



# Autumn 2022 Newsletter

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An Autumn update from Enviroenergy. As a heating provider and as part of Nottingham City Council we value our customers and place them at the heart of everything we do.

Please find contained within this edition updates on some changes to service and tips on how to save money and keep warm this Winter.

Additionally, if you have any further enquiries, please do not hesitate to contact us using our details on the **Contact Us** page.

## Notice Board

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### Annual Tariff Review

The annual tariff review is now complete; we will be writing to all customers to let you know that our prices will be increasing from 01st January 2023.

You will be aware from recent media coverage that wholesale prices have increased. This has meant an increase in the overall operating and delivery costs of providing heat to your home.

Our new heat tariff from 01st January 2023 will be -

#### Heat -

Heat (Units) - £0.0824 per kWh

Heat Daily Standing Charge - £0.3572 per day

#### Electric -

Electric (Units) - £0.2722 per kWh

Electric Daily Standing Charge - £0.3680 per day

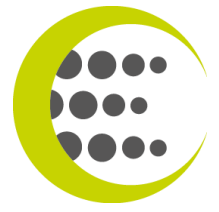
## Lost your Pre-Payment Card?

If you have lost or damaged your pre-payment card, please be assured we are here to help. You may contact our Customer Services team on 0115 9556677 to organise issuing a replacement card.

There is a £10 charge for a replacement card. Any credit you have built up on the card can be transferred to the new replacement card to make sure that you are kept warm this Winter.



# Notice Board



## Household Support Grant Energy Vouchers

### Household Support Fund – Opened 14th November 2022

The council has now distributed all of the existing Household Support Fund 2 vouchers to vulnerable residents for the April to September 2022 period.

The new HSF3 grant period runs from October 2022 to March 2023 and will continue to be used to help those most in need with energy and food through the Winter months.

The government has recommended the key focus for this grant will be to support vulnerable Nottingham residents on means tested benefits or low incomes with the cost of energy to help them over the Winter months.

Further information on the Household Support Fund can be found by visiting this website - <https://www.nottinghamcity.gov.uk/coronavirus-covid-19/household-support-vouchers/>

Is any other support available?

A comprehensive directory of information on help and support available in Nottingham is available here [www.asklion.co.uk/money](http://www.asklion.co.uk/money)

## Standing Charge: Explained

As you may already be aware, our standing charge is currently priced at only £0.3226 pence per day. This will be changing to £0.3572 from 01st January 2023.

The standing charge covers the cost of the network maintenance, metering services, and emergency call outs. This allows us to send an engineer to visit your property regarding network issues without a call-out charge.

## Service Advice

### Regularly Topping up

The standing charge is applied all year round, so it is important to top up the meter throughout the year. Even if you are not using the heating we still advise topping up occasionally to avoid the build-up of the standing charge.

Building up credit over the year will help you budget for the colder months when you use more energy.

## Warm Tips

### Benefits of Heating Controls

- Set an effective timer on your heating and hot water to go on and off when needed.
- Set different temperatures for different rooms in your home.
  - ☑ This could save you money on your heating bills.
  - ☑ This will also reduce your carbon emissions.



# Contact Us



Without a recent meter reading from your heat meter, we will only be able to issue statements with estimated meter readings, based on your consumption from last year.

Providing regular meter readings will help us to bill you correctly, ensuring that you are only paying for the heat and hot water that you have used.

Call or email us using our contact details below with your readings. If you are unable to read your meter, please call us to arrange for one of our engineers to visit and read your meter.

**Please use the space below to make a note of your heat meter reading and current balance on your top-up meter:**



Example of a heat meter: normally located in an airing cupboard inside your property. This will display your joint heating and hot water usage in kWh.

\_\_\_\_\_

**kWh**

\_\_\_\_\_

**£**

\_\_\_\_\_

**We are currently updating all of our customers data** – If any of your details have changed please call us on **0115 955 6677** to update your records.

**General Data Protection Regulation:** The information collected and stored is for the sole use of Enviroenergy. Your details will be updated in our own internal systems only. These details will not be passed on to any third party. For further information on the GDPR Policy of Nottingham City Council please visit us on <http://www.nottinghamcity.gov.uk/privacy-statement/>

## Contact Information



**0115 955 6677**



**customersupport@enviroenergy.co.uk**



**www.enviroenergy.co.uk**





# A Cleaner Nottingham

**Turning 170,000 tonnes a year of our rubbish into heat and hot water for 5,000 homes and over 100 local businesses in the city.**



**District heating provides a more efficient energy supply than traditional gas boilers and repurposes the city's waste: saving 27,000 tonnes of CO<sub>2</sub> each year. Our network is one of the largest in Europe, it is made up of over 85km of pipework and growing.**





