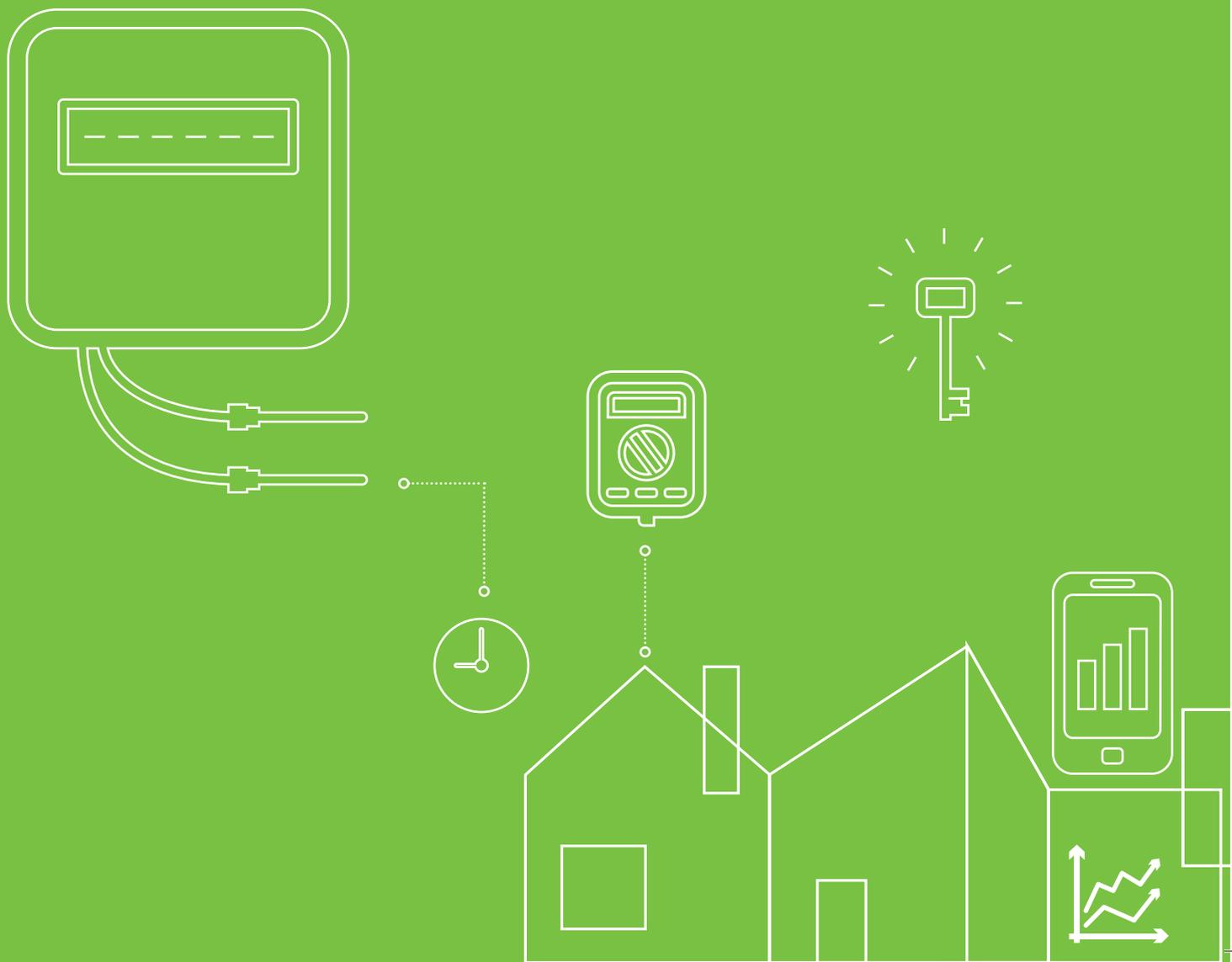




Heat Metering and PAYG Guide



Introduction

Your home is serviced by a heat network, which is where heating and/or hot water is centrally generated and distributed to your home through a network of pipes. The amount of heating and hot water you use is metered and therefore you will only pay for what you use.

Sycous have been appointed as the Metering Service Provider by your Heat Network Operator who is your utility provider for heating and hot water services. This means Sycous is responsible for operating the metering network but not for setting the tariff or other activities.

You will have an In-Home Display unit within your home so that you have an easy way to access your account information, as well as information about your energy consumption.



What is an In-Home Display?

Your PAYG system comes in two parts. There is a consumer unit which will be installed in a cupboard, and an In-Home Display unit. The consumer unit stores and transmits your secure data and the In-Home-Display allows you to access your Pay-As-You-Go credit details and your energy consumption. It also stores your tariff details and has a messaging service.

Your In-Home Display unit uses 2 x AAA batteries and has a USB mains charger.

All you need to do is ensure you maintain a positive balance and your heating and hot water services will be maintained. Your account can be topped up online, over the phone, or by cash in any PayPoint outlet.

Can't get to the shop? Internet playing up? There is no need to worry because the system has an Emergency Credit function. This will allow you to go overdrawn on your account. The next time you top-up the emergency credit will then be repaid in full for services to be restored.

The system also has a Friendly Credit function which means should you run out of credit in the evenings, over the weekend, or on Bank Holidays your supply will not be interrupted. Once the friendly credit period has ended (e.g. at 9am on a Monday morning, after the weekend friendly credit period) your system will switch to normal operation. You will then have to top-up to repay any emergency and friendly credit to ensure an uninterrupted supply.

Top-Up Options



Topping-up your Pay-As-You-Go system couldn't be easier.

At a shop

You can top-up by visiting any **PayPoint outlet** across the UK. To find your nearest paypoint outlet visit **consumer.paypoint.com**

Over the phone

You can top-up over the phone using a Debit or Credit card by calling **0333 880 3115**. You will be asked for the 19-digit number on the back of your payment card, also available through your In-Home Display unit. If you do not know this 'top-up code' please contact Sycous on **0333 880 3115** (local rate).



Online

There are two options when topping-up online:

1. Register for an online account so you can log-in anytime and complete a top-up. Your payment information will be saved to make the process quick and efficient.
2. Complete a one-off payment.

In order to register for an account, log in to your account or complete a one-off top-up, please visit: **paypoint.mabdeck.com**

When logging in you will be asked for a 'top-up code'. This will be the 19-digit number on the back of your payment card, also available through your In-Home Display unit. If you do not know this 'top-up code' please contact Sycous on **0333 880 3115** (local rate).

Please note that only Mastercard Maestro, Visa Debit, Mastercard and Visa cards registered to a UK address can be used through this service.

Any payment made should show on your Pay-As-You-Go system within two minutes. If this doesn't happen, you can enter the payment code from your payment receipt into your In-Home Display or consumer unit.

Please note all payment methods are supported and provided by PayPoint.



Frequently Asked Questions

Q. How are my charges calculated?

A. The amount you pay for your heating and hot water will depend on the amount you consume. The usage in units is then multiplied by the unit tariff, added to the daily availability charge and deducted from the credit you have. Tariffs and the daily availability charges are set by the Heat Network Operator. Your meter will measure the total usage of heat and hot water for your home; you will only be charged for what you use and this will be displayed on the In-Home display unit.

Q. What is a unit charge?

A. The unit charge is quoted as pence per kilowatt hour of heat. The unit cost is set by the Heat Network Operator. The unit charge is multiplied by the amount you use to calculate a monetary charge.

Q. What is the daily availability charge?

A. The daily availability charge is quoted as pence per day. The charge is a daily fixed amount and usually includes costs such as the fuel supply standing charge and the administration service.

Q. Why is my unit price different to those I can find on comparison web sites and from other energy suppliers?

A. Please do not confuse your unit charge for hot water and heating to be the same as unit charges for gas, water or electricity you will find on comparison web sites. Your heat network operator will purchase the original energy sources to provide you with energy to your home. This will not be the same energy as you receive to your home.

Q. When will I receive my bill?

A. You will not receive a bill every month as you pay for your energy in advance. You will receive an annual statement which will show you how much energy you have used, how much you have spent on your energy and a number of other helpful pieces of information. You can also see this information on your In-Home Display Unit and through your online customer portal.

Q. I am a new resident - what do I have to do?

A. Please contact us so we may register your details. You will need your personal details and a meter reading from the time you moved in. We can read your meter remotely and automatically and your meter reading will be for your information and for verification.

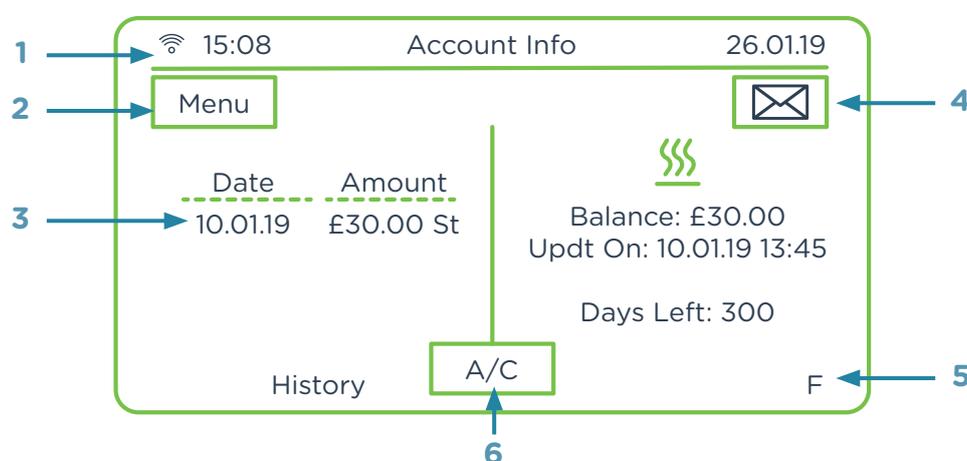
Q. I am moving out - what do I have to do?

A. Please contact us to register your moving out date and arrange to receive your final bill. You will need to take your final meter reading for your information and for verification.

Managing Your PAYG Account Using Your In-Home display



Understanding the main display:



1. Network Connection Status
2. Menu Button
3. Last 5 Transactions
4. Message Icon
5. Meter Operating Mode Indicator: Prepayment (P), Credit Billing (C), Emergency Credit (E) or Friendly Credit (F) mode.
6. Unit Selection Button: Press this to toggle between your account information (A/C), or consumption information in kWh or CO2.

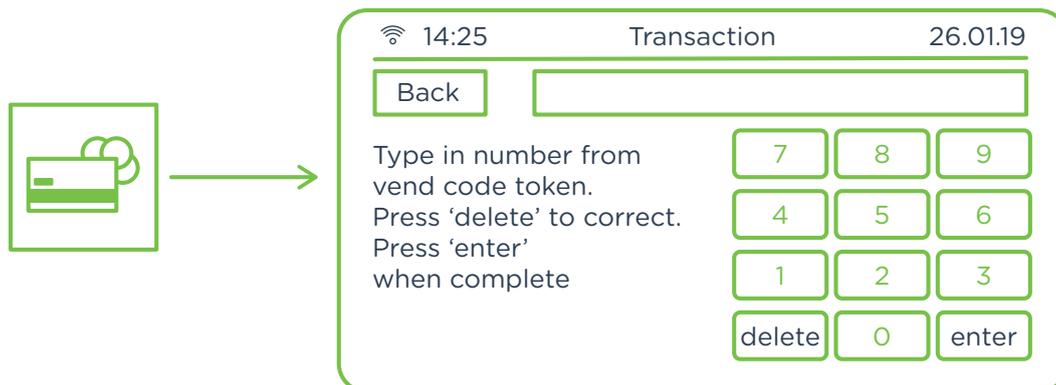




How to top up when a payment has not automatically been added to your account

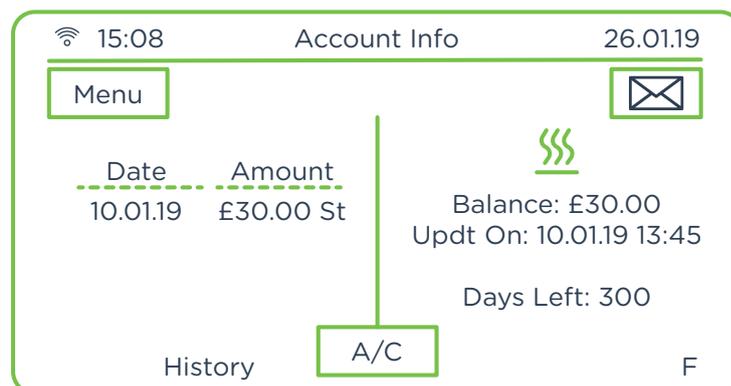
You will need a payment receipt to top-up your account.

Selecting the Account icon from the main menu allows you to access the payment screen to top-up manually. In the transaction screen, enter the numeric vend code printed on your payment receipt.



How to check your account balance

If you are a prepayment consumer, you can check the account balance on your In-Home display from the Home screen.

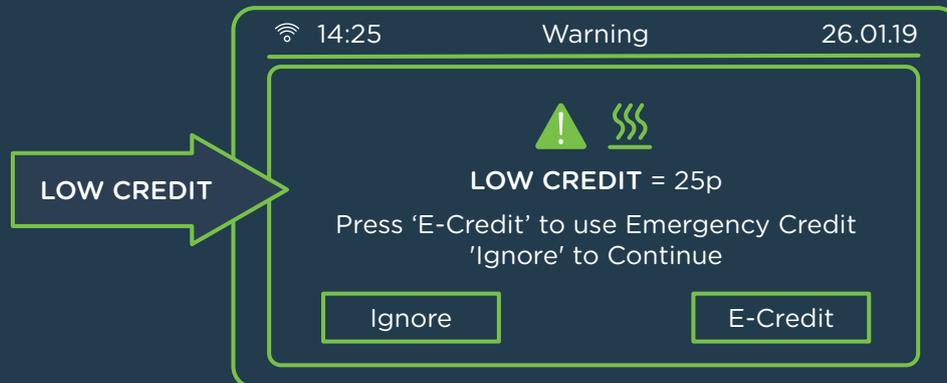


Your account balance is displayed at the right-hand side and the list of the last five payments made to your account will appear on the left along with their payment dates.

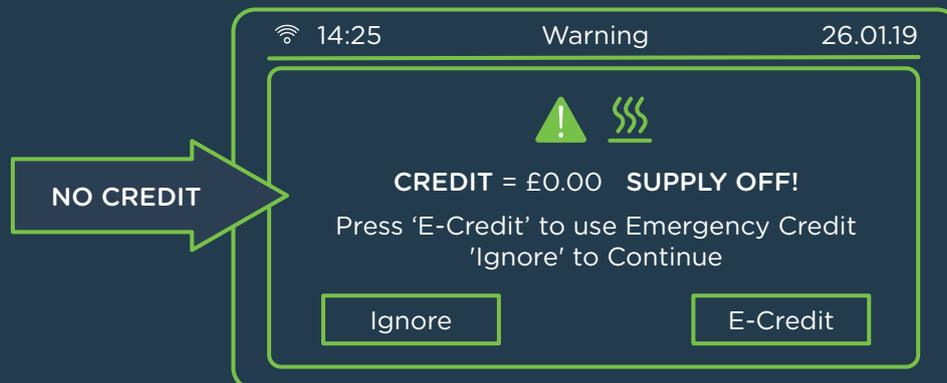


How to activate your emergency credit

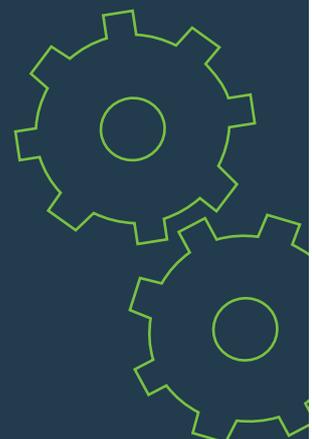
You can activate Emergency Credit (EC) either from the Low Credit or Zero Credit warning screens. Once the credit in your account reaches the Low Credit threshold, EC will be made available for you to activate.



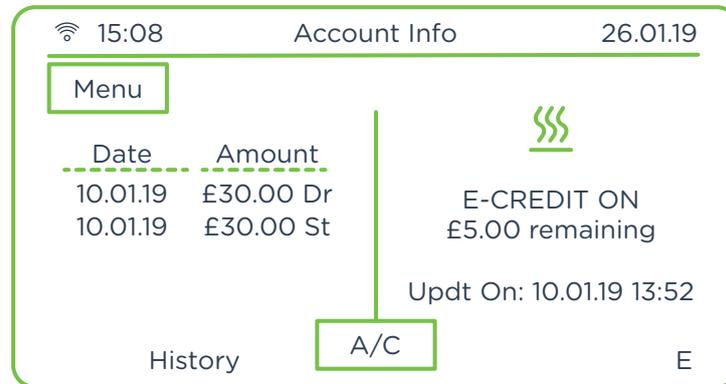
If you decide not to activate it, a second warning screen will appear when there is no more credit left in your meter which will again offer you the opportunity of activating EC.



If you press 'Ignore' on the above 'Supply Off' warning screen, then your supply will disconnect and the Home screen will show 'supply off' and the minimum top-up amount.

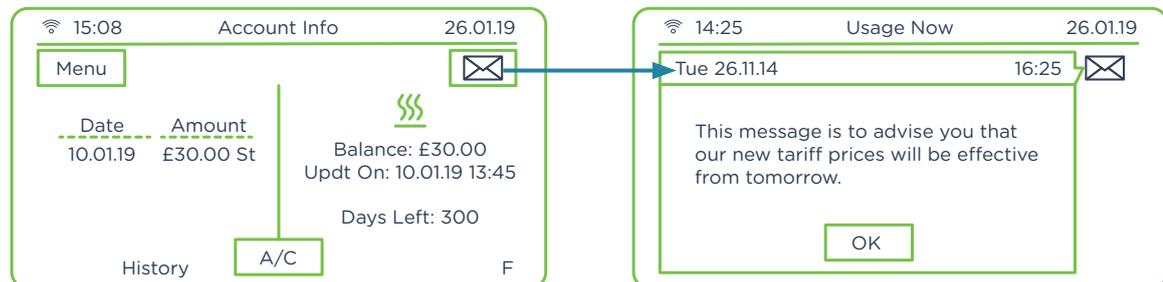


From any of the above screens, press the E-Credit button to activate EC. Once activated, the 'Supply Off' message on the home screen will be replaced with the 'E-Credit ON' message as shown here.



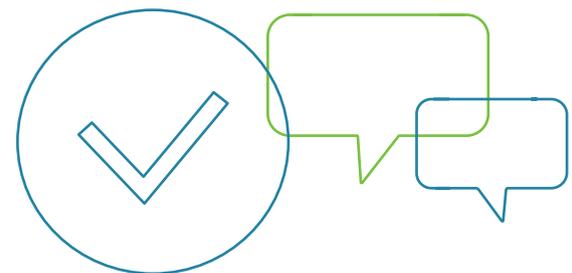
How to read your messages

If you have received a new message, then the  icon will appear in the top right-hand corner of the Home screen; touch the icon to see the message page as shown below.



You can also access your messages from the main menu by selecting the Message icon.

Press the View button to see each message.



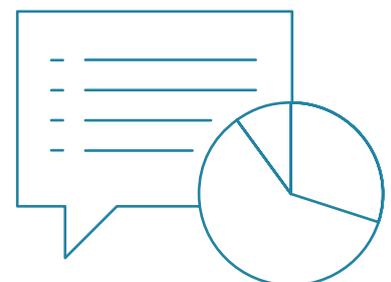
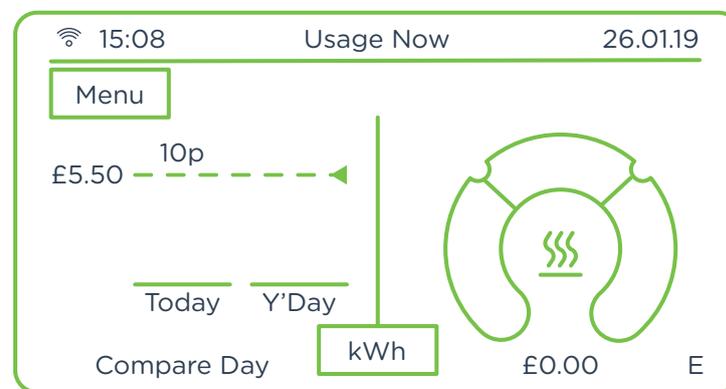
Managing your Energy Usage Using your In-Home Display



How to view current usage

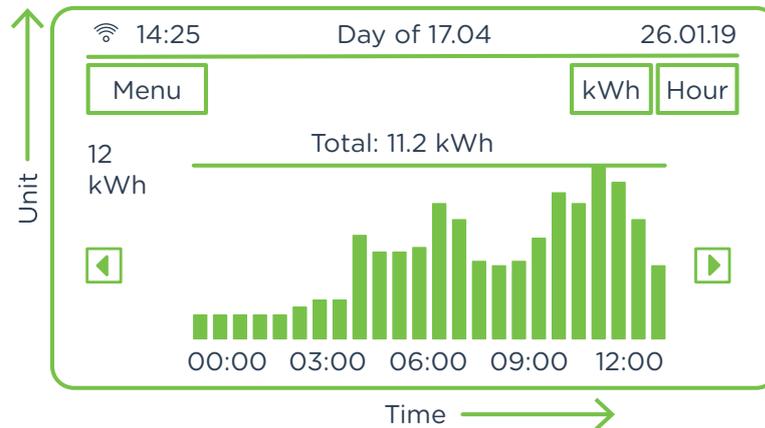
The Home screen gives a visual indication of your real-time energy consumption (kWh), energy cost per hour (£/h) or the resulting carbon emissions (CO₂kg). Use the Unit selection button to display the information you wish to see.

The left-hand section of the screen displays your energy consumption graph for today with a comparison to yesterday as well as the pre-set consumption target threshold; use the Fuel selection button to select the fuel type and the Unit selection button to view £/h or the resulting carbon dioxide emissions CO₂kg.





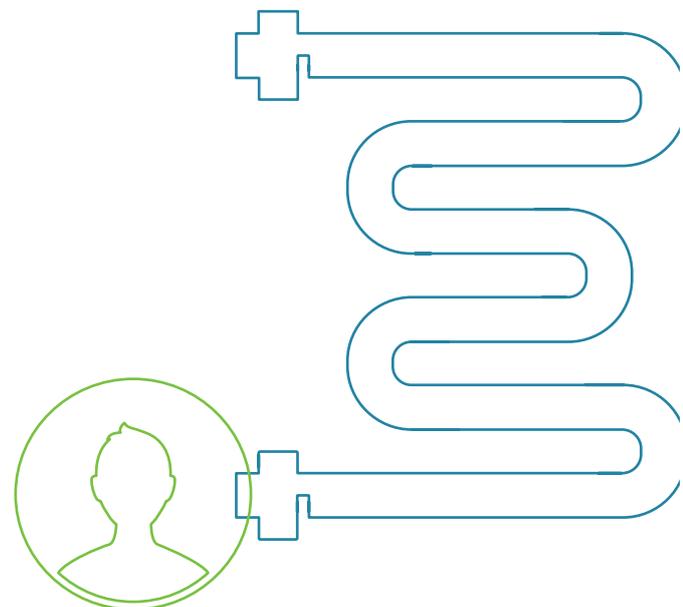
View your historical energy consumption graphically



The History icon from the main menu allows you to view your heat consumption pattern graphically. In the above image you will be able to see your half-hourly consumption pattern over the past 24 hours, and daily consumption along with your daily target threshold.

You can use the two buttons at the top right to change the display to see your daily, weekly or monthly consumption. You can display the data in kWh, cost or CO₂.

You can set your own daily consumption target (Settings > Target) threshold to help you control your heat consumption and keep your energy costs low. Use the arrow buttons on either side of the graph to scroll backwards and forwards through the data.



Energy saving tips!



Why not try....

- Turning your room temperature down by 1°C.
- Turning your washing machine temperature down to 30°C.
- Keeping windows and doors closed when the heating is on.
- Making sure you don't leave the hot tap running.
- Investing in a draught excluder.
- Regularly checking your consumption to see the impact your changes make to your consumption (and balance!).



Need Help?

Contact our team on
03338803115 or email
hello@mabdeck.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: 46 The Calls,
Leeds, LS2 7EY