

Heat Network Complaints Handling Policy

Regulatory Framework: The Heat Networks (Market Framework) (Great Britain) Regulations 2025 (Regulated by Ofgem)

Our Commitment to You

At Pegasus Homes, we are committed to providing a reliable, fair, and transparent heating and hot water service. We recognise that sometimes things go wrong. When they do, our primary goal is to resolve your issue quickly and effectively

A copy of this policy will be displayed at all times on the communal noticeboard at each of our Developments, and a hard copy can be provided to you free of charge upon request. We will also send a copy of this procedure once a year to your registered address. The procedure can also be viewed on our website.

If you consider yourself a vulnerable customer, please do let us know and we will take additional steps to assist you.

With due regard to the Equality Act 2010, if you require this procedure in an alternative format (such as braille or in larger font), please contact us, and we will supply this free of charge as soon as possible.

This policy outlines our complaints procedure in strict accordance with Ofgem's General Authorisation Conditions, ensuring that your rights as a heat network consumer are fully protected.

Please note, where it is not reasonable for you to pursue this complaint yourself, you can appoint a third party to act on your behalf but please note we will require confirmation of this in writing before we can communicate with said party.

What Constitutes a Complaint?

A complaint is any expression of dissatisfaction made to us by a consumer (or their representative) regarding our heat network services, billing, customer service, or any other regulated activity where a response or resolution is explicitly or implicitly expected.

How to Make a Complaint Regarding Billing Issues

If your complaint relates to a specific billing query, please raise this in the first instance with your billing agent. A copy of individual complaints policies for each billing agent that we engage with is available via the following links:

Switch2

<https://switch2.co.uk/wp-content/uploads/2025/06/SW2-Complaint-Procedure-May-25-V5.pdf>

Email: customerservices@switch2.co.uk

Phone: 0333 321 2010

Online Contact Form:

switch2.co.uk/residential-portal/contact/

By post: Switch2 Energy, The Waterfront, Salts Mill Road, Shipley, West Yorkshire, BD17 7EZ

Evinox

<https://www.evinoxresidential.co.uk/customer-care/complaints-policy/>

Email: billing@evinoxresidential.co.uk

Phone: 01372 746 537

Post: Evinox Residential, Unit 37 Barwell Business Park, Leatherhead Road, Chessington, Surrey, KT9 2NY

Murphy Young/Servus

<https://us.servus.is/images/Residential-Complaints-Procedure-v2.pdf>

01698 803903

utilities@servus.is

Servus, Ellismuir House, Ellismuir Way, Tannochside Business Park, Glasgow G71 5PW.

If you require a hard copy of these documents, please speak with your on-site team member who will be happy to print them for you.

How to Make a Complaint Regarding Heat Network Issues

Should your complaint relate to a generalised heat network query, please see below for ways in which you can contact us.

Please note, Pegasus Homes will remain the single point of contact throughout the following complaint process.

You can complain in any of the following ways:

- By email heatnetworks@pegasushomes.co.uk
Please place **Feedback & Complaints** in the Subject line
- In writing to:
Heat Network Complaints
Pegasus Homes Group
Unit 1, Royal Court
Church Green Close
Winchester
SO23 7TW
- By contacting us via telephone - 0800 975 0170 - Please inform the call handler that this is in relation to Heat Networks.

On receipt of the complaint, we will:

- Provide a written acknowledgement of the complaint to you within 5 working days of the complaint being made;
- Provide a more detailed response within 20 working days of a complaint being made. Please note that if this is not a resolution to the complaint, we will explain the reasons why and mutually agree the way forward and the timescales associated with this.
- If you are satisfied with our response, and the complaint is considered resolved with no further action, we will confirm the outcome in writing to you and close the complaint. It will, however, be kept on record.
- If however, you remain unhappy with the outcome of our investigation, please let us know in writing, setting out your reasons and asking for the complaint to be escalated, addressed to the Head of Central Operations - this can be sent via post or email using the addresses given above. We will acknowledge receipt of this escalation, and from the date of this letter our Head of Central Operations will send you a written reply (known as the "Final Viewpoint Letter") within 15 working days outlining our final position and proposing resolutions where appropriate.

Complaints about our obligations to you

If after eight weeks of first making the complaint, or we (as the authorised person) are unable to resolve the complaint to your satisfaction, you may refer this matter to the Energy Ombudsman.

The Energy Ombudsman

Website: www.energyombudsman.org

Phone: 0330 440 1624 (Monday - Friday 8am - 6pm). Please refer to the website for any potential telephone charges

Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

Email: enquiry@energyombudsman.org

The Energy Ombudsman is an independent redress scheme and is free of charge. The Energy Ombudsman resolves disputes between consumers (including microbusinesses) and energy suppliers, brokers, or network operators. Raising a complaint to The Energy Ombudsman is binding to Pegasus Homes, but not to you as the consumer.

Continuous Improvement and Reporting

To comply with Ofgem's regulatory oversight, we maintain a secure, comprehensive record of all complaints received, the time taken to resolve them, and the outcomes.

The current heat regulations require us to ensure we hold the following details for 5 years:

- Consumer ID
- Account details
- How the complaint was raised (orally, written, electronically)
- Summary of response given
- Date the complaint was raised
- Date complaint was closed

Please be assured that all details are held securely.

We analyse this data regularly to identify systemic issues, improve our network performance, and refine our customer service.

Anonymised complaints data is reported to Ofgem quarterly as part of our Authorisation Conditions compliance.

Support Services Providing Independent Help and Advice

We have listed below a selection of independent advice services that may be useful to you:

Heat Trust

<https://www.heattrust.org/>

Citizens Advice

Telephone: 0808 223 1133

<https://www.citizensadvice.org.uk/heat-networks>

Ofgem

<https://www.ofgem.gov.uk/>

Step Change

Telephone: 0800 138 1111

<https://www.stepchange.org/>