servus
IS UTILITY SERVICES

Help and support with your bills

The Heat Network(s) at your property is managed by a Heat Network Supplier (responsible for primary energy procurement and energy billing) and a Heat Network Operator (responsible for the maintenance and operation of the physical network and plant).

At your property the Heat Network Suppler is: The Head Landlord
At your property the Heat Network Operator is: The Head Landlord

You should contact the estate managing agent if you require direct contact

Our online Console system is available to you 24hrs a day. You can view your bills, obtain tariff, meter and property information as well as being able to raise a query, notify of a change of tenancy or submit a meter reading. Our offices are open Monday to Friday from 9am to 5pm.

If you consider yourself to be a vulnerable customer, you can register with us under our Priority Service Register. This is entirely free and will ensure we are able to adapt our communication and payment provisions to suit your needs.

Servus are engaged as the Metering and Billing agent.

We fulfill the metering and billing obligations of the Heat Network Supplier. Below you will find support and contact information in relation to your bills.
Visit our Knowledge Centre for energy efficiency tips and ideas:
us.servus.is/knowledge-centre

Citizens Advice – for help and support with your bills if you are struggling to pay:
citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/

Energy Ombudsman – you may be able to refer an unresolved complaint:
energyombudsman.org
Phone: 0330 440 1624

Energy Savings Trust – home energy advice to help make your home more efficient
energysavingtrust.org.uk

Ofgem is the regulator of heat networks, you can find out more information here:
ofgem.gov.uk/low-carbon/heat-networks/help-and-support

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If you are having difficulty paying

If you are struggling to pay you should let us know as soon as possible. You should not just allow the debt to accumulate.

We understand that utility bills can sometimes present payment issues. If you are struggling to pay your charges, please be assured we will try to assist you.

We will contact you as early as possible if we identify you have had difficulty paying. If you are in payment difficulty we offer (usually if you miss two consecutive payments):

Payment plans (subject to your personal circumstance and ability to pay along with any information provided from third parties and what you advise us about your situation).

We will give you information on how to reduce your bills.

We will direct you to free independent debt advice services.

Repayment Plans

We will treat your case in isolation and always try and propose a manageable and fair plan based on the following:

Setting reasonably affordable amounts (this will only be set to a temporary default amount where information is insufficient to determine a repayment figure). Plans may be subject to Heat Network Supplier or managing agent approval, depending on your circumstances.

Disconnection

This is only regarded as a very last resort. We will always work with you to try and resolve the situation before considering disconnection.

We will not disconnect you if we know or have reason to believe it is occupied by someone that has a medical or vulnerable condition requiring heating or hot water.

Disconnections during winter periods will be given special consideration