

www.evinoxresidential.co.uk



\*Available on Safari, Chrome and Edge.

# YOUR ACCOUNT

You'll receive regular bills, which can be paid using any of the convenient methods described in this leaflet.

To stay on top of your payments, you can check your balance online anytime to ensure you're paying the right amount.

**Evinox**  
*Residential*

# Your Bill Explained \*

**Customer number:**  
OMD3

**Statement date:**  
11th June 2024

**Billing address:**  
Timmy Turner  
957 North Cumberlar  
London  
SE20 3JW

**Statement period:**  
10 Jan 2024 - 10 June 2024

**Statement number:**  
336086

**Here is your unique customer number**

**Your energy usage in detail:**  
Bill number: B006974

**Tot Heat and Hot water**  
includes VAT at 5% of £6.49

**Tot Cooling**  
includes VAT at 5% of £6.49

**Usage cost**  
1076 kWh at 8.6100p per kWh (inc VAT at 5%) £92.64

**Meter readings (meter serial number-3360s36686):**  
10 Jan 2022 - 4535 kWh - Actual  
10 Jun 2022- 5640 kWh - Estimate

**Standing Charge**  
188 days at 23.28p x day (inc VAT at 5%) £43.77

**Set up cost**  
includes VAT at 20% of £3.00 £15.00

**Total cost for this period**  
includes VAT of £90.54 £287.82

**Your usage summary for:**  
312 Belvedere Road,  
London  
SE1 8BF

**Your previous balance brought forward:** £2.00 DEBIT

**Total cost for this period** £287.82

**What you've paid us (total)** £290.00

Direct Debit 20/5/22 £90.00  
Card payment 21/05/22 £180.00  
Balance transfer\* 20/06/22 £20.00

**Your new balance on 28th June 2022:** £0.18 CREDIT

**Shows any payments received since last bill**

**Here's the total amount due for this bill**

**Here you will find useful information on the back of your bill**

**You can see if you have a payment arrangement set up with us. We recommend you to set up a Direct Debit to help you pay off your balance regularly.**

**VAT number:** 04 2140 65

**Please turn over for more information**

**Evinox Residential**

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01372 746537 • billing@evinoxresidential.co.uk • www.evinoxresidential.co.uk  
Promentum Technologies Ltd t/a Evinox Residential • Registered at 3 The Mews, 16 Holly Bush Lane, Sevenoaks, Kent, TN13 3TH • Company number 03403996

This is the billing period

Here is your unique customer number

Shows any payments received since last bill

Here's the total amount due for this bill

You will find lots of useful info on the back of your bill

You can see if you have a payment arrangement set up with us. We recommend you to set up a Direct Debit to help you pay off your balance regularly.

Your regular bill will include your meter reading, the energy used during the billing period, the payments you've made, and your current balance.

When you register your account online, you'll be automatically signed up for paperless billing, making it easier to receive and manage your bills electronically.

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

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

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

Communal Facility Charge

Total Energy Cost including VAT charged\*

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.

We will let you know if one of your readings is estimated, so that you can send us an actual reading and get a revised bill.

The Community Facility Charge covers the cost of our billing service plus any other costs specific to your property agreement, as set by your building manager.

\*If your bill looks different, don't worry, we will be updating it to the new design soon.

\* Where applicable

We offer a variety of payment methods to suit your needs. For convenience, reliability, and peace of mind, we recommend paying by Direct Debit or through our Customer Portal.

## Five facts to know about your Direct Debit

### 1 Simple and convenient

Direct Debit is the easiest and most convenient way to pay your energy bills. Payments are taken **automatically** on the due date, so you never have to worry about missing a payment.

### 2 Fixed payments to help you budget

Your Direct Debit payments are set at a **fixed amount**, making it easier to budget and spread your energy costs evenly throughout the year.

### 3 Flexible options

If your energy usage changes, you can **adjust your Direct Debit amount** to better reflect your usage. You can also make one-off top-up payments using another payment method whenever needed.

### 4 Arrears management

If your account falls into arrears of more than **£50**, we'll send you **reminders** to help you stay on track and keep your balance under control. This ensures you avoid building up debt over time.

### 5 Easy to set up

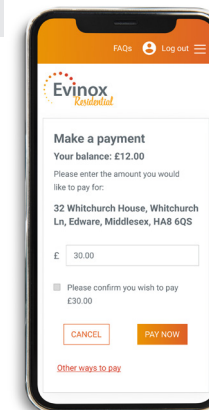
Setting up Direct Debit is quick and easy. You can register your account and set it up online at **[www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk)**, or by calling us on **01372 746537**. Prefer paper forms? We can send one to you by post.



## Paying online using our Customer Portal

Make secure payments quickly and easily through our Customer Portal and Web App.

Log in at **[www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk)** to pay your bills anytime, anywhere. The portal is available **24/7**, giving you full control over your payments.



## Cash payments



You can pay using a **pre-payment card**.

Depending on your address, we can send you either a Payzone or a Smart Pre-Pay card.



Simply top up your card and make payments at any Payzone or Epay outlet. Please refer to your card for specific instructions.

## Over the phone

Call our billing team on **01372 746537** to make a payment by phone.

This is a local-rate call, and our lines are open Monday to Friday, 8am to 5pm (excluding Bank Holidays).

## Frequently asked questions

### How will you take my readings?

We read your meters **remotely**, downloading the consumption figures from your building regularly.

### How do I check my energy consumption?

You can check your energy consumption on the **Evinox ViewSmart Room Controller** in your home. Visit our website to download the ViewSmart user guide.

If you don't have a ViewSmart Room Controller, you can check your heat meter located on the heat interface unit.

### What if I don't agree with my meter reading?

**Contact us** immediately so we can review your account and investigate any issues with your meter.

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

Your Welcome Letter includes details of your energy rate per unit (kWh).

You can also check your **current tariff** and charges on your bill or by logging into your account on our website.

Our Tariff Policy leaflet, explains how your charges are calculated, including the heat you use and the daily communal facility charge.

### When do I need to pay my bill?

Your bill will tell you how many days you have to make the payment. Please arrange to **pay promptly** using one of the methods in this leaflet to avoid late charges. If you pay by Direct Debit, the amount owed will be deducted from payments you've already made.

### Will I get a refund if I build up a credit balance?

Paying by Direct Debit helps you budget by **spreading costs** across the year.

If your account builds up significant credit, especially during summer, it can cover higher winter energy use. You can review and adjust your Direct Debit payments or request a refund if your credit becomes too large.

### What if I have trouble paying my bill?

If you're struggling to pay, we can help by setting up a **payment plan** to clear arrears and stay on top of future bills, subject to approval from your landlord or managing agent.

### How can I lower my energy usage and bills?

Try turning your heating thermostat down by **one degree** and see if your home is still comfortable - it could save up to **10%** on your heating bill!



If you have a ViewSmart Room Controller, check our user guides in the "Document Library" on our website.

For more energy-saving tips, visit the **Energy Saving Trust** at [energysavingtrust.org.uk/hub/quick-tips-to-save-energy](https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy).

### What happens to the money I pay for energy?

All payments for your heat or energy usage are passed to your managing agent or freeholder to pay for the gas used to generate heat in your home. For your peace of mind, **Evinox Residential does not supply the gas or profit from these charges.**



**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)

[www.evinoxresidential.co.uk](https://www.evinoxresidential.co.uk)