

YOUR PREPAYMENT SYSTEM

The heating and hot water in your home use a simple Pay-As-You-Go system, so you only pay for the energy you use.

With this system, adding energy credit is quick and automatic. Once you make a payment, your balance is updated instantly online—no need for manual updates or codes.



Evinox
Residential

Getting Started with Your Prepayment System

Top up right away

When you move in, be sure to **top up your meter** as soon as possible to ensure your heating and hot water is ready when you need it.

You can pay in various ways (see overleaf).

Once the payment is processed, it goes directly to your Heat Interface Unit (HIU), enabling your heating and hot water.

Your updated balance will then appear on your room controller within minutes.*

Register your account online

The easiest way to manage your payments is to register your account online. Once registered, you can top up anytime, quickly and securely.

Emergency credit for peace of mind

Your system includes emergency credit, so you won't lose heating or hot water immediately if your balance gets low. This gives you extra time to top up.

Check your balance anytime

You can easily check your current balance on your room controller or online, so you always know how much credit you have.



*This is subject to the building having an active network connection.

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 way to keep your account topped up. Payments are **automatic**, ensuring you have enough credit for heating and hot water without manual top-ups.

2 Fixed payments to help you budget

Your Direct Debit payments are set at a **fixed amount**, helping you manage your energy costs.

3 Flexible options

If your usage changes, you can **adjust your Direct Debit** or make one-off top-ups anytime.

4 Keep your balance in check

To avoid heating or hot water interruptions, maintain a **positive balance**. If your Direct Debit isn't enough, increase it or top up manually to stay above emergency credit.

5 Easy to set up

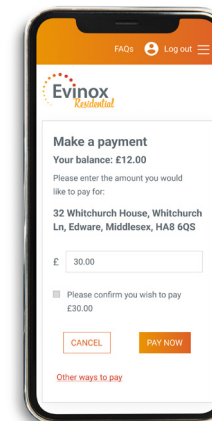
Set up Direct Debit online at www.evinoxresidential.co.uk or call **01372 746537**. Prefer paper forms? We can post one to you.



Paying online using our Customer Portal

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

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



Cash payments



You can pay using a **prepayment 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 England's Bank Holidays).

www.evinoxresidential.co.uk

Frequently asked questions

Will my heating stop if I run out of credit?

Yes, if you run out of credit, your heating and hot water will switch off until you top up. However, **emergency credit is available**, allowing your heating to continue for a short time after your balance drops below £0. You can check your remaining balance on your room controller, which will also alert you when credit is low.

What happens if my Direct Debit fails or isn't enough to cover my energy costs?

If a Direct Debit fails or doesn't cover your usage, you'll need to make an **additional payment** to keep your heating and hot water running. If not, the system will switch off until your account is topped up. A failed Direct Debit incurs a £10 administration fee.

Will I be charged a reconnection fee if my heating turns off due to non-payment?

No, there's no reconnection fee. Your system will restart **automatically** once you top up enough credit.

How can I request a Payzone card, and how long will it take to arrive?

Call us on **01372 746537** to request a Payzone card. You'll receive it within 3 working days.

Can I get a refund for unused credit when I move out?

Yes, contact us via our **online form** or call 01372 746537. We'll verify your moving-out date and meter reading to process your refund.



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)

How much will I pay?

Your energy rate is in your **Welcome Letter**, on your bill, or online in your account. Our Tariff Policy leaflet explains your charges, including the energy used and daily communal facility charge.

How can I reduce my energy usage and bills?

Turn your thermostat down by **1°C**—it can save up to **10%** on heating bills!



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

For more tips, visit www.energysavingtrust.org.uk.

What should I do if I'm struggling to keep up with payments?

Contact us by email or phone to discuss your options.

We may be able to arrange a payment plan, subject to approval from your Managing Agent or freeholder.

Where does the money I pay for energy go?

The payments you make for your energy use are passed to your **managing agent or freeholder** who uses the recovered costs to pay the energy supplier.

Rest assured, we do not make any profit from these charges.



www.evinoxresidential.co.uk

Or billing@evinoxresidential.co.uk

(Email account monitored Mon - Fri 8am - 5pm)