

# LOKA<sup>®</sup>



## Summer Newsletter 2018





# Dear Resident of Greenwich Peninsula,

Welcome to your Summer update from the team at Loka Energy. We are conscious that we don't have many opportunities to share with you what is going on with the district heating so we have used this as an opportunity to give you an update.

We really appreciate the chance to meet as many of you as possible. We have had a really successful Energy Centre tour programme, which we will keep going with into the future. If you have any queries, comments or thoughts please email us straight away.

Over the past 12 months our team have been working hard to improve the service that we offer each of our residents on the Peninsula. We always do our best to action your feedback as quickly as possible, and we appreciate when you take the time to let us know how we are doing (good or bad). Many of the changes you will find outlined in this newsletter have been implemented because of suggestions and requests raised directly by residents of the Peninsula, and we will continue to work with the community to ensure we are continuously reviewing and improving our services as required.



# In this newsletter you'll find information on the following topics

## Heat Trust

Loka Energy is now a registered participant of the Heat Trust. Find out more about this organisation and what our participation means for you.



## Loka Pricing

Here you will find some detailed information about how Loka prices are calculated and the details of a small price increase (£7.55) which will take effect as of August 1st 2018. This is of course in line with the supply agreement and has been through our Governance process.



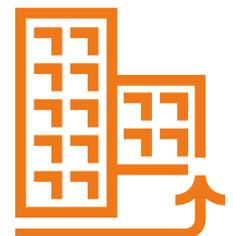
## Online Portal

Loka now has a fully functioning online portal. This has been put in place to give you the tools to find out information, pay bills and change details. Learn about how to access this gateway and see what information is now a mouse click away.



## Evolving Network

See information about new connections to the Loka district heating network and see how we are growing to match the demand on the Greenwich Peninsula.





# Heat Trust

As of this year Loka is a registered participant in the Heat Trust Scheme. Our registration number is 9456667;



## What is the Heat Trust?

“Heat Trust launched in November 2015. It sets out a common standard in the quality and level of customer service that heat suppliers should provide their customers. It also provides an independent process with the Energy Ombudsman for settling complaints between customers and their heat supplier. This service is free for customers to access. The Heat Trust Scheme is managed by Heat Customer Protection Limited – a not-for-profit company.”

## Why has Loka applied to participate in this scheme?

Loka is committed to providing a high quality service and believe we should be held accountable for the service we provide. We have registered with the Heat Trust scheme to provide oversight for our performance on the Greenwich Peninsula in addition to the accountability measures in place through the Governance Committee.

## What are the benefits to you?

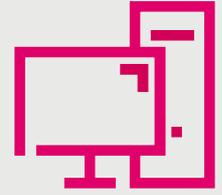
As a registered participant, Loka will be tasked with supplying biannual reports to the Heat Trust and reporting on several key measures including;

- Complaints from customers
- System performance and down time
- Support for Vulnerable Heat Residents

Please review their website [www.heattrust.org](http://www.heattrust.org) if you would like more information.



# Online Customer Portal



We have now got a fully functioning customer portal developed specifically for Loka customers.

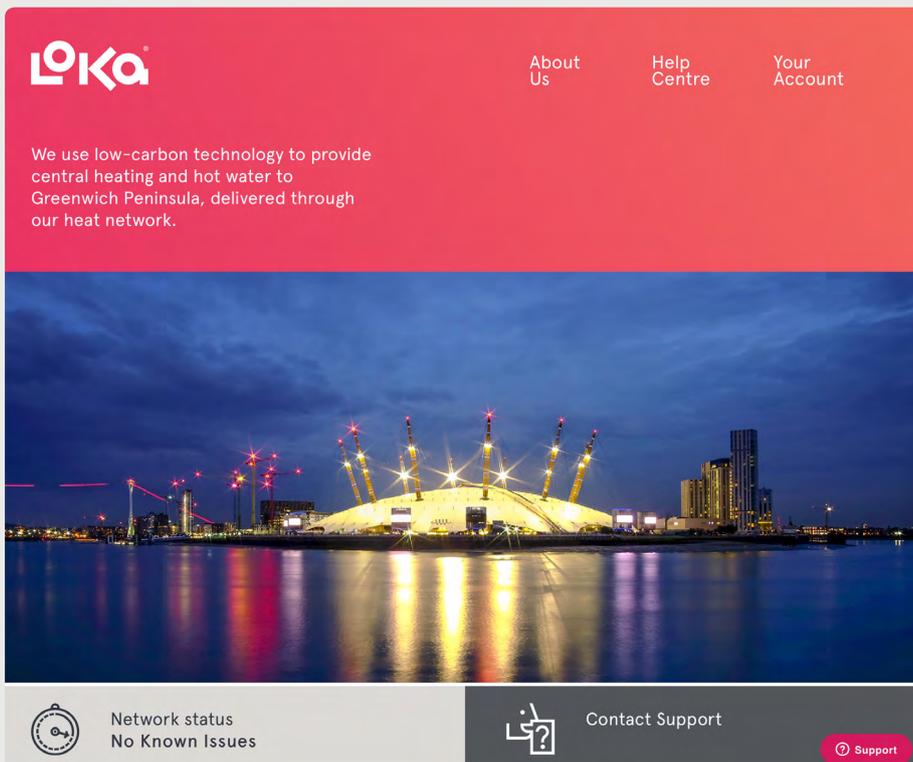
## The customer portal will allow you to:

- Make a top up online - at anytime you like, day or night
- Review and pay your bills at a time that suits you
- Set up a direct debit to make your payments
- Check your consumption and track the heat energy you are using

We will continue to develop this online platform and add additional features in the coming months, if you have any feedback on the portal please send us an email at [hello@lokaenergy.com](mailto:hello@lokaenergy.com).

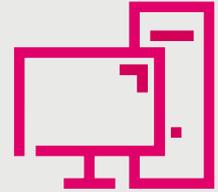
## How do I access my online Loka account?

Go to [www.lokaenergy.com](http://www.lokaenergy.com) and click on the My Account tab on the top right-hand side of the screen;





# Online Customer Portal



## If you have not signed up for an online account:

Click on the create account button on the left hand side of the screen;

Enter your address and follow the prompts to sign up for your account.

If we already have an account set up and active for your property, you may receive an error if you try and create another account. If you see an error, you can email our team on [hello@lokaenergy.com](mailto:hello@lokaenergy.com) or call us on **0800 160 1635** between 9am to 5pm Monday to Friday and we can assist you.

Please note that this portal can register both a landlord and a tenant on the same property so don't worry about duplicating.

Our team will process and approve new accounts within 48 hours.

The screenshot shows the Loka online customer portal interface. At the top left is the Loka logo. The page is divided into two main sections: 'Create your heat account' on the left and 'Login to your heat account' on the right. The 'Create your heat account' section includes instructions: 'Sign your heat agreement and create your account, which will only take a few minutes. You must sign an agreement and create an account to ensure activation and continued service to your home, it is important to complete this process. If you would like help with this please call us and we can meet you or talk you through the process. We can provide a tablet to fill in the details. You will be able to manage payments and check usage online.' Below this text is a red 'CREATE ACCOUNT' button. The 'Login to your heat account' section features input fields for 'Email Address' and 'Password', a 'Remember me' checkbox, and a 'Forgot password?' link. A red 'SIGN IN' button is positioned below these fields. At the bottom left, there is a 'Contact support' link and contact details: '8am - 8pm, Mon - Fri: 0800 160 1635 hello@lokaenergy.com'. A small footer at the bottom reads: 'Loka Energy Limited, registered in England no. 08824098, with its registered office at 31 Hill Street, London W1J 3LS.'

## How do I log in to my Loka Account?

If you have already signed up for an online Loka account you can log in on the right hand side of the webpage using the email address that you entered when you originally created your account.

If you have forgotten your password, click the forgotten password tab and you will be sent an email to reset your password.

Please note – for your security, none of the Loka team have access to any of your passwords, the only way to request a change is via the automated reset service.

# Loka Pricing Increase



For the first time (since Loka Energy was created in 2014) we sadly have to submit a small price increase. The price went down 2 years ago, then we held it static last year. We recognise that customers do not want to have fluctuating prices so we try to keep the price as static as possible.

As you would expect this price change is exactly in line with the Residential Supply agreement, on top of this we then submit the pricing changes to our Governance Committee. The result of this is that prices will change from the 1st of August.

## How will the price increase?

1. The Unit Charge will remain the same at 7p/kWh
2. The Standing Charge will increase 2% in line with CPI

**This will equate to an annual increase of £7.55/year for our residents.**

We were entitled to increase pricing last year but didn't, meaning that the overall increase over the 2 years is also £7.55. As stated in the Residential Supply Agreement\*:

- We may adjust the unit and fixed charges once per year
- We must inform you of any adjustments to our prices thirty one (31) days in advance
- We must confirm the basis for such adjustments

\*All of these changes are in accordance with the guidelines stipulated in Section 5.4 and Section 6 of Schedule 1 of the Loka Residential Supply Agreement.





# Evolving Network

The Loka district heating network continues to evolve as the Greenwich Peninsula grows.



**We currently supply heating and hot water to;**

- 1320 residential homes
- The Aperture building on Chandlers Avenue
- The Intercontinental Hotel
- The Designer Outlet Village being built inside the O2

**By the end of this year we expect to be connected to;**

- The St Mary Magdalene School

## A note on HIU Services

**Our HIU engineering team has serviced over 250 since the start of this year.**

The cost of the labour and parts for these services are included in the daily standing charge that you pay to Loka. It is crucial that we can maintain all parts of the Loka system to ensure that you have smooth, continuous supply. Providing access for our team to inspect your HIU is a requirement noted in Section 9 of the Residential Supply Agreement.

## Contact

### **Talk to us**

0800 160 1635  
hello@lokaenergy.com

### **Write to us**

6 Mitre Passage,  
Greenwich Peninsula,  
London, SE10 0ER

[www.lokaenergy.com](http://www.lokaenergy.com)