

Heat Supply Agreement for a residential unit (private housing)

This Heat Supply Agreement is made between You and Us and sets out the basis on which We will make a Heat Supply to You (the Customer) at the Supply Address and You shall pay the Charges for Heat Supply used.

Us/We/Our:	Core Sustainable Heat Management Limited, company number 10586130 and having its registered office address at The Old Schools, Trinity Lane, Cambridge, Cambridgeshire, United Kingdom CB2 1TN	
Customer/You/Your:	[Customer]	
Supply Address, including postcode:		
Billing Address (leave blank if this is the same as the Supply Address)		
Customer/Your Contact Details	Tel: Mob:	Email:
Initial Standing Charge	Per day: £0.79 ex VAT	
Initial Unit Price for Heat Supply	Per kWh: £0.13 ex VAT	
Heat Interface Unit:	It is Our responsibility to maintain and repair the Heat Interface Unit.	
Supply Start Date:		
Customer enquiries:	Tel: 01223 874 930	E-mail: core@eddington-cambridge.co.uk
Emergency Reporting:	Tel: 03332 079 501	http://portal.nwcambridge.co.uk/

1. The attached Terms and Conditions of Supply are part of this agreement.
2. You are connected to a district heating scheme owned by the University. We operate the district heating scheme and will provide the Heat Supply to You and others connected to it.
3. This is a legal document. Words and phrases starting with capital letters have specially defined meanings. Those meanings are given above and in **clause 15** of the attached Terms and Conditions of Supply.
4. By signing below:
 - a. You are making a legally binding agreement to comply with the terms of this agreement, including the attached Terms and Conditions of Supply;
 - b. You agree to pay all Charges due to Us on time by variable direct debit (using the direct debit mandate attached) or by such other means as We may agree; and
 - c. You confirm that You have read and understand this agreement, including the attached Terms and Conditions of Supply.

Your attention is drawn to the parts of the attached Terms and Conditions of Supply allowing Us to suspend or cancel Your Heat Supply in certain circumstances (clause 9.1), restricting Our liability if We fail to meet Our obligations under this agreement (clause 12) and informing You how We use Your personal information (clause 13). By using the Heat Supply or allowing others to do so, You are deemed to have accepted the terms of this agreement.

**Heat Supply Agreement
for a residential unit (private housing)**

Signed by You, the Customer

Sign

Print name

Date

Signed by Core Sustainable Heat Management Limited



Operations Project Manager

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TERMS AND CONDITIONS OF SUPPLY

1. Introduction

Words and phrases starting with capital letters have specially defined meanings. Those meanings are set out in the Table of Definitions in **clause 15** of these Terms and Conditions of Supply.

2. Provision of Heat Supply

2.1. This agreement takes effect between You and Us and begins when We receive a copy of this agreement signed by You or You start using the Heat Supply, whichever is sooner.

2.2. Subject to the provisions of this agreement, We will:

- a. provide and maintain the Supply Equipment up to the Heat Exit Point;
- b. provide Your Heat Supply at the Supply Address, from the earlier of:
 - i. the Supply Start Date;
 - ii. the date You notify Us of in accordance with **clause 10.1 (Moving in)**; and
 - iii. the date You start using Your Heat Supply,

unless and until the Heat Supply is suspended or cut off or this agreement is cancelled in accordance with **clause 9 (Suspension of Heat Supply and cancellation by Us)** or this agreement is terminated as provided in **clause 10.4(c) (Leaving the Supply Address)**.

2.3. You agree:

2.3.1. not to obtain a Heat Supply to the Supply Address other than from Us; and

2.3.2. to the extent such restrictions are permitted by law, not to:

- 2.3.2.1. install any gas hot water or heating solution or electricity storage heating solution or ground source heat solution at the Supply Address;
- 2.3.2.2. install any independent central heating system at the Supply Address;
- 2.3.2.3. install any co-generation plant or any other plant capable of generating heat and power at the Supply Address; or
- 2.3.2.4. do anything to commercially undermine Our business of providing Heat Supply.

2.4. You agree to pay all Charges due to Us and any other costs or charges made in accordance with this agreement. Our Charges will be determined in accordance with this agreement.

2.5. We will endeavour to provide Your Heat Supply in accordance with Our Customer Service Charter but We do not guarantee that Your Heat Supply will be available at all times.

2.6. We may need to interrupt Your Heat Supply for various reasons. These include (but are not limited to):

- a. any fault on any equipment within the Supply Address or any other equipment used by Us;
- b. a need to carry out work on any equipment used by Us;
- c. a risk of injury to any person or damage to property; or
- d. interruption or deterioration in gas, water, electricity or telecommunications supplies made by any Utility Company.

We will endeavour to keep such interruptions to a minimum.

2.7. Except in an emergency and provided that it is possible for Us to do so, We will give You written notice in advance before We interrupt Your Heat Supply. Wherever possible, We will tell You:

- a. the date on which Your Heat Supply will be interrupted by Us;
- b. the earliest time on that date when Your Heat Supply will be interrupted by Us; and
- c. how long Your Heat Supply is likely to remain interrupted.

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- 2.8. You agree that We are not responsible for any discontinuation or deterioration in the quality of the Heat Supply in the circumstances set out at **clause 9.1 (Suspension of Heat Supply)** or **clause 3.3 (Where We are not responsible)**.
- 2.9. We are not responsible for equipment in Your premises past the Heat Exit Point (including any equipment returning back to the Supply Equipment up to the Heat Interface Unit).

3. Customer Service Charter

- 3.1. We shall comply with Our Customer Service Charter but if anything set out in Our Customer Service Charter conflicts with any of the terms of this agreement, the terms of this agreement shall take precedence.
- 3.2. We shall use Our reasonable endeavours to meet the Service Standards at all times.
- 3.3. However, We shall not be liable for any failure to meet the Service Standards or otherwise in respect of any interruption to or deterioration of Your Heat Supply where:
 - a. You have informed Us prior to the event or circumstance giving rise to any remedy that You do not wish Us to take any action in regard to such event or circumstance or that any action already taken by Us is sufficient;
 - b. We have requested specific information from You and this information has not been provided within any reasonable timeframe specified for receipt of that information by Us or We reasonably consider that the information provided by You was frivolous or vexatious;
 - c. it was not reasonably practicable for Us to take the action required as a result of:
 - i. severe adverse weather conditions;
 - ii. industrial action (other than by Our own employees);
 - iii. inability to obtain access to the Supply Address or any other relevant premises;
 - iv. circumstances in which it would be likely that such action would be in breach of the law;
 - v. civil emergency or act of terrorism; or
 - vi. other circumstances of an exceptional nature beyond Our control and which We have taken reasonable steps to prevent;
 - d. any relevant fault in, interruption of or deterioration in Your Heat Supply;
 - i. was caused as a result of a fault or failure or lack of repair, replacement or maintenance of any plant or equipment other than the Supply Equipment owned by Us or maintained by Us;
 - ii. was caused by interruption or deterioration in gas, water, electricity or telecommunications supplies made by any Utility Company; or
 - iii. was otherwise beyond Our control and We have taken all such steps as it was reasonable to take both to prevent the circumstances from occurring and to prevent or mitigate the effect and circumstance; or
 - iv. was caused as a result of someone other than Us maintaining or repairing Your HIU or Your failure to let Us maintain or repair Your HIU or if it fails and cannot be repaired, if You do not replace Your HIU in accordance with **clause 5.6 (HIU repair and replacement)**.
 - e. You have not paid all Charges due to Us in accordance with this agreement, whether or not We have taken any of the steps set out in clause 9 (Suspension of Heat Supply and cancellation by Us).

3.4. Vulnerable Customers and Additional Support

- a. We aim to provide the best possible service in a way which is easily accessible to all customers. Below are some of the ways We offer support to Vulnerable Customers:

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- i. We keep a register of Vulnerable Customers – the following situations may give rise to vulnerability, for example:
 - Age
 - Health
 - Disability
 - Low income
 - Severe financial insecurity
- b. If You have reason to believe that Your circumstances have changed and give rise to vulnerability, We will record changes in Your status and confirm if You are a Vulnerable Customer and, if You are, We will work with You through the following steps, as appropriate:
 - allow You to nominate a third party to manage Your billing/payment and all contact with Us;
 - offer You the option to select a password which all Our agents, representatives and contractors must use to gain access to Your home for any appointments in order to provide extra security; and
 - work, where necessary, with advice agencies, support agencies and charities to offer You the most suitable solutions to help with any energy debt.
- c. Additional support - the following organisations can support You with:
 - **Heating bill payment**
As a heat supplier, We ensure that customers are billed in a clear and transparent way. We publish useful information for customers on Our website at www.core.nwcambridge.co.uk explaining how Your bill is calculated, what period Your bill covers and how much of Your bill is made up of standing charges.
 - **Heat energy consumption**
The following organisations can also offer You advice on how to save energy:
 - **Energy Saving Advice Service** – this service is provided free of charge.
Helpline: 0300 123 1234
Lines open: Monday – Friday, 9am – 8pm
Email address: energy-advice@est.org.uk
Website address: www.energysavingtrust.org.uk/domestic/energy-saving-quick-wins
 - **The Citizens Advice Bureau**
Citizens Advice consumer helpline: 03454 04 05 06
Lines open: Monday to Friday, 9am to 5pm
Website address: www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/

For Energy Efficiency advice, please visit Our metering and billing website at: www.core.nwcambridge.co.uk
 - **Debt management**
Our customer services department can assist You with the advice on how to manage Your debt with Us and agree with You a payment plan suitable for Your needs. Please either email Us at core@eddington-cambridge.co.uk or

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telephone Us on 01223 874930. In addition, there are various independent advice agencies, such as:

- Citizens Advice;
- National Debtline;
- Step Change,

all of which can provide You with effective support in resolving Your debt issue.

Further details of the help and support which We provide to Our customers can be found at www.core.nwcambridge.co.uk/help.php

4. Reporting faults, Unplanned Interruptions and Emergencies

- 4.1. If there is a fault or Unplanned Interruption to Your Heat Supply (other than an interruption We have told You about), You must tell Us as soon as possible by calling Our help desk on the following number: **help desk: 03332 079 501**.
- 4.2. We will:
 - a. log Your call and issue a unique call reference number;
 - b. attempt to establish whether the reported fault, Unplanned Interruption or Emergency has arisen in respect of the Supply Equipment, or equipment within the Supply Address or elsewhere;
 - c. tell You what We will do in response to the reported fault, Unplanned Interruption or Emergency;
 - d. where necessary, arrange for Our engineer to visit the Supply Address; and
 - e. tell You if the reported fault, Unplanned Interruption or Emergency relates to a matter which is outside the scope of Our responsibility under this agreement and, if that is the case and where We are able to do so, tell You who You should contact regarding the reported fault or Unplanned Interruption or Emergency.
- 4.3. Where, as a result of a request from You in accordance with **clause 4.1 (Reporting faults)**, We agree to visit the Supply Address to investigate any problem with the Heat Supply, We will offer an appointment within 4 (four) hours in the case of Emergencies and 24 (twenty four) hours in the case of non-Emergencies, or such other timeframe as is reasonable in the circumstances provided, however, that We shall not be liable for any failure to do so in the circumstances set out in **clause 3.3 (Where We are not responsible)**.

5. Meters & Supply Equipment

- 5.1. This agreement does not give You any ownership of any Supply Equipment, except the HIU. You will not interfere with, damage or attempt to remove any part of the Supply Equipment.
- 5.2. We shall aim to inspect the Meter and the Heat Interface Unit in accordance with any manufacturer instructions received on supply, and at least once every 24 (twenty four) months.
- 5.3. You must tell Us as soon as possible if You believe any Meter or Heat Interface Unit is damaged destroyed or defective or if anyone other than Us or Our agents, representatives or contractors interferes with or removes any Meter or Heat Interface Unit.
- 5.4. You are responsible for any damage (including damage caused by misuse or vandalism but not any damage due to fair wear and tear) to the Supply Equipment and any damage caused by failure or refusal to grant access to the Supply Address in accordance with **clause 8 (Access)**, except in either case where:
 - a. damage is caused by an act or omission by Us or Our agents, representatives or contractors; or
 - b. damage is caused by a problem with Your Heat Supply.
- 5.5. We have the right to charge You in respect of any damage for which You are responsible, including the cost of any associated repair or replacement of any of the Supply Equipment (or any other

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equipment outside of the Supply Address) which is Our responsibility to maintain and where repair or replacement is required as a result of damage caused by You. Our rights under this clause are in addition to any other right or remedy We may have under or in connection with this agreement.

- 5.6. We will maintain and repair Your HIU (including in accordance with any manufacturer instructions received on supply). If replacement is required, We will replace Your HIU at Your cost. We will only be responsible for the cost of replacing Your HIU if the need for replacement arises because We have failed properly to maintain Your HIU or because We have damaged it such that it requires replacement. When You bought Your home, You should have received a warranty in respect of Your HIU. If Your HIU fails and requires replacement within the period covered by the warranty, Your HIU provider should either replace Your HIU for You or reimburse the cost of Us doing so. After Your warranty has expired, You will be responsible for the cost of replacing Your HIU if it fails and requires replacement.

6. Heat Bill Customers

- 6.1. All payments of Charges must be made by monthly variable direct debit unless We agree a different means of payment (which may incur an additional handling charge).
- 6.2. We may from time to time select a third party to act on our behalf in providing billing services for Your Heat Supply.
- 6.3. We will send You, or arrange for You to be sent, a monthly Bill for the Charges payable by You. Your Bill will indicate:
 - a. the billing date (if it is necessary to change the billing date, We shall aim to give you 31 (thirty one) days' prior written notice of the new billing date);
 - b. the billing period;
 - c. the amount due for payment;
 - d. the due date for payment, which shall be 14 (fourteen) days from the billing date;
 - e. alternative ways in which You can pay Your Bill;
 - f. the balance of Your account;
 - g. details of all Charges making up Your Bill; and
 - h. details of how to contact Us.
- 6.4. You will accept as accurate all Meter readings taken by Us or allow Us to use estimated Meter readings unless there is an obvious error or a Meter is obviously defective.
- 6.5. If We find that a Meter is defective, We will adjust the Charges to take into account any error or inaccuracy in the Meter reading. We may adjust an incorrect Meter reading based on Our reasonable estimate of the amount of Heat Supply used by You.
- 6.6. If Meter readings are not available, We shall send You a monthly Bill for the Charges based on an estimate of Your consumption of Heat Supply. We will reconcile any estimate of Heat Supply used by You against actual Meter(s) readings when We next read Your Meter(s) and may adjust the amount of the Charges accordingly.
- 6.7. We will endeavour to minimise the number of estimated Bills.
- 6.8. If We agree to accept payment other than by variable direct debit or Your direct debit mandate is not honoured by Your bank for any reason, You must pay Us the amount due as shown on Your Bill within 14 (fourteen) days of the date of Your Bill. In such circumstances, We may levy a reasonable additional administration charge as set out in **Schedule 1 (Charges)**.
- 6.9. Where payment of Your Bill is made by monthly variable direct debit, We will aim to ensure that the direct debit payments to be made by You are set at a level to cover the annual anticipated Charges. We will review Your account at least annually to ensure Your payments are sufficient to cover Your Heat Supply usage.
- 6.10. Where You do not pay Your Bill within 14 (fourteen) days of the date of Your Bill, We will send a Late Payment Reminder Letter prior to sending a Final Demand Letter. Each letter will state the

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amount owed by You, the deadline by which You must pay the amount due and the actions that may be taken if the amount due is not paid.

- 6.11. If You do not pay any Charges due, as shown in the Final Demand Letter, on time, We reserve the right to charge interest on the unpaid amount at the rate of 4% (four percent) per year above the Bank of England base lending rate, in force at the time effective from the date of the Late Payment Reminder Letter. Interest charges are in addition to any other rights We have due to Your failure to pay or to make payments on time.
- 6.12. If at any time the total amount of payments You have made is less than the Charges incurred to date:
 - a. We may require You to pay the difference to Us within 14 (fourteen) days of the date of Our invoice; or
 - b. We may increase the amount debited from Your bank account so that We recover the difference over a period reasonably acceptable to Us.
- 6.13. We aim to process refunds of any money owed to You within 10 (ten) days or should You agree, We may set-off the relevant amount against Your future Bills.
- 6.14. In certain circumstances, We may issue a back-Bill to You where You have not been correctly charged for the Heat Supply. We shall not issue a back-Bill or otherwise seek payment for Heat Supply supplied but not billed where more than 1 (one) year has passed since the end of the period of Heat Supply in question and We were at fault.
- 6.15. We will aim to issue You with an Annual Statement indicating:
 - a. the statement date;
 - b. the statement period;
 - c. the total amount We charged over the statement period;
 - d. the Charges, including the Variable Charge, Standing Charge and VAT; and
 - e. the amount of Heat Supply consumed by You during the statement period.
- 6.16. We will issue Your Bill and Annual Statement either in electronic format via email or, if You so request, as a paper version by post. You will also be able to access Your Bill via Our website at www.core.nwcambbridge.co.uk provided You have registered with Us to do so. You can request that Your Bill is issued in enlarged print, in braille or in an audio version. Should You require additional copies of Your Bill or Annual Statement, We will charge You £5 (five pounds) for each additional copy You require.

7. Our Charges and changes to the Charges

- 7.1. You agree to pay all sums due to Us under this agreement. These will be:
 - a. an amount to cover the Charges;
 - b. any applicable VAT and any other Government imposed taxes or charges in respect of the Heat Supply or any other services We provide under this agreement;
 - c. any amount We add to recover underpayments or overdue Charges (less any amount We deduct in relation to overpayments) plus any applicable interest for late payment;
 - d. any reasonable and proper costs or charges arising from damage for which You are responsible under this agreement or any other breach of this agreement by You; and
 - e. any other reasonable and proper costs or charges made in accordance with this agreement.
- 7.2. Until this agreement comes to an end, You will continue to be responsible for all Charges even if:
 - a. the Supply Address is vacant or occupied by someone other than You;
 - b. Your Heat Supply is used by someone other than You whether with or without Your knowledge or permission;
 - c. You do not use the Heat Supply for any period; or

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- d. Your Heat Supply is not available for any reason (other than where this is due to Our default).
- 7.3. We may only change our Charges as set out in **Schedule 1 (Charges)**.
- 7.4. We will give You at least 30 (thirty) days' notice of any change in our Charges. Our notification will be final and binding on You in the absence of manifest error.
- 8. Access**
 - 8.1. Other than in an Emergency, We shall give You at least 48 (forty eight) hours written notice should We require access to the Supply Address.
 - 8.2. Our engineer, if requested by You, will present an identity card which includes the following information:
 - a. a colour photograph of the engineer;
 - b. the engineer's name; and
 - c. a name and contact details which can be used to check the engineer's identity.
 - 8.3. We aim to ensure that Our engineer will:
 - a. be polite, courteous and explain the reason for the visit;
 - b. be a fit and proper person with the appropriate skills to perform his or her required tasks; and
 - c. use any password agreed with You.
 - 8.4. Subject to **clause 9.1(Suspension of Heat Supply)**, You agree to give Us safe and uninterrupted access to the Supply Address and the Supply Equipment during normal working hours (and also where We agree to attend the Supply Address at Your request outside of normal working hours):
 - a. for any purpose in connection with the Heat Supply or the Supply Equipment including reading, inspecting, repairing, exchanging, installing, isolating or removing any part of the Supply Equipment;
 - b. where We have a right to suspend or cut off Your Heat Supply under this agreement;
 - c. after this agreement ends, if We wish to recover any part of the Supply Equipment or other equipment belonging to or used by Us;
 - d. to inspect and/or test any other equipment or connection used in the provision of the Heat Supply;
 - e. where danger to life or property may exist in connection with the Heat Supply; and
 - f. for any purpose required by any relevant legislation.
 - 8.5. In an Emergency, You agree that We and Our agents, representatives and contractors may enter the Supply Address if You are not there provided that the Supply Address is left no less secure by reason of such entry and provided that We pay You reasonable compensation for any damage caused to Your property by Us or by Our agents, representatives or contractors in obtaining such entry.
- 9. Suspension of Heat Supply and cancellation by Us**
 - 9.1. To the extent permissible by law, We may cancel this agreement or suspend or cut off the Heat Supply (or any element of the Heat Supply) immediately if:
 - a. You are in significant breach of this agreement (including any failure to pay the Charges after We have sent a Final Demand Letter);
 - b. We have reason to believe that You or any other person has or has attempted to take a Heat Supply at the Supply Address in a way intended to avoid paying for it or otherwise without authorisation;
 - c. Our contractual obligation and/or rights to provide the Heat Supply under Our agreement with the University is terminated or suspended for any reason;

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- d. We have reason to believe there may be a danger to life or property; or
 - e. any other circumstances exist that are beyond Our control and which prevent Us from providing the Heat Supply to You (including circumstances as a result of any relevant legislation or change in law) or where it is not reasonable in all the circumstances for Us to provide the Heat Supply to You.
- 9.2. Following any Final Demand Letter, We may send You at least one further notice warning You that the Heat Supply could be suspended or cut off because You have not paid the Charges in full. After having sent You such a further warning notice, if You have still not paid the Charges in full, We may suspend or cut off Your Heat Supply on giving at least 14 (fourteen) days' notice of Our intention to do so.
- 9.3. We may levy a reasonable charge, as set out in **Schedule 1 (Charges)**, in respect of the disconnection and for the reconnection of the Heat Supply.
- 9.4. The Heat Supply will be reconnected within 24 (twenty four) hours, once You have paid all Charges, including the disconnection and reconnection charges, in full.
- 9.5. Following any cancellation of this agreement or the suspension or cutting off of the Heat Supply, We will still have all Our rights against You and You must allow Us, Our agents and representatives to enter the Supply Address to alter, remove or reconfigure any equipment if We need to do so. You must pay Our costs for this. All other sums still due to Us will still be payable by You to Us.
- 9.6. If any of the circumstances specified in Clause 9.1 occur or We consider it necessary, We may take such action as in Our discretion We consider appropriate including, but not limited to:
- a. taking action to isolate the Heat Supply to the Supply Address;
 - b. taking court action to recover outstanding Charges and additional costs;
 - c. requiring a security deposit before reconnecting the Heat Supply; and/or
 - d. taking court action to gain entry to the Supply Address for the purpose of isolating the Heat Supply or installing, modifying or activating a pre-payment mode on a Meter on which this is not already activated.
- 9.7. If You are registered as a Vulnerable Customer or if there is a registered Vulnerable Customer normally living at the Supply Address, We shall not disconnect the Heat Supply during the Heating Season.

10. Occupying, vacating, sub-letting and assigning Your lease of the Supply Address

- 10.1. You will notify Us of the date You move into the Supply Address under a tenancy agreement or the date on which you entered a lease or purchased the leasehold or freehold title to the Supply Address.
- 10.2. We shall aim to create a customer account for You within 15 (fifteen) days after We receive Your personal information.
- 10.3. Your obligations under this agreement will not be altered or reduced in any way as a result of any sub-letting or assignment by You of Your interest in the Supply Address. As such, You will remain liable to Us in respect of all Charges and any breach of Your obligations under this agreement notwithstanding any sub-letting or assignment of the whole or any part of the Supply Address or the fact that any such breach may have been caused by any person or persons to whom You have sub-let or assigned Your interest in the Supply Address. You may not assign this agreement without our prior written permission.
- 10.4. However, if You leave the Supply Address:
- a. You agree to notify Us of the date You vacate the Supply Address under a tenancy agreement or the date on which You sell the leasehold or freehold title to the Supply Address;
 - b. where applicable, You agree to comply with any and all requirements under Your lease of the Supply Address in respect of the Heat Supply, and to procure that any person to whom Your lease is assigned enters into an agreement with Us for the Heat Supply; and

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- c. this agreement will terminate on the date that Heat Supply to the Supply Address commences under a Heat Supply Agreement with someone else.
- 10.5. You will remain liable for all Charges arising under this agreement until this agreement is terminated.
- 10.6. Subject to You providing the notification under **clause 10.4(a) (Vacating the Supply Address)**, We shall endeavour to provide You with a final Bill within 2 (two) weeks following the date You have provided such notice and vacated the Supply Address. If We are unable to issue a final Bill within 2 (two) weeks, We shall provide You with an explanation as to why the final Bill has not been issued and We shall issue a final Bill within 7 (seven) days of the date on which the final Bill was due to be issued.
- 10.7. Where You fail to notify Us in accordance with **clause 10.4(a) (Vacating the Supply Address)**, We shall continue to charge You for making available the Heat Supply to the Supply Address and You will remain liable for all Charges at the Supply Address until another person occupies the Supply Address and registers with Us for the Supply Address as the Customer for that Supply Address.

11. Complaints and queries

- 11.1. You should address any complaints or queries regarding the Heat Supply or Service Standards covered by this agreement to Us by:
 - a. telephoning Our customer relations team on: 01223 874930; or
 - b. emailing Us at: core@eddington-cambridge.co.uk
- 11.2. We aim to fully resolve or agree a solution to your complaint at the first point of contact. If We cannot do this, We will complete Our investigations into the matter and contact You within 10 (ten) working days.
- 11.3. If You are still unhappy with the outcome of Your complaint, please contact Our head of customer relations on any of the contact points above. A full review of Your complaint will then take place. You will be kept updated during every stage of the complaint review. This review should also be completed within a further 10 (ten) working days of You contacting Our Head of Customer Relations. We will send You a Final Letter setting out Our final position on the complaint.
- 11.4. Nothing in this clause 11 affects any legal rights You may have.

12. Liability

- 12.1. We do not exclude or restrict Our liability for death or personal injury caused by Our negligence or that of Our agents, representatives or contractors. Subject to that:
 - a. neither We nor any of Our employees, agents or contractors will ever be liable under or in connection with this agreement for any:
 - i. any indirect or consequential loss or damage;
 - ii. financial loss, loss of profit, loss of revenue, loss of contract, loss of goodwill or third party claims;
 - iii. loss caused by corruption or damage to electronic data or software;
 - iv. matter which is stated not to be Our responsibility under this agreement; or
 - v. loss caused by something beyond Our reasonable control (including, strikes or industrial disputes not involving Our employees, war, bad weather, fire, flood or storm, accidents, breakdown of plant or machinery, interruption to gas, water, electricity or telecommunications connections serving the Supply Equipment, terrorism or natural disaster or compliance with any law or governmental order, rule, regulation or direction).
 - b. Our liability to You under or in connection with this agreement will be limited as follows:
 - i. in respect of any property damage or damage to personal possessions caused by Our negligence or that of Our agents, representatives or contractors, Our liability will be limited to £25,000 (twenty five thousand pounds); and

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- ii. in respects of any other matters, Our liability will be limited to £100 (one hundred pounds) per incident or series of related incidents in any 12 (twelve) month period and a maximum of £1,000 (one thousand pounds) in total under or in connection with this agreement.

13. Data protection

- 13.1. We will only use information We have about You and Your account and any information We may have about other individuals at the Supply Address as set out in this **clause 13 (Data protection)** and in accordance with relevant Data Protection Legislation.
- 13.2. We will use information We hold about You and Your account and other individuals at the Supply Address to service Your account, including but not limited to:
 - a. setting up or closing Your account and making any changes to the terms of making the Heat Supply to You;
 - b. identifying You when You make enquiries or complaints;
 - c. billing and debt recovery;
 - d. prevention of fraud or loss;
 - e. quality assurance (including recording communications with You);
 - f. checks with credit reference agencies (who will keep a record of the search);
 - g. providing information to the University to allow the Heat Supply to be provided by others should Our contractual obligation and/or rights to make the Heat Supply in the area of the Supply Address be terminated or suspended for any reason.
- 13.3. If You want details of the credit reference/fraud prevention agencies from whom We obtain and with whom We record information about You, You should write to us at: core@eddington-cambridge.co.uk and We will provide You with the relevant details.
- 13.4. In signing this agreement, You are consenting to Us monitoring consumption data related to your Heat Supply for the purposes of determining and analysing utility usage and associated environmental impacts of the District Heating Scheme. Such data may be disseminated to third parties by Us at Our discretion. In such dissemination, no reference shall be made to individual customers or supply addresses.

14. General

- 14.1. This agreement includes everything agreed between us. Anything that happened or was written before about the subjects dealt with in this agreement is superseded and extinguished. Neither You nor We have relied upon any representation or warranty that is not written in this agreement.
- 14.2. This agreement, and any dispute or claim (including non-contractual disputes and claims) arising out of or in connection with it, are and shall be governed by the laws of England and Wales and subject are and shall be subject to the exclusive jurisdiction of the courts of England and Wales.
- 14.3. Any reference to any legislation shall include a reference to that legislation as may be amended or supplemented or replaced from time to time.
- 14.4. We may assign any of Our rights under this agreement to any other person upon giving thirty (30) days' notice to You. We may novate Our rights and obligations under this agreement and We may sub-contract any of Our obligations under this agreement, in either case to any other person We reasonably believe is competent to perform them.
- 14.5. No third party can obtain any rights under this agreement, including enforcement. The Contracts (Rights of Third Parties) Act 1999 is excluded.
- 14.6. This agreement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together constitute one agreement.

15. Table of Definitions:

Term	Meaning
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Heat Supply Agreement for a residential unit (private housing)

Annual Statement	the statement provided annually by Us to You, giving details of, amongst other things, consumption of Your Heat Supply and the Charges.
Back-Bill	a 'catch-up' Bill, sent to You by Us when You have not been correctly charged for Heat Supply that You have used.
Bill	a bill issued at regular intervals by Us to You indicating all Charges You have incurred for the period indicated on the bill and when this amount is due to be paid, or, where applicable, drawn from Your bank account.
Charges	any and all of the following: a) the Variable Charge; b) the Standing Charge; c) reasonable and proper registration, disconnection and reconnection charges; and d) any other charges We are entitled to levy under this agreement.
Commencement Date	the date this agreement is signed.
Company	Core Sustainable Heat Management Limited, company number 10586130 and having its registered office at The Old Schools, Trinity Lane, Cambridge, Cambridgeshire, United Kingdom CB2 1TN.
CPI	the Consumer Price Index issued by the Office of National Statistics from time to time, or, failing such publication or in the event of a fundamental change to the Index, another reasonable replacement index selected by the Company.
Customer Service Charter	the "Customer Service Charter" published on, or available for download from, Our website (http://www.core.nwcambbridge.co.uk) as may be updated from time-to-time.
Data Protection Legislation	the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003, the General Data Protection Regulation (EU 2016/679) (the GDPR) when it comes into force and any UK legislation implemented in connection with the GDPR.
District Heating Scheme	the district heating scheme owned by the University to which You are connected.
Emergency	a serious leak within the Supply Equipment which cannot be isolated by You which is causing, or is likely to cause, immediate damage to property or risk of personal injury.
Final Demand Letter	the last in a series of requests by Us for payment of money owed by You to Us in connection with this agreement.
Final Letter	a written communication from Us to You, notifying You that of Our final position on the complaint in question.
Heat Exit Point	the outlet valves on the secondary circuit on the Customer side of the Heat Interface Unit, including as indicated in Schedule 2 (Supply Equipment) .
Heating Season	the months of October, November, December, January, February, March, April and May.
Heat Interface Unit	a device owned by You through which heat is transferred, and which regulates the flow of heat, from the Supply Equipment to the space heating and hot water systems at the Supply Address.
Heat Supply	the supply of heat for space heating and hot water to the Heat Exit Point at the Supply Address.

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Late Payment Reminder Letter	a letter sent by Us to You when You have not paid Your Bill within 14 (fourteen) days of the date of the Bill.
Meter	a heat meter installed at the Supply Address and used by Us to measure the amount of Heat Supply used by You.
Planned Interruption	an interruption in the Heat Supply where We provide You with at least 48 (forty eight) hours' written notice.
Service Standards	any performance levels and service standards set out in Schedule 3 (Service Standards) .
Standing Charge	the charges associated with the availability and provision of the Heat Supply at the Supply Address (other than charges based on the amount of Heat Supply used at the Supply Address) including but not limited to maintenance, repair, replacement, billing and administration. The Standing Charge will be calculated as set out in Schedule 1 (Charges) and may be varied from time to time in accordance with this agreement and the Customer Service Charter.
Supply Address	the address to which the Heat Supply will be made as set out in this agreement.
Supply Equipment	all heat generating plant, pumps, heat stores, heat exchangers, pipes, Meters, automatic metering reading equipment and other equipment used to provide the Heat Supply up to the Heat Exit Point.
Unit Price	the charge for each kilowatt hour of Heat Supply used at the Supply Address, as set out on the first page of this agreement (as may be varied from time to time in accordance with the Customer Service Charter and as detailed on Our website).
University	the Chancellor, Masters and Scholars of the University of Cambridge of the Old Schools, Trinity Lane, Cambridge CB2 1TS.
Unplanned Interruption	an interruption in the Heat Supply where We have not provided You with at least 48 (forty eight) hours' written notice.
Utility Company	any supplier from whom any supply of gas, electricity, water or telecommunications is required for operation of the Supply Equipment or provision of the Heat Supply.
Variable Charge	the charge for the amount of Heat Supply used at the Supply Address in any billing period (which may be based on an estimated or actual Meter reading). The Variable Charge will be calculated as set out in Schedule 1 (Charges) and may be varied from time to time in accordance with this agreement and the Customer Service Charter.
Vulnerable Customer	<p>a customer whose personal circumstances and characteristics combine with aspects of the market to create situations where he or she is:</p> <p>a) significantly less able than a typical consumer to protect or represent his or her interests in the energy market; and/or</p> <p>b) significantly more likely than a typical consumer to suffer detriment, or that detriment is likely to be more substantial.</p>

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SCHEDULE 1: CHARGES

1) Charges at Commencement Date

- a) The price of Heat Supply payable by each customer is split into the following elements:
- i) The **Standing Charge**. This shall be payable in equal amounts throughout the year. The Initial Standing Charge is set out on the first page of this agreement.
 - ii) The **Variable Charge**. This is calculated by multiplying the Unit Price by the number of kilowatts of Heat Supply used, based upon Meter readings taken for the Supply Address. The Initial Unit Price for Your Heat Supply is set out on the first page of this agreement.
 - iii) If payment is not made in accordance with this agreement, We will be entitled to levy the following reasonable administration charges (all prices exclude VAT which will be levied at the appropriate rate):
 - (1) Dishonoured direct debit fee (whether due to cancellation of otherwise): £0.00
 - (2) Dishonoured cheque: £0.00
 - (3) Cheque administration fee: £0.09
 - (4) Reconnection fee: £500.00 per event (including disconnection and reconnection)
 - iv) We may vary these administration charges from time to time in accordance with cost changes or as required by law. If We do so, We will notify you in writing in advance.
 - v) If You make an appointment with Us and cannot keep it, You must let Us know by midday the day before or We may charge You Our reasonable costs in relation to the appointment.

2) Changes to Charges

We may adjust Our Charges provided that We may do so no more frequently than quarterly and:

- a) Our Variable Charge shall never be more than twenty five percent (25%) above cost generated by the Heat Trust's Heat Cost Calculator (<http://heattrust.org/index.php/test-the-comparator>), as formulated June 2017; and
- b) if the Heat Trust's Cost Calculator ceases to be published or is modified such that We reasonably believe that it is no longer an appropriate reference point, We may (acting reasonably) choose an alternative reference or index to replace it for the purpose of this provision.

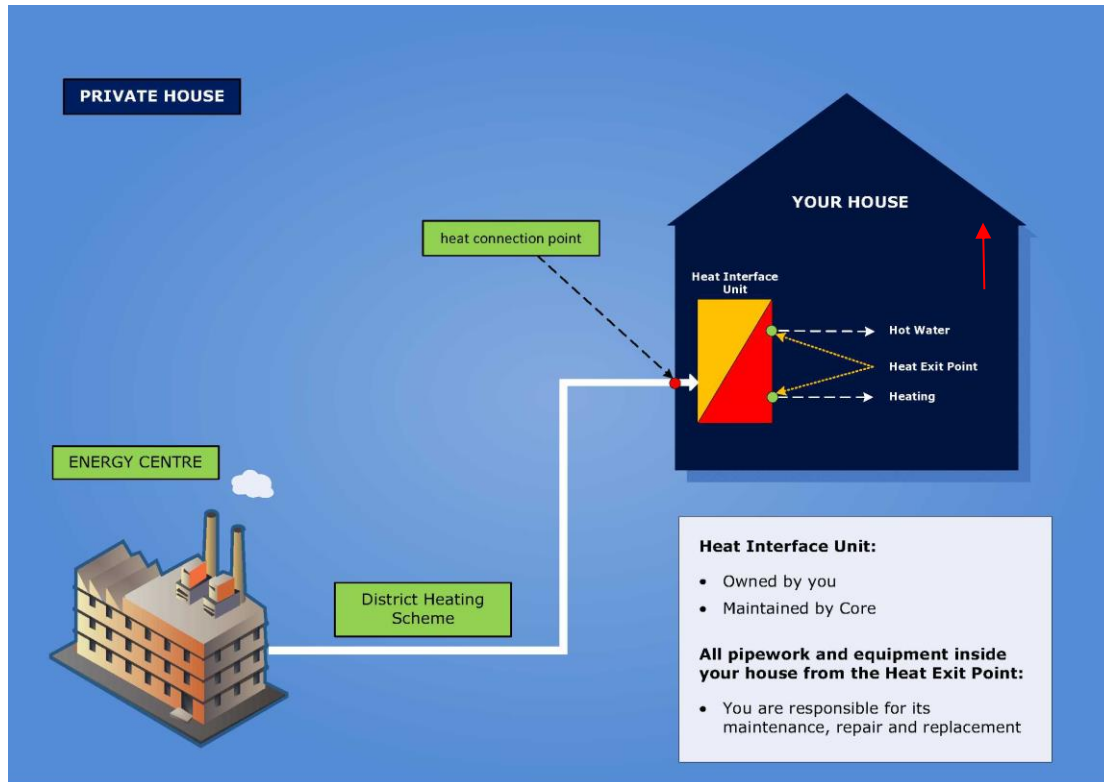
Our Standing Charge and all other charges above shall increase annually by a percentage equal to the increase (if any) in the CPI over the previous 12 (twelve) months.

3) VAT, etc

All Charges are referenced exclusive of VAT and any other Government imposed taxes or charges on the Heat Supply or other services We provide under this agreement, which will be added at the appropriate rates.

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SCHEDULE 2: SUPPLY EQUIPMENT



SCHEDULE 3: SERVICE STANDARDS

Item	Standard	Service level
1	Planned interruption (where We have given You at least 48 hours' written notice)	We will give You at least 48 hours' written notice of a planned interruption to Your Heat Supply that will last no more than four hours.
2	Unplanned Interruption (where We have not given You at least 48 hours' written notice)	Within 24 hours from the start of any Unplanned Interruption, Your Heat Supply will be restored.
3	Several Unplanned Interruptions in a year	No more than three Unplanned Interruptions, each lasting for over 12 hours, during a 12-month period.
4	Maintaining the service to Vulnerable Customers when Your Heat Supply is interrupted	We will make sure that arrangements are made to supply alternative heating to Vulnerable Customers (subject to access being granted to the customer's home on reasonable timing).