

Core heat tariff 2024-25 FAQ

1. Will my heat tariff change this year?

The Core 2024-25 heat tariff will be effective from 1st September 2024. As anticipated, the variable rate has been reduced for all users. Core has also procured its gas for this year and does not anticipate changing the heat tariff until the next formal review due in summer 2025. However, should any unforeseen circumstances arise, Core may review the tariff and all resident will formally be given 30 days' notice for any increase in accordance with your heat supply agreement.

2. Are you planning to adjust the standing charge?

The standing charge contributes to the operational and maintenance costs of the energy system and company. The standing charge has been increased in accordance with the heat supply agreement and would remain fixed until next formal review of the tariff in Summer 2025. We keep all our costs under review and attempt to mitigate price increases wherever possible.

3. Have fluctuation in costs been passed on?

Core purchases its gas and electricity (used to deliver heat to homes) up to 30 months in advance, which is a University policy across all its utility usage. Core customers have been protected from the gas price spikes in recent years by the University's purchasing policy and have therefore been protected against the past major peaks in prices. Although the gas price has been stable for last six months, the utility market as a whole remains uncertain and the gas price is expected to rise later this year. The current variable tariff has been reduced due to reduction in procured gas cost.

This procurement strategy means that generally Core's gas costs are known to within 90% of accuracy up to a year in advance, enabling setting of heat tariff prices that reflect the costs being incurred over the same period.

4. How do customers know they are not paying higher costs than required?

All costs are in place to cover the operation and maintenance of the district heating network and energy centre. If there are any increases to the customer, Core will explain the reasoning behind the additional cost.

Core benchmarks the overall annual costs against the Heat Trust calculator for similar properties to ensure that the tariff is in line with other network providers.

A typical example is shown below:

Annual Cost for Heating	Average Consumption kWh	Core Tariff 2023-24 SC: £0.8137/Day VC: £0.1790/kWh	Core Tariff 2024-25 SC: £0.895/Day VC: £0.1553/kWh	Heat Trust*	Variance	Percentage Variance
Studio	1,100	£494	£498	£599	-£101	-17%
Flat - 1 bed	2,300	£709	£684	£841	-£157	-19%
Flat - 2 bed	3,000	£834	£793	£910	-£117	-13%
Flat - 3 bed	4,500	£1,103	£1,026	£1,032	-£6	-1%
House - 3 bed	7,500	£1,640	£1,491	£1,181	£310	26%
House - 4 bed	8,700	£1,854	£1,678	£1,330	£348	26%
House - 5 bed	11,500	£2,356	£2,113	£1,716	£396	23%

Note:
The Heat Trust annual cost are calculated using their calculator available on their website at the date given below.
This table is not applicable to residents in Keyworker housing.
*Based on Heat Trust calculator used on 16/07/2024
SC: Standing Charge
VC : Variable Charge

5. Are customers paying for excessive heat loss within the system?

There are no excessive heat losses within the network. Core constantly monitors the network to make sure all areas are running as efficiently as possible.

6. Will you offer any support if I am unable to afford my bills?

If you wish to contact us please do so on the below details.

EMAIL:

If you have a general enquiry, please email:

core@eddington-cambridge.co.uk

If you have an enquiry about your heating and hot water bill, please email:

accounts.core@eddington-cambridge.co.uk

TELEPHONE: 0808 208 0063

Monday to Friday (excluding public holidays) for customer service enquiries. Calls outside of these hours will divert to a voicemail for you to leave a short message for the team to follow up.

For emergencies please call our 24 hour

support partners at Portal Estate Management: 03332 079501

7. Is the University making a profit from this price review? Can the University do anything more to keep the costs down?

The University is not making a surplus from the price increase. Customers do not pay extra due to the Eddington heat network not having yet reached its full customer base. The University of Cambridge subsidises the costs that are the non-variable elements and will do so until all connections across the development covered by the network are completed.

8. What can I do to reduce my bills?

Ways to save at your home:

TURN YOUR THERMOSTAT DOWN

Reducing your thermostat setting by just 1°C could help reduce your bill, without noticing any difference.

UNDERSTAND YOUR HEATING SYSTEM AND ITS CONTROLS

Take time to learn how your heating system works - and how to use the controls properly - so that you can use it in the best and most cost-effective way for you. For example, your home will take about 30 minutes to cool down (longer in a well-insulated property) so consider turning the heating off half an hour before you go to bed.

KEEP FURNITURE AWAY FROM RADIATORS

The foam in upholstered furniture is a very effective heat insulator and prevents heat being distributed into your room.

MANAGE THE TEMPERATURE OF YOUR HOME

Try to keep the temperature of your home between 18 and 21°C.

AVOID DRYING YOUR CLOTHES ON RADIATORS

Drying clothes on radiators makes your heating system work harder, and could cause condensation, which could create a damp problem in your home.

Advice can be found on our website at www.core.eddington-cambridge.co.uk

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

Energy Saving Trust

Helpline: 0300 123 1234

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

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