



Shetland Heat Energy and Power Limited

APPLICATION FOR A CONNECTION TO A COUNCIL / HJALTLAND HOUSING ASSOCIATION HOUSE LERWICK DISTRICT HEATING SCHEME

This application is to provide information to enable a representative of Shetland Heat Energy and Power Ltd to arrange a visit to your home to discuss the scheme and agree entry point, meter location, tariffs etc. If you finally decide to connect to the scheme a customer agreement form will be drawn up for signing. We will advise you of the current situation and provide an update if the situation changes.
This form does not commit you to joining the scheme

Name	
Address	
Daytime Tel No	
Evening Tel No	
Preferred time/s to visit	

The following information is required to help us assess the costs you are likely to incur and the likely advantages the scheme will bring you. It is not essential to complete it.

Estimate of Annual heating costs	£
Any other information you consider relevant or any questions you would like answered before a visit is arranged	

I hereby give my consent to the Shetland Islands Council to make available to Shetland Heat Energy and Power Ltd such information as may be required by the latter to process this application.

Signature:

Date:

TARIFFS FOR DOMESTIC HOUSING FROM 1 October 2011

All Prices exclude VAT

Basic Charge: 6.00p per kWh from October 2011 (see below for rate on card meter)

Annual Standing Charge: £100

Connection Fee: £605. In the case of a difficult or very long connection a higher charge may be necessary. **

Where a connection is made whilst the main pipes are being laid in the street the connection fee reduces to £430.

In the case of a new property being constructed the developer will be requested to allow the entry pipes to be installed during the foundation work and excavate a trench to the site boundary whenever pipework from the site boundary to the mains will be undertaken by SHEAP.

Methods of Payment: This will be done to meet the customers requirements. The three methods proposed are either:

- (a) quarterly direct debit / invoicing
- (b) monthly standing order / direct debit
- (c) card meter

Card Meter: On request a card meter can be installed once the building has been fitted with a heating system to take district heating. The basic charge will be 7.5p per kWh, which includes elements for standing charges and other costs.

** Council House tenants and Hjaltland tenants who are installing district heating as part of their refurbishment do not pay a connection fee

HOW TO GET A DISTRICT HEATING SUPPLY CONNECTION Revised 2011

1. We are not currently undertaking new connections, apart from ones previously committed, until a new heat source is developed. However, we recommend that you still apply so we can gauge where demand is. This will help us prioritise the works.
2. Contact Shetland Heat Energy and Power Ltd (SHEAP) by either visiting the office at Marina Business Park, Gremista or phoning 697111.
3. When we can start to undertake connections again, SHEAP will arrange for a visit by a representative to visit your property to determine the pipe route, point of entry, position of the meter and heat exchanger and advise on any other relevant matters.
4. The SHEAP representative will then draw up a customer agreement form.
5. You will need to contact a plumber approved by SHEAP in order to receive a quotation for installing a heat exchanger and if not already installed a wet heating system to meet SHEAP's specifications. Where time permits it would be preferable to have the quotation before step 3 so that you know of the cost of the works before committing yourself. The quotation should include fitting of the meter (supplied by SHEAP) and connecting to the power supply.
6. SHEAP will arrange for the pipe to be laid from the mains into premises and be responsible for all reinstatement. The contractor may request you to sign a form confirming that the reinstatement is to your satisfaction.
7. SHEAP will advise you when the supply is available so that your plumber can put in your installation and connect up immediately. The plumber will be required to undertake any tests requested by SHEAP and instruct you on the operation of your new heating system. SHEAP will then seal the meter and inspect the installation.