



Welcome Pack

# Hot water and heating

This Welcome Pack provides details about your connection in your new home to our district heating system at MediaCity.

# leap utilities™

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Leep Utilities

# Welcome

Welcome to Leep Utilities, a multi-utility company offering heating and hot water from locally generated energy sources; distributed to our customers connected to the district heat system at MediaCity.

At MediaCity, all homes connected to our network receive heating and hot water from a district heating system, supplied via a private network of insulated underground pipes.

We also provide:

- Cold water services at this site
- Electricity network ownership and operation (you choose your own electricity supplier)

**NB:** Your heating and hot water, however, are always supplied by Leep Utilities.



For more information about your rights and obligations, as well as those of Leep Utilities (Leep), regarding your heating and hot water supply, please visit our website or contact our customer service team.

**Please note:** This Welcome Pack is for informational purposes only and does not constitute a legally binding document

# What is district heating?

District heating supplies heat from a central energy source to multiple homes and buildings.

At MediaCity, our system is powered by a **Combined Heat & Power (CHP)**. This technology:

- Uses the heat produced to supply hot water and heating
- Reduces energy waste and carbon emissions

Think of it as a large shared boiler, supplying hot water to your home whenever you need it, without the need for an individual boiler inside your property.

## How is my home heated?

- Hot water is generated centrally and stored on site
- It is distributed through insulated pipes to your building
- From there, it flows into your home through the internal heating system
- Your heating and hot water are managed by a control programmer and a Heat Interface Unit (HIU). The HIU is a compact unit on your wall that replaces a traditional boiler by safely transferring heat into your home. Operating instructions for the programmer should be provided by your landlord or the Facilities Manager. Please contact them directly with any specific questions regarding the control of your heating or hot water.

Because of this you do **not** have a boiler inside your property

- Hot water and heating are available instantly
- Your system works like a conventional central heating setup

Customers are charged for consumption as well as a daily standing charge, similar to other utilities, and are billed separately for their Heating & Hot Water and their Cold Water services.

## What are the benefits?

District heating helps:

- Reduce carbon emissions
- Improve energy efficiency
- Recycle heat that would otherwise be wasted
- Provide a stable and reliable heat supply

This supports UK carbon reduction targets while delivering comfort and reliability for customers.

## Will there always be enough heat and hot water?

Yes. Our system is designed to meet customer demand.

The network operates at high performance standards, typically delivering:

- Flow temperatures of up to **95°C** (subject to operating conditions)
- A constant temperature differential across the system

We continuously monitor the network to ensure a reliable supply across the site.

**Customer Support**  
0300 373 3540

# Billing and metering

## How am I charged?

Your home is fitted with a meter that records your usage, depending on the service supplied in your building.

## Hot Water

(The Heart and Number One)

Each home has its own hot water meter, which measures how much hot water you use.

## Heating

(The Lightbox and The Green Rooms)

Each home has its own heat meter, which measures how much heating energy you use.

Meter readings are taken automatically through our data network, so **you don't need to submit readings.**

## Hot Water charges

**Your bill includes:**

- A unit rate for the hot water you use
- A unit rate for wastewater (sewerage)
- A daily standing charge (to cover network availability and maintenance)
- An energy charge for the kWh used to heat the water

## Heating charges

**Your bill includes:**

- A unit rate (pence per kWh) for the energy you use
- A daily standing charge (to cover network availability and maintenance)



## Billing and competitiveness

Our charges are benchmarked against the Heat Trust gas counterfactual to ensure they remain competitive. You'll be billed regularly, and we'll record meter readings when you move in and when you move out to ensure your account is accurate.

## Payment by Direct Debit Direct

Paying by Direct Debit is the easiest way to manage your account:

- Protected by the Direct Debit Guarantee
- Option to pay monthly or quarterly
- 5% discount on the energy element of your tariff

If you pay by Direct Debit, you will have **two separate** Direct Debits set up: one for cold water and one for hot water and heating.

Our team can help you set this up at any time.

The Direct Debit mandate form can be provided upon request, or you can speak to a customer services advisor to set up a direct debit. To pay for your bills using Direct Debit you may be required to provide us with proof of your current address, such as a copy of a recent utility bill or a copy of your driving licence.

If you pay by Direct Debit you will qualify for a 5% discount on the energy part of your Hot Water or Heating tariff

## Payment by Debit / Credit Card

You can also pay by card by contacting our customer services team. Please have your account and invoice numbers available.

## Do I have to submit a reading from my Meter?

Your meter is automatically read via a data network, so you don't need to submit meter readings regularly. However, you are required to provide validation reads upon moving into or out of a property. Your Facilities manager may be able to support with this.

## I am going on holiday, or the property is unoccupied - will I still be charged?

Yes. However, if you don't use the heating and hot water system you will only pay the fixed Standing Charge part of your bill during this period.

## Struggling to pay your bills?

We're here to support you. If you're finding it difficult to keep up with payments, please get in touch. We can talk through your options, including reviewing your Direct Debit or setting up a repayment plan to help spread the cost. Call us on **0300 373 3540** to discuss what might work best for you.

Here are some organisations that can offer additional support on a range of issues:

### The Citizens Advice Bureau:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Citizens Advice consumer helpline:

0808 223 1133

Lines open: Monday to Friday, 9am to 5pm

### National Debt line:

[www.nationaldebtline.org](http://www.nationaldebtline.org)

Helpline: 0808 808 4000

Lines open: Monday to Friday 9am to 8pm,

Saturday 9:30am to 1pm

**Customer Support**  
**0300 373 3540**

# Moving home

## Moving in

To ensure that you have heating and hot water when you move into your new home, you will need to set up an account with us. To do this, please contact us with your Supply Address details and confirmation of move in date so that we can ascertain a move in read.

**Please note** that you will have two separate accounts – one for Hot Water & Heating and another for your cold water services.

We aim to set up your account within seven days.

You will receive a unique customer reference number, please quote this in all correspondence.

## Moving out

If you are moving out, please contact us to close your account.

### We'll ask for:

- Confirmation of move out date so that we can ascertain a final meter read
- Your forwarding address
- Details of the new occupier or landlord (if known)

This helps ensure charges are allocated correctly. You may be required to evidence the end date of your tenancy agreement.

**Please remember** to let us know when you move into or out of the property. This helps ensure your account is set up correctly and avoids the possibility of any additional charges if we're not informed.



# Troubleshooting

## My property is too hot/ too cold, how can I adjust the temperature?

Your property has a thermostat to control temperature. For guidance on how this works, please contact your building management company, who manage the internal system.

## No heating or hot water?

If you are having problems with your heating and hot-water, it could be due to a fault with:

- Your home's internal system
- The building's shared network
- The district heating system

To find out if your problem is something we can assist you with, please check out the flow chart, overleaf.

Once an issue has been reported, we will try to identify and resolve any issues. We will investigate and advise on next steps.

If the issue is within your property, your landlord will normally be responsible for repairs.



## Emergencies

We constantly monitor the CHP to ensure it is working properly and that heat is being delivered across the site.

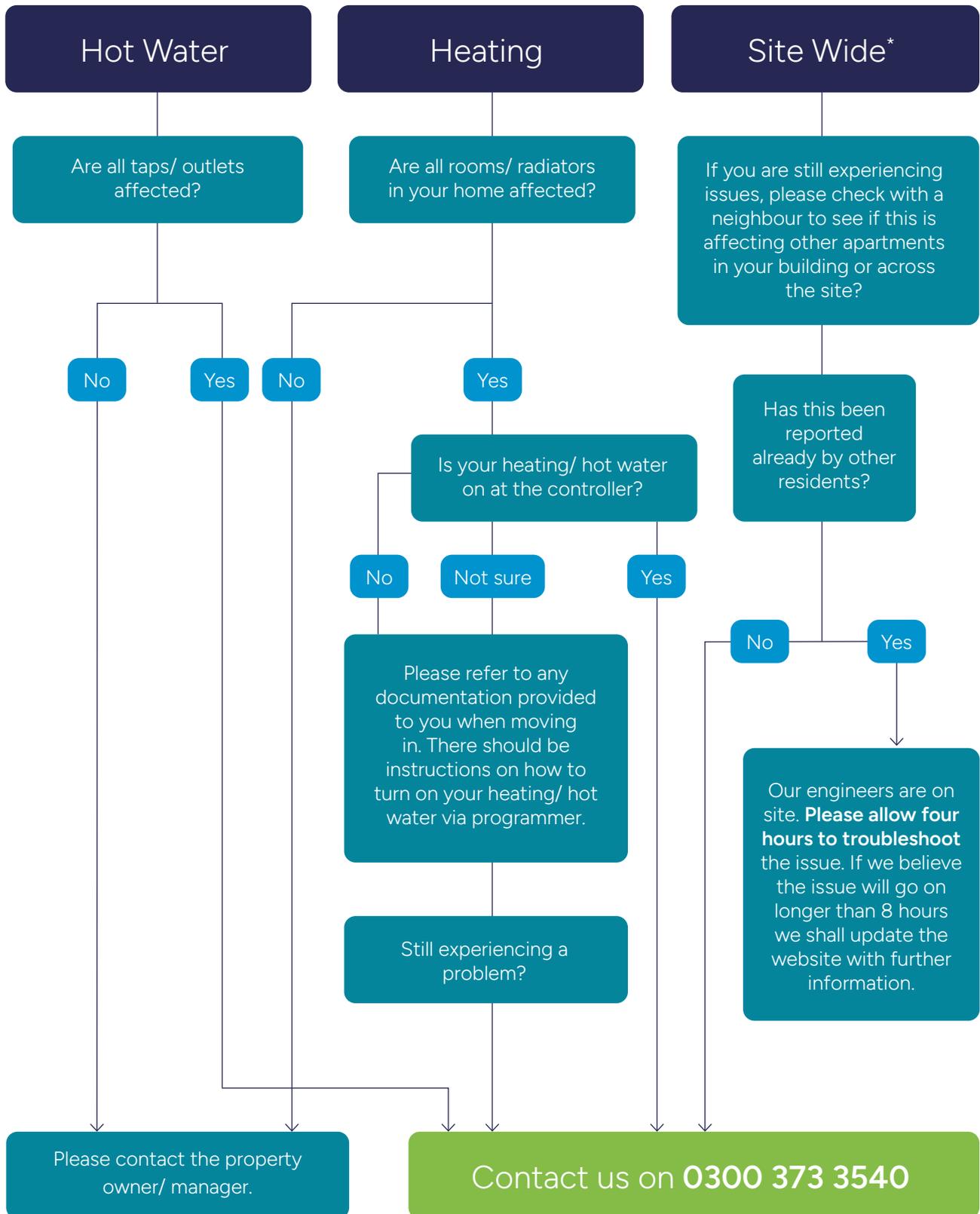
An emergency includes:

- Threat to life
- Risk of injury
- Serious damage to property

If this applies, call us immediately:  
**0300 373 3540**

Live incidents can be tracked on our website:  
[www.leeputilities.co.uk](http://www.leeputilities.co.uk)

# Who to contact when you have an issue with your home's heating or hot water



\*A site wide issue means other properties are also affected

# Our Commitment

## Customer Support

We aim to support all customers, including those who may need extra help.

### Available support includes:

- Priority Service registration
- Third-party account support
- Flexible approaches to billing difficulties
- Accessible billing formats on request
- Please contact us if you think this support would be helpful.

If you are eligible, then, upon request, we can arrange to send your bill and any correspondence to a person you have nominated to help you understand and pay your bill. As our customer, the responsibility and liability for payment of the bill will remain with you.

## Our Promise

We are committed to providing a fair, efficient and respectful service.

### We will:

- Treat you honestly and fairly
- Use clear, plain language
- Deliver what we promise
- Listen to feedback and improve
- Handle enquiries sensitively and professionally

If you are unhappy with our service, please contact us so we can put things right.

**Customer Support**  
**0300 373 3540**



# Complaints

We strive to always provide a high quality of service.

However, if the service provided does not meet the standards we set for ourselves or that you might expect from us, please let us know by contacting the customer services team on **0330 440 1624** or by emailing [hotwater@leeputilities.co.uk](mailto:hotwater@leeputilities.co.uk) and requesting to raise a complaint.

If we're not able to resolve your complaint straight away, or an investigation is needed, a Team Lead or Subject Matter Expert (SME) will help.

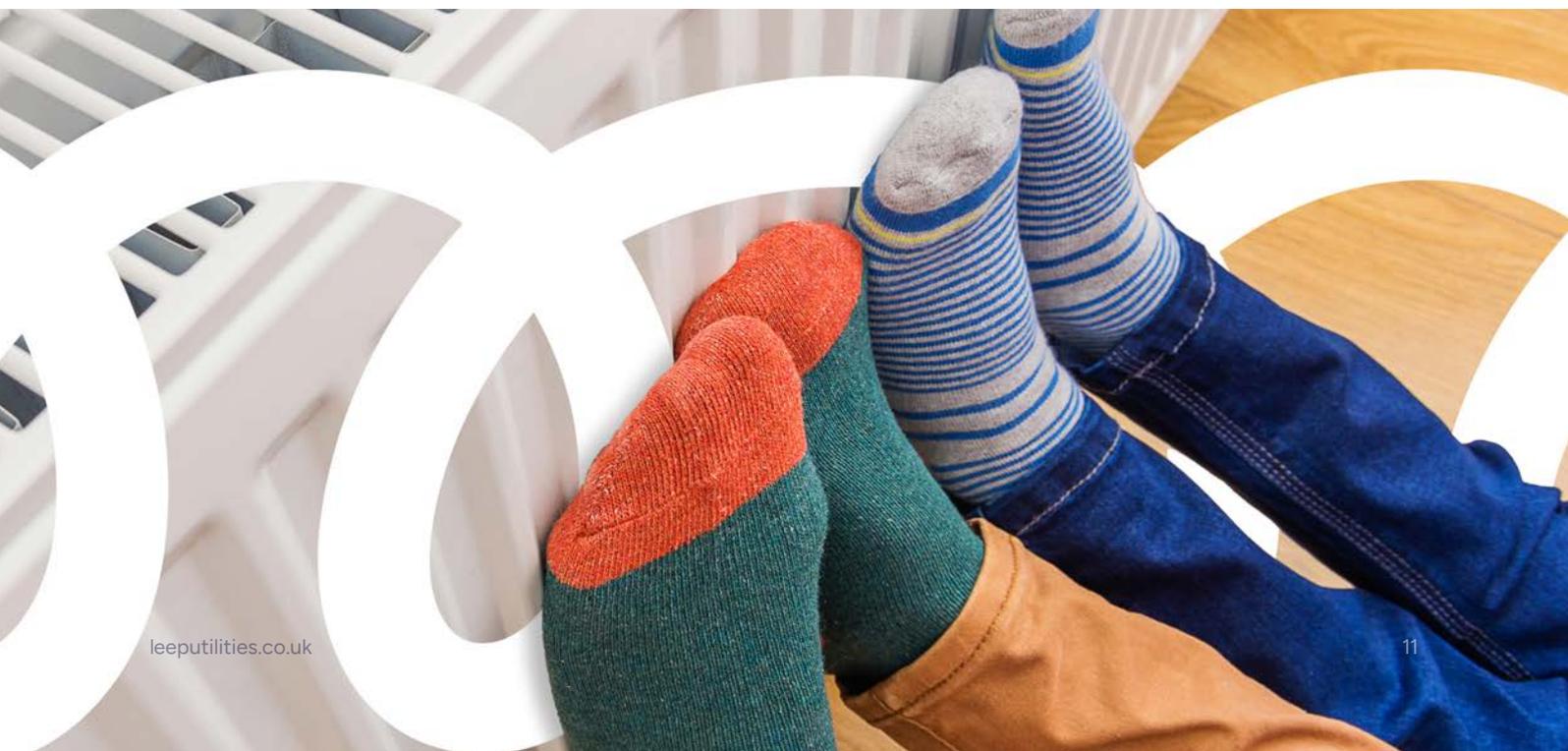
They'll aim to resolve your complaint within 10 working days. If this isn't possible, you can escalate your complaint to a Customer Manager.

A Customer Manager will review the investigation already carried out and consider anything else relevant to your complaint, providing a final response.

Leep Utilities are registered with the Energy Ombudsman. The Energy Ombudsman are appointed to objectively review the service you have received and to make sure that Leep have followed the necessary guidance, rules and regulations when dealing with your concerns.

If you are not happy with our final resolution or it's been over eight weeks since you first logged your complaint, you can contact the Energy Ombudsman.

Our full complaints process can be shared upon request.





## Contact us

Our Customer Services department can assist with all account creation, billing and technical enquiries.

Our office hours are:  
Monday to Friday 8am to 6pm

**T:** 0300 373 3540

You can reach us on the number above outside office hours for emergencies only.

## Our address is:

Metro Building Level 2,  
33 Trafford Road  
Salford  
Manchester  
M5 3NN

**E:** [hotwater@leeputilities.co.uk](mailto:hotwater@leeputilities.co.uk)

**W:** [leeputilities.co.uk](http://leeputilities.co.uk)