

www.evinoxresidential.co.uk



Online Payments



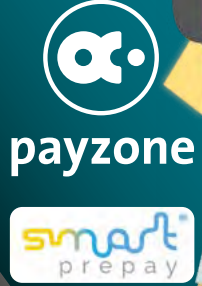
Monthly Direct Debit

Call our billing line  
01372 746537

**SIMPLE WAYS TO PAY**

Use our Web App on any internet-enabled device\*

At any Payzone or epay outlet



\*Available on Safari, Chrome and Edge.

# YOUR ACCOUNT

You will receive a regular 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 \*

**Customer number:** OMD3  
**Statement date:** 11th June 2024  
**Statement period:** 10 Jan 2024 - 10 June 2024  
**Statement number:** 336086

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

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

**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 £100.00  
 Balance transfer\*: 20/06/22 £20.00  
**Your new balance on 28th June 2022:** £0.18 CREDIT

**Your payment setup**  
 Our records indicate you have not set up a payment arrangement. Please set up a payment arrangement as soon as possible to avoid late payment fees.

**Energy breakdown:**  
 Tot Heat and Hot water: £136.41  
 Tot Cooling: £136.41  
 Set up cost: £15.00  
**Total cost for this period:** £287.82

**Callouts:**  
 - 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 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.  
 - You will find lots of useful info on the back of your bill

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

When registering your account online, you will be automatically signed up for paperless billing, and will receive your 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 right of the bill as shown below:

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

**Tot Heat and Hot water** £136.41  
 includes VAT at 5% of £6.48

**Usage cost** £92.64  
 1076 kWh at 8.6100p per kWh (inc VAT at 5%)  
 Meter readings (meter serial number:3360s36686):  
 10 Jan 2022 - 4535 kWh - Actual  
 10 Jun 2022- 5640 kWh - Estimate

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

**Tot Cooling** £136.41  
 includes VAT at 5% of £6.48

**Usage cost** £92.64  
 1076 kWh at 8.6100p per kWh (inc VAT at 5%)  
 Meter readings (meter serial number:3360s36686):  
 10 Jan 2022 - 4535 kWh - Actual  
 10 Jun 2022- 5640 kWh - Estimate

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

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

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

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.



## 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](http://www.evinoxresidential.co.uk).

Paying by Direct Debit helps you stay on top of your payments.

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

- £45/month for a one bedroom property
- £50/month for a two bedrooms property
- £60/month for a three bedrooms property

**Please bear in mind that this amount is only a contribution and not a guarantee of coverage, so make sure you check your bills regularly.**

You can increase or decrease the amount based on your usage, or top up with ad-hoc payments, using one of the other payment methods.

\* 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 via telephone or online if you wish to add credit to your account immediately.



## Cash payments

You can also make payments using pre-payment cards. Depending on your address, we can send you either a Payzone or a Smart Pre-Pay card.

You can top up your card and make payments at a Payzone or e-pay outlet. Please see your card for more information.



## Other ways to pay:

Call our Billing line on **01372 746537**

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

Online at [www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk)



Use our **Web App** on any internet-enabled device.\*  
(Download from our website or scan this QR code).

\*Available on Safari, Chrome and Edge.



## Frequently Asked Questions

### How will you take my readings?

We will read your meters 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 Evinox ViewSmart Room Controller in your home. Please visit our website to download the 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?

You can find the amount you will pay for each unit of heat (kilowatt per hour, or kWh) in your Welcome Letter. Going forward, you can find details of your current tariff & charges on your bill or by 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.



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

Contact us on **01372 746537** - local-rate - Or email us at [billing@evinoxresidential.co.uk](mailto:billing@evinoxresidential.co.uk)

We are open Mon - Fri 8am - 5pm, excluding bank holidays.

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

Paying by monthly Direct Debit is designed to help you budget and pay your bills.

You might build up a credit during the summer months: this will help you 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 request for a refund.

### 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, subject to the landlord or managing agent approval.

### 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!

If you have an Evinox ViewSmart Room Controller fitted, check our User Guides, which you can find on our website in the "Document Library".



You can also find a lot of energy saving tips on the [Energy saving Trust website](https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy/).

(<https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy/>)

### What happens to the money we collect for the energy used by you?

All the money used for heat or energy used by you is returned by Evinox to your Managing agent or Freeholder, so that they can pay for the gas used to generate heat in your home. For your peace of mind, you should know that Evinox does not supply the gas and makes no profit on the charges you receive for heat or energy.

