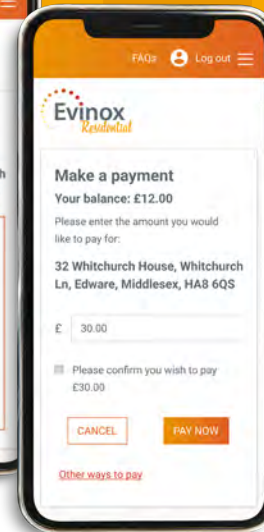
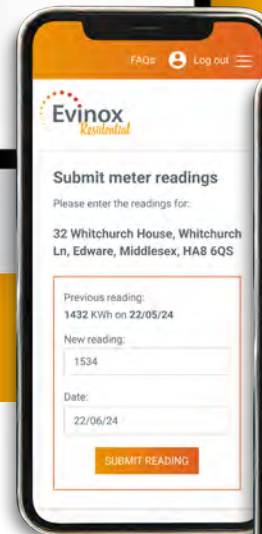
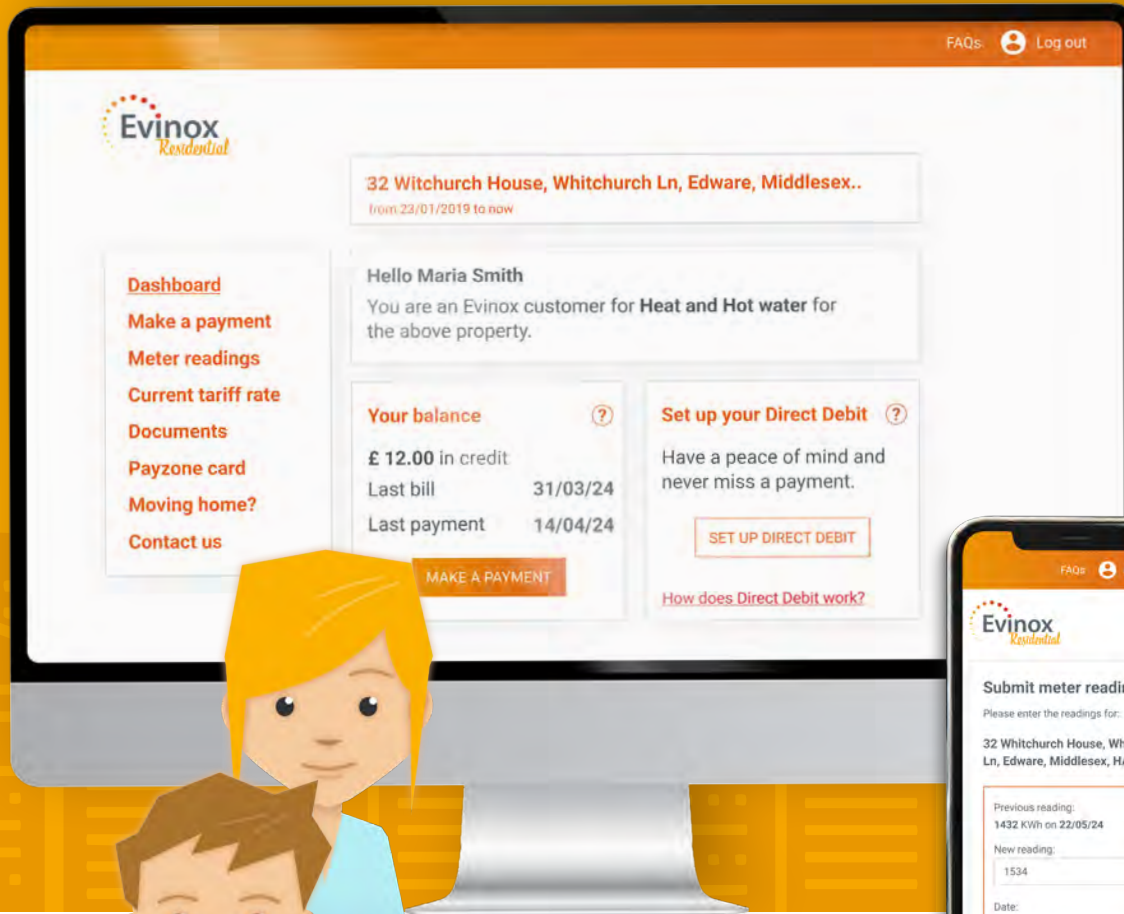


WEB PORTAL AND WEB APP

You can find lots of useful information and make payments via our secure online customer portal at www.evinoxresidential.co.uk



Manage your energy account on the go. Make payments, check your tariff and submit meter readings. This web app is available to install on Safari, Chrome, Firefox and Edge.

Simplify your payments and stay on top of your account

We encourage you to register using our Customer Login area for quick and easy access to your account details. Once registered, you can enjoy the convenience of managing your account anytime, anywhere. Here's what you can do:

- View your current balance
- Make payments using your credit or debit card
- Check your latest meter readings
- Review your tariff rate details
- Access your payment history
- Download important documents such as our user guides and our Fair Tariff Policy

Set up Direct Debit and manage your payments easily



For added convenience, we highly recommend setting up a Direct Debit.

Direct Debit helps you stay on top of your payments by automatically deducting a fixed amount from your account regularly.

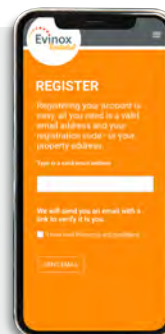
However, since the payment amount is fixed, it may not always cover your full balance. If your account falls into debt by more than £50, we will send you a late payment letter to ensure you are aware of any outstanding amounts.

Register today and take control of your account with just a few clicks!

Registering your account is easy and takes just a few minutes. All you need is a valid email address and either your registration code or your home address. Follow these six simple steps:

1. Visit www.evinoxresidential.co.uk.
2. Click on the 'Register' button.
3. Enter your email address.
4. Check your inbox for an email from us. Click the activation link in the email to continue.
5. Enter your 12-digit web registration code. If you don't have a registration code, use your postcode instead.
6. Click 'Register' to complete the process.

Please ensure your email account is working correctly, as you'll need to activate your account through the link we send you.

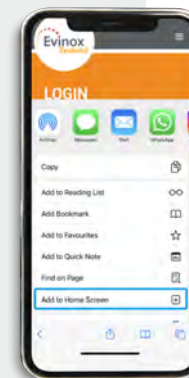
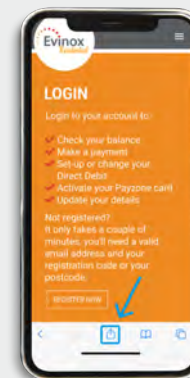


Add our Web App to your phone for easy access

You can add the Evinox Residential Web App to your phone's home screen for easy access. Follow the steps below based on your device:

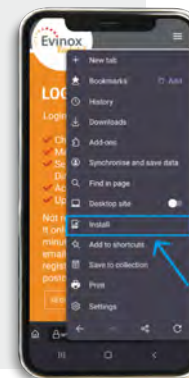
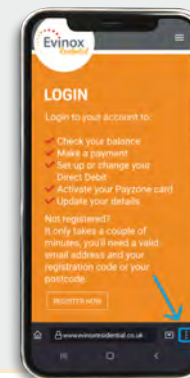
Apple Devices (iPhone/iPad) – Safari Browser:

1. Open your browser and visit the Evinox Residential website.
2. Tap the "Share" button (a square with an upward arrow).
3. Scroll down and tap "Add to Home Screen".
4. The Evinox Residential icon will now appear on your home screen. Tap it to log in and access your account.



Android Devices – Chrome, Firefox or Edge Browser:

1. Open your browser and visit the Evinox Residential website.
2. Tap the menu icon (three dots in the bottom or upper-right corner).
3. Select "Add to Home Screen".
4. The Evinox Residential icon will now appear on your home screen. Tap it to log in and access your account.



Note: You will need an internet connection to use the Evinox Residential Web App.

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

