

Re: Balbirs Utility Bills

Dear Tenants

Welcome to the Balbirs. We hope you will be very happy in your new home.

We just wanted to explain how the utilities work in this building.

Your electricity bills will come directly from the supplier, and you will be liable from the start date of your tenancy. If you are not sure who your supplier is, you can search <https://www.ssen.co.uk/supplier-search>

The gas and water at the Balbirs is a communal system.

This means that we only have one supply which provides for the entire block, and we recharge each flat for their usage.

Please do not attempt to create your own water accounts with Southern Water, or open a gas account with another supplier. (Doing this would mean you get charged twice for the same usage.)

Gas and water bills will come from your agent after each month has finished (so we can see how much cold and hot water has been used by each flat during the month)
The flats are fitted with flow meters so we should be able to create accurate bills depending on your usage.

We have included a sample bill on the next page with an explanation as to where the charges come from. Hopefully this will make things clear and easy to understand.

The invoice number clearly states the flat number, and the month you are being charged for

The name should be (at least) one person currently living in your flat. If this name is wrong, please tell your agent.

These are the dates that you are being charged for on this bill

These are the start and end readings for all your flow meters during this period

These two lines charge for the quantity of water used

This line charges for quantity of gas used to heat the hot water

This line charges for quantity of gas used in central heating

This line covers standing charges from the utility companies

This line is your flat's share of the cost to run the communal gas/water system this month

BILL TO

Tenant Name
Flat 70
The Balbirs, 68 Portwood Road, Southampton, SO17 2BN

INVOICE: Flat 70 / Aug-24

DATE: 11/07/2024

FOR
Gas and water usage
Aug-24

This is the date the bill was physically created.

This is the number of days

This is the amount of cold water used. (Cold taps/flushing toilets etc)

This is the amount of central heating used

This is the amount of hot water used. (Showers/washing up etc.)

This is the amount you are being charged on this bill (current time period)

This is the amount showing outstanding (previous unpaid bills) If you think you have paid, please tell your agent the date of bank payment, and we will double check

This is the total amount you owe

	Start	End	Units used
Date of supply (days)	01/08/2024	31/08/2024	31
Cold water meter reading (m³)	3.74	5.19	1.45
Heating meter reading (kWh)	89	125	36
Hot water meter reading (m³)	15.11	17.7	2.59

Details	Price per unit	Number of units	AMOUNT
Cold Water used (m³)	£4.25	1.45	£6.16
Hot Water used (m³)	£4.25	2.59	£11.01
Gas to heat hot water (kWh/m³)	£5.85	2.59	£15.15
Gas for Heating (kWh)	£0.08	36	£2.88
Gas + Water standing charge	£0.55	31	£17.05
Communal Heating standing charge (2 bed flat)	£0.36	31	£11.16
MONTHLY TOTAL			£63.41
Previous bills still outstanding			£38.21
TOTAL AMOUNT OWED			£101.62

The communal heating standing charge is each flat's share of the cost to run the communal heating and hot water system. This is calculated each month, and is variable depending on the total amount of hot water and heating used during the period.

Please Pay:

Homelife Lettings Management Ltd.

Account: 13522601

Sort Code: 20-79-37

Reference: Flat70Balbirs

These are the bank details to pay your bill. Please use the reference, this means we can match your payment easily to your account