

WELCOME TO HUDDLE

You will soon be entering your new home, and Huddle are here to get your year off to the smoothest start possible. By choosing to join us you have instantly sorted your energy bills for the coming year! Forget surprise bills, forget long calls to energy companies - now the energy bills process is as simple as possible. ***We just ask for one thing...***

PLEASE SEND US YOUR METER READINGS FOR GAS & ELECTRICITY ON YOUR TENANCY START DATE

HOW TO READ YOUR METER: <https://www.huddle.uk.com/contact/#faq>

WHY NOT DOWNLOAD OUR FREE HUDDLE UTILITIES APP For iOS & Android:



YOUR ENERGY CHANGE OVER

There can be a short delay as you switch providers and it can take anything from 2-8 weeks to move away from the previous energy supplier. If there are some utilities that we haven't taken over by the start of your Huddle contract, any outstanding bills will need to be settled directly between you and the previous supplier. We will not charge you for this utility until it is supplied by Huddle and we will do everything in our power to help you resolve any issues with your previous supplier.



PORTAL

Your portal is your first stop for all things Huddle. Here you will be able to review your house details and set up your payments.

You can analyse the energy usage of your house on your portal. Submit regular meter readings on the portal and we'll update your account, allowing you to view graphs of your energy consumption, to quickly and easily check if you are using more energy than allocated in your payment plan.

Huddle is not an unlimited usage plan, so making sure you don't overuse is crucial to avoiding surprise bills and ensuring money back at the end of your contract. Submit meter readings every month and you'll know exactly where you stand - plus if you start to overuse we will send you a warning email so you can take steps to reduce your energy consumption. In the portal you can monitor your energy use vs your payment plan.

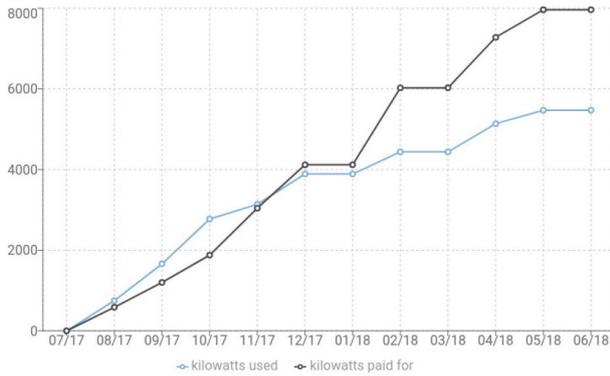
In the graphs on the next page, the blue line shows your energy use and the black line shows your allowance. The first graph shows a house that was able to spot they were using too much energy and reduce their usage. The second graph shows more typical usage. By the way - both of these houses will get a refund at the end of the year!



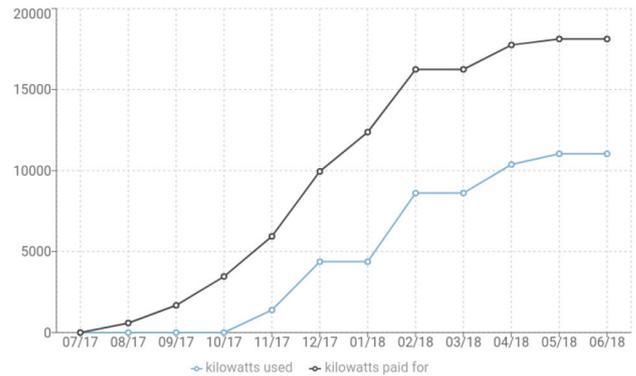
www.huddle.uk.com

Gable House, 239 Regents Park Road, London, N3 3LF
Huddle Utilities Ltd is registered in England & Wales
Company Number 09380853

During the last 12 months



During the last 12 months



PAYMENTS

You can set up payments on your portal. Apart from your first payment, each payment will come out monthly, on the same date every month unless otherwise arranged. Once we've set up a new payment we'll contact you to let you know how much is being taken and when. Payments can take several days to be processed by your bank.

If your card is lost, stolen or you get a new card, let us know as soon as possible to avoid falling behind on payments. If you do fall behind, don't worry! With our payment system, if you don't have any money in your account there is no failed payment fee, unlike traditional standing orders. We'll just arrange for the payment to be taken at a later date.



BROADBAND

If you asked for broadband, the router could already be installed, but if your broadband hasn't yet been set-up please email us with a preferred installation date and we will get you up and running as close to this date as possible. Please remember that someone needs to be in the property on the install date to sign for the router or let the engineer in. While we recommend Plusnet as our preferred provider, we will check the infrastructure in your area and offer a suitable alternative if Plusnet is not available. When the technician comes to install broadband, make sure you ask them to check the wifi is working in all rooms before you sign off the installation.

Any technical help is provided by your broadband provider directly. For virgin please call on **0345 454 1111** and for Plusnet please call **0800 028 0282** followed by **2** for business. To talk to Virgin a username, password, account number and area code need to be provided. For Plusnet just a username and password are required. This information can be found on your portal.

Most issues are resolved quickly over the phone, but if you are still having difficulties with your internet please get in touch with the Huddle Team!

Here's to a great year together!

The Huddle Team
info@huddle.uk.com

Alternatively send us a direct message via our website www.huddle.uk.com



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