

## MINI GUIDE

**Effective from: 6th December 2025**

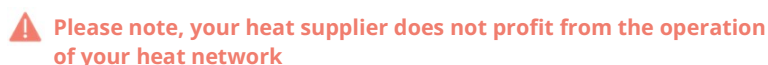
Below is an explanation of your heating & hot water tariff calculations. These solely cover operational costs, and your heat supplier makes no profit from this.

## Your unit rate breakdown

**24.35 p/kWh**



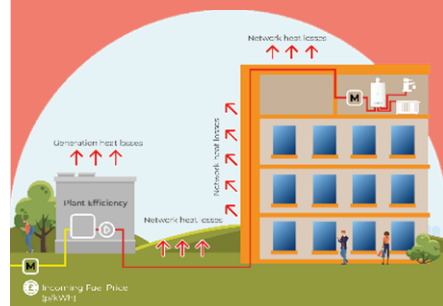
**43.39 p/day**



Your **unit rate** covers the cost of the energy generated in the communal plant room. It also includes any associated heat losses between the plant room and your home. Your energy consumption is measured via the heat meter installed in your home, so you only pay for what you have used. You are charged for every kilowatt-hour (kWh) consumed within your property.

Your **daily standing charge** is the fixed charge passed on by your heat supplier, which covers the cost of operating the heat network and delivering energy to your home. This is an annual fixed amount that is payable every day by all residents regardless of how much energy they use.

Depending on your heat supplier, the costs associated with running and maintaining the heat network will either be included within your building service charge or your heating & hot water daily standing charge.



# Glossary

To help you understand the different elements that go into your tariff, we've put the below glossary together for you.

## Unit rate glossary

**Incoming fuel supply cost** - The cost per kilowatt-hour (kWh) of fuel consumed by the boilers in the plant room. This generates the energy used for heating & hot water in your home.

**Distribution heat loss cost** - The cost of any heat lost through the pipework across the heat network. Heat loss during energy distribution is unavoidable and increases the cost of heat produced in the plant room. We calculate heat losses across the network by comparing the heat energy leaving the plant room to the heat consumed within the network's properties. If this data is unavailable, a standard efficiency calculation of 60% is used.

**Plant room efficiency cost** - The cost of converting the incoming fuel supply (e.g. gas) into heat energy. The conversion process, burning fuel to produce heat, cannot be 100% efficient. The efficiency of this process inflates the cost of incoming fuel to the cost of heat produced.

## Daily standing charge glossary

**PAYG SaaS fee** - The cost of third-party 'software as a service' (SaaS) fees for operating the pay-as-you-go (PAYG) or metering system installed.

**Other heat network service costs** - These may include: costs to perform tariff reviews, tariff communication costs, monitoring and reporting fees (a licence fee incurred to monitor and present a range of data across the network to support financial and operational management) and compliance reporting.

**Insite metering & billing charge** - This may cover: our metering & billing fees, the cost of reading all landlord meters around the network allowing us to monitor system efficiency and heat losses, costs associated with remotely collecting your meter reads, and transaction fees charged by the payment platform for every payment made.



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