

The Residents
Street
Town
Postcode

Account Reference: HN610000000

Bill Number: Bill-00000

Date Generated: 01 April 2026

Contact Us

Phone: 02380 688400

Email: Heatnetwork@eastleigh.gov.uk

Your Ground Source Heat Network Charges for 01 April 2026 to 31 March 2027

Supply Address: Street, Town, Postcode

Description	Annual Charge	Charged For	VAT	This Bill
Heat Network Access	£0.00	days	0%	£0.00
Subtotal without VAT				£0.00
VAT 20% of £0.00				£0.00
VAT 5% of £0.00				£0.00
Total				£0.00

Payments are due monthly by the 1st of each month

Date	Amount
Instalment Date	£0.00

Your bill is made up of

Heat Network Access: £0.00 plus 5% VAT, Annual

The fixed daily charge which covers essential maintenance of the heat network supplying heat to your home.

Ways to pay:

Direct Debit: You have agreed to pay your heat network charge by Direct Debit under the terms of your agreement. Setting up a Direct Debit is the simplest way to pay and helps you keep on top of your heat network payments. You can set up and manage your direct debit on your customer portal. If you need any help setting up a Direct Debit, please contact us.

Other payment methods: We may agree to accept a different payment method from you such as bank transfer, credit or debit card payment. Please contact us to discuss this.

Your account

To view your outstanding balance and a full statement of transactions, please access your account in your customer portal.

If you are struggling to pay your heat network charges or experiencing financial difficulties, please contact us to find out how we can help.

Reporting a defect/repair

If you experience any issues with your heat network, please report this through your customer portal. You will then be contacted by our contractor to arrange an appointment to resolve the issue.

If you experience a loss of heating or hot water during the winter period (October to March) outside of normal office hours (see below), please call 07770 822 599 to report an emergency repair.

More information on the heat network and the heating and hot water systems in your home is available in your Home User Guide.

Priority services register

If someone in your household is vulnerable due to age, disability, chronic illness, mental health conditions, language barriers, financial difficulties, or other circumstances, you may be eligible to join our Priority Services Register.

Customers on the Priority Services Register receive additional assistance, including priority support during service interruptions. More information, including how to apply to join the register can be found on our website [Document Library - eastbrooke homes | homes for sale and rent Hampshire](#).

Complaints

We aim to resolve issues as quickly as possible. Before a formal complaint is raised, we will first consider whether your concern can be addressed through a Service Request (also known as local resolution).

This approach allows many issues to be resolved at the first point of contact. We ask that you give us the opportunity to put things right before progressing to a complaint. If you are experiencing an issue, please contact us so we can assist you.

Our full complaints policy can be viewed on our website [How to make a complaint | Eastleigh Borough Council](#).

Support

Please contact us if you are struggling to pay your heat network charge or if you have any queries regarding your account.

You can also get independent advice and support from the following organisations:

Energy Ombudsman: Helpline 0330 440 1624, lines open Monday to Friday 8am-6pm;
Email enquiry@energyombudsman.org Website <https://www.energyombudsman.org/contact-us>

Energy Saving Advice Service: Helpline 0800 098 7950, lines open Monday-Friday, 8am-8pm;
Email energy-advice@est.org.uk Website <https://energysavingtrust.org.uk/>

Citizens Advice: Citizens Advice England consumer helpline 0800 144 8848, lines open Monday to Friday, 9am to 5pm; Website <https://www.citizensadvice.org.uk/about-us/contact-us/>

National Debt line: Helpline 0808 808 4000, lines open Monday to Friday 9am to 8pm, Saturday 9:30am to 1pm; Website address: <https://nationaldebtlined.org/>

Moving home

Please let us know if you are moving home so we can calculate your final bill and end your account.

Contact us:

- **Phone:** 023 8068 8400
(Monday to Thursday 8:30am–5:00pm, Friday 8:30am–4:30pm)
- **Customer Portal:** my.eastbrookehomes.co.uk
- **Email:** heatnetwork@eastleigh.gov.uk