

The Residents
Street
Town
Postcode

STATEMENT FOR GROUND SOURCE HEAT NETWORK ACCOUNT

Account Holder(s) The Residents

Account Number HN610000000

Property Street, Town, Postcode

Current Balance £0.00 as of 01 September 2026

Transactions between 01 April 2026 and 01 September 2026

Date	Description	Debit	Credit	Balance
Date	Example: Charge	-£0.00		£0.00
Date	Example: Direct Debit		+£0.00	£0.00

(AR = In Arrears, CR = In Credit)

Ways to pay:

Direct Debit: 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.

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://nationaldebtlane.org/>

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](#)

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