



City of Westminster

Westminster City Hall,
64 Victoria Street,
London SW1E 6QP

Simran Gill
Energy Team Manager

Email: sgill@westminster.gov.uk

Tel: 02381542626

Date: 19 November 2024

Dear NAME

GEM require access to your property

I am writing to advise you our heating contractors GEM are working on your estate to undertake a service of the Heat Interface Unit (HIU) in your home. During the service, GEM will also take an up to date meter read from your HIU.

Our operatives will always identify themselves and will carry identification.

Allowing GEM access to your home is crucial to allow us to service your HIU and to obtain a current meter read, which will allow us to review your individual energy consumption, so we can provide you with a revised heating and hot water bill for the consumption in your home.

Westminster City Council has not been able to receive automated reads from your HIU heat meter since 2022. As a result, we have been invoicing residents for their heating and hot water usage using the block cost (as opposed to your individual consumption), divided by the number of habitable rooms in your home.

Following the revision of the charges, we will only process credit adjustments for the period April 2022 to date. If your heating and hot water consumption is more than we have billed you since 2022, we will not invoice you the additional sum.

If you have any questions about this letter, please do not hesitate to contact me directly.

Kind Regards,

A handwritten signature in blue ink, appearing to read 'S. Gill'.

Simran Gill
Energy Team Leader
Housing and Commercial Partnerships
Westminster City Council

64 Victoria Street
London
SW1E 6QP

Telephone: 0800 358 3783

Email: Housing.enquiries@westminster.gov.uk

Web: www.westminster.gov.uk