

WHAT IS COMMUNAL HEATING?



The diagram illustrates a communal heating system in a multi-story building. At the base, a circular callout labeled 'Energy Centre (Central Plant Room)' is connected to a network of pipes that run vertically through the building. Small brown icons representing heat interface units are placed at various floor levels. A larger circular callout labeled 'Heat Interface Units' shows a close-up of one such unit, which features a digital display and control buttons. In the foreground, a family of four (a man, a woman, and two children) stands in front of the building, representing the residents who benefit from this system.

Heat Interface Units

Energy Centre
(Central
Plant Room)

The heating and hot water system in your home is connected to a communal or district heat network.

This means there is an energy centre that distributes hot water around the building to a heat interface unit in each home.

Your heat interface unit features an in-built smart meter that accurately records the energy you use for heating and hot water.

This smart meter is read remotely over the internet* and these readings provide heat consumption figures for your home – so no estimates, and you only pay for the heat you use!

*Subject to an operational communication network



The logo for Evinox Residential features a stylized graphic of a semi-circle composed of small dots in shades of orange and red. To the right of this graphic, the word 'Evinox' is written in a bold, dark blue sans-serif font, and the word 'Residential' is written below it in a smaller, orange script font.

Evinox
Residential

Your heating system is highly energy efficient, robust and reliable.

The Heat Interface Unit fitted in your home provides your heating and domestic hot water. Think of it like a combi boiler, only the source of energy is hot water, which is produced by the central plant .

This means the Heat Interface Unit provides the heat for your radiators or underfloor heating system and also provides your domestic hot water, for sinks, baths and showers.



More and more new homes are being connected to communal or district heating and the Government is encouraging this type of system. What are the benefits?



A communal/district system uses significantly less energy when compared to individual gas boilers - helping to reduce the environmental impact of home heating!



Because the communal network uses less energy and may include low carbon heat sources, your heating & hot water bills have the potential to be lower when compared to a traditional gas boiler.



Your smart meter is read remotely via a communication network, so you don't need to provide us with your meter readings, and you will only pay for the heat you use.



Communal & district heating can help to tackle fuel poverty.



If you have any questions we're here to help.

Contact us on - 01372 746537
(This is a local rate call and lines are open Mon - Fri 8am - 5pm)



The Government promotes the use of this type of heating system

Find out more in the 2013 UK Heat Strategy "The Future of Heating" document.

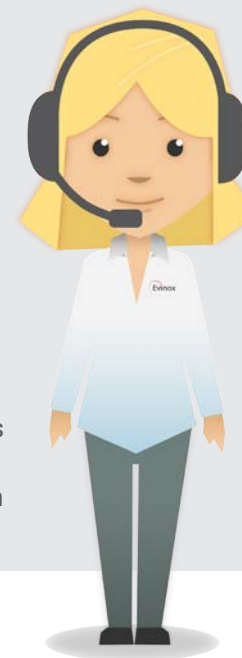
(www.gov.uk/government/publications/the-future-of-heating-meeting-the-challenge)

Can I change my supplier?

Because you are connected to a communal heating system, your heat comes from a centralised boiler or an energy centre that provides the heat for every property on the scheme. This means that you can't simply switch supplier in the same way you can with your electricity or other utilities.

However, there are many benefits of being connected to this type of system such as lower running costs, enhanced service and a more environmentally friendly system.

Evinox will ensure that the cost of energy remains competitive and comparable to conventional utility supplies by regularly checking gas prices, and associated system running costs.



How much will I be charged?

We set your energy rate based on our Fair Tariff Policy - You can find details in the Leaflet in your welcome pack or by visiting our website.

Or billing@evinoxresidential.co.uk
(Email account monitored Mon - Fri 8am - 5pm)

www.evinoxresidential.co.uk