



Heat Metering and PAYG Guide



Introduction


Your home is serviced by a heat network, which is where heating and/or hot water is centrally generated and distributed to your home through a network of pipes. The amount of heating and hot water you use is metered and therefore you will only pay for what you use.

Sycous have been appointed as the Metering Service Provider by your Heat Network Operator who is your utility provider for heating and hot water services. This means Sycous is responsible for operating the metering network but not for setting the tariffs or other activities.


You will have an In-Home Display unit within your home so that you have an easy way to access your account information, as well as information about your energy consumption.

What is an In-Home Display?

15:08 Account Info 26.01.19

Menu 

Date	Amount
10.01.19	£30.00 St


Balance: £30.00
Updt On: 10.01.19 13:45
Days Left: 300

History A/C F

How to top up when a payment has not automatically been added to your account

You will need a payment receipt to top-up your account.

Selecting the Account icon from the main menu allows you to access the payment screen to top-up manually. In the transaction screen, enter the numeric vend code printed on your payment receipt.


How to check your account balance

If you are a prepayment consumer, you can check the account balance on your In-Home display from the Home screen.

From any of the above screens, press the E-Credit button to activate EC. Once activated, the 'Supply O ' message on the home screen will be replaced with the 'E-Credit ON' message as shown here.



How to read your messages

If you have received a new message, then the  icon will appear in the top right-hand corner of the Home screen; touch the icon to see the message page as shown below. **fi 8.86**

You can also access your messages from the main menu by selecting the Message icon.

Press the View button to see each message.

Energy saving tips!

Why not try....

- Turning yo 0 0 0.8 n3n

Need Help?

