



Understanding Your Utility Statement



Your utility statements 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 that's because we provide a breakdown for each utility, as well as a summary.



Your utility statement

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Check out our example utility statement for help understanding your account:



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



Your utilities bill for
01/02/2023 - 28/02/2023

For New York House

8	Your balance brought forward is:	£25.93
9	Total payments made in this period:	£30.00

Your charges split by fuel type:
(incl. VAT rate where applicable)

11	Heat & Hot Water	£20.41
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Subtotal: 12

Total charges before VAT	£19.44
VAT	£0.97
Total charge for this period (incl. VAT)	£20.41

13 **Your new balance is:** **-£16.34**



111111111444444444 1

Your payment barcode & number

Find your payment barcode in the mySycous app!

2	Statement reference:	1230000188
4	Account reference:	EXA123456
5	Online account sign-up code:	MEOW-MAUD-MOSH
6	Statement date:	25/07/2023

Your Direct Debit details:

Type:	Variable
Amount:	£30.00
Collection Date:	05/03/23

7

Payment due date: 16/03/2023 10

If you are not paying by Direct Debit, this is the date your payment will be due to be paid.

Our mySycous app makes managing your utility account even easier.

Download today!

GET IT ON Google Play

Download on the App Store



Statement issued by mySycous on behalf of Your Company

<p>Your Company Example House 27 Example House Leeds LS2 7EA</p> <p>8:00 - 18:00 Monday to Friday 8:00 - 16:00 Saturday</p>	<p>E: hello@mysycous.com T: 0333 880 3115</p> <p>VAT Number: 123 4444 56</p> <p>Company Number: 87654321</p>
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- 1 Payment barcode & number:** Your unique barcode and number to make payments at any PayPoint outlet.
- 2 Statement reference:** The unique reference for this bill.
- 3 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

- 4 Account reference:** Your unique customer account reference number.
- 5 Online account sign-up code:** Your unique code for registering your online account at mysycous.com/online or you can scan the QR code on the right to access the website.
- 6 Statement date:** The date the bill was created.
- 7 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.
- 8 Your balance brought forward is:** The balance carried over on your account from the previous month.
- 9 Total payments made in this period:** The amount of payments you have made in this period before your new bill was raised.
- 10 Payment due date:** The date you are required to pay your bill.
- 11 Heat & Hot Water:** The amount owed for the statement period for each fuel. (This is just an example, you may receive a bill for utilities other than Heat & Hot Water too)
- 12 Subtotal:** A summary of this statement.
- 13 Your new balance is:** The new account balance.



Need to make a payment for a bill you have received?

Visit our help and support section on 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 statement

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Supply address:

New York House
1 Harper St
Leeds
LS2 7EA

What is a Tariff?

A tariff is the charge made for a utility supply and is normally composed of both a unit charge and one or more fixed or availability charges.

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.

Your consumption details

7	Heat & Hot Water	Meter serial number:	12345678	Start meter read (Automatic Meter Read):	01/02/2023	5885.0 kWh	1
		Charge period from	01/02/2023 to 28/02/2023	End meter read (Automatic Meter Read):	28/02/2023	6505.0 kWh	
4	Tariff charge rate: (excl. VAT)	£00.0300 per kWh		Total consumption: (Kilowatt hour/cost)	620.0 kWh	£18.60	3
		Tariff VAT rate:	5.0%	Previous year consumption for this period:	Unable to calculate		
6	Daily availability charge rate: (excl. VAT)	£00.0300 per day		Daily availability charge: (Days in billing period/cost)	28	£00.84	5
		Daily availability charge VAT rate:	5.0%	Total cost (excl. VAT):	£19.44		
				Total cost (incl. VAT):		£20.41	

Statement issued by mySycous on behalf of Your Company

Your Company Example House 27 Example House Leeds LS2 7EA

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

8:00 - 18:00 Monday to Friday
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 Charge period:** The period of time your bill covers.
- 3 Total consumption:** The total amount of utility consumption used over the period and the cost this equates to.
- 4 Tariff charge rate:** Your current utility consumption tariff which is used to calculate the variable amount of money you owe for the billing period.
- 5 Daily availability charge:** The total days in billing period and cost this equates to for providing the utility service to you.
- 6 Daily availability charge rate:** Your current utility availability tariff which is used to calculate the fixed element of providing the utility service to you.
- 7** If you are billed for more than one utility supply, each supply will have a its own section with a cost breakdown.

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