



111111111444444444

**Your payment barcode & number**

Find your payment barcode in the mySycous app!

Mr John Smith;  
New York House  
1 Harper St  
Leeds  
LS2 7EA



Statement reference: 1230000188

Account reference: EXA123456

Online account sign-up code: MEOW-MAUD-MOSH

Statement date: 25/07/2023

**Your final bill for  
01/02/2023 - 28/02/2023**

**For New York House**

Your balance brought forward is:	£25.93
Total payments made in this period:	£30.00

**Your charges split by fuel type:**

(incl. VAT rate where applicable)

Heat & Hot Water	£20.41
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**Subtotal:**

Total charges before VAT	£19.44
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VAT	£0.97
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<b>Total charge for this period (incl. VAT)</b>	<b>£20.41</b>
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**Your new balance is: -£16.34**

**Your Direct Debit details:**

Type: Variable

Amount: £30.00

Collection Date: 05/03/23

**Payment due date: 16/03/2023**

If you are not paying by Direct Debit, this is the date your payment will be due to be paid.

**Thank-you for being a  
mySycous customer!**

If you have any further questions in relation to your account please contact our team.



Statement issued by mySycous on behalf of Your Company

E. [hello@mysycous.com](mailto:hello@mysycous.com)

T. 0333 880 3115

Your Company Example House 27 Example  
House Leeds LS2 7EA

8:00 - 20:00 Monday to Friday  
8:00 - 16:00 Saturday

VAT Number: 123 4444 56

Company Number: 87654321

**Supply address:**

New York House  
1 Harper St  
Leeds  
LS2 7EA

**What is a Tariff?**

A tariff is the charge made for a utility supply and is normally composed of both a unit charge and one or more fixed or availability charges.

You can find more details about how tariffs are calculated at <https://mysycous.com/help-and-support>, including videos on how heat networks and heat meters work.

**Your consumption details**

Heat & Hot Water		Meter serial number: 12345678	Start meter read (Automatic Meter Read):	01/02/2023	5885.0 kWh
			End meter read (Automatic Meter Read):	28/02/2023	6505.0 kWh
Charge period from 01/02/2023 to 28/02/2023			Total consumption: (Kilowatt hour/cost)	620.0 kWh	£18.60
Tariff charge rate: (excl. VAT)	£00.0300 per kWh		Previous year consumption for this period:	Unable to calculate	
Tariff VAT rate:	5.0%		Daily availability charge: (Days in billing period/cost)	28	£00.84
Daily availability charge rate: (excl. VAT)	£00.0300 per day		Total cost (excl. VAT):	£19.44	
Daily availability charge VAT rate:	5.0%		Total cost (incl. VAT):	<b>£20.41</b>	

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## How to pay?



PayPoint

### In-Store:

You can make a cash payment at any PayPoint outlet in the UK, just take any mySycous statement with a barcode to make your payment.



### Set up a Direct Debit:

**0333 880 3115**

Please note: Direct Debits can only be taken at least ten days after they are first set up. Please bear this in mind when clearing your overdue balance.



### Online: [mysycous.com](https://mysycous.com)

Login or register to your online account at [mysycous.com/online](https://mysycous.com/online) and click to make a payment.



### App: mySycous

You can also make an online payment to your account via the mySycous app. Simply login or register your account on the mySycous app and tap the payments tab.



### Telephone: **0333 880 3115**

You can call to make a payment 24/7 through our automated service using a UK credit or debit card.

## Help to pay?

If you are struggling to pay your utility or heating bills please get in touch, we can help you set-up payment plans to manage your outstanding debt and provide useful help and support.

It is worth remembering we are not your utility supplier but provide an administration service on behalf of your utility supplier. This means we are not responsible for setting tariffs and other costs.

If you're struggling with managing your finances, organisations like MoneyHelper ([www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)) and StepChange ([www.stepchange.org](http://www.stepchange.org)) can offer help.

## Complaints and advice

We're really sorry to hear this. Please call us on 0333 880 3115 or email [hello@mysycous.com](mailto:hello@mysycous.com) and we'll do our best to put things right. You can also read about our complaints process at [mysycous.com/want-to-make-a-complaint](https://mysycous.com/want-to-make-a-complaint).

There are also a number of organisations who can offer free independent advice on energy billing issues or problems:

**If you're based in England and Wales**, contact the Citizens Advice Consumer Service helpline on 0808 223 1133 or visit their website at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Calls from mobiles and landlines are free and lines are open Monday to Friday, 9am to 5pm.

**If you're based in Scotland**, contact the Advice Direct Scotland on 0808 196 8660 or visit their website at [energyadvice.scot](http://energyadvice.scot). Calls from mobiles and landlines are free and lines are open Monday to Friday, 9am to 5pm.

## Energy efficiency advice

You can get independent energy saving advice from GOV.UK ([gov.uk/improve-energy-efficiency](http://gov.uk/improve-energy-efficiency)) and the Energy Saving Trust ([energysavingtrust.org.uk](http://energysavingtrust.org.uk)). For more information on Energy Efficiency, visit [mysycous.com/help-and-support/energy-saving-advice](https://mysycous.com/help-and-support/energy-saving-advice).

## Register your online account!

Visit [mysycous.com/online](https://mysycous.com/online) or download the **mySycous app** to set up your online account.

### To set up your account:

1. Click to **Register**.
2. Enter your **email address**.
3. Enter your **online account sign up code** (You can find your unique code on the front of this statement and on your mySycous welcome letter).
4. Enter your **property's postcode**.
5. Enter a **password** for your online mySycous account.
6. Next you will shortly receive a **verification email** to confirm your account set up.



[mysycous.com/online](https://mysycous.com/online)



mySycous app

You will then be able to make payment cards online, view statements, view consumption information about your account and much more!

## Priority Services Register

You may be eligible for additional support if you are vulnerable, including help managing your account, you can find out more about eligibility and support we can offer at [mysycous.com/help-and-support](https://mysycous.com/help-and-support).

## Get in touch

**Frequently asked questions:** Browse our FAQ's and useful resources to help manage your mySycous utility account at [mysycous.com/help-and-support](https://mysycous.com/help-and-support).

**Contact us:** If you need to get in touch, you can call us on **0333 880 3115**, or email us at [hello@mysycous.com](mailto:hello@mysycous.com).

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