



Key Frequently Asked Questions (FAQs)



Check out our frequently asked questions and useful resources to help manage your account!



Scan here for
[mySycous.com](https://mysycous.com)

Who is mySycous and what do we do?

We have been appointed by your heat network operator to provide a meter management and consumer charging solution for your heating and hot water.

We are responsible for raising bills based on your metered usage. We also collect monies and undertake credit control activities, transferring all funds to your heat network operator. We are here to help you by managing your account and any queries you may have.

The mySycous team are committed to providing excellent levels of support to you and to be transparent in all our actions. You can find more details on our Customer Service Pledge, as well as details on our Complaints Procedure at mysycous.com/about-us.

If you require any further information, please contact our support team, or check out our full range of frequently asked questions at mysycous.com.

How can I register as a vulnerable resident?

If you feel you would benefit from our Priority Services Register, please let our team know by completing our simple online form.

Scan the QR code or visit

mysycous.com/help-and-support/priority-services-register.



Alternatively, you can email hello@mysycous.com or call **0333 880 3115**.

The support we are able to offer vulnerable residents will depend on what has been set-up by your utility provider, who we work with on your behalf of to provide administration services. It is important that your utility provider, who may be the building owner, managing agent or your housing provider is aware of your vulnerability so they can make the necessary service alterations.

How can I manage my account online?

We want you to be able to manage your account in a way that suits you.

The easiest and most environmentally friendly way to manage your account is online and you can register for an online account using a valid email address and the information regarding your account from any of the correspondence we've sent you.

Whatever way you choose to manage your account, our team will be here to support you by online chat, phone, email or letter.

For more information on managing your account check out our full range of frequently asked questions at **mysycous.com/help-and-support**, or contact our team on **0333 880 3115**.

Follow the below steps to set-up your online account today!

1. Select 'Click here to register' on, **mysycous.com/online**.



Scan here for
mysycous.com/online

2. This will take you to our sign-up form, please complete all details (email, unique sign-up code, postcode, password, confirm password).

Get in touch with our mySycous Support Team today to receive your online account sign-up code and begin managing your account online.

3. You will then receive an email including a verification link via the address provided. Please click this link to confirm your online account sign up.
4. Last step! Will be to agree to our terms and conditions once you have selected the verification link.
5. Complete! You can now view your account information and statements online!

Your heat and hot water bills explained

Your bills give you information about your utilities and how much you've spent. It shows how we work out what you've used, what it has cost you and summarises your account.

When you have multiple utilities, your statement may be longer than that's because we provide a breakdown for each utility, as well as a summary.

Have a look at our example utility statement for help understanding your account:

1. **Balance Brought Forward:** This was the balance as of your last bill.
2. **Payments Made:** Payments we received during the **Billing Period (6)**. If you made a payment after/before the billing period it will not show.
3. **Account Number:** Your account number can be used to set up an online account.



Mr John Smith
New York House
1 Harper Street
Leeds
LS7 2EA

Your statement!

For New York House, 1 Harper Street

1 Your balance brought forward is:	£49.05
2 Total payments made in this period:	£0.00

Your charges split by fuel type:

Heat & Hot Water:	£21.19
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Subtotal

Total charges before VAT	£20.18
VA	£1.01
Total invoice for this period (incl. VAT)	£21.19

Your new account balance is: £70.24



1234567891234567891

Your payment barcode & number

Statement Reference: 1230456078
Account Reference: 123456789

Statement Generation Date: 01/01/22
16th April 2022 - 15th May 2022

Your Direct Debit Details:

Type: Variable
Amount: £70.24
Collection Date: 01/06/2022
Payment Due Date: 16/06/22

4. **Payment Card Number:** Your payment card number used for telephone and online payments.
5. **Statement Date:** The date the bill was created.
6. **Billing Period:** The dates this bill covers, which means payments received outside this period are not included in any calculations.
7. **Heating/Water:** The amount owed for the statement period for each fuel.
8. **Your Direct Debit Details:** Details of your next Direct Debit payment. If you do not have a direct debit set up, this section will detail how much you need to pay and the due date of the payment.
9. **Your new account balance:** This is calculated using the balance brought forward from your last bill, less any payments in the billing period plus any new charges for usage or fixed charges.
10. **Meter Readings:** The type, date and value of the readings used to calculate your consumption.
11. **Price £/unit & Price £/day:** Your current tariff which is used to calculate the amount of money you owe for the billing period.



Supply address:
New York House
1 Harper Street
Leeds
LS7 2EA

Your consumption details

Supply	Meter Serial Number	Start Meter Read	Start Reading Date	End Meter Read	End Reading Date	Consumption
Heat & Hot water	12345678	86845.0	15/04/22	86899.0	16/05/22	54.0 kWh

Your tariff details

Charge Name	Charge Rate	VAT Rate
HHW unit charge	£00.0601 per kWh	5.0 %
Daily availability charge	£00.5460per day	5.0 %

Who sets my tariff and charges?

Your tariff is set by your heat network operator, who employ mySycous to provide a meter management and consumer charging solution. We do not set your tariff.

The tariff is designed to cover the cost of providing your heating and hot water supply in the fairest possible way to recover both the variable and fixed costs.

You have to pay fixed costs even if you do not use the heating and hot water supply because this covers the cost of providing the supply.

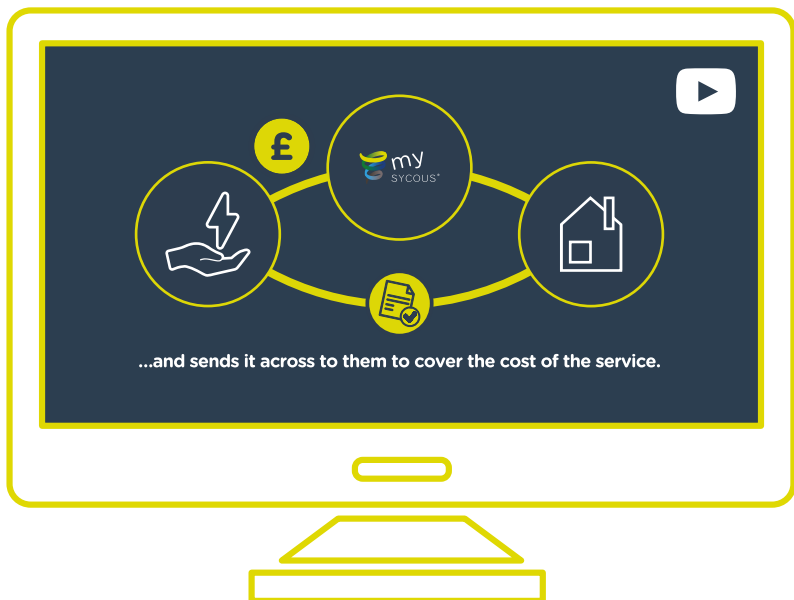
We do like to support consumers and will help explain a tariff as much as possible, just get in touch with our team. If we're not able to help, we're happy to put you in touch with the right person.



Scan here for our
mySycous YouTube!



Scan here for our mySycous
What is a Heat Tariff? video



We have some simple ideas on how you can save energy!

We all have heard about the energy crisis, which is affecting people across the UK.

We also know that keeping warm is important for people's health, which is why using your heating and hot water, but reducing usage where you can is very important.

You can get independent energy saving advice from the Energy Saving Trust (energysavingtrust.org.uk).

Not all energy saving ideas are technically possible and you should ensure you have permission to make any alterations, if necessary.

We have some simple ideas on how you can save energy, including:

- » Regularly check your consumption using your online account to see the impact small changes can make to your consumption (and costs!). If you would like to register for an online account today, please visit mysycous.com.
- » Make sure you turn your heating off when opening windows to avoid wasting energy - it's like letting money escape out of the window!
- » Use your heating controls, such as turning radiators off in rooms that you don't use as often, maybe in your kitchen which you might use only for cooking.
- » Only fill the kettle with the amount of water you need. Measuring water in mugs rather than straight from the taps is an easy way to do this!
- » Make sure you don't leave the tap running! Leaving the tap running for a couple of minutes can waste up to 15 litres of water – more than you ought to drink in a week!
- » Remember to turn off the lights when you leave the room and only turn on the lights that you need.
- » Turn your washing machine down to 30°C or lower for an eco-friendly laundry cycle just make sure you still follow any specific washing instructions.
- » Replace your light bulbs with high efficiency LED light bulbs in all your lights and lamps.
- » Switch your appliances off standby or use plugs which can automatically switch-off your appliances when not being used.
- » Don't leave your computer or mobile device charging overnight, they generally take less time than this and it uses more electricity than your device needs.

Need Help?

Contact our team on
0333 880 3115 or email
hello@mysycous.com

Our offices are open:

Monday to Friday

8:00 am to 8:00pm

Saturday

8:00 am to 4:00pm

Excluding bank holidays.



Sycous Limited is registered in England and Wales.

Company Number 08836039.

Registered Address: New York House, 1 Harper Street, Leeds, LS2 7EA