

www.evinoxresidential.co.uk



YOUR ACCOUNT

You will receive a quarterly bill, which you can pay using any of the convenient payment methods shown opposite.

We recommend that you spread the cost of your energy over the year by making monthly payments in advance of your bill.

You can view your balance at any time online to check you are paying the right amount.



Your Bill Explained



Statement Date: 30 Sep 2017 Statement Period: 30 Jun 2017- 30 Sep 2017

Customer Number: BDXX
Statement Number: 2XX
Invoice Number: 26XX
Payment Ref: BDC4/NH100XXXX

Invoice Address:
Miss S Smith
1 Knowhere Road
Town
City
Post Code

This is the billing period

Shows any payments received since last bill

Here is your unique customer number

Here's the total amount due for this bill

Once you have built up some consumption history, we will include a graph on your bill showing a comparison of your current energy usage compared to the same period in the previous year.

VAT NO: 133 0092 61

You will receive a quarterly bill that will include the meter reading, the amount of energy used for that period, the amount you have paid and your balance.

The first bill will be issued in paper, and you will then have the opportunity to sign up for paperless billing to receive future bills electronically.

We advise that you make monthly payments in advance of your bill to spread the cost of your energy.

You can find a full breakdown of the charges on the reverse of the bill as shown below

Your Bill In Detail

Your Energy Tariff is: 8.20p per Kilo Watt Hour (kWh)
Planned Tariff Review Date: 01 Jan 2018

This bill is for the property address:
1 Knowhere Road, Town, City, Post Code

Your Heat and Hot Water use in detail

30 Jun 2017	Remote Reading	6939
30 Sep 2017	Remote Reading	7529
Actual units used over 92 days		590
590 x 8.2000p		£46.08
VAT at 5.00%		£2.30
Total Energy Charge		£48.38
Communal Facility Charge 30 Jun 2017 - 30 Sep 2017		
92 days at 26.03p per day		£31.75
VAT at 5.00%		£1.59
TOTAL COST THIS PERIOD		£81.72

You can find your tariff rate here in pence per KiloWatt-Hour (kWh)

We set your energy rate based on our Fair Tariff Policy - You can find full details on how your tariff is calculated in the Leaflet in your welcome pack or by visiting our website.

Your meter readings & the number of units you have used for the billing period

Energy Cost and VAT charged*

Communal Facility Charge Cost and VAT charged*

* Where applicable



Direct Debit Payments

There is a form included in your welcome pack to complete if you wish to set up a Direct Debit. You can also sign up to pay by Direct Debit online at our website - www.evinoxresidential.co.uk.

Paying by Direct Debit allows you to spread the cost by paying a fixed amount to your account on a monthly basis.

We recommend initially setting your Direct Debit amount as follows:-

- £30 for 1 bed per month
- £35 for two bed per month
- £40 for 3 bed properties per month

Following this, you can increase or decrease the amount based on your usage, bearing in mind that you will use less energy over the summer, but more in the winter.

The benefit of budgeting your heating costs in this way means your expenditure can be split evenly over the year.

Please send your completed Direct Debit form to us at **Evinox Residential, Unit 37, Barwell Business Park, Leatherhead Road, Chessington, Surrey, KT9 2NY** or scan and email to billing@evinoxresidential.co.uk

It can take up to 15 working days for a Direct Debit to be set-up and the first payment to be received. In the meantime, you can make a payment via telephone or online if you wish to add credit to your account immediately.



Payzone

You can also make payments using the Payzone card included in your welcome pack at any Payzone outlet. Before you use it for the first time you must activate the card via the resident login area on the website – www.evinoxresidential.co.uk. (You are required to register for an online Evinox Residential account in order to activate your Payzone card)

For details of all Payzone outlets in your area please visit www.payzone.co.uk. There is a minimum shop transaction of £2.50.

Other ways to pay:

Call our Billing Line - **01372 746537**

(This is a local rate call and lines are open Mon - Fri 8am - 5pm)

Online at - www.evinoxresidential.co.uk

Use our **Web App** on any internet enabled device.

(Download from our website)

Frequently Asked Questions

How often will you read the meter?

Evinox smart meters are read remotely, and the consumption figures will be downloaded from your building regularly.

How do I read my energy consumption?

You can read your energy consumption via the ViewSmart Room Controller in your home (Where fitted). Please visit the website to download ViewSmart user guide.

If you do not have an Evinox ViewSmart Room Controller fitted, you can read your consumption on the heat meter, which can be found on the heat interface unit.

What if I don't agree with the meter reading?

Please contact us immediately so that we can look into your account and identify if there is a problem with your meter.

How much will I pay for my heat?

The amount you will pay for each unit (kilowatt hour, or kWh) of heat is explained in your Welcome Letter (for the first billing period of 3 months), after that you can find details of your current tariff & charges by registering and logging into your account on our website. Our Fair Tariff Policy leaflet, included in this welcome pack, also explains how your tariff is calculated, based on the amount of heat you consume plus a daily communal facility charge.

When do I need to pay my bill?

Payment is due within 28 days of receiving your bill and you should make arrangements to pay immediately, using one of the payment methods detailed in this leaflet. You may incur extra charges if your payments are late. If you are paying by monthly direct debit, the amount you owe on your bill will be deducted from the payments you have already made.

Will I receive a refund if I build up a big credit balance?

Paying by monthly Direct Debit is designed to spread your payments evenly over the year. It would be normal to build up a credit during the summer months to cover the increased energy you use during the winter. We recommend that you review your payments regularly and advise us if you would like to change the Direct Debit amount. If your account goes significantly into credit over the course of a year, you can reduce your monthly payments going forwards or we can arrange a repayment if it is appropriate.

What if I have a problem paying my bill?

If you are struggling to pay your bill we can help by setting up a payment plan to help clear any arrears and keep up to date with future accounts.

How do I lower my consumptions to reduce my bills?

Firstly, we would recommend that you try turning the heating thermostat down by one degree using your room controller, and see if the temperature in your home is still comfortable. You may be surprised as this could save up to 10% of your heating bill!

For ModuSat units that feature the "Keep Warm" facility for domestic hot water, you can turn down the temperature and also set schedules to reduce the amount of time this is in use. This will reduce energy use and cost. (Please note this can affect the time it takes for your hot water to get up to temperature at taps and showers. For full details and instructions please see the ViewSmart Room Controller User Guide)

If you are struggling with payments, please contact us to discuss your options. We don't advise that you ever turn your heating unit off completely, but you can set the system to "Anti-Freeze" mode, which disables the heating unless the temperature falls below the set 10°C so that you still have protection against frost.

For information about how to use your Room Controller please see our User Guides, which you can find on our website in the "Document Library"



If you have any questions we're here to help.

Contact us on - 01372 746537
(This is a local rate call and lines are open Mon - Fri 8am - 5pm)

Or billing@evinoxresidential.co.uk
(Email account monitored Mon - Fri 8am - 5pm)

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