



AddressLine1
AddressLine2
AddressLine3
AddressLine4

11/08/2026

Compensation Payment Confirmation

Dear Resident,

We are writing to apologise for a recent service failure and to confirm that compensation has been awarded to your account.

Following our investigation, we have identified that we did not meet our expected service standards in relation to:

Service Failure: [Missed Appointment / Repair Delay / Billing Error / Loss of Heating / Loss of Hot Water / Other]

Date of Incident: [Date]

Description: [Brief explanation of the issue]

We recognise the inconvenience this has caused and are committed to providing a high standard of service to all customers.

Compensation Award

In accordance with our Compensation and Service Recovery Policy, we have applied the following compensation:

Compensation Amount: £[Amount]

Method of Payment: [Credited to your heat account, Added to your PAYG meter balance, Refunded to your bank account, Cheque payment, Other:]

The compensation will be applied within **10 working days** of the date of this letter.

Actions Taken

We have taken the following steps to resolve the issue:

- [Action 1]
- [Action 2]
- [Action 3]

We have also reviewed the circumstances surrounding this service failure and introduced actions to help prevent this issue from occurring again.



Your metering & billing provider





If You Are Not Satisfied

We hope that the actions taken and compensation awarded have resolved the matter. However, if you remain dissatisfied, you can raise a complaint through our formal Complaints Policy.

Contact Us

Telephone: **0333 880 3115**

Email: **hello@mysycous.com**

Website: **mysycous.com/get-in-touch**

Full details of our complaints process, including how to submit a complaint and how we will investigate and respond, can be found at: **mysycous.com/want-to-make-a-complaint.**

Our Complaints Policy explains:

- How to make a complaint.
- Complaint investigation and response timescales.
- Escalation routes.
- The support available for vulnerable customers.
- Your rights if you remain dissatisfied with our response

If your complaint has not been resolved to your satisfaction after completing our complaints process, or if eight weeks have passed since you first raised your complaint, you may be entitled to refer the matter to the Energy Ombudsman for an independent review in accordance with the applicable heat network consumer protection requirements.

If you require this information in an alternative format, large print, another language, or need additional support due to personal circumstances, please contact us and we will be happy to assist.

Thank you for your patience and understanding.

Yours sincerely,

Michael Brooke

Operational Delivery Manager



Your metering & billing provider

