

Energy Billing and Customer Services



Billing, revenue collection and customer services for small energy suppliers

Managing your customers and ensuring efficient and cost effective collection of revenue from energy sales is a vital component of all energy supply businesses.

Thameswey specialises in providing a full range of billing and customer services for small energy suppliers and other utilities. As one of the country's leading ESCos delivering low carbon heat and electricity to a wide range of commercial and household customers, Thameswey understands embedded generation and district energy networks. We also know the importance of combining highly efficient billing and revenue collection with first rate customer services. Our CHP energy centres and PV installations generate over 20 million kW hours of low carbon and renewable energy each year serving over 1,500 large corporate and household customers.



Our Services

Our services include:

- Customer account set up and transfers
- Remote metering
- Invoice production and billing
- A choice of payment methods
- UK based call centre
- Customer service staff experienced in CHP and district energy networks
- Online access to account information
- Carbon reporting for corporate customers

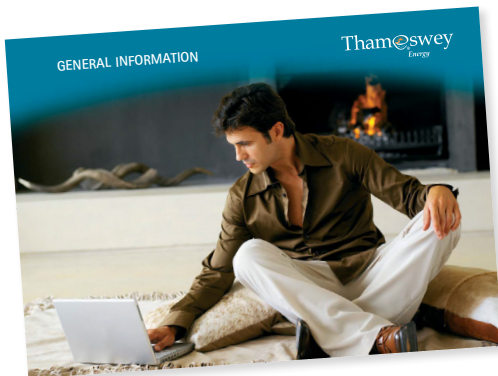
Our Clients

Our clients include:

- Holiday Inn
- Sainsburys
- Network Rail
- PRUPIM
- Woking Borough Council
- Nandos and Loch Fyne restaurants
- Deloitte
- Peacocks Shopping Centres
- Surrey County Council schools
- WWF

Meeting your customer management needs

At Thameswey we know the importance of providing first class services for our corporate and private customers. However, we also understand the challenges that many small energy suppliers face in providing cost-effective billing and account management that meets customer expectations. That's why we have invested in providing seamless heat and electricity metering, billing and customer services.



Fully integrated and accurate metering and billing

Thameswey provides fully integrated heat and electricity metering, billing, account management and customer services. We can offer your customers easy-to-understand bills based on accurate meter readings and a range of payment options including direct debit and pre-payment meters.

Fast and responsive customer services

Thameswey's customer service teams are UK-based to provide a highly responsive service that includes managing new accounts and account closures, bill enquiries, booking appointments for service visits and engineer emergency call outs.

Our staff understand CHP and district energy networks and provide dedicated call-centre support including front line customer advice, fault diagnosis and energy efficiency advice.



Information tailored to your customers' needs

Thameswey can provide bespoke customer information promoting the benefits of low carbon and renewable energy supplies. This includes carbon reduction statistics for CRC reporting and tariff comparison data. We also provide customers with web access to account information and enable secure online payments.

Contact US

To find out how more about how Thameswey can help meet your billing and customer service needs, contact Giles Vidgeon on:

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