

# YOUR PAYSMART® PREPAYMENT SYSTEM



The heating and hot water system in your home is operated by our PaySmart® system, which means you pay for your energy as you use it.

Unlike traditional prepayment systems, the process of adding energy credit to the PaySmart® technology in your ModuSat® Heat Interface Unit is completely automated over the internet, so once you have made a payment your balance is updated immediately.

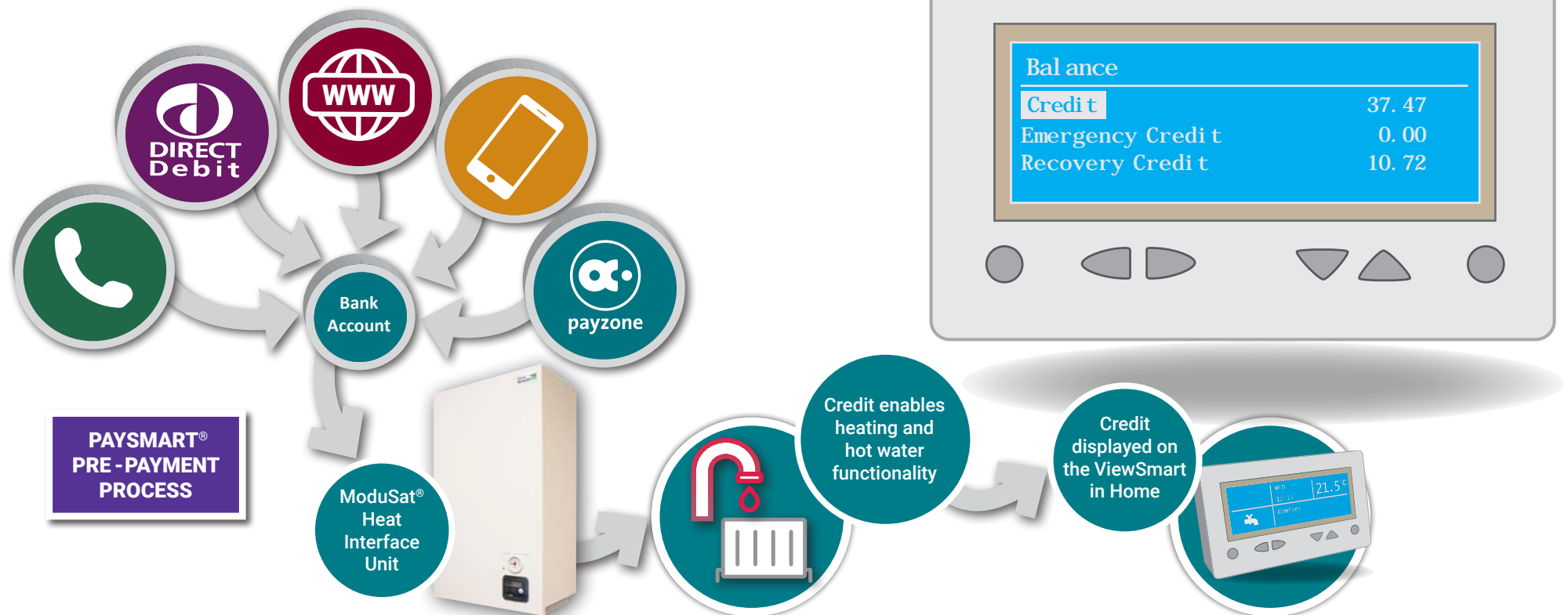
# How does the PaySmart® Prepayment System Work?

Simply make your payments using any of the following methods:

- By **Direct Debit** or **Standing Order**
- Online - [www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk)
- Using our **Web App** on any internet enabled device (Download the App from our website)
- At any **Payzone Outlet** - using the card supplied
- By calling our billing line - **01372 746537**

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

When you move in,  
please call our billing line on  
**01372 746537** to activate your  
PaySmart® system.



All payments register on the PaySmart technology in the ModuSat Heat Interface Unit in around 2 minutes of being made. (Subject to an operational network connection)

## Direct Debit & Standing Order Payments



If you wish to set up a Direct Debit you will find a form to complete in the welcome pack. You can also sign up to pay by Direct Debit online using our website - [www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk).

Monthly Direct debit / Standing Order payments will automatically add credit to the PaySmart® system in the ModuSat® heat interface unit in your home.

### 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](mailto: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 by telephone, online or at any Payzone outlet if you wish to add credit to your PaySmart® system immediately.

## Paying by Payzone



You can top up your PaySmart® system using your Payzone card at any Payzone outlet.

Before you use the Payzone card for the first time you must activate the card in the resident login area on our website – [www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk). (You are required to register for an online Evinox Residential account in order to activate your Payzone card)

Your nearest Payzone outlet is detailed in your welcome letter. For details of other Payzone outlets in your area please visit [www.payzone.co.uk](http://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](http://www.evinoxresidential.co.uk)

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

(Download from our website)



## Frequently Asked Questions

### **Will my heating be switched off if I run out of credit on my PaySmart system?**

If you run out of credit the PaySmart® system will automatically turn off the heat interface and withhold heating and hot water unit until payment is made, and your account balance is under the Emergency Credit threshold. You can view your remaining credit amount on your room controller, and a message will be displayed when credit is low, or you have no-credit.

### **What happens if my Direct Debit fails or is not sufficient to cover the energy cost?**

If your Direct Debit payment fails or is insufficient to cover the energy being used, you must make a payment to bring the account into credit and to enable the energy to continue to be supplied. If an additional payment is not received the PaySmart® system will turn off the heat interface unit until payment is made. You will be charged £10 for a failed Direct Debit; this is to cover administration costs.

### **If my heating unit turns off due to non-payment will you charge me a reconnection fee to turn it back on?**

No, there is no re-connection fee. The heat interface unit will automatically start up again once sufficient energy credit has been purchased.

### **I would like to pay using Payzone how do I request a card and how long will it take to arrive once requested?**

Please call us on 01372 746537 to request a Payzone card and provide your details. You will receive your card within 3 working days.

### **I'm moving out of the property and there is credit remaining on the PaySmart® system, can I be refunded for this?**

Yes, we will refund any remaining credit balance. Please complete our online "Contact Us" form or call on 01372 746537 to inform us that you are moving out, we will need to verify your moving out date and meter reading before we complete any refund.

### **How much will I pay for my heat?**

The amount you will pay for each kilowatt hour unit (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.

### **How do I lower my consumptions to reduce my payments?**

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

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