



11111111114444444444

### Your payment barcode & number

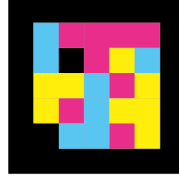
Find your payment barcode in the mySycous app!

Register online with your sign up code!

**MEOW-MAUD-MOSH**

Visit [mysycous.com/online](https://mysycous.com/online) and click Register.

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



## Hello Mr John Smith welcome to mySycous!

Welcome to mySycous! Your utility supplier has appointed mySycous to provide you with a billing solution for your utilities.

This means we will be responsible for charging your account based on your usage, as well as managing your account and answering any questions that you may have.

### Who is your utility supplier?

Your Company are your utility supplier at New York House and provide the supplies listed on the reverse of this letter.

### Help and support

Please visit [mysycous.com/help-and-support](https://mysycous.com/help-and-support) to access frequently asked questions and useful resources to help you manage your account.



### 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).



Our **mySycous app** makes managing your utility account even easier.

Download today!



Statement issued by mySycous on behalf of Your Company

Your Company  
Example House  
27 Example House  
Leeds  
LS2 7EA

E. [hello@mysycous.com](mailto:hello@mysycous.com)  
T. 0333 880 3115

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

VAT Number: 123 4444 56

Company Number: 87654321

## Your tariff and charges

Your tariffs are set by your utility supplier. Your tariff covers the cost of providing your utility supply and is designed to cover the variable and fixed costs. You can find out more about tariffs and how they're set at [mysycous.com/help-and-support](https://mysycous.com/help-and-support).



Your metered charges			Your fixed charges	
Supply Type	Unit of energy	Charges per unit (£)	Charge name	Daily charge (£)
Heat & Hot Water	kWh	£00.0300	Heat & Hot Water	£00.0300

## Payments and topping-up



**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. To register, you will need your unique code that can be located on the front of this welcome letter and your mySycous statements.



**Set up a Direct Debit:**  
[0333 880 3115](tel:03338803115)

If you are a credit billing customer, you can set up a Direct Debit through the number above or via your online account at [mysycous.com](https://mysycous.com).

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.



**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.



**In store:**  
Visit any PayPoint 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.



**Telephone:**  
[0333 880 3115](tel:03338803115)

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

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