

Communal heating systems

A communal or District heating system supplies heat to a number of dwellings from a common heat source. It may comprise of, for example, a system heating a block of apartments or a larger scale system heating many buildings.

Heat interface units in each apartment or home are connected to a central heat source and provide Independent, hot water and heating for each residence. This removes the requirement for individual boilers and a gas supply in each home.

Energy Meters

Within each heat interface unit, our in-built energy meters accurately monitor and record the energy used to provide heating and hot water for each dwelling in the communal heating system. This provides actual heat consumption figures for each home.

Our Fair Tariff Policy

Evinox Energy believes that residents of communal heating schemes should only pay for the heat that they use.

The tariff may consist of the following elements:

- Heating/Hot Water charged per kWh (Kilo watt hour)
- Communal Facility Charge, charged per day (Where applicable)

The Heating/Hot Water Charge is a direct calculation based on the charges received by Evinox from the gas supplier to operate the central plant.

We employ a proportional billing system, which is based on proportioning the cost of running the system to ensure each resident only pays for the percentage of the total energy bill that they have used. (The communal facility charge is split equally between residents.)

The tariff is set by totalling the operating cost for the building/scheme for each billing period and dividing by the actual consumption of each home during the same billing period to convert the consumption readings to a percentage of the total cost. The cost for each home can then be calculated.

Frequently Asked Question's

What does my bill include?

Your bill includes heating, hot water, cold water (Only when a cold water meter is installed within the dwelling and connected to the Evinox system) and where applicable a communal facility charge.

What is included in the communal facility charge?

The communal facility charge is specific to your lease agreement. It is charged daily and the cost is split equally between all residents.

Things that may be included in the Communal Facility Charge are:

- The operation and maintenance of the central plant and the energy distribution network.
- Maintenance of the heat interface unit, metering and controls located in the consumers property, but excluding radiators, valves and pipework.
- Comprehensive service plan
- The Standing Charge for all incoming utilities, e.g. gas and water
- Billing and administration of the system.
- Management and tendering for all required fuel to minimise the costs of running the system.

Can I change my supplier?

Because you are connected to a communal heating scheme, it is not possible to change your gas supplier independently. With a communal heating system there is one gas supply for the whole building/scheme rather than individual gas supplies per dwelling.

However there are many benefits of being connected to a communal system such as lower running costs, enhanced service and a more environmentally friendly system. Evinox Energy will ensure that the cost of energy remains competitive and comparable to conventional utility supplies. In addition to this, the gas supplier contract is reviewed annually and residents are welcome to talk to Evinox about supplier choice.