

# OUR FAIR TARIFF POLICY

Evinox believes that residents of communal heating schemes should only pay for the proportion of heat that they use, based on accurate meter readings.

## How we calculate your Heating & Hot Water Cost

Your home is connected to a communal heating network, which is supplied with heated water from an energy centre.

To calculate the tariff for a unit of heat, we divide the energy bill for the plant room by the total metered energy usage in all properties connected to the communal heat network. This provides the unit price for each kWh of heat used on site.

FIRSTLY, we receive a bill for the energy used by the plantroom for one quarter, for example -  
**£15,000**

NEXT, we take all the meter readings from the properties and add these together, for example -  
**178,571kWh**

THEN, we divide -  
**£15,000**  
by 178,571kwh  
**= £0.084** (8.4p)  
Meaning each kWh of energy used costs 8.4 pence

LASTLY, Using Your Meter Reading, we calculate your individual bill, for example -

**550kWh x £0.084p**  
(Typical Family 3 months)

**= £46.20**

+ Average daily communal facility charge  
£24.30 (0.27p x 90 days)

**Total: £70.05**  
(for 3 months)



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### **The amount you pay for your heating & hot water is made up of two parts:**

- Heating/Hot Water Tariff charged per kWh (kiloWatt-hour)
- Communal Facility Charge, charged per day  
(This covers any related operational, administration and billing service costs and is specific to your lease agreement)

The amount you will pay for each unit and for your communal facility charge is detailed in your Welcome Letter (for the first billing period of 3 months). The unit rate will be estimated for the first billing period based on our experience of typical running costs, and it will be adjusted once we have an accurate bill for the central plant (energy centre).

You can always find details of your current tariff and charges by registering and logging into your account on our website - [www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk)

### **Your bill may also include other utilities such as -**

- Cold water (Only when a cold-water meter is installed within the dwelling and connected to the Evinox system)
- Cooling (When present)

Where we are also billing for cold water and/or cooling, we will issue separate bills for each meter connected to our system. These bills include the tariff charge (in cubic metres for cold water or kiloWatt-hours for cooling) and the communal facility charge.

### **Frequently Asked Question's**

#### **What is included in the communal facility charge?**

The communal facility charge is specific to your lease agreement. It is charged daily and the cost is split equally between all residents. (Please refer to your welcome letter for specific details of what your Communal Facility Charge includes)

#### **Costs relating to the following may be included in the Communal Facility Charge:**

- The operation and maintenance of the central plant
- Maintenance of the heat interface unit, meter and controls located in the consumers property, but excluding radiators, valves and pipework
- The Standing Charge for all incoming utilities, e.g. gas and water
- Billing and administration of the system
- Management and tendering for all required fuel to minimise the costs of running the system

#### **Can I change my supplier?**

Because you are connected to a communal heating system, your heat comes from a centralised boiler or an energy centre that provides the heat for every property on the scheme. This means that you can't simply switch supplier in the same way you can with your electricity or other utilities.

However, there are many benefits of being connected to this type of system such as lower running costs, enhanced service and a more environmentally friendly system. Evinox will ensure that the cost of energy remains competitive and comparable to conventional utility supplies.

#### **How often will tariffs change?**

Your tariff will be reviewed regularly as agreed with your building manager. Typically, this will happen once every 6 months.

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

