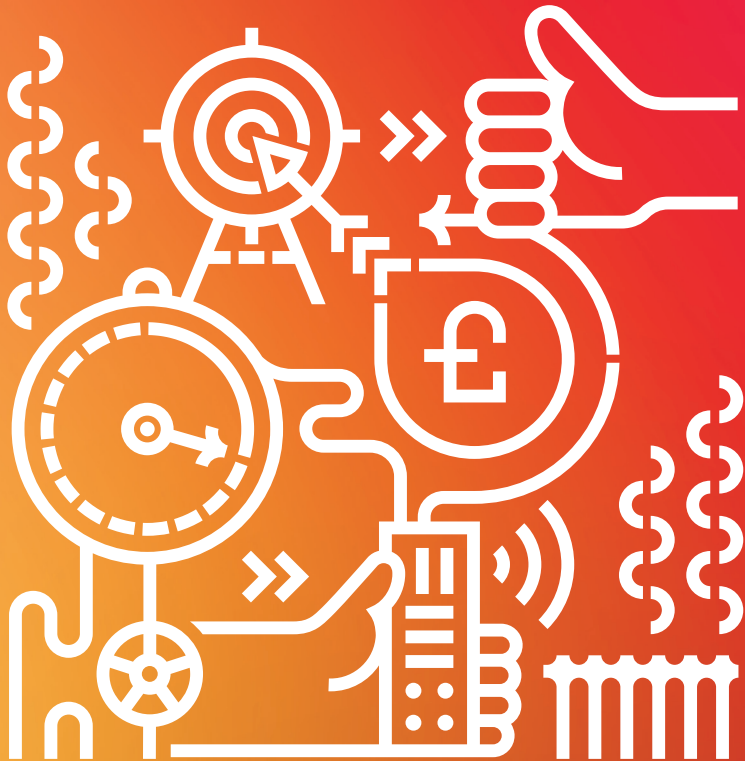
The Unit Charge is linked 50% to the Retail Gas Price (British Gas standard variable tariff) and 50% to the Consumer Prices Index (CPI) as published by the Office for National Statistics. The Fixed Charge is linked to the CPI. Here's a worked example of how this might affect your bill:

	District Heating (3000kWh/yr)	Gas price (-3%) CPI (+ 2%)	Gas price (+5%) CPI (+4%)
Unit Charge 7.47p/kWh	£224	£223	£235
Fixed Charge £343/yr	£343	£350	£357
Total bill	£567	£573	£592

Five-yearly Price Review

Every five years we will carry out a comprehensive review, to share improvements in technology and/or legislation with our customers. If the price change mechanisms are no longer fair we will amend them. This will be done with the approval of the Governance Parties: the Royal Borough of Greenwich, the Greater London Authority and the Greenwich Peninsula Estate Management Company.

4. We will bill you accurately



Metering is fully automated and we will provide clear visual displays of your energy use to help you understand and reduce your consumption. You will be able to manage your account online if you wish.

Accurate metering will help you to decide which payment method works best for you. You can pay for the heat you use each month (plus your Fixed Charge), which means your bills might be a little higher in the winter months and lower in the summer months.

Alternatively, you can pay an equal amount each month (one-twelfth of your estimated annual bill). We can adjust this payment every year so that you don't pay too much.

Billing discrepancies

If you disagree with the amount charged, or have paid too much and want a credit, or have not paid enough, then we will aim to resolve and reconcile your payments within two months to get you back on track.

Payment options

We welcome payment by the method that suits you best. Options include:

- Prepaid card
- Cash or cheque
- Payzone
- Direct Debit
- Barclays Pingit
- Telephone or Internet Banking
- Online dedicated web-portal
- Debit or Credit Card over the telephone

5. We will resolve problems effectively



Should you find yourself without heat for any reason, let us know and we will respond. Like every utility there will be problems which we will work hard to resolve quickly.

If your heat supply is interrupted, we will aim restore it within 8 working hours. If we fail to achieve this you will receive a £25.00 credit for each full 24-hour period that you are without heat (up to a maximum credit of £150.00 for any one service interruption). The only exception to this is if the interruption to your heat supply is caused by one or more of the following:

1. Failure of the primary gas or electricity supplies to the Energy Centre, where such failure is outside of our control, but only until such failure is rectified and supplies are restored.
2. An act of vandalism or interference with our energy supply systems, until any such damage or interference is remedied.
3. Unforeseen events or circumstances beyond our reasonable control, until such time as such event or circumstance has ceased.

If you are a registered vulnerable customer, we will offer temporary heating supplies within 24 hours.

5. We will resolve problems effectively

**In the event of a problem,
please contact our
Customer Service Team:**

0800 160 1635

customerservice@lokaenergy.com



Complaints handling

We will acknowledge complaints and act upon them quickly and efficiently.

Our Customer Service Team will aim to resolve your complaint efficiently the first time you call us. If this isn't possible, it will be passed to our Operations Director, who is then responsible for resolving your complaint.

If we have not resolved your complaint to your satisfaction within 8 weeks, you may contact the independent Ombudsman for Energy:
www.ombudsman-services.org/energy

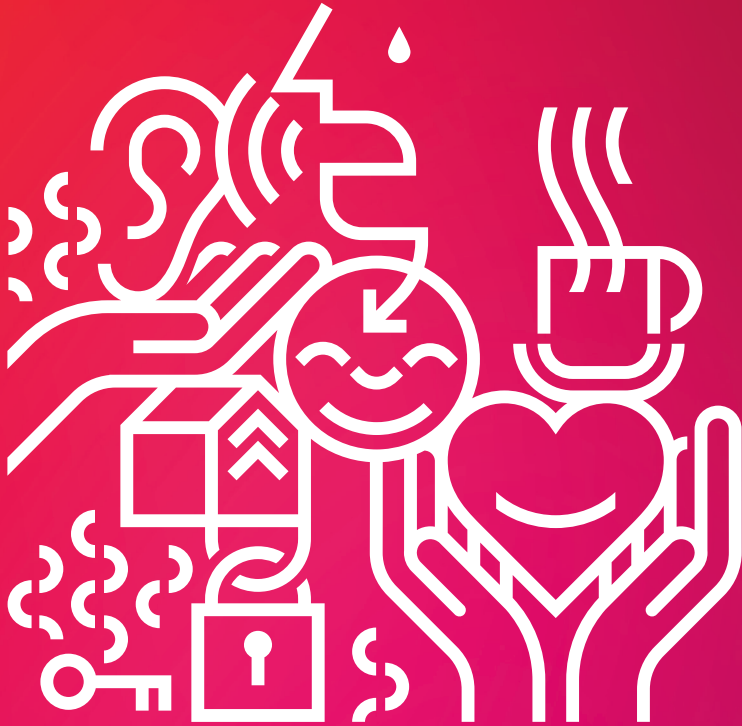
Alternatively, we may appoint a third party arbitrator (independent of Loka) with the authority to resolve your complaint.

Disaster recovery

We have a major disaster management strategy in place designed to restore services quickly and safely in the event of a major failure of the system.

We have access to more than one supplier of temporary boilers that can be brought to site for rapid connection to the network.

6. We will help vulnerable customers



Your personal circumstances may mean that have difficulty in paying your bills, or have a particular requirement relating to our service.

Please let us know if you:

- receive Income Support or Job Seekers' Allowance.
- receive Working Families Tax Credit, Housing Benefit or Council Tax Benefit.
- have anyone living in your home of pensionable age.
- have anyone living in your home who is blind, severely sick or has a disability.

We will in return:

- keep a register of vulnerable customers, tell customers about it, and allow your inclusion on it provided you meet the criteria above.
- make special provision for additional contact and communication routes.
- respond more quickly in the event of loss of service.
- allow vulnerable customers to nominate a third party to manage their billing/payment and contact with us.
- not disconnect a customer who is vulnerable to heat loss for health reasons during the winter months.

Managing debt

If you are struggling to pay please let us know early and we will work with you to create a payment plan which works for you.

Industry Codes of Practice

We fully support the work being undertaken by the Association for Decentralised Energy, the Chartered Institute of Building Service Engineers, the Department of Energy and Climate Change, utility companies and others to agree standards of service for District Heat Networks.

The Independent Heat Customer Protection Scheme will be a key output from this work and Loka commits to adopting and complying with any industry-wide Codes of Practice subsequently agreed.

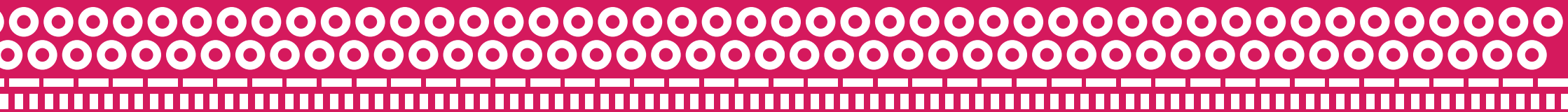
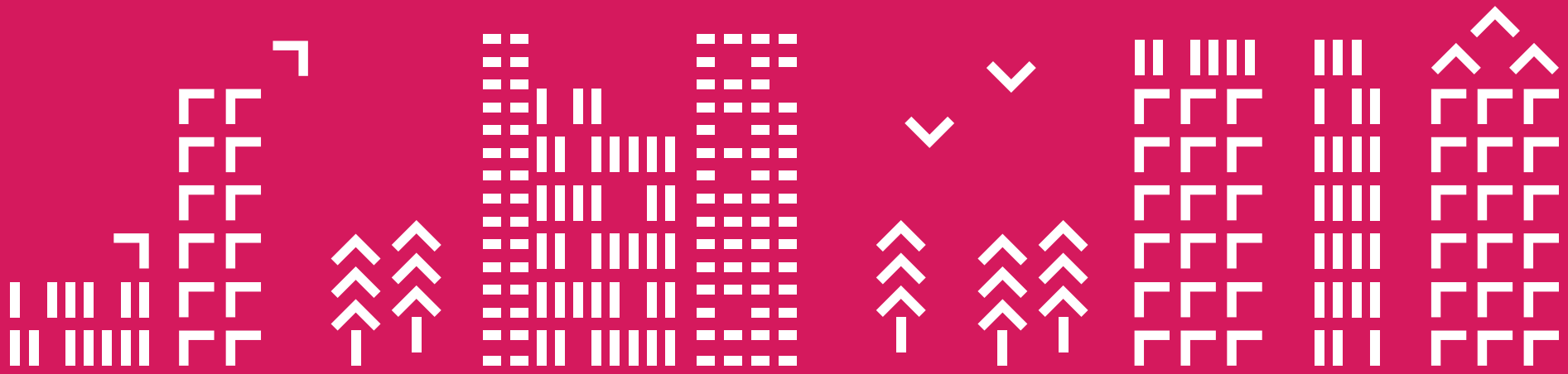
Our Standards of Service are attached to your Residential Supply Agreement.



What we need from you

To provide you with the highest levels of customer care and service delivery, we require you to:

- enter into an exclusive contract with us to supply you with your heat.
- pay your bills on time.
- keep all booked appointments with us or let us know if you need an appointment changed.
- allow us access to your home to carry out essential maintenance work on your HIU.
- let us know if anything changes with your personal circumstances or if you are having problems with paying your bill.
- tell us if you consider yourself to be a vulnerable customer.
- treat our staff as you would wish to be treated - with courtesy and politeness.





Getting in touch

Talk to us

0800 160 1635

hello@lokaenergy.com

Write to us

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Greenwich Peninsula,
London, SE10 0ER

www.lokaenergy.com