

# A warm welcome

## *e.on*



### **E.ON Heat**

All homes on your development are supplied with heat and hot water through a local energy centre managed and maintained by E.ON

## What is E.ON Heat and how does it work?

It's a local community heating scheme supplying heat and hot water to your home. Water is heated in the energy centre and then pumped to your home through our network of insulated pipes to give you hot water and heat.

The water is heated by a range of fuel sources and technologies, including Combined Heat and Power (CHP). That means it's both lower carbon and more sustainable for the environment.



## Controlling your E.ON Heat system

It's simple and more efficient. Instead of a boiler, your home has a Heat Interface Unit (HIU). It's about the same size as a boiler and provides the heat and hot water to your home instantly as and when you need it.

You'll have a separate controller(s), so you can control your heat and hot water at the touch of a button. You can get detailed information on how to use your HIU and controller from your developer or landlord, but here are some top tips to get you started:

### Heat

Set the controller to turn on and off at times and a temperature to suit you. We recommend a temperature of between 18°C and 21°C. Your thermostat will automatically switch off the HIU when it reaches your required temperature.

### Hot water

Your system will heat your water automatically. If you have a water cylinder, you can set the thermostat on your cylinder to the temperature that suits you. We recommend 60°C. Then using the controller for your HIU, set the time you want your hot water to come on and go off.

### Peace of mind

The great news is; servicing, maintenance, repairs and replacements of your HIU are all included within your Energy Service Charge. Faults are rare, but if you find yourself without heat or hot water, you can call our helpline on **0345 302 4312**.

We're here:

Monday to Thursday: 8am to 8pm

Friday: 8am to 7pm

Saturday: 9am to 5pm

If you've an emergency outside of these hours, such as a fault that could be a risk to your safety or your property or you're vulnerable and without heat, you can also call this number 24/7 to reach our emergency helpline. You can also report a fault at any time by email [heat@eon-uk.com](mailto:heat@eon-uk.com).

# Billing

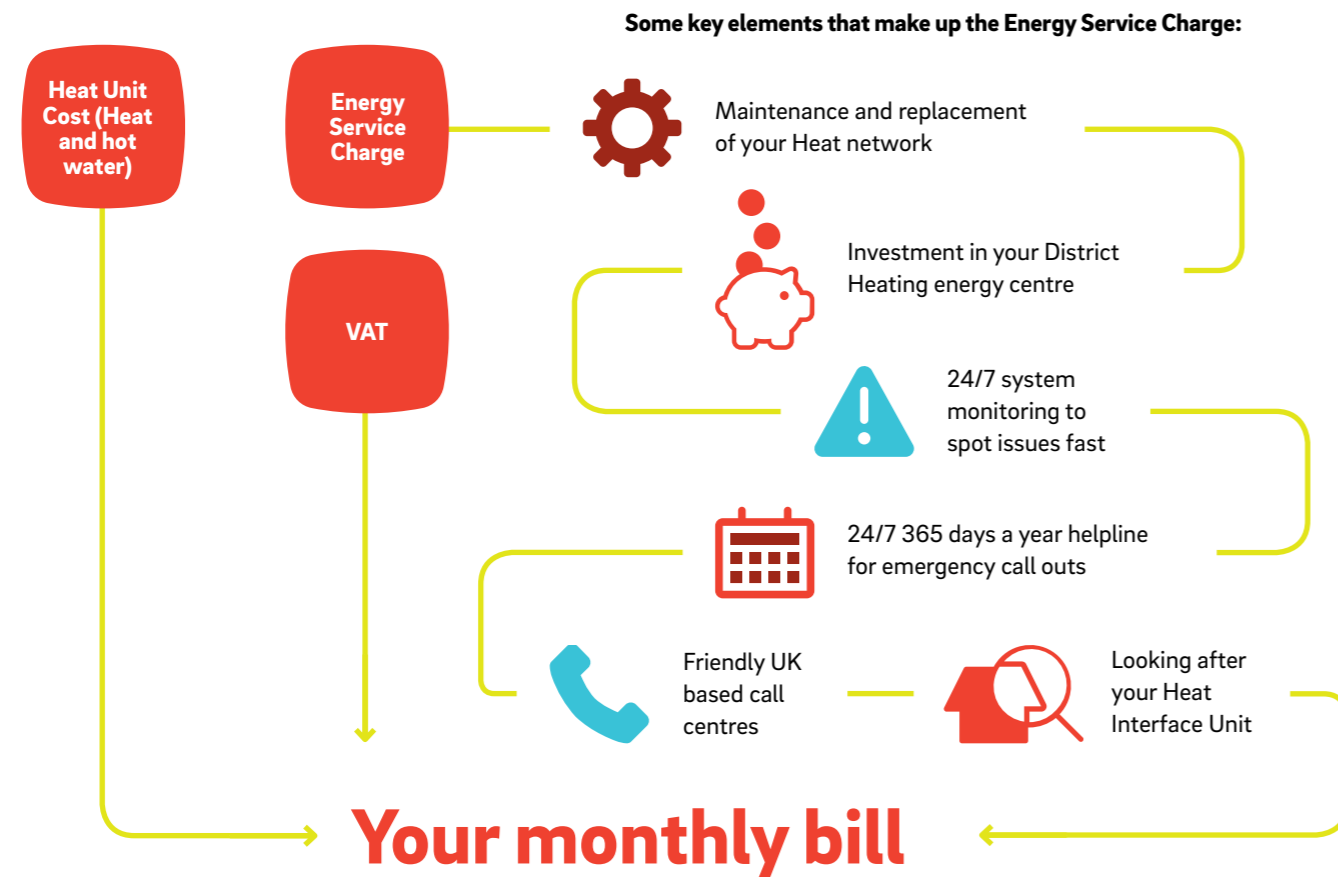
Every April, we'll set your Heat Unit price and monthly Energy Service Charge for the year ahead, giving you peace of mind. You'll be able to find your prices within your Heat Supply Agreement.

## What does your E.ON Heat bill include?

We want your bill to be as clear and simple as possible so we've made it easy to understand.

Your bill is made up of **three charges**

1. Your **heating cost**
2. Your **Energy Service Charge**
3. And **VAT**



If you have an emergency our helpline is on hand 24/7, 365 days a year. Call **0345 302 4312**.

# Payment and Online

## Fixed monthly Direct Debit - Savings

Choose to pay by fixed monthly Direct Debit and save £35 a year off your Heat bills.

## Manage your account online

Why not sign up to manage your account with us online and save £5 on your bills by signing up to paperless billing.

## It's simple

Instead of a paper bill through your door you'll get an email telling you your bill is available to view online.

## Everything in one easy place

You can then view or print it whenever you want, with all your bills in one easy place. You'll also be able to manage your Direct Debit, change personal details, get energy saving advice and much more.

## Enjoy the convenience

And no more searching through drawers or pinning things to the fridge.

Go to [heat.eonenergy.com](http://heat.eonenergy.com) to set up your online account.

# Reading

We'll always try to use our automatic meter reading system (AMR) to collect your readings so your bills are accurate. But sometimes the coverage can be poor and it may not always be possible to get remote readings. If this happens, we may ask you to give us your reading.

This is a five digit number ending in kWh that can be found on or near your HIU. If you're unable to see the reading you may need to press the button next to the screen. If you can't find your reading please give us a call.

# We can also provide your electricity

If we don't already provide your electricity you can go to [eonenergy.com](http://eonenergy.com) to find our best deal for you.

Just to let you know, if you choose to sign up to E.ON for your electricity, you'll have two separate accounts.

# Extra help

We offer a range of special services for people who are of a pensionable age, have a disability, chronically sick, blind or deaf or have a child under 5. It's called the Priority Services Register. We can provide the following free services to people who need extra help:

- Protection from cold callers with a password protection and identity card scheme.
- Bills in talking Braille or large print if you're blind or sight impaired.
- Minicom or textphone facilities to get in touch with us easily.
- You'll get priority reconnection if your heat supply goes off and advance notice if we have to stop your supply.
- Alternative heating facilities if your heat supply down.
- Arrangements can be made for your bills to be sent or copied to someone else, like a carer, who can help you read and check them.
- If you have a prepayment meter, we can arrange to move it so it's easier to reach.

To find out more call us on **0345 302 4312**. We're open 8am to 8pm, Monday to Thursday, 8am to 7pm, Friday and 9am to 5pm on Saturday.

## Help us to help you

To help us look after your heat and hot water, we'll need your up to date contact details. That way, we can get in touch with you to let you know when your HIU is due for a service, and keep you up to date with things like new services or special offers.

If you move property, remember to tell us. We'll need to know, the date you moved, your forwarding address, as well as your meter serial number and your meter reading. You can either give us a call or submit this information through your online account, and we'll take care of the rest.

## Heat Trust

### Independent help and support

We are proud to be a member of Heat Trust, an independent heat customer protection scheme launched to protect Heat customers.

Heat Trust is a voluntary industry initiative that sets out a common standard of quality and protection for the supply of Heat. It's designed to give you the same peace of mind you would expect from other utilities.

### How you'll benefit

- Enjoy a similar protection you get from other utilities
- Be sure we're giving you excellent customer service
- Get access to a specialist Independent Complaint Handling Service.
- Access to the Heat Cost Calculator, where you can compare your heat cost to a similar sized property using an individual gas boiler.

For more information about the Heat Trust Scheme, visit [heattrust.org](http://heattrust.org)



### Our standards of service

We're committed to giving you excellent service. That's why we have our Guaranteed Standards of Service. They are a set of promises we make to you which are in line with the standards set by Heat Trust.

For a copy, please visit [heat.eonenergy.com](http://heat.eonenergy.com)

### If things go wrong

If you feel something has gone wrong or we haven't met the standards you'd expect, please tell us because we're really passionate about putting it right. You can view our complaint handling procedure at [heat.eonenergy.com](http://heat.eonenergy.com)

## We're here to help

If you have any questions our UK based customer services team are here to help:

Monday to Thursday: 8am to 8pm  
Friday: 8am to 7pm  
Saturday: 9am to 5pm

Call: 0345 302 4312  
Visit: [heat.eonenergy.com](http://heat.eonenergy.com)  
Email: [heat@eon-uk.com](mailto:heat@eon-uk.com)

Don't forget you can call this number for help with an emergency 24/7 365 days a year.

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