

TENANT SUPPORT SERVICE



Supporting customers on all aspects of tenant on-charging.

The benefits to you

- No more landlord and tenant disputes over energy billing
- Help with your initiatives to reduce energy demand
- Improved cash flow as our service reduces the likelihood of tenants disputing invoices
- Ensures that tenants benefit from your enhanced energy buying power
- Ensures on-going accuracy and reduces the likelihood of retrospective payment disputes
- Assists you as Landlord to both proactively manage and, where possible, reduce costs
- Provides auditable service charge data and simplifies your annual reconciliations.

Who can access this service?

Our tenant support service is open to you if you need to:

- Bill your tenants on a transparent, fair and equitable basis
- Provide legislative and compliance data to your tenants
- Provide energy consumption data to your tenants to promote energy reduction initiatives.

What you get

- A transparent and Independent approach
- A complete picture of all tenant energy data
- The reassurance that we will collect accurate meter readings consistently
- Proof for your tenants that their Landlord is buying energy competitively - reflected in their bills
- On-going monitoring of your tenants' meter readings to identify anomalies and significant variations in usage
- Assurance that the Landlord common area costs are fully recoverable and allocated correctly to tenants according to the building's infrastructure
- We will produce forecast budgets for you and for your individual tenants based on historic data and the existing energy contract tariff.

NOVEUS
ENERGY
OPTIMISING SUPPLY AND DEMAND THROUGH INNOVATION

Our approach

Step 1 - Site survey

- We will undertake a comprehensive survey to ensure your metering and data collection facilities are adequate and accurate.

Step 2 - Meter installations

- We will provide advice and assistance on any additional meter installations or corrections that you need.

Step 3 - Bespoke tenant on charging platform

- We will build a site-specific tenant charging and reporting model aligned to the building management specification.

Step 4 - Metered data collection

- We will collect and validate metered data, either remotely or on site, and assess against supplier bills for the corresponding period.

Step 5 - Production of tenant bills

- We will produce tenant billing schedules which can be issued in advance of supplier invoices and subsequently reconciled if this would be useful to support cash flow.

Contact Details

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