

25th July 2024

CORE TARIFF INFORMATION PRIVATE APARTMENT

Dear customer

We are writing to inform you that new heat charges will apply from 1st September 2024, this is in accordance with the annual tariff review stipulated in your Core Residential Customer Heat Supply Agreement. According to the guidelines outlined in the customer supply agreement, the supplier is entitled to adjust the tariff to reflect changes in market rates, RPI, and costs which should be equitably shared with tenants in line with Heat Trust Standards and Ofgem.

The amount charged for heating and hot water is determined by the Heat Variable Charge and Heat Standing Charge. Collectively, these charges are referred to as your Heat Charges. The Core Heat Charges effective from 1st September 2024 will be as follows (exclusive of 5% VAT):

YOUR TARIFF (net of VAT currently chargeable)

	Old Tariff	New Tariff
Heat Standing Charge	£0.6386 per day	£0.7025 per day
Heat Variable Charge	£0.1790 per kWh	£0.1553 per kWh

Above prices are exclusive of VAT

We are pleased to inform you that due to changes in the utility market, the Heat Variable Charge will reduce from £0.1790/kWh to £0.1553/kWh.

The Heat Standing Charge is adjusted to reflect the annual inflationary increase of RPI and associated labour indices over the prior 12 months. Although we have put measures to reduce the impact of this on our Heat Charges, the operational cost to supply and maintain your heat supply has increased and will be reflected in the new Heat Standing Charge effective from 1st September 2024.

Residents in apartments will pay a Heat Standing charge of £0.7025 per day (net of VAT currently chargeable) This standing charge is made up of heat network operation and maintenance charges, Utility standing charges, metering and billing charges and administrative fees.

The new tariff has been benchmarked against the Heat Trust calculator and is shown to be competitive in the current market and below their benchmark rate.

Making Payments

Direct Debit or Standing Order are our best payment options and let you spread your costs over a 12-month period. We can either offer a fixed payment which will be reconciled annually or a monthly variable direct debit.

Register with Vital Glass to manage your account

Vital Glass allows you to take control of your energy by managing your account online. You'll have no more estimated bills or confusing paperwork and you will find everything you need at your fingertips. Vital Glass allows you to:

- Gain 24/7 access to your account
- Update your account details
- View your energy consumption
- View your bills
- Make payments
- **You can access Vital Glass via our website:** [Core.eddington-cambridge.co.uk](https://core.eddington-cambridge.co.uk)

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

WEBSITE: [Core.eddington-cambridge.co.uk](https://core.eddington-cambridge.co.uk)

TELEPHONE: 0808 208 0063

Our customer service centre is open

From 08:00 to 18:00 Monday to Friday

(Excluding public holidays).

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

03332 079501

ENERGY EFFICIENCY ADVICE



The Core website contains information that can help you to reduce your energy usage in a number of ways. You can compare your previous year's usage profiles against the current year and see how much energy you are using. You can set monthly targets to help reduce the amount of energy used within a given period.

The following organisations can also offer you advice on how to save energy:

Energy Saving Advice Service – this service is provided free of charge.

Helpline: 0300 123 1234

Lines open: Monday – Friday, 9am – 8pm

Email address: energy-advice@est.org.uk

Website address: www.energysavingtrust.org.uk/domestic/energy-saving-quick-wins

The Citizens Advice Bureau

Citizens Advice consumer helpline: 03454 04 05 06

Lines open: Monday to Friday, 9am to 5pm

Website address: www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/

For Energy Efficiency advice, please visit our metering and billing website at:

Core.eddington-cambridge.co.uk