

switch 2



Resident meeting: LB Southwark 23/06/2021

Agenda

- What is communal heating?
- Benefits to communal heating
- Who are Switch2?
- What do Switch2 do for LB Southwark?
- Heat kWh rate
- Standing charges
- Ways to pay
- Q & A

Community heating and district heating

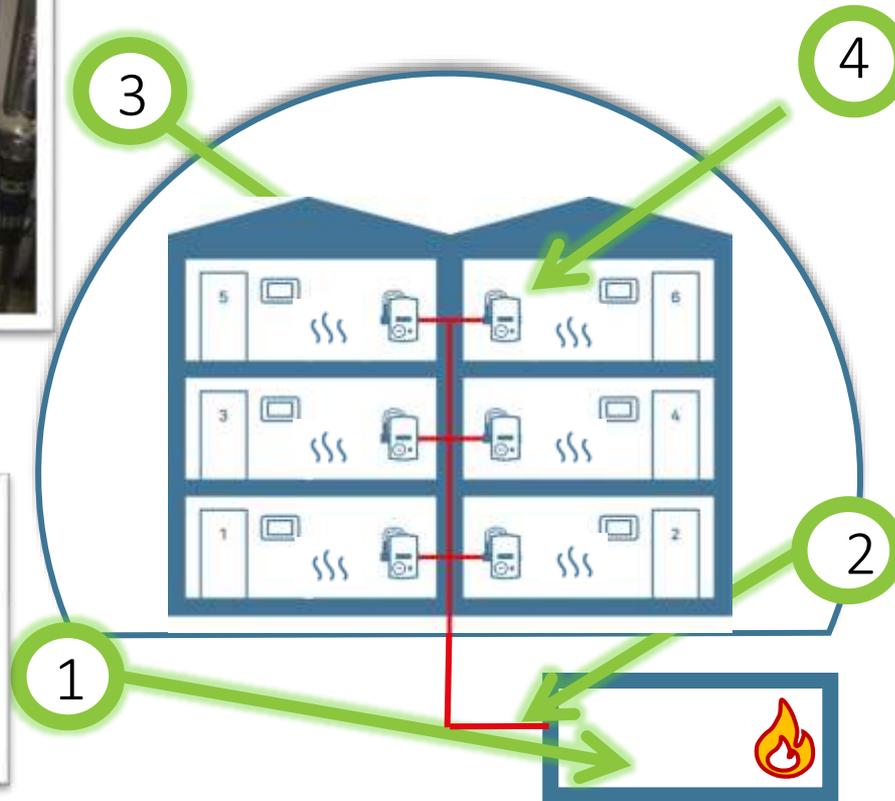
Community heating scheme



District heating scheme



Anatomy of a heat network: Community heating



Benefits to community heating

- With individual gas boilers, average usage for heating and hot water is usually considered to be around 9,000 kWh per year
- The average heat energy use is c4,000 kWh per year across this network (expect reduction now no longer on flat fee)
- Reason for lower kWh usage is almost instant heat/hot water, and generally warm dwellings due to background heat from constant pumping of heat
- Even if heating system was only 50% efficient due to losses and low demand periods, this equates to 8,000 kWh per property = better for the environment
- Heat Trust Cost comparator gives the following when compared with gas central heating at your development:

Results

Annual heating and hot water cost for district heating that you currently pay is: **£381.00**

Estimated annual heating and hot water cost for a gas central heating alternative is: **£601.86**

Who are Switch2?



38,000 PAYG customers

Processing **£16 million**
in payments

240,000 bills
sent annually

Serving **70,000** customers

430 schemes

110 energy
centres

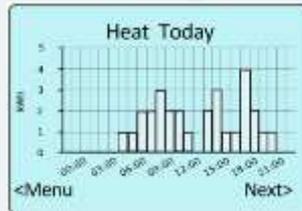


Your Switch2 services



G6 Pay-as-you-go Unit

G6



Account Balance

PPU Balance	£26.24
Arrears Balance	£0.00
Total Balance	<u>£26.24</u>

<Menu Next>

Current Tariff

Heat	11.0p Per kWh
Elec	11.0p Per kWh
DRY	Daily deduction 12.986p

<Menu Next>



Heat kWh tariff



- **Your kWh rate is designed to cover the cost of the gas kWh burned in the energy centre**
- **The process of calculating a heat tariff is as follows:**
 - We start with the gas kWh rate – eg 2.5p per kWh
 - We take the residential usage of 4,000 kWh each
 - We factor in heat losses through conversion & distribution (eg 50%)
 - We then take the total cost of the gas likely to be required to deliver required heat (ie 8,000 kWh per property)
 - If we are buying 8,000 kWh of gas per property at 2.5p, but only selling 4,000 kWh of heat per property, we need to charge 5p per kWh to cover the costs
- **The system is run by LB Southwark on a not-for-profit basis**

Your standing charges

- The system is run by LB Southwark on a not-for-profit basis
- Your standing charges are designed to recover the other costs of the heat network. They contain the following elements:

Plant room gas costs

Plant room electricity costs

Energy management team costs

Heat metering and billing contract costs

4 simple ways to make a payment

1

 Visit any outlet where you see the PayPoint™ sign

2

Pay online by visiting my.switch2.co.uk

3

Call the automated payment line on 0333 313 9171

4

Download the Switch2 app



Top-up options

97% agree that Switch2 online options are easy to use

58%



At the shop

11%



Over the phone

31%



Switch2 app

Online Payment Options

The screenshot shows a user interface for online payments. At the top, there is a navigation bar with links for Home, Bills, Payment, Account, Usage, and Sign out. The main heading is "Payment options".

Pay now
Pay an amount of your choosing, your latest bill or your full account balance.
[Pay an amount](#)

Set up a direct debit
Don't worry about having to manually make another payment, pay using direct debit. Call us to set one up.
[0333 321 2010](#)

Pay using PayPoint
You can pay at any of 27,000 PayPoint outlets across the UK.
[Find your nearest](#)

Pay over the phone
You can also call the number below to pay over the phone.
[0333 313 9171](#)

Contact us
Need some assistance? Get in touch with our customer service team.
[Contact us](#)

Recent payment history
A bar chart shows two payments: £36.55 on 16/07/18 and £21.35 on 16/08/18.

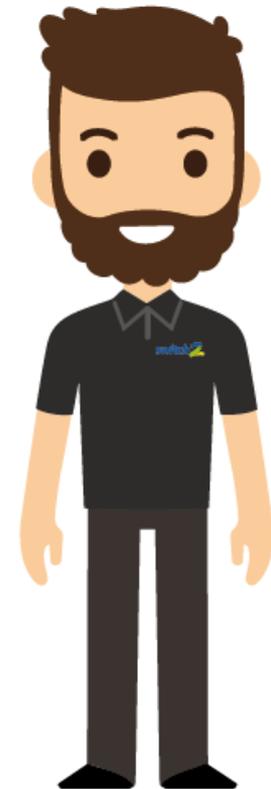
Full payment history
View a list of all the payments you have made.
[Payment history](#)

Use my.switch2.co.uk or the Switch2 app to manage your account online.

Payment options include:

- One off payment
- Regular top up (weekly or monthly fixed amounts)
- Auto topup (set threshold for payment to be taken, eg credit below £20 take payment of £30)

Any other questions?



myaccount@switch2.co.uk

Customer Services: 0333 321 2010

Monday – Friday 8.00am – 6.00pm