

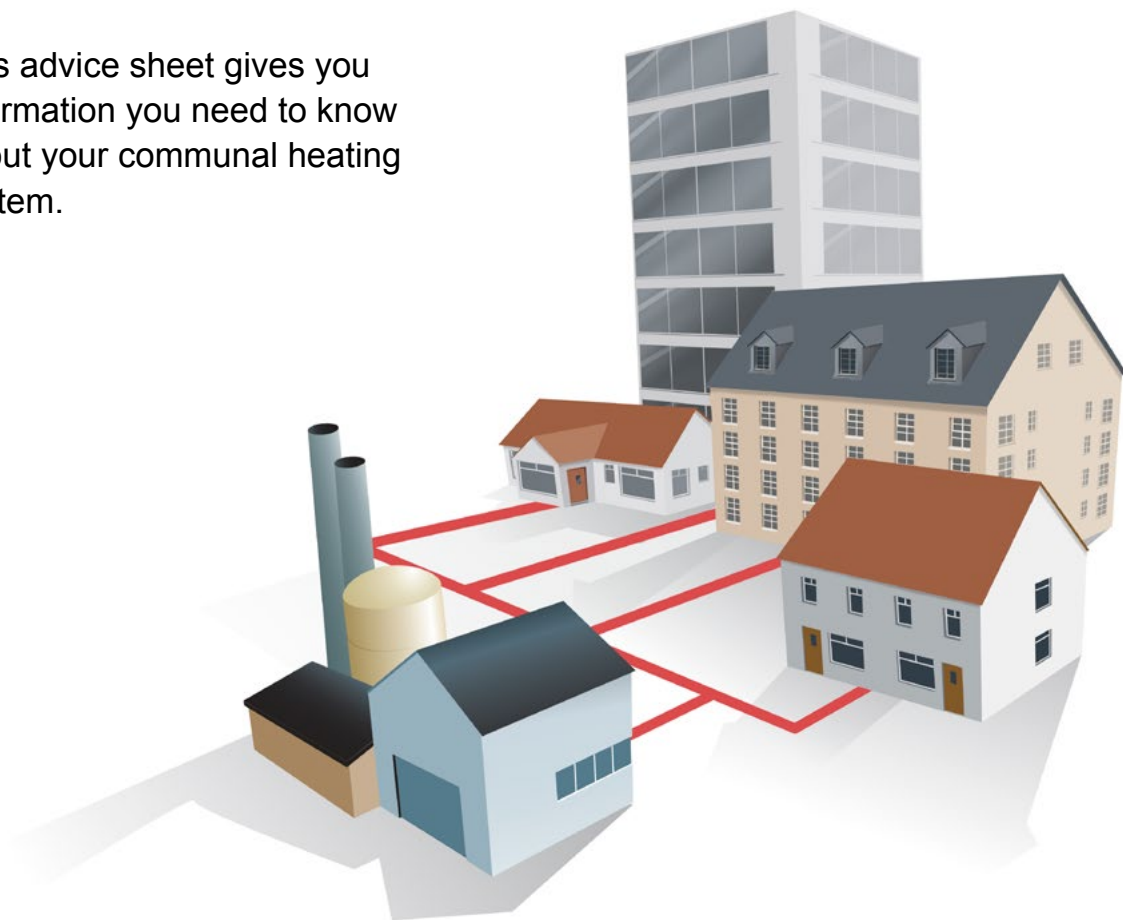
Communal Heating

The heating and hot water in your home is provided by a communal heating system. This means that instead of having a heating system just for your home, you are connected to a much bigger heating system which heats lots of homes.

Communal heating is where large boilers produce your hot water and heating. The hot water and heating are pumped around the homes in your building or area.

This type of heating should help save you money on your heating bills. It is also better for the environment.

This advice sheet gives you information you need to know about your communal heating system.



Your smart meter and heating controls

1 Smart Heat Meter

The meter tells you how much:

- You are charged for your heating
- Heating you have used in the last week, month and year.

If you are on a prepayment meter it will also tell you how much:

- Credit you have left on your meter and the estimated date you will need to top up
- Emergency credit is left.



How to use it:

Refer to your smart meter user guide for more information.

2 Timer or Programmer

Your timer or programmer switches your heating on and off at times that suit you. By using your programmer you only use the heat you need.

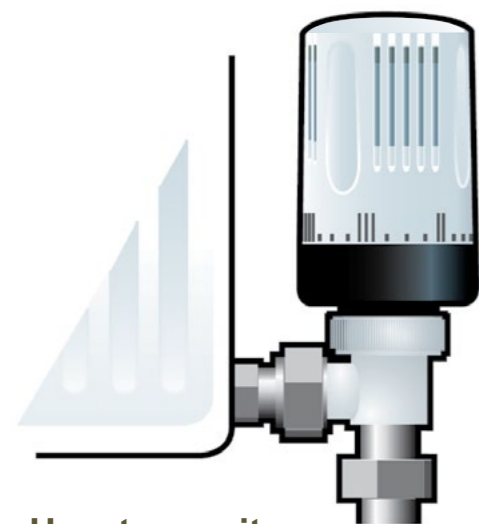
Your programmer might include the room thermostat (number 3).



How to use it:

- Set the clock to the right time.
- Programme your heating to come on when you are in the house.
- Programme it to go off when you are out or when you are asleep.

For many people, it is enough to heat the home for a few hours in the morning and for a bit longer in the evening. If you feel cold, turn your heating on.

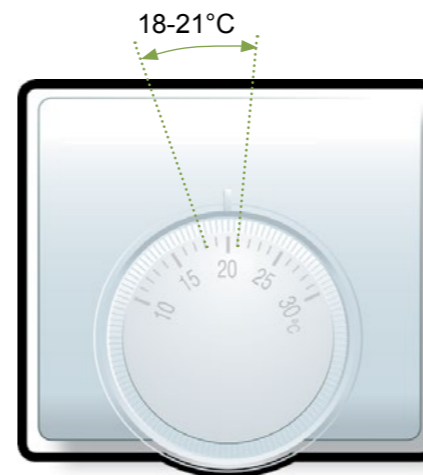


How to use it:

Turn the TRV down when you are not using the room.

4 TRV

A TRV (thermostatic radiator valve) is a thermostat on a radiator. They let you control the heat in each room.



How to use it:

Set the room thermostat between 18-21°C
Do not use the room thermostat to turn the heating on or off. Use your programmer.

3 Room Thermostat

The room thermostat controls the heat in your whole home. When your home is cold the thermostat tells the boiler to heat the radiator. When your home is warm enough it tells the boiler to stop heating the radiators.

How billing for communal heating works

Your heating supplier

With communal heating instead of paying an energy supplier you pay the organisation that manages your heating system, i.e. your landlord. Because of this you cannot switch to a different heating provider. Your landlord might not take the money directly and may ask you to pay your bill through a billing company.

What you pay for

With communal heating you pay for the amount of heat you use. This is different to other types of heating where you pay for the amount of heating fuel you use, for example the amount of gas or electric heating.

This doesn't mean that you are charged any more or less. It does mean that you can't easily compare the price you pay for your communal heating system with gas or electric heating.

Don't forget

You still need to pay for the electricity you use for your lighting and appliances because this is separate from your heating.

Useful Contacts

Home Energy Scotland - Freephone **0808 808 2282**

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