

Understanding Your Utility Statement

Your utility statements give you information about your utilities and how much you've spent.

It shows how we work out what you've used, what it has cost you and summarises your account.

When you have multiple utilities, your statement may be longer that's because we provide a breakdown for each utility, as well as a summary.

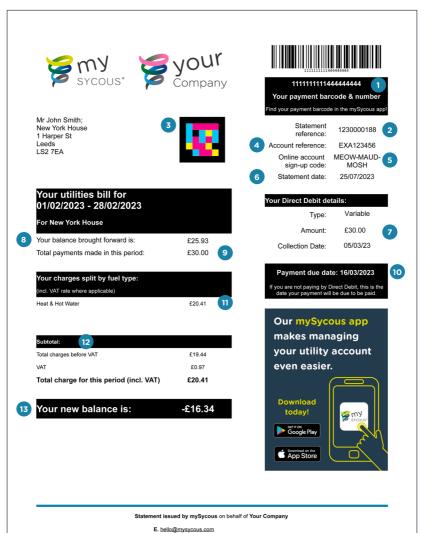




0333 880 3115

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Check out our example utility statement for help understanding your account:



Your Company Example House 27 Example House Leeds LS2 7EA

T. 0333 880 3115 8:00 - 18:00 Monday to Friday

8:00 - 16:00 Saturday

VAT Number: 123 4444 56 Company Number: 87654321

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Payment barcode & number: Your unique barcode and number to make payments at any PayPoint outlet.



Statement reference: The unique reference for this bill.

3 NaviLens Code: NaviLens is a tool for the visually impaired to make their environment more accessible. Scan this code with the NaviLens App or NaviLens Go! App to learn more.

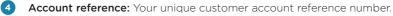


Scan here to download the app from the App Store





Scan here to download the app from the Google Play Store



5 Online account sign-up code: Your unique code for registering your online account at <u>mysycous.com/online</u> or you can scan the QR code on the right to access the website.



- 6 Statement date: The date the bill was created.
- Your Direct Debit Details: Details of your next Direct Debit payment. If you do not have a direct debit set up, this section will detail how much you need to pay and the due date of the payment.
- 8 Your balance brought forward is: The balance carried over on your account from the previous month.
- **9 Total payments made in this period:** The amount of payments you have made in this period before your new bill was raised.
- **Payment due date:** The date you are required to pay your bill.
- Heat & Hot Water: The amount owed for the statement period for each fuel. (This is just an example, you may receive a bill for utilities other than Heat & Hot Water too)
- 12 Subtotal: A summary of this statement.
- **Your new balance is:** The new account balance.

Need to make a payment for a bill you have received?

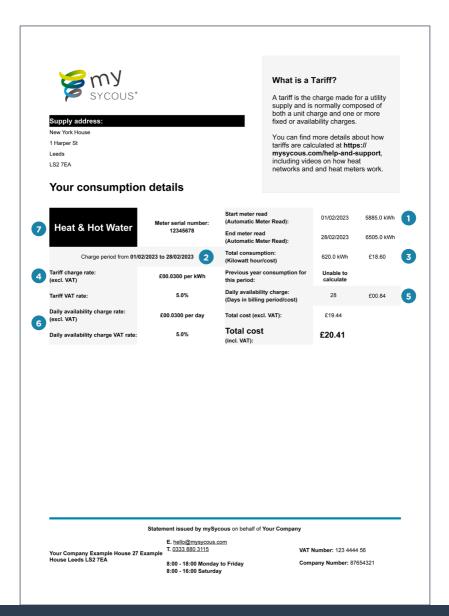
Visit our help and support section on mysycous.com to find out more about our payment options including online, via the mySycous app, by telephone, in-person or by setting up a direct debit.



Scan here for our mySycous FAQs Page



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- **Meter Readings:** The type, date and value of the readings used to calculate your consumption.
- 2 Charge period: The period of time your bill covers.
- **Total consumption:** The total amount of utility consumption used over the period and the cost this equates to.
- **4 Tariff charge rate:** Your current utility consumption tariff which is used to calculate the variable amount of money you owe for the billing period.
- **5 Daily availability charge:** The total days in billing period and cost this equates to for providing the utility service to you.
- **6 Daily availability charge rate:** Your current utility availability tariff which is used to calculate the fixed element of providing the utility service to you.
- 7 If you are billed for more than one utility supply, each supply will have a its own section with a cost breakdown.

Who sets my tariff and charges?

Your tariff is set by your heat network operator, who employ mySycous to provide a meter management and consumer charging solution. We do not set your tariff.

The tariff is designed to cover the cost of providing your heating and hot water supply in the fairest possible way to recover both the variable and fixed costs.

You have to pay fixed costs even if you do not use the heating and hot water supply because this covers the cost of providing the supply.

We do like to support consumers and will help explain a tariff as much as possible, just get in touch with our team. If we're not able to help, we're happy to put you in touch with the right person.





Scan here for our mySycous What is a Heat Tariff? video



Need Help?

Contact our team on 03338803115 or email hello@mysycous.com

Our offices are open Monday to Friday 8:30 am to 5:30pm excluding bank holidays.



Sycous Limited is registered in England and Wales. Company Number 08836039. Registered Address: New York House, 1 Harper Street, Leeds, LS2 7EA