

# CORE TARIFF INFORMATION

## PRIVATE APARTMENTS

From 1<sup>st</sup> September 2023

### OUR TARIFF EXPLAINED

We believe in charging a fair price for the supply of heat to your home. As part of this we will always:

- Provide fair and competitive prices which are linked to the market conditions in which we operate
- Strive to procure the lowest price available for any service or product involved in the generation and distribution of heat
- Operate as efficiently as possible to provide you with the lowest price

We also complement our tariff setting with practical advice on managing your bills and reducing your usage..

#### HOW IS MY TARIFF CALCULATED?

We have undertaken an extensive review process to determine your tariff.

To determine the cost of the heat being delivered to your home, our team identified the associated costs for the provision of heat. These costs were then combined with technical information relating to the system which then allowed for the heat price to be calculated.

We do not profit from the production or generation of heat.

#### WHAT DOES THE TARIFF INCLUDE?

Your tariff includes all of the costs below:

- Purchasing of the gas and electricity to generate the heat

- The cost of the distribution of the heat to your property
- The maintenance costs of operating the system
- The costs associated with the administration and billing of the scheme

In addition, please note you are responsible for any and all cost of replacing the Heat Interface Unit in your home if necessary.

#### YOUR TARIFF

Heat Unit Rate: **17.9 p/kWh**  
Daily Standing Charge: **0.6386 £/day**  
All unit rates and charges include VAT at 5%.

Residents in houses or retail units pay a standing charge of 0.8137£/day as this includes the maintenance costs for their Heat Interface Units. Your Core bill will show the higher tariff, with a Heat Standing Charge Rebate applied to reduce it to 0.6386 £/day, as your landlord or block manager carries the costs for your Heat Interface Unit maintenance..

#### HOW DOES MY TARIFF COMPARE?

The Heat Trust provides a comparison for district heat users to compare their annual bill against an equivalent gas system.

#### HOW OFTEN IS MY TARIFF REVIEWED?

We regularly review the costs of the components that build the tariff to ensure you are receiving the fairest tariff possible.

We undertake a formal review of the tariff four times a year, at most. If there are changes to the tariff we will let you know with at least 31 days' notice.

# OUR RESPONSIBILITIES

Core is responsible for the management and maintenance of the hot water and heating services on the North West Cambridge Development.

## HOW DOES THE ENERGY CENTRE AND DISTRICT HEATING NETWORK FUNCTION?

At Eddington, there is a centralised heating system, which combines an Energy Centre and a District Heating Network. Together this delivers hot water directly to each property from the central shared supply. The heat distribution network provides all of the heating and hot water requirements, without the need for individual gas boilers within the homes. The primary elements of the system are as follows:

### ENERGY CENTRE

The energy centre is the central location where heat and hot water is generated.

### HEAT INTERFACE UNIT (HIU)

This is the heat unit within each home, which delivers heating and hot water. The HIU enables individual temperature control within the home, and allows for each home to be individually metered for its own heat and hot water use.

### HEAT METERING AND BILLING

Each HIU has a heat meter which enables heat used to be billed to each dwelling on a periodic basis.

### DISTRIBUTION NETWORK

The distribution network is the system of pipes distributed across the development to deliver hot water to each home.



## CONTACT US

If you have any questions or queries relating to the tariff, you can contact us by using the following methods:

### EMAIL:

[core@eddington-cambridge.co.uk](mailto:core@eddington-cambridge.co.uk)

### WEBSITE:

[core.eddington-cambridge.co.uk](http://core.eddington-cambridge.co.uk)

### TELEPHONE:

**01223 874930**

Our customer service centre is open from 08:30 to 17:30 on Monday to Friday, (excluding public holidays).

For emergencies, please call our 24 hour support partners at Portal Estate Management:

**03332 079501**