

Welcome to your new heating system

This welcome pack will guide you through all you need to know about your services from Switch2.

Who is *switch2*

Switch2 is the provider of your heating and hot water service. We are also responsible for your metering and billing.



Call 0333 321 2010

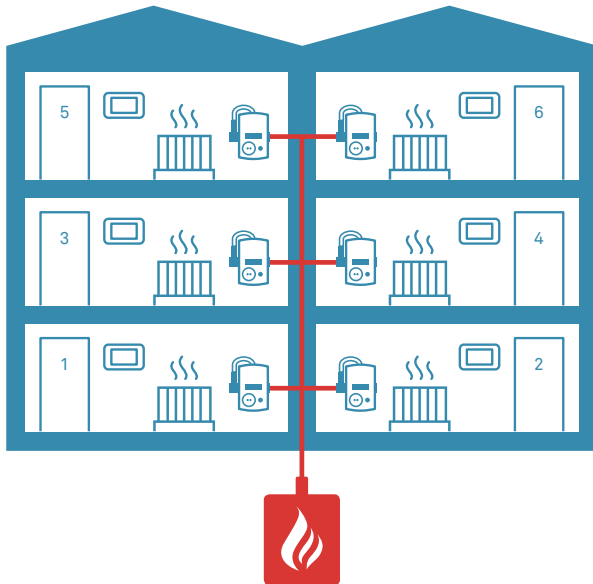
my.switch2.co.uk

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How is my home heated?

Your property is part of a community heating system. This means there is a central boiler room which pumps hot water through pipes to each property.

There are individual smart meters in each property that measure the heating and hot water used.



Benefits of using community heat:

- If you own your home, you don't need to buy or service a boiler, this will be taken care of by your heating supplier
- You will never have to provide us with your meter readings, your smart meter will send them automatically for you
- You are receiving low carbon energy from local heat sources, such as biomass or waste, that can help reduce emissions
- The connection to the local heat source should provide lower cost heat for residential customers, as compared to heat from fossil fuels



Simple ways to top-up your PAYG unit

There are a selection of ways you can top-up your unit.

Your payment should reach your unit in as little as 10 minutes*, however it is important to try to keep your unit topped up at all times, to minimise any disruptions to your heating and hot water services.

Pay online or use the Switch2 app

There are three options to choose from when topping up using the **Switch2 app** or my.switch2.co.uk

PAYG one off top-up

Add credit anytime to your unit as a one off payment

Auto top-up

Set up payments to be taken from your bank account automatically, when it reaches a set amount of your choosing

Regular top-up

Set payments to be taken from your bank account on a set date, either weekly or monthly

*Please note, this is dependent on the performance of the mobile network connection, so may vary depending on your connection.

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Pay with the app

Getting started with the Switch2 app

1. Go to the App Store for iOS or the Google Play Store for Android and search '**Switch2**' to download the free app
2. Once downloaded, you'll be asked for your **serial number** and **passcode**
3. Your **serial number** is printed below the barcode on the front of your G6 unit or displayed in the device settings on your Incontro unit
4. On the app, press '**don't have a passcode**' to access your passcode
5. Your **unique passcode** will be displayed on your unit's screen

Log in and top-up

1. Enter your **serial number** and **passcode** into the app
2. Select your **top-up option** and **purchase amount**
3. Enter your **card details** and submit your payment



Pay online

Top-up online by using the **my Switch2** portal:
my.switch2.co.uk

Setting up your my Switch2 account

1. Visit my.switch2.co.uk and click on '**don't have an online account?**'
2. Follow the steps (you will need a Switch2 bill or your payment card to hand to sign up)
3. Once all the steps are complete, you will receive an email from us, simply click on the link to gain access to your **my Switch2 account**

Pay by phone

Call the automated payment line:

0333 313 9171

You will need your unique customer reference number (this is displayed on your PAYG top-up card).

Pay in person

You can pay by cash at any outlet where you see the PayPoint™ sign.



PayPoint

You can find your nearest PayPoint™ outlets and opening hours at www.paypoint.com

You will need to take your PAYG top-up card with you.

An extra helping hand

If you have a disability or special need, we have a range of services that will provide the extra help you may need.



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Trusted helpers

If you'd prefer someone else you trust to handle your account on your behalf, we can arrange for bills and letters to be sent to another person, such as a close friend or relative.

To set up this service, or to make us aware of any special needs you may have, please let us know by the following methods:

Write to us:

Switch2 Energy
Limited
The Waterfront
Salts Mill Road
ShIPLEY
BD17 7EZ

Email: info@switch2.co.uk

Call: 0333 321 2010

You can also let us know of any special requirements you have by logging them on **my.switch2.co.uk**

Once we are aware of any requirements, a member of our friendly team will be in touch to arrange changes to your account.



Visits to your property

If we need to visit your property and you are concerned about bogus callers, all of our engineers carry an ID badge that you may ask to see. You can also ask us to set up a special password, so you know it's a genuine Switch2 engineer.

If you are having problems with your supplies

If your heating or electric system fails and Switch2 cover this, please let us know. Call us on **0333 321 2010**

Alternatively you can contact your Landlord or site Management Company.

Trouble paying your bills?

If you are having problems paying your bill please let us know as soon as you can. We can put you in touch with advice and support agencies.

Our customer services team are available Monday to Friday, between 8am - 6pm on:
0333 321 2010

You can also email us on info@switch2.co.uk

Getting in touch with *switch2*

Our customer services team are available
Monday to Friday, between 8am - 6pm on:

0333 321 2010

You can also email us on info@switch2.co.uk

If you have any questions about your energy supplies, please contact our customer services team:

1. Call us on 0333 321 2010

There is an emergency service available on this number during the evenings and weekends

2. Our customer services team will check your address details and ask some questions to help diagnose the problem

3. If your problem cannot be resolved over the phone, an engineer visit will be arranged

4. We will agree an appointment with you for an engineer to visit. Remember to ask us about our text service

Call 0333 321 2010

my.switch2.co.uk

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What if I need to make a complaint?

We always try to provide the best possible customer service at all times.

If there is something you are not happy with or you feel we have let you down - we want to know.

Any expression of dissatisfaction about our services or products will be taken very seriously and we are committed to resolving the complaint to your satisfaction.



Three steps to resolving a complaint:

Step 1

Contact our customer services department

- Phone: 0333 321 2010
- Email: info@switch2.co.uk
- Post: Switch2
The Waterfront, Salts Mill Road, Shipley, BD17 7EZ

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 and contact you within 10 working days.

Step 2

If you have received your resolution details and are still unhappy with the outcome of your complaint please contact our Head of Customer Service using the details in step 1.

A full review of your complaint will then take place and be completed within 10 days.

Step 3

If you are not satisfied with the outcome or the complaint has not been resolved in 8 weeks you can take independent advice.

