



Welcome to the first B&D Energy Newsletter.

B&D Energy want to improve the way we communicate with our customers; we realise that we could have shared news, updates and information better in the past. Therefore, we will produce newsletters that get sent out monthly that will give you information on what we are doing, news on any developments and advice about your heating and electricity supplies.

So, welcome to the first B&D Energy newsletter! We hope that you find it useful – we welcome your feedback on what you find interesting and also what you would like to hear about that we have not told you. Simply reply to this email and we will read it.

Operational issues

Electricity Outage in April

We are sorry for any problems caused by the loss of electrical supplies recently. For those that do not know the background, in March we received complaints of flicking lights in Beckett Court. Our electricians investigated, the fault could not be found. On the 18th April the fire brigade were called as a smoking lighting fitting. The following day, the 19th, our electricians completed a deep investigation to try and find the cause of the problem, although they did find unusual voltage readings. The team inspected everything which could be checked with the power still on to the flats and houses, sadly the cause could not be found. The decision was made that although the voltages were unusual, they did not pose a risk. We then mobilised specialists to help find the fault, they were first available on the 26th / 27th April. At that point we let you all know that the power would be off on the 26th and 27th April. On the 26th / 27th April the investigation was carried out. A link on the switch supplying the Bowen, Orvis, and Beckett court blocks was found to have worked loose due to vibration. As a result, we replaced the entire switch unit. The following day we inspected the other similar switches which supply Lariat and Butterfly court, to ensure they were in good condition. They were found to be fine. We did use the time to carry out our periodic checks on all the electrical supply circuits, as a result avoiding the next maintenance power outage which was due in 18 months.

We understand that the notice was shorter than we all would have liked but this was an extreme situation which had to be fixed – a bit like a warning light coming on in the car – you can drive it to the garage but it must be fixed very soon. We could also have been clearer about the impact on the heating system but we did provide working spaces at the Barking Enterprise Centre and we did provide free water.

We would like to thank you all for your patience, if you have any further questions, please feel free to ask.

Heat Outage in May

The peak demand period, where we use the most heating is between October and April. We are now outside that time. As a result, we took the opportunity to replace the bellows on the pumps which feed each of your houses and flats with hot water. We did this following an incident at a similar block of flats, operated by a different company, where one of these bellows failed and resulted in the residences not having heating for 18 hours in winter. By doing these in a proactive way we ensured the heating was out for as short a period possible at a time when the demand is at its lowest.



There were two hiccups in this operation firstly, when our engineers worked on Bowen and Windsor Court - our team made a mistake and turned off the wrong pump. As a result, the heating supply to properties in Lariat and Butterfly Court was interrupted. We sincerely apologise for any service interruption and we will work hard to prevent a similar situation arising again. Secondly the work on Orvis Court had to be re-scheduled due to a technical issue.

All this work is now complete and we continue to undertake our routine testing and maintenance programme.

Bills

There are a few things to mention around bills.

Firstly, our team have been busy calling the highest energy users, with the intention of letting them know they are using more than the average amount of energy, and to give advice to help reduce their energy usage and as a result the amount it costs. We are pleased to say that this work has gone down well with residents and it may seem strange that we call people to help them reduce their bills but we believe we have a duty of care to ensure our customers are not paying unduly. Most of the issues we found were some people had their heating controllers set at a higher temperature than they needed. If you need help with setting your heating please contact Reside or L&Q.

In addition, if you are struggling to pay your bill, please ring our team on 020 8227 5960, we need everyone to contribute their share to paying the bills, but it is important no one is left behind, we are here to help.

Finally, you may be aware that we change our prices every year with effect from April 1st. As always we give the commitment that this is a comparable cost to that of a gas fired system. This year the price change was a price increase and we decided NOT to pass on this increase immediately especially during Covid. However, in the next few months the prices will have to increase and we will give you plenty of notice as to how much and when the price will change. There has been a big change in the price of gas and electricity in the market and this combines with increases in inflation and wage increases. We do operate a strict pricing policy which limits the price changes we can make and, indeed, last year, many of you will remember the at the unit prices FELL.

If you would like any more information, please have a look on our webpage at www.bdenenergy.org.uk Wilmott Dixon site

We have NO doubt that you have seen the building site to the north of Weavers Quarter. What you may not know is that this site will also connect to the District Energy network that your property is on. Unfortunately, their works will require another brief electricity outage at the end of June – when we know the details, we will give you as much notice as possible.

Thanks for reading

The B&D Energy Team