



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

0333 880 3115

hello@mysycous.com

8:00 - 20:00 Monday to Friday

8:00 - 16:00 Saturday

Date: 01/08/2026

Important – Your Tariff is Changing

Dear Mr John Smith,

We have been informed by your utility supplier **Your Company** that your tariff will change as of the **10/09/2026**.

Your new tariff will be:

Utility Supply	Unit Charge	Daily Availability Charge
<utility-supply>	<unit-charge>	<availability-charge>
<Reason for Change>		

Struggling to pay?

Please check the reverse of this letter for advice and support on managing your finances.

Get debt advice

You can also find advice on managing debt problems and budgeting through:

- MoneyHelper (moneyhelper.org.uk)
- National Debt line (nationaldebtline.org)
- StepChange (stepchange.org)

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.

Please contact us on **0333 880 3115** today or email us at hello@mysycous.com if you wish to discuss this tariff change.

Yours faithfully,

mySycous Support Team

Statement issued by mySycous on behalf of Your Company

E. 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

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

Login or register to your online account at 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) and StepChange (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 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.

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. 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. 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) and the Energy Saving Trust (energysavingtrust.org.uk). For more information on Energy Efficiency, visit mysycous.com/help-and-support/energy-saving-advice.

Register your online account!

Visit 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



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.

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.

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

Statement issued by mySycous on behalf of Your Company

E. 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