



THE BENEFITS OF COMMUNAL HEATING

Enjoy efficient, reliable heating and hot water from a shared, central energy source.

Communal heating ensures you only pay for what you use, helping you manage costs while keeping your home comfortable.

With no need for individual boilers, it's a hassle-free, convenient solution that delivers warmth all year round.

Not only is it cost-effective, but communal heating is also an environmentally friendly option. By reducing carbon emissions through centralised energy production, it's a greener choice for today's homes.

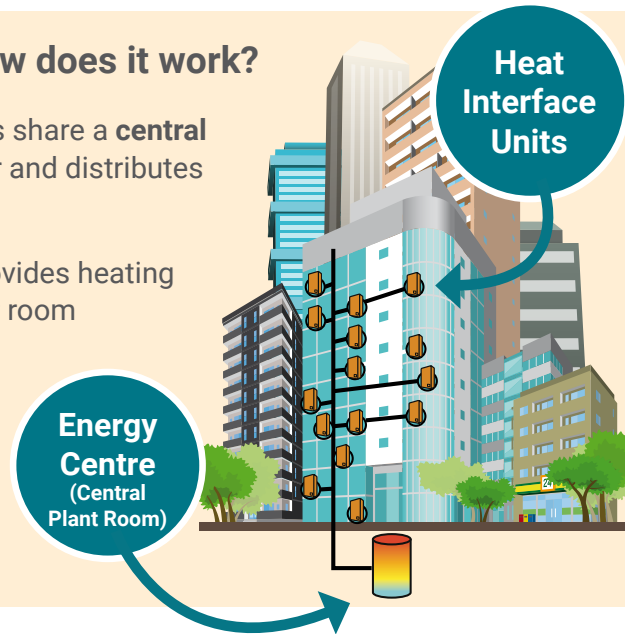


What is Communal Heating and how does it work?

Communal heating is a system where homes share a **central energy source**. An energy centre heats water and distributes it through insulated pipes to each residence.

In your home, a **Heat Interface Unit (HIU)** provides heating and hot water, and allows you to control your room temperatures for your comfort.

While the heat is generated centrally, each property has its own meter to measure **individual usage**, so you are only charged for the energy you consume.



Tips for getting the most from Communal Heating:



Adjust Temperature Settings: Use your thermostat to set the temperature according to your needs. Reducing it slightly can lower energy consumption considerably without sacrificing comfort.



Time Your Heating: Program your heating to come on only when you're at home. This avoids wasting energy when it's not needed.



Keep Vents Clear: Ensure radiators and vents aren't blocked by furniture, allowing heat to circulate effectively.



Monitor Usage: Keep an eye on your heating usage to avoid excessive energy use.



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)

www.evinoxresidential.co.uk

Who sets the price for my energy?

The price you pay for your energy is set by your **Heat Network Energy Supplier**, typically the building owner, landlord, or managing agent. This price is calculated to cover the cost of providing heat to your home and ensuring the system runs smoothly.

The payments we collect for your energy usage are passed directly to your Heat Network Energy Supplier, who uses them to pay for the energy supplied to the Energy Centre.

Neither your Heat Network Energy Supplier nor us make any profit from these energy charges.

As your billing provider, we are paid a fixed fee to manage your account and provide billing services, which is separate from the charges for your energy use.

Can I change my supplier?

Since your home is part of a communal heating system, your heat comes from a centralised energy source shared by all properties in the building. This means that, unlike electricity or other utilities, you cannot switch your heat supplier.

