

METERING AND BILLING SERVICES FOR RESIDENTIAL APARTMENT BLOCKS

Package Options for Landlords



 **servus**
IS UTILITY SERVICES



We work hard to make your life easier

We offer a range of packages to landlords and property managing agents so you can choose an option that precisely suits your requirements. We have 30 years of experience in utility management for multi-occupied properties and are experts in residential private network billing service.



FOUNDATION

Data Collection services for private secondary metering



CORE

Metering & billing for residents connected to private networks



CORE PLUS

Includes resale tariff supply calculations and income review



NEXUS

Additional debt management services to maintain your cashflow



ZENITH

Additional energy procurement services for main supply contracts






APEX

A fully outsourced private network supplier arrangement

You can mix and match our service offerings, so your requirements are precisely met. Our services include a number of standard features such as, online resident services, resident query management, managing agent billing access, change of tenancy management and cash management.

Take a look at how the options compare....

Package Comparisons

						
	FOUNDATION	CORE	CORE PLUS	NEXUS	ZENITH	APEX
Remote or manual meter reading collection	✓	✓	✓			✓
Billing service to residents		✓	✓			✓
Cash collection from residents		✓	✓			✓
Flexible payment options (DD, cards, BACs)		✓	✓			✓
Online services for residents		✓	✓			✓
Customer onboarding packs		✓	✓			✓
Managing agent portal access		✓	✓			✓
Monthly agent billing reports		✓	✓			✓
Monthly progress review with dedicated manager		✓	✓			✓
Debt reminders and pre-legal recovery		✓	✓			✓
Resale tariff calculations and set up			✓			✓
Direct management of debt collection agent(s)				✓		✓
Main supply contracts procurement					✓	✓
Main supply monthly bill validation					✓	✓
Main supply cash management (payment)					✓	✓
*Full Supplier Role as defined under the OFGEM regulations, putting heat supply agreement in place, taking responsibility for all cash collection, payment of supply costs, debt management and coordination with network Operator as required,						✓

Nexus and Zenith are optional add-ons to our Core and Core Plus services

*Our Apex service is a fully managed Private Network Supplier service. We become the service supplier to the residential customers and put in place a supply agreement. This covers the responsibilities of the Supplier as defined by OFGEM as the Regulator for heat networks.