

# Enviroenergy Summer 2019 Newsletter

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 within this edition, details about the 2019 shutdown; in addition, a gentle reminder of the importance of regularly topping up and the purpose of a standing charge. Details regarding our website and out of hours contact are also included below:

## Closed Phone Lines: Essential Maintenance

On the 3rd of July 2019, our telephone system will be undergoing an essential maintenance between 8am and 1pm. You may not be able to contact us during this time. We advise to call back after these hours.

## Keeping you updated: Enviroenergy Website

The Enviroenergy website is updated routinely with news relating to: availability of out of hours contact; current status of point of sale units around Nottingham for our prepayment customers; other general updates regarding our service; and a new FAQs section includes a number of guides for fixing faults such as meter display issues, credit issues, step by step guide for a meter reset, etc..

Please feel free to visit our website using the link as follows: [www.enviroenergy.co.uk](http://www.enviroenergy.co.uk)

## Standing Charge: Explained

As you may already be aware, our standing charge is currently priced at only 28.5 pence per day.

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.

## 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, you will most likely continue to use hot water so we still advise topping up occasionally to avoid the build-up of the standing charge and to cover your hot water costs. Building up credit over the year will help you budget for the colder months when you use more energy.

## Nottingham Properties Emergency Out of Hours Contact Info:

We do provide an emergency contact response outside of our normal working hours. Please contact the number below in the event of emergency:

Contact Number: **0115 955 6677**

Monday to Friday: **5:00 PM to 9:00 AM** (Normal Office Hours: 9:00 AM to 5:00 PM)

Saturday to Sunday: **24 Hours**

**IMPORTANT DETAILS OVERLEAF REGARDING DISTRICT HEATING 2019 SHUTDOWN**

