



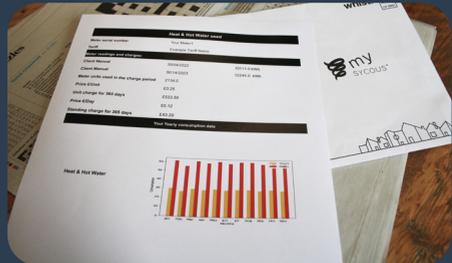
# Understanding Your Utility Annual Summary



Your utility annual summary gives 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 annual summary may be longer that's because we provide a breakdown for each utility, as well as a summary.



# Your utility annual summary

## (Page 1)

Check out our example utility annual summary for help understanding your account:



1234567891234567892

1  
**Your payment barcode & number**  
Find your payment barcode in the mySycous app!

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

2 

0333 880 3115  
hello@mysycous.com  
8:00 - 18:00 Monday to Friday  
8:00 - 16:00 Saturday  
Date: 17/08/2023

3  
**Your annual summary for 01/01/2022 - 31/12/2022**  
For New York House

**What is an annual summary?**

Your annual summary is an overview of the payments made towards your account between the period of 01/01/2022 to 31/12/2022.

| Your consumption split by fuel type |             |           |
|-------------------------------------|-------------|-----------|
| 4                                   | Heat        | 364.0 kWh |
|                                     | Electricity | 364.0 kWh |

| Total payments received in Period: £400.00 |             |         |
|--|-------------|---------|
| 6  | Heat        | £186.72 |
|  | Electricity | £186.72 |

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

Download today!

GET IT ON Google Play

Download on the App Store



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Statement issued by mySycous on behalf of Your Company

E: hello@mysycous.com  
T: 0333 880 3115

VAT Number: 123 4444 56

Your Company Example House 27  
Example House Leeds LS2 7EA

8:00 - 18:00 Monday to Friday  
8:00 - 16:00 Saturday

Company Number: 87654321

- 1 Payment barcode & number:** Your unique barcode and number to make payments at any PayPoint outlet and to use as your account number when making telephone payments.
- 2 NaviLens Code:** NaviLens is a tool for the visually impaired to make their environment more accessible. Scan this code with the NaviLens App or NaviLens Go! App to learn more.



Scan here to  
download the app  
from the App Store



Scan here to  
download the app  
from the Google  
Play Store

- 3 Summary period:** This is the period of time your account summary covers.
- 4 Total consumption:** The total amount of utility consumption used over the period split by the fuel types used at your property.
- 5 Total payments received:** The total amount of payments you have made against your account over the period.
- 6 Total charges:** The total amount you have been charged over the period split by the fuel types used at your property.

## Need to make a top-up to your PAYG meter?

Visit our help and support section on [mysycous.com](https://mysycous.com) to find out more about our payment options including online, via the mySycous app, by telephone, in-person or by setting up a direct debit.



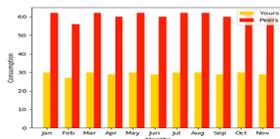
Scan here for our  
**mySycous FAQs Page**

# Your utility annual summary

## (Page 2)

| Heat used  |  |  |
|--|--|--|
| <b>Meter serial number:</b> Your Meter1  | <b>Tariff:</b> Tariff  |  |
| <b>Meter readings:</b> 1   |  |  |
| Client Manual  | 01/01/2022   | 1.0 kWh  |
| Client Manual  | 31/12/2022   | 365.0 kWh  |
| <b>Meter units used in the charge period : 364.0 kWh</b> 2                               |  |  |
| <b>Consumption charges:</b> 3  |  |  |
| <b>Charge period 01/01/2022 to 31/03/2022:</b><br>£0.25 per kWh excluding VAT rate of 5% | <b>Charge period 01/04/2022 to 30/06/2022:</b><br>£0.30 per kWh excluding VAT rate of 5% | <b>Charge period 01/07/2022 to 30/09/2022:</b><br>£0.35 per kWh excluding VAT rate of 5% |
| <b>Charge period 01/10/2022 to 31/12/2022:</b><br>£0.40 per kWh excluding VAT rate of 5% |  |  |
| <b>Unit charge for 365 days: £123.37 (Including VAT)</b> 4                               |  |  |
| <b>Standing charges:</b> 5   |  |  |
| <b>Charge period 01/01/2022 to 31/03/2022:</b><br>£0.12 per Day excluding VAT rate of 5% | <b>Charge period 01/04/2022 to 30/06/2022:</b><br>£0.15 per Day excluding VAT rate of 5% | <b>Charge period 01/07/2022 to 30/09/2022:</b><br>£0.18 per Day excluding VAT rate of 5% |
| <b>Charge period 01/10/2022 to 31/12/2022:</b><br>£0.21 per Day excluding VAT rate of 5% |  |  |
| <b>Standing charge for 365 days: £63.35 (Including VAT)</b> 6                            |  |  |
| <b>Your Yearly consumption data</b>  |  |  |

Heat



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Your Company Example House 27  
Example House Leeds LS2 7EA

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T: 0333 890 3115

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8:00 - 16:00 Saturday

VAT Number: 123 4444 56

Company Number: 87654321

- 1 Meter Readings:** The type, date and value of the readings used to calculate your consumption.
- 2 Total units used:** The total amount of utility consumption used over the period.
- 3 Tariff charge rate:** Your current utility consumption tariff which is used to calculate the variable amount of money you owe for the billing period.
- 4 Total unit charge:** Your total variable charge over the period.
- 5 Daily standing charge:** Your current utility standing charge which is used to calculate the fixed element of providing the utility service to you.
- 6 Total standing charge:** Your total fixed charge over the period.
- 7 Compare your energy usage to similar properties (graph):** A graph showing your consumption compared to your neighbours.

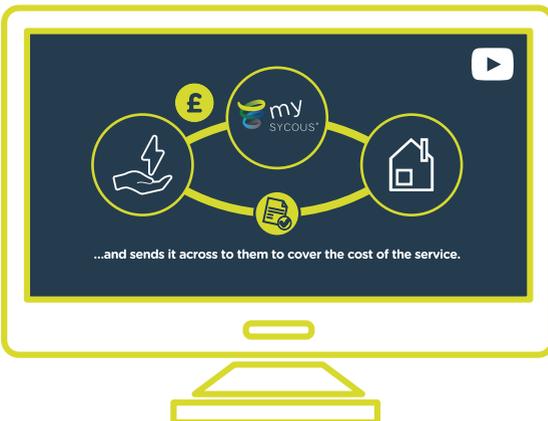
## Who sets my tariff and charges?

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  
**What is a Heat Tariff?** video

# Need Help?

Contact our team on  
**03338803115** or email  
**hello@mysycous.com**

Our offices are open  
Monday to Friday  
8:30 am to 5:30pm  
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