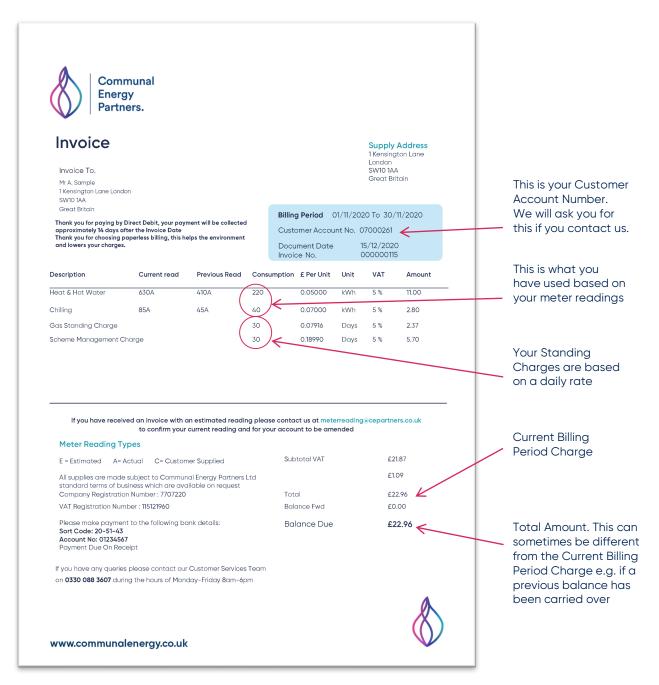


Understanding your energy bill

Communal Energy partners (CEP) will send you a monthly bill to charge you for your actual consumption of heat and hot water. Each month CEP will access the remote reading system which measures your consumption of heat and hot water. We will use these meter readings to calculate what you owe.

Your bill contains various information which shows you what you have consumed, what the charges are and how you can make payment.







'Customer acount no'

This is your unique customer account number which allows CEP to identify your account.

'Billing period'

This shows the start and end dates for the charges on your invoice.

'Consumption'

This is the total amount of energy measured in kWh for chilling (where available), heat and hot water. A daily fee for the scheme management charge, gas standing charge and meter maintenance charge are included.

'Scheme Management'

The scheme management charge contributes to the cost of CEP providing the billing and customer services for your development.

'Meter Maintenance'

The meter maintenance charge contributes to the cost of CEP maintaining the meter(s) in your apartment and the related metering infrastructure. As an example the average cost to replace a meter is over £150.

'Invoice total'

This shows you charges for the current billing period.

'Balance fwd'

This shows you any balance brought forward from the previous invoice.

'Balance due'

This is the total amount that you must pay. It includes any balance brought forward plus the total of your new charges for the period being billed.

'Direct debit'

If you have signed up to pay by direct debit please note that the balance due on your invoice will be collected approximately 14 days after the invoice is issued.

'Previous or current read'

This is your meter reading which will be followed by A, E or C. A = Actual reading E = Estimated reading C = Customer provided reading

If you have received an estimated bill, and would like to receive a bill based on actual consumption, please email a picture of your meter showing the actual read to meterreadings@cppartners.co.uk. Please remember to include your account number and the date the read was taken.

