



THE ALMERE,
Avebury Boulevard, Milton Keynes

FULL TERMS AND CONDITIONS FOR
CONNECTION AND SUPPLY OF HEAT
TO YOUR RESIDENTIAL PREMISES

Issued Date: 07/04/2022

FULL TERMS FOR CONNECTION AND SUPPLY OF HEAT TO YOUR RESIDENTIAL PREMISES

1. TERMS AND CONDITIONS FOR YOUR SUPPLY OF HEAT BY THAMESWEY

- 1.1 This document together with the Domestic Supply Contract Form and the Tariff Information comprise the full Terms and Condition of the Heat Supply Contract between you and ThamesWey (the "**Terms and Conditions**").
- 1.2 These Terms and Conditions only apply to the Supply of Heat to Premises where a Supply is taken wholly or mainly for domestic purposes.
- 1.3 It is important that you understand all of the terms and conditions before entering into a Domestic Supply Contract with ThamesWey. They will form part of a legally binding Supply Contract even if you do not read them.
- 1.4 ThamesWey reserves the right to change the terms and conditions of the Supply Contract with you from time to time.

2. TERM

- 2.1 This Supply Contract is effective from the earlier of:
 - (a) the date on which you first take a Supply of Heat at the Premises;
 - (b) the date on which ThamesWey receives a properly completed Domestic Supply Contract Form signed by you; or
 - (c) the date on which you expressly agree to enter into the Supply Contract in the course of a telephone conversation with one of ThamesWey's representatives,such date defined as the "**Effective Date**"

- 2.2 This Supply Contract will continue in effect, unless terminated in accordance with Clause 9.

3. OUR OBLIGATIONS TO EACH OTHER

- 3.1 We will ensure that Heat is Supplied to the Delivery Point at the Premises that you have specified in accordance with this Supply Contract. This is on the condition that you have an adequate supply of water available at the

Premises. We will make the Supply in compliance with all relevant law and regulation.

- 3.2 You will be entitled to be connected to the Distribution Network throughout the term of this Supply Contract, and you will be entitled to Heat Supply 24 hours a day, 7 days a week, 365 days a year, or 366 days a year during a leap year, other than during a Planned Interruption or an Unplanned Interruption or if we have discussed with you that your supply will be suspended.
- 3.3 Our obligations under this Supply Contract are limited by the maximum capacity and any other design features of your connection. You will not use heat beyond the maximum capacity. You must contact us in advance if you propose to make any significant change to your connection, install or operate generating equipment or do anything else that could affect our network or require alterations to your connection.
- 3.4 You shall notify us the date on which you wish your Supply of Heat to start (the "**Supply Start Date**"). In the absence of notice from you, your Supply Start Date will be the date you first take a Supply of Heat, provided such Supply Start Date is no earlier than the first day of your tenancy agreement or the day on which you complete your purchase of the property, as applicable.
- 3.5 You agree that you are the owner or occupier of the Premises, or will be on the Effective Date, and that the Premises are connected to ThamesWey's Distribution Network.
- 3.6 You agree that you are responsible for all pipes, fittings, plant, equipment, and apparatus used in connection with the Supply of Heat on your side of any energy meter other than any of ThamesWey's Equipment and will maintain them in good working order and safe condition at all times (your side of the energy meter starts at the point Heat leaves the meter).
- 3.7 You agree to pay our charges and costs when due under this Supply Contract.
- 3.8 You agree to obtain all your Heat Supply from ThamesWey and not to connect to another Heat supplier without the prior written consent of ThamesWey.
- 3.9 You agree not to re-sell any of the Heat Supplied to you under this Supply Contract by ThamesWey.
- 3.10 We warrant that the Heat we Supply will conform to the characteristics set out in Appendix 1. We may cut off your Supply in accordance with Clause 9.7 or where we are entitled to do so under the general law or under any code of conduct which we are required to comply with. If we fail to supply Heat to the Primary Distribution Network you may be entitled to compensation from ThamesWey in the form

of Guaranteed Service Payment(s) as described in our Guaranteed Service Payment policy.

4. ACCESS TO PREMISES AND METERS

- 4.1 All meters and any special metering equipment used to measure the Supply of Heat to your Premises are owned and operated by ThamesWey.
 - 4.2 We will obtain meter readings before your Supply of Heat starts and when your Supply of Heat ends under this Supply Contract. When this Supply Contract ends, we may recover any meter owned or leased to you by us unless some other supplier agrees to purchase or lease the meter for an appropriate payment.
 - 4.3 You agree to allow ThamesWey and its approved sub-contractors, on giving at least 48 hours' prior written notice, to have safe, full, and free access to your Premises and the metering equipment at all reasonable times:
 - (a) for the purposes of installing, maintaining, or replacing any ThamesWey Equipment or apparatus in connection with the delivery of Heat;
 - (b) for the purposes of installing, maintaining, testing, removing, or reading any meter or metering equipment that is used to measure the amount of Heat Supplied to your Premises;
 - (c) to lawfully disconnect, discontinue or cut-off the Supply of Heat to your Premises; and
 - (d) for any other purpose where necessary to perform this Supply Contract.
- In the case of emergency or if at any time there is a possibility of injury to any person or damage to any property, you will allow ThamesWey and its approved sub-contractors to have safe, full and free access to your Premises and the metering equipment without notice.
- 4.4 We will use reasonable endeavours to organise a time for access under Clause 4.3 above that is convenient for you, within ordinary working hours.
 - 4.5 We reserve the right to charge you if you do not let us know at least 24 hours beforehand if access will not be available at the time of a booked appointment.
 - 4.6 You are advised to check the identity and authority of any person wishing to enter your Premises. All ThamesWey personnel and contractors will carry an appropriate form of identity. You can also check this by contacting

	ThamesWey direct at the relevant telephone number set out on your Heat bill.	(b)	removal or relocation of ThamesWey's Equipment by you or your contractors;	6.6	All charges are subject to any United Kingdom tax, duty, levy or impost on energy and are exclusive of value added tax which will be payable in addition.
4.7	If the meter does not register any Heat used, you agree to pay us the amount that we reasonably estimate you have used. If you do not agree with our estimate, you may notify ThamesWey in writing, giving reasons and ThamesWey shall consider your concerns in good faith.	(c)	any failure by you or your contractors having been given reasonable notice, except in the case of emergency, to follow ThamesWey's (or any other person authorised by ThamesWey's) advice or reasonable instructions;	7.	BILLING AND PAYMENT
5.	MAINTENANCE	(d)	ThamesWey's Equipment being subjected to unusual physical, electrical or other stress or misuse by you or your contractors or any of your third-party licensees or invitees.	7.1	We will send you bills or statements which will show you a breakdown of our charges every quarter. All bills are payable within 14 days of the date on the bill. We will also send you an annual account statement setting out your total Heat consumed and the total Heat charged to you over the previous 12 months.
5.1.	ThamesWey shall be responsible for maintenance of the Primary Distribution Network. You must pay ThamesWey the Maintenance Charge set out in your Tariff Information. In return ThamesWey will provide the following maintenance services:	(e)	your failure to notify us of any damage or fault to ThamesWey's Equipment within 14 days of the damage or fault becoming reasonably apparent;	7.2	For the purpose of calculating the charges you owe ThamesWey we will read our meters electronically. We will also visit the premises to read the meters on site at least once every 24 months.
	a) subject to Clause 5.1(c) maintain and repair ThamesWey's Equipment, including district heating pipes, automatic control units and meters;			7.3	If the relevant meter fails to accurately record the amount of Heat Supplied to your Premises or the necessary information is not available remotely, we may make a reasonable estimation of the amount based on your actual usage of Heat for the last period when accurate information was available. Subject to Clause 4.7, such estimate will be used as the basis for calculating how much you should pay.
	b) provide labour for repair and maintenance services for pumps, controls and thermostats and valves, except in the circumstances described in Clause 5.4;		For the avoidance of doubt, any payment by you to ThamesWey pursuant to this Clause 5.4 shall not give rise to any transfer in ownership of any of ThamesWey's Equipment or other equipment from ThamesWey to you.		
	c) we will carry out a service inspection and maintenance of the heat meter and heat interface units as recommended by the unit's manufacturer or at least every 24 months (whichever is more frequent);	6.	PRICES AND PRICE CHANGES		
	d) we will not charge for callouts in normal hours where the district heat supply is found to be at fault except that, should the fault be found to be with equipment on your side of the network or due to any of the factors listed in Clause 5.4, we reserve the right to apply a callout charge.	6.1.	The prices we charge (including the Maintenance Charge) are set out in the Tariff Information provided in the Customer Contract Pack.	7.4	We may also need to estimate how much Heat you have been supplied if your meter is not read immediately before you start taking a Supply or on the date on which your Supply ceases. All our estimates will be made on a reasonable basis and we will explain how we have calculated the estimated amount on request.
5.2.	For the avoidance of doubt, maintenance of all infrastructure your side of the heat meter, including pipework, taps, showers and radiators within the Premises, is not covered in the Maintenance Charge.	6.2.	Maintenance Charges will be increased annually according to the change in the Retail Price Index. The starting point for calculating inflation shall be the value of the Retail Price Index published in June 2006. You will pay us for the Heat Supplied, standing charges and Maintenance Charges provided under this Supply Contract on the basis set out in the Tariff Information for your payment method.	7.5	If you believe that any meter at your Premises is defective you should contact us immediately. We will respond within the timescales outlined in our Maintenance Guidance provided in the Customer Contract Pack and will use reasonable endeavours to determine if there is a technical fault. Where possible, we will inform you in advance if we need to test the heat meter. If the fault has resulted in a billing difference, we will credit or debit you the relevant amount. If there is no fault, or the fault is with the equipment on your side of the network, or the fault is due to any of the factors listed in Clause 5.4, we reserve the right to charge you for the testing of the meter and our reasonable costs incurred.
5.3.	ThamesWey are responsible for maintenance of ThamesWey's equipment at our own expense except in the circumstances described in Clauses 5.1 and 5.4.	6.3.	We will be allowed to change the price we charge you with a minimum of 31 days' notice. If we decide to increase our prices, we shall tell you of the increase in writing. We will not make changes to the price we charge you any more than once every three (3) months unless we have reached a prior agreement with you.	7.6	You agree to pay each bill in full (even if the amount is estimated) by the agreed payment method. Your bill should be paid within the payment period stated on the bill. If you do not pay within that period, your right to continue receiving a Heat Supply may be affected under Clauses 9.8 and 9.9.
5.4.	You must pay all reasonable costs and expenses incurred by ThamesWey in undertaking maintenance and repair where the need for maintenance and repair is caused by any of the following;	6.4	If you wish to terminate your Supply of Heat, the Charges shall not apply from the date that your Supply of Heat is terminated and ThamesWey shall de-energise your Premises.		
	(a) work on ThamesWey's Equipment carried out by you or your contractors or any of your third-party licensees or invitees;	6.5	If you cause ThamesWey to incur costs beyond those that we would normally incur in carrying out our obligations under this Supply Contract as a result of your breach of this Supply Contract, ThamesWey will charge you any reasonable costs it incurs.	7.7	We reserve the right to charge you a fee for late payment and apply interest on the amount of any late payment at

	an annual rate of 3 per cent above the base lending rate of National Westminster Bank Plc from time to time in force.		under Clause 3.3. In this case, you must give us 14 days' notice before the proposed Supply Start Date;		(c) the date on which a subsequent owner or occupier of the Premises occupies the Premises and registers with Thamesway for the Supply of Heat.
7.8	We reserve the right to recover any reasonable expenses incurred in recovering monies you have failed to pay under this Supply Contract, including but not limited to costs associated with disconnecting and/or reconnecting the Supply.		(c) We have an interim order made under the Insolvency Act 1986, pass a resolution for our winding up or a court which has competent jurisdiction makes such an order or we have an administration order made, enter into liquidation, or a receiver or administrative receiver is appointed over the whole or any part of our undertaking or assets or we are unable to pay our debts within the meaning of Section 123 of the Insolvency Act 1986 or we cease or threaten to cease to pay our debts as they fall due or we make or are about to make any composition or arrangement with our creditors;	9.6	You should pay our final bill within 14 days of the date on the final bill. We may ask you to pay any reasonable additional administration charges that we incur if you do not do so.
8.	SECURITY FOR PAYMENT			9.7	We are entitled to end this Supply Contract and/or discontinue the Supply of Heat to your Premises on giving written notice if:
8.1	Payment of our charges shall be made by direct debit or other payment mechanism agreed by both of us.				(a) you do not pay our bills or any security deposit within 14 days of receiving a Final Demand Letter, subject to us complying with our Vulnerable Customer Policy and the procedure outlined in Clause 9.8;
8.2	Subject to Clause 8.5, we may ask you to pay us a cash deposit equal to our reasonable estimate of one month's charges as security for the payment of our charges. This may be at the start of the Supply Contract, or later, if we are concerned about your ability to pay our bills. If you do not pay a deposit, subject to us complying with our Vulnerable Customer Policy and the procedure set down in Clause 9.8, we may cut off your Supply until you pay the deposit and our costs of cutting off and reconnecting your Supply. We will not require a deposit which is unreasonable in the circumstances.		(d) We have deliberately breached this Supply Contract, except that your right to terminate shall not arise where the deliberate breach is caused by an emergency and is unavoidable;		(b) you are in material breach of this Supply Contract and remain in material breach 30 days after our written request to you to remedy such material breach;
			(e) We have committed a material breach of this Supply Contract and we have failed to remedy the breach within 30 days of receiving your written request to do so; or		(c) you attempt dishonestly to abstract or steal Heat or deliberately interfere with a meter or with any part of the metering equipment;
8.3	We will repay any deposit to you after termination of the Supply Contract within 10 Business Days. We will also pay interest on the deposit.	9.2	Subject to Clause 13.5, any change in any clause relating to pricing shall not give rise to a right to terminate.		(d) you are declared bankrupt or any formal steps are taken to have you declared bankrupt;
8.4	When we repay a deposit, we are allowed to deduct from it any money that you owe us for the Supply.	9.3	If you have given us valid notice of termination your Supply Contract with us will end on the expiry of the relevant notice period. We may, at our discretion, accept a lesser period of notice.		(e) you have an interim order made under the Insolvency Act 1986, pass a resolution for your winding up or a court which has competent jurisdiction makes such an order or you have an administration order made, enter into liquidation, or a receiver or administrative receiver is appointed over the whole or any part of your undertaking or assets or you are unable to pay your debts within the meaning of Section 123 of the Insolvency Act 1986 or you cease or threaten to cease to pay your debts as they fall due or we make or are about to make any composition or arrangement with our creditors;
8.5	We will not ask you to pay us a cash deposit pursuant to Clause 8.2 if you are supplied with a prepayment meter on our prepayment terms following credit checks or if you already have a prepayment meter.	9.4	If we have received a notice to terminate from you under Clause 9.1, we shall prepare and provide you with a final bill or statement within six (6) weeks of the Supply End Date. We may need to get a final meter reading in which case Clause 4.3 will apply		(f) there is a risk of danger to the public if the Supply is continued;
9.	YOUR RIGHTS TO END THIS CONTRACT AND OUR RIGHTS TO STOP YOUR SUPPLY				(g) any circumstances arise which legally entitle us to cut off your Heat Supply to that connection; or
9.1	From the day after the Effective Date, you have a 14-day cooling off period during which you can send us a written notice cancelling this Supply Contract without giving a reason. You may also end this Supply Contract by giving us notice in writing if any of the following events occur, complying with any notice periods set down therein:	9.5	If you do not give us proper notice under Clause 9.1, you will continue to be liable under this Supply Contract for all charges arising under the Supply Contract until the Supply Contract does end. This will happen on the first to occur of:		(h) you are no longer the occupier of the Premises.
	(a) You cease to own or occupy the Premises. In this case, you must give us five (5) Business Days' notice;		(a) the second Business Day after you have given us proper notice under Clause 9.1;		
	(b) You will no longer be the occupier of the Premises on the date your Supply would have commenced		(b) the date on which you demonstrate to us the date that you vacated or relinquished responsibility of the Premises; or		If we give you notice to end your Supply Contract under this Clause 9.7 we will be entitled to take

	action to prevent the Supply of Heat to your Premises and/or to disconnect your Premises.	(c)	if we have reasonably requested specific information from you and this information has not been provided within 3 months of the request being made;		any loss that the other suffers except loss that is a direct and foreseeable consequence of the breach.
9.8	If you do not pay all or part of a bill validly issued by us to you by the due date set out in the bill, we will send you a Late Payment Reminder Letter. This will give you 14 days from the date of the letter to pay any outstanding amounts. If you fail to pay the amount due after the deadline stated in the Late Payment Reminder Letter, we will send you a Final Demand Letter. This letter will give you a further 14 days from the date of that letter to pay the amounts outstanding. If you still do not pay the amount due after the deadline in the Final Demand Letter, we can end this Supply Contract and/or discontinue the Supply of Heat to your Premises. If you are struggling to make your payments, we will make every reasonable effort to restructure your payments so that they are manageable and affordable.	(d)	if circumstances occur which are beyond our reasonable control and which have the effect of preventing us from performing our obligations, including but not limited to strikes involving our employees, affiliates or subcontractors, where we have not been able to gain access or severe weather;	11.4	Neither of us will be liable for or required to compensate the other for any indirect, consequential, economic, or financial loss (including loss of revenue, profit, use or opportunity, wasted expenses, or loss of contract or goodwill).
		(e)	if we consider it necessary to disconnect the Supply of Heat:	11.5	Nothing in this Supply Contract excludes or limits either parties' liability to the other for fraud, death or personal injury resulting from its negligent acts or omissions or those of its officers, employees, agents or contractors.
		(i)	to avoid danger;	11.6	If any of our employees or contractors cause damage to your Premises or property in the course of performing their job under this Supply Contract, then you will look to us and that employee or contractor will not be liable to you for that damage. You agree that we can hold the benefit of this Clause 11.6 on trust for the benefit of such employees and contractors.
		(ii)	to avoid failure to Supply Heat to someone else; or		
9.9	When your Supply Contract comes to an end for whatever reason, you will be liable to pay us any charges for the Supply to the Premises up to and including the date that the Supply Contract ended. You will also be liable to pay us any reasonable costs we incur in disconnecting the Premises or preventing a Supply to the Premises, if applicable.	(iii)	so that we or any other local network operator can inspect, alter, maintain, repair or add to our Distribution System.	11.7	In any event our liability to you will be limited to a maximum of £200,000 in respect of each incident for which we are liable.
9.10	The end of this Supply Contract or part of the Supply under this Supply Contract will not affect any of your or our rights and obligations which arose prior to the date that the Supply Contract came to an end or which are stated in this Supply Contract to continue to apply after that date.	(f)	if there is an accident or other emergency affecting or likely to affect our Distribution System, or any other system through which (directly or indirectly) we receive or provide a Supply of Heat; or	11.8	Each sub-clause in this Clause 11 is a separate limitation of liability and shall apply and survive if, for any reason, any one or other of these provisions is held to be unreasonable. This Clause 11 shall also survive the end of this Contract.
9.11	We will comply with our Vulnerable Customer Policy in relation to the suspension and/or termination of the Heat Supply.	(g)	if we cease to be entitled by law to make the Supply under this Supply Contract provided that we have used all reasonable efforts to ensure that we remain so entitled.	12.	SPECIAL CONDITIONS
10.	INTERRUPTION OF SUPPLY AND DISCONNECTION	10.2	We will comply with our Vulnerable Customer Policy in relation to the interruption or disconnection of Heat Supply.	12.1	You will not use Heat in any way that could create any risk to the well-being of any person or to property or which could interfere with the efficient supply of Heat to other people. You will not use Heat beyond the available capacity. The available capacity is the maximum capacity of the existing apparatus serving your Premises.
10.1	The Supply of Heat to your Premises under this Supply Contract may be interrupted or your Premises may be disconnected, and we will not be liable for breach of this Supply Contract nor for any Guaranteed Service Payment to you	11.	LIMITATION OF LIABILITY		
	(a) if you inform us prior to the interruption that you do not wish us to take any action in the event of an interruption;	11.1	You will not be liable to us for any breach of this Supply Contract where this is caused by an event that is beyond your reasonable control.	13.	OTHER CONDITIONS WHICH APPLY
	(b) if you agree that actions taken by us to restore your Supply satisfy the minimum performance standard, subject to further work being undertaken where we have promised to resolve any issues with the Supply of Heat to your Premises;	11.2	We will not be liable to you for any damage to your Premises or property caused by any events beyond our reasonable control or the reasonable control of our officers, employees, agents or subcontractors.	13.1	We may transfer all or part of our rights under this Supply Contract to another operator of the Distribution Network or to any bank or financial institution providing finance to us. We may also subcontract any of our obligations under this Contract.
		11.3	If either you or we break any of the arrangements under this Supply Contract, neither of us will be responsible for	13.2	Your rights and duties under this Supply Contract are personal to you, and you are not entitled to transfer the benefit or burden of it to another person without our written consent.

- 13.3 These Terms and Conditions and the payment method, payment rate, and any other particular conditions set out in this Supply Contract are intended to regulate the rights and obligations between us.
- 13.4 The Supply of Heat to your Premises may have to be stopped or restricted as a result of a change in law, and while that law is in force you will refrain from using Heat, or will restrict your use of Heat, in accordance with our instructions.
- 13.5 Subject to us giving you notice about price changes under Clause 6.3, we are allowed to vary all terms of this Supply Contract at any time. If we make any variation, we will bring this to your attention in writing. If any variation is to your significant disadvantage, we will inform you in writing within 10 days of implementing the variation. You may within 14 days of the date of our notice give us 28 days' written notice to end the Supply Contract, and the variation will not apply to the Supply Contract so terminated.
- 13.6 We are committed to protecting your personal information and we have a data processing policy for this purpose available on our website. Your personal information is the information which identifies you as an individual that we get from you and others in various ways. Under the General Data Protection Regulation ("**GDPR**") specific obligations are placed on us in the way we handle this type of information and the aim of our policy is to let you know what personal information we collect from you when you purchase products and services from us, when you use our website and when you contact us, how we store and use it, and how you can access and manage this information. Please read the "Data Processing for ThamesWey Customers" policy available on our website for further information
- 13.7 If you wish to give us notice under this Supply Contract, you may do so by writing to us at the address shown at the top of your most recent bill. If we wish to send notice to you, we will write to you at the Premises or any other address you give us for this purpose in the Supply Contract Form. You may at any time give us details of a change in the address to which you would like notices to be sent. Any notice sent by post will be deemed to have been received two (2) Business Days after it was sent and notices delivered by hand will be deemed to have been given immediately they are delivered.
- 13.8 English law governs this Supply Contract and we and you submit to the jurisdiction of the courts of England and Wales in connection with all disputes arising under this Supply Contract.

14. **Complaints**

14.1 If you have any concerns or complaints, we will follow the complaints procedure outlined on our website at www.thamesweyenergy.co.uk/our-complaints-procedure as amended from time to time. You can instigate a complaint by contacting our customer services team in writing or by calling 0345 601 5515 (9am to 5pm, Monday to Friday excluding bank holidays).

14.2 You can get guidance on your consumer rights from the Citizen Advice Bureau.

15. **DEFINITIONS**

"Business Days" means Monday to Friday between the hours of 9am and 5pm and excludes public holidays and bank holidays in the UK.

"Customer Contract Pack" Means the customer contract pack given by us (on or before the Supply Start Date)

"Delivery Point" means the isolation valve or control switch in relation to the heat meters.

"Domestic Supply Contract Form" means the form provided by ThamesWey and completed and signed by you or submitted by you via ThamesWey's online sign-up website or agreed by you during a telephone conversation with one of ThamesWey's representatives in which you agree to enter into a Supply Contract.

"Distribution Network" means the hot water pipes owned or used by ThamesWey, including the Primary Distribution Network, through which heat is delivered to the Premises, up to but not including the heat meter at the Delivery Point.

"Effective Date" means the date from which this Supply Contract is effective under Clause 2.1.

"Heat" means heat in the form of hot water.

"Maintenance Charge" means the maintenance charge as set out in the Tariff Information provided in your Customer Contract Pack, as adjusted in accordance with Clause 6.2.

"Planned Interruption" means an interruption in the Supply of Heat to your Premises where we provide you with at least 48 hours' written notice of such interruption.

"Premises" means the premises specified by you in the Domestic Supply Contract Form or otherwise as the address at which you require the Supply.

"Primary Distribution Network" means the Heat infrastructure, consisting of a system of insulated pipes (and associated plant and equipment) used to transport Heat to your heat meter, including the heat meter itself. For the avoidance of doubt, it does not include any infrastructure which is on your side of the heat meter.

"Supply" and "Supplied" means the supply of Heat under this Supply Contract and may include the provision of services required or undertaken in respect of such Supply.

"Supply Contract" means the contract between you and ThamesWey for the Supply of Heat, of which the Terms and Conditions form a part.

"Supply End Date" means the date on which your Supply of Heat under this Supply Contract ends and the last date ThamesWey Supplies Heat to your Premises under this Supply Contract.

"Supply Start Date" means the date on which your Supply of Heat under this Supply Contract will commence, in accordance with Clause 3.2.

"Tariff Information" means the information containing ThamesWey's charges for the Supply of Heat as amended from time to time.

"ThamesWey" means ThamesWey Central Milton Keynes Limited, The Energy Centre, Poole Road, Woking, Surrey, GU21 6DY.

"ThamesWey's Equipment" means the heat meters, controls, pipelines, cables, switchgear or any other property of ThamesWey installed or provided by ThamesWey for the purposes of the Supply, and which is located within the Primary Distribution Network. For the avoidance of doubt, it does not include any equipment which is located on your side of the heat meter, but does include the heat meter itself.

“Unplanned Interruption” means an interruption in the Supply of Heat to your Premises where we do not provide you with at least 48 hours' written notice of such interruption.

“Vulnerable Customer Policy” means the vulnerable customer policy in your Customer Contract Pack or as may be amended by ThamesWey

“We/us/our” means ThamesWey.

APPENDIX 1: CHARACTERISTICS OF HEAT

The LTHW connection to the Customer will be dimensioned according to following conditions:

Flow temperature: Min. 65 °C

Flow temperature: Max. 80 °C

Return temperature: Min 35 °C

Return temperature: Max. 50 °C (at full occupancy)

The hot water by means of which Heat is supplied shall at the Delivery Point be at a temperature not exceeding 100 °C and not less than 60 °C.

HOW TO CONTACT US:

If you need help of advice regarding this guide, an account query (account number will be required) or would like further information on any of the services provided by ThamesWey Energy, please contact us.

0345 601 5515

customers@ThamesWeyenergy.co.uk

ThamesWey Central Milton Keynes Limited
The Energy Centre
Poole Road
Woking
GU21 6DY

www.ThamesWeyenergy.co.uk

ThamesWey™ is a registered trademark.
ThamesWey Central Milton Keynes Limited
Registered office: The St Botolph Building, 138 Houndsditch, London, EC3A 7AR
Company Registration No. 05277300