



User guide for your heating and hot water system

York Street Area



Your Tariff Details

Date	
Unit Rate	
Standing Charge	

*Prices are reviewed annually and may be subject to changes.

Your standing charge will be deducted on a daily basis regardless of whether you use the heating system or not.

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1. Introduction to your heating and hot water system

The heating system in your flat is connected to a 'Community Heating System' and the boilers are located in the York Street area 'Energy Centre'.

Most of the heat energy will come from a wood biomass boiler. There are back up gas boilers in the new Energy Centre that will provide a back-up service should the biomass boiler fail or at such times as it requires routine maintenance.

Within your flat, the heating and hot water will work exactly the same as it would if you had your own boiler.

You can set heating times and control the temperature. Hot water from your taps is 'instantaneous': this means that you just open a hot tap and within a few seconds you will have hot water.

Payment for your heating is arranged through a company called Energy Billing. As part of your heating system you will have a Pre-Pay Meter that looks like this, installed in your property. This monitors the amount of heating and hot water that you use. It is a 'Pre-Payment' system which means you need to pay in advance by putting 'credit' on your meter.



It is important that you have both credit on your heating credit meter and that your electricity is working for you to get heating and hot water. THIS UNIT SHOULD BE SWITCHED ON AT ALL TIMES.

Quick Use Guide

1. Before you can get heating and hot water you must put credit on your Heating Pre-Payment meter

- Add credit via a PayPoint using your Heat meter top up card.



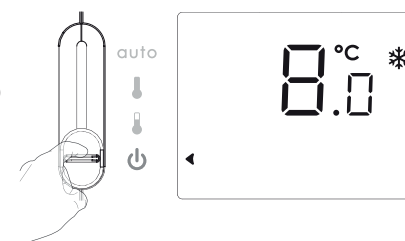
2. To turn Heating on

- To activate heating slide to comfort setting using the slider switch on the left of your thermostat. This will set your heating at 20c
- To increase temperature, turn the dial clockwise. When the heating is activated you will see the 'flame' symbol on the thermostat. When the heating is off the flame will disappear.



3. To turn Heating off

- To turn heating off slide switch to standby. The heating will remain off until you activate it.



4. Hot Water

- You will always have hot water as long as you have an electric supply and credit on your heat pre-pay meter.



2. How to pay for heating



PayPoint – Take your payment card and cash to any PayPoint outlet. Remember to keep your receipt as proof of payment and for the PIN number.



Telephone – To pay over the automated telephone payment line using a debit card call 01623 541 401.



Internet – Go to www.energybilling.co.uk you will need to register details before your first purchase. To register follow the on-screen instructions (you will need your payment ID card details). You can pay using a debit card.



Standing Order – If you wish, you can arrange with your bank to pay a standing order so that a fixed amount is paid automatically. Please call the Stockport Homes Energy Advice team on 0161 474 4062 for the details.



PayPal – Pay with the PayPal system by logging on to the energy billing web site.

NOTE: For each transaction, you will be issued with a “PIN Code”. If, for some reason, there is a problem with the automatic system, or if you need to add credit straight away because you have run out, you can enter this number directly into the Credit Meter.

Payment ID Card

Your payment ID card is unique to your property. It is used when you make payments at any Pay Point Outlet. It also contains all the information that is needed for the other top-up methods.

The long 19-digit card number is required when obtaining your log-in details for the energybilling.co.uk web site – Click on the link of new users and follow the instructions.

The last 11 digits (highlighted in black) are required for the 24-hour automated telephone payment system. User and payment card information can be stored by this system if you choose this option.

Keep your payment card safe, if lost or stolen a replacement card will be issued at a cost of £5.



How Much Credit do I need to add?

Everyone will use a different amount of heating and hot water so it is difficult for us to give accurate guidance.

We advise that you start with £10 or £20 and see how long it lasts. It will last longer in summer when you are only using hot water and no heating. However, we recommend you still top up a regular amount through the summer months as you will build up credit on your meter. This extra credit can then be used through the winter months to ensure you do not need to increase your top-ups

If you wish to pay by standing order, this should be a regular amount. We suggest £40 per month to begin with, but you will need to adjust this to suit your usage.

Your standing charge will be deducted on a daily basis regardless of whether you use the heating system or not.



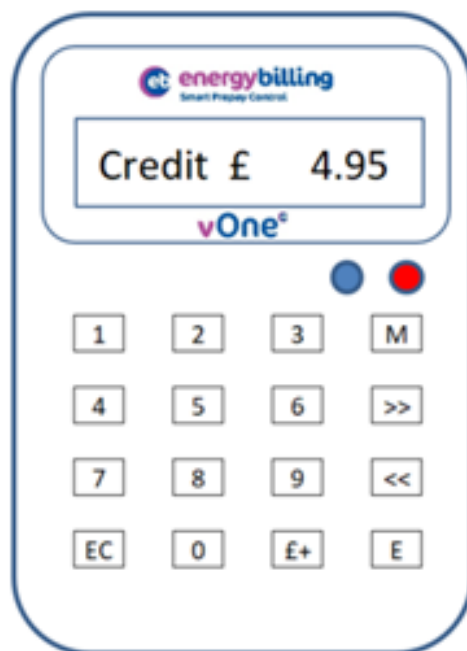
How to manually add credit to your Pre-Payment Meter

When you buy additional credit, it will be loaded wirelessly to your unit. Occasionally, problems with the mobile networks used for communications may delay credit being loaded onto the unit (allow up to 2 Hours). In the event that there is a fault with the communication system or if you allowed your credit to run out completely, you can enter the code manually as follows:

Credit can be loaded manually using the PIN on the receipt (or viewable via the web site or from the 24/7 telephone payment line).

The PIN is a 20-digit number code.

- To enter the PIN, press the **£+** key or press the **Menu** button to take you to the add credit screen.
- Using the keypad enter the 20-digit PIN code. If you make a mistake, use the **<<** and **>>** keys to go to locate the error. When all 20 digits are input, press **Enter**.



If the PIN is correct and hasn't been used before, it will be accepted and the display will show the amount of credit entered and the date and reference. If the displayed message has an "E" on the end of the first line, this indicates that the "Emergency Credit*" has been replaced. If the PIN has been entered incorrectly or is not valid, the Unit will display "PIN Incorrect". If the PIN has been used previously, the unit will display "PIN already used".

PLEASE NOTE

Repeated entry of incorrect PINs will lock the unit for 1 hour.

PINs ARE UNIQUE TO YOUR UNIT. THEY WILL NOT WORK WITH ANY OTHER VOne PREPAYMENT UNITS.

There is an 'Emergency Credit' facility built into the system.

To help you through those periods of time when you may have difficulty in 'topping-up', Stockport Homes Group allows £5 of EMERGENCY CREDIT for you to use. If you need to use your "Emergency Credit", your credit needs to be at or below £5.00.

How do I use the Emergency Credit?

- When the displayed credit is at or below the "Emergency Credit Availability" level which can be checked by pressing the **M** button and then selecting "Information" by pressing **E**. Using the **>>** keys to view the "EC Availability".
- If Emergency Credit is available, the unit will display "EC Available" on the display and the BLUE light will flash on the front of the unit.
- To load the Emergency Credit* either press the **"EC"** hot key on the front of the unit and **"E"**. Alternatively, using the **M** button (pressing 2 times) to the use Emergency Credit* screen.
- When the Emergency Credit has been used, the display will show "EC taken" until additional credit has been purchased and the EC replaced.



If you have used your Emergency Credit, the next time you 'top-up', the £5.00 emergency credit is repaid first before any remaining credit is added to your available credit balance.

Remember the emergency credit is to be used only when you are unable to top-up. It is not for general everyday use. Use it carefully!

Credit Amount

In use, the main display will show the amount of remaining 'CREDIT' in £ and p that you have available to use. As energy is used; the credit value will decrease, as you purchase additional credit the credit value will increase. If the unit shows a 'DEBT' amount, then credit needs to be added before any additional energy will be supplied.

Previous Credit

Pressing the Menu button 4 times will show the previous credits loaded to the unit. The display will show the payment ID, date and value of the transaction. The list can be reviewed using the << and >> keys to view all transactions entered.

3. Other Information on your Pre-Pay Meter

Various settings and information can be viewed by pressing the Menu button 2 times followed by Enter. Additional information can be viewed by pressing >>

- Time and date – Current date and time as reported by the unit
- Meter Reading – In certain systems the unit will read the energy meter and report the meter reading on the screen in kWh. In other

systems, the unit will display the number of kWh that have been charged by the unit, this may or may not be the same as the current energy meter reading. If the system allows, this will also display the actual demand on the system at the time in kW.

- Total CO2 based on the meter reading, this is the aggregate amount of CO2 that the unit will have recorded since the meter was installed.
- CO2 per hour – if possible by the system, this is the current amount of CO2 per hour based in the current system demand in kW (see above).
- Unit price – this is the rate per kWh of energy being charged by your energy provider. It is displayed in pence (or cents) per kWh.
- Daily Standing Charge*- this is the daily charge set by your energy provider. The VOne unit will deduct the daily standing charge* in 1/10th across the day. The amount shown is in £ and pence (euros and cents).
- Cost per hour – This is the cumulative costs (inc any standing charge) so far in the current hour.
- Emergency Credit – this is the value of the Emergency Credit which is available for use when the unit is in a low credit state (BLUE flashing light on display)
- EC Avail level - this is the value in £ that the units CREDIT must be at or lower than before the EMERGENCY CREDIT can be loaded. When the unit is in this low credit state, the BLUE light will flash as a reminder to purchase additional credit.

Energy Monitoring Graphs

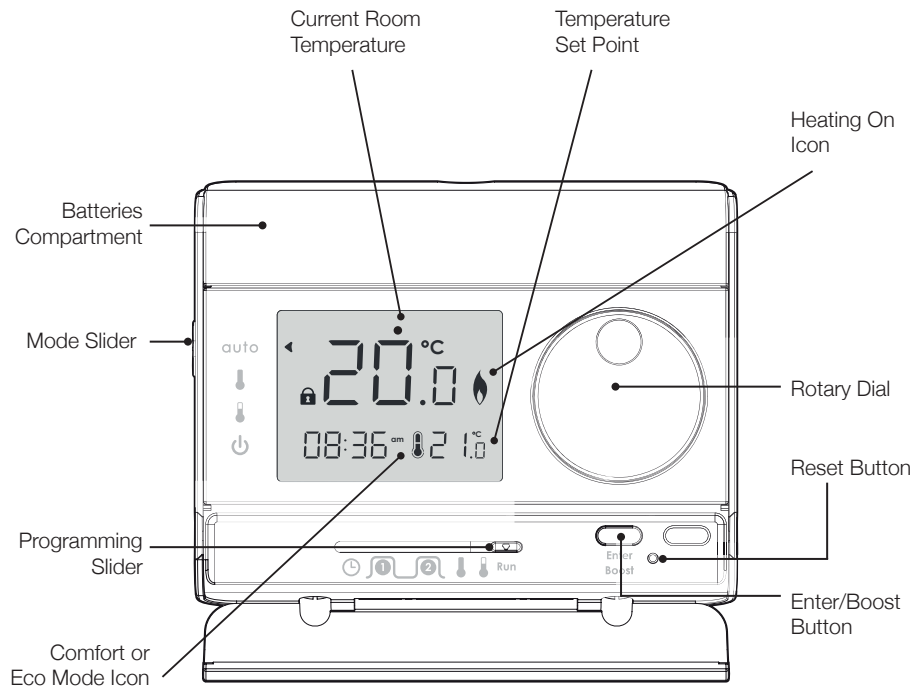
Pressing the M button 3 times followed by Enter will display energy monitoring information on your actual consumption as recorded by the unit.

4. How to control the temperature in your flat

There are two ways to control the temperature.

The main temperature control is by using the 'Programmable Room Thermostat' which looks like this and will be located in your hallway.

Use this device to control the temperature in your flat.



Manual Operation

Use mode slider on the left side of your programmer

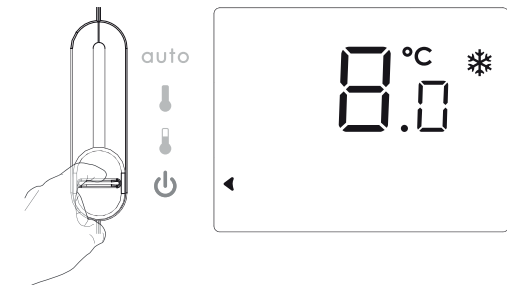
Comfort: Permanent comfort mode. The system will keep your property at your select comfort temperature. Default setting is 20c



Eco: Permanent ECO mode: The system will keep your property at your ECO setting. Default setting is 10C



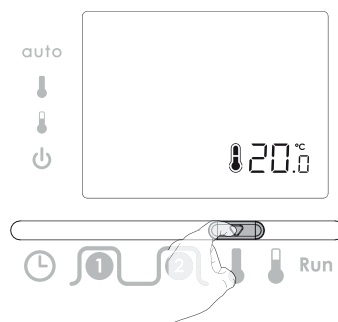
Standby: Permanent standby mode with Frost protection. Use this setting to ensure your heating is off. You will still get Hot water even when your heating is off





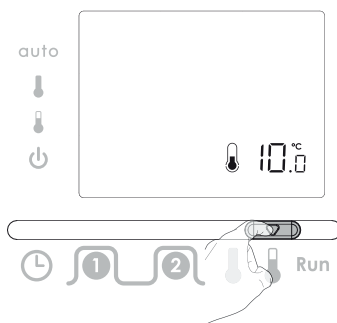
How to change my COMFORT temperature

1. Open flap underneath the control screen.
2. Move the programmer slider to the position **1**. **The default temperature is 20C.**
3. Turn the dial to set the temperature. It is recommended between 18C – 21c is a comfortable temperature for most people. However, find what is warm enough for you. Move the Programming slider to RUN to confirm and save all settings.



How to change my ECO temperature

1. Open flap underneath the control screen.
2. Move the programmer slider to position **1**. **The default temperature is 10C.**
3. Turn the dial to set the temperature. For Eco mode this is the temperature when you do not require your flat to be heated but will prevent your flat temperature from dropping to low.
4. Move the Programming slider to RUN to confirm and save all settings.

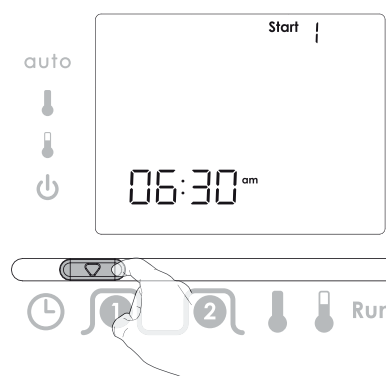


NOTE: If you change any settings, ensure you move the programme slider to RUN afterwards for your thermostat to work.

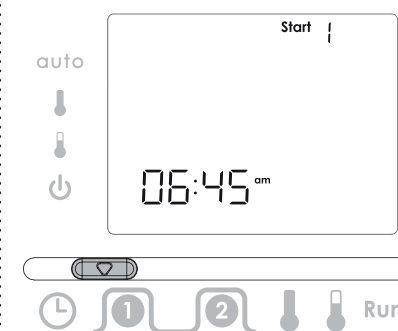
HOW TO SET A TIMER FOR MY HEATING

The thermostat will allow you to set two time periods where you can activate your heating at your 'COMFORT' temperature. Select **auto** mode on the mode slider. The heating will follow the times you select below

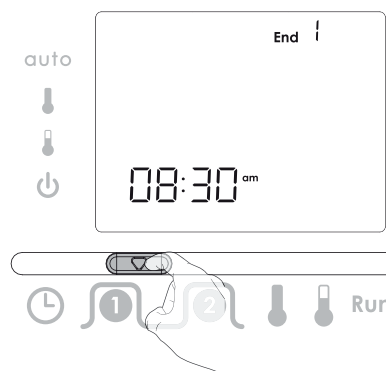
- 1- To set the first Comfort start time, move the Programming slider to position **1**. The default time is 6:30am.



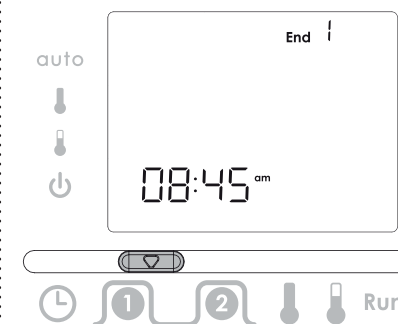
- 2- Turn the dial to set the time. Move the Programming slider to the next position to confirm/finish this setting.



- 3- To set the first Comfort end time, move the Programming slider to position **1**. The default time is 8:30am.



- 4- Turn the dial to set the time. Move the Programming slider to the next position to confirm/finish this setting.



- 5- Repeat for the second comfort period **2**.



HOW TO TEMPORARILY CHANGE MY HEATING

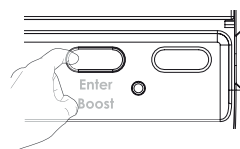
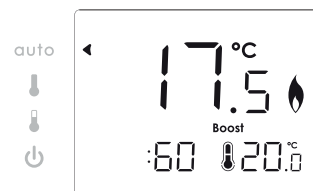
1. To increase temperature, turn the dial clockwise. To decrease the temperature, turn the dial anticlockwise. When the heating is activated you will see the 'flame' symbol on the thermostat
2. MANUAL icon indicates the temperature has been moved from setpoint. This temperature will operate until the next switching time
3. This is only active when controller is in AUTO or COMFORT mode.



BOOST MODE

Boost mode is a temporary mode which allows you to operate at your COMFORT temperature for 1 hour. At the end of 1 hour the device will revert to its prior setting

1. BOOST is entered by pressing the Enter/Boost button
2. BOOST is cancelled by any press of button, movement of dial or slider
3. The minute array will count down from 60-0 to indicate time left on BOOST mode

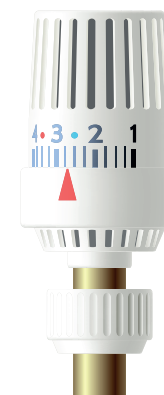


Radiators

The second way to control temperatures is at the radiators in each room.

These are useful to reduce the temperature in individual rooms if they are warmer than necessary: for instance, if you have an unused bedroom, you can lower the temperature in that room without affecting the other rooms.

To reduce the temperature, rotate the knob clockwise. If you turn it all the way it will shut the radiator off. If you just want to reduce the temperature a little do it a quarter turn at a time and let it settle for about 20 minutes.



NOTE: The temperature of the radiators will change when you use these controls, simply adjust the Thermostatic Radiator Valves until you are comfortable.

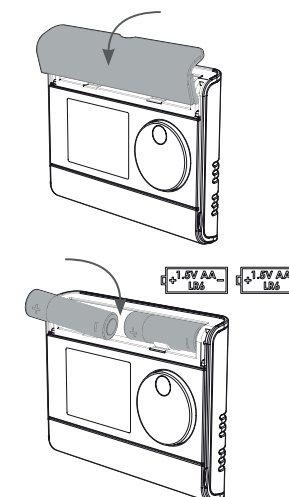
Battery Replacement

Your 'Programmable Room Thermostat' runs on a batteries.

It should last for many months but a low battery symbol with flash in the display when it is running low.

Remove the old batteries and insert two new AA batteries. All programmed settings will be retained.

NOTE: When replacing the battery, please ensure that only high quality alkaline batteries are used.



How to set the clock

1. To set the current time move the Programming slider to position , the time setting will flash
2. Turn the dial clockwise, to increment the time and anti clockwise to decrement the time
3. Move the programming slider to RUN once finished.



Factory Settings

If you have just moved into your property the settings on your thermostat may have been altered by the previous tenant. To restore to factory settings please see below:

Settings	Factory settings	
Comfort temperature	20°C	
Eco temperature	10°C	
Comfort period 1	Start at 06:30 ^{am}	End at 08:30 ^{am}
Comfort period 2	Start at 05:00 ^{pm}	End at 10:00 ^{pm}

Note: To restore factory settings, press and hold down this part for more than 3 seconds using the tip of a pen.

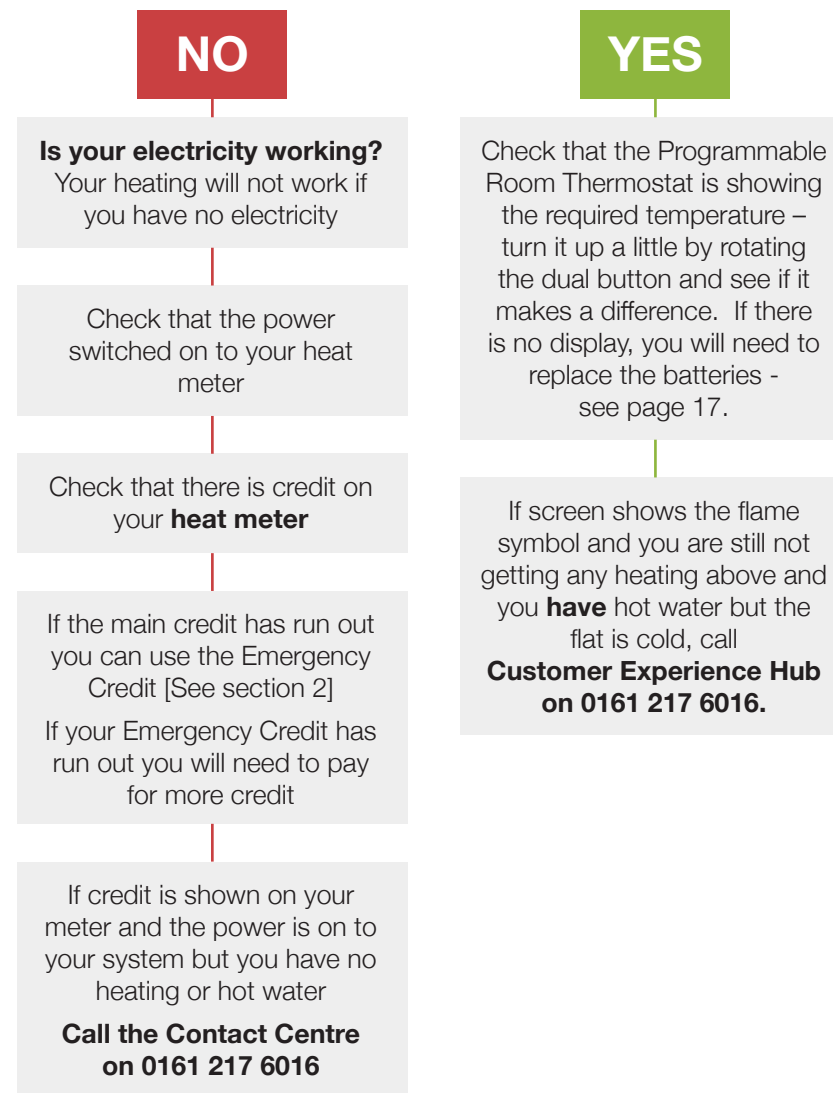


All LCD display will be turned ON for 2 seconds and the factory settings will be restored.

5. What to do if your heating stops working

If you have no heating, check the following:

Is your hot water working? Open a hot tap and try now.



6. What to do if you have no hot water

If you have no hot water, check the following:

Are your hot taps running cold, even after waiting a couple of minutes?



7. What to do if you have problems with your Pre-Pay meter

Problem	Action
The screen is blank	Check that there is power to the system.
The screen shows "Fault" or "Error"	Call Customer Experience Hub on 0161 217 6016
You have put credit on the Pre-Pay Meter but it has not registered	It can take up to 2 hours for your credit to register. If you have no heating because you have let your credit run out, you can enter the PIN code given to you when you bought the credit. IF you no longer have the PIN Code, please call the Energy Advice Team on 0161 474 4062 and we can check the top up has been successful.



The nearest PayPoint outlets are:

Best One
25-27 Castle Street, Stockport, SK3 9AT

Co-op Edgeley
84 Castle Street, Stockport, SK3 9AL

Co-op Wellington Road South
Wellington Road Sth, Stockport, SK1 3UA



7. Where can I get help?

If you have a problem with your heating or hot water check the guidance on pages 19 – 21. **If you are unable to resolve the problem yourself, call Stockport Homes Customer Experience Hub on 0161 217 6016.**

For lost or stolen payment cards call: 0161 474 4062

You are responsible for budgeting your income and expenditure so that you can manage to pay for your heating.

You can reduce your costs by reducing the heat and hot water you use. Here are some tips:

- Turn your thermostat down – Reducing your room temperature by 1°C could cut your heating bill by 10%. Set your heating to come on only when needed rather than all the time.
- know the ideal room temperatures. The recommended room temperature for the living room is 21°C for the bedroom it is 18°C. Switch off or turn down radiators in the rooms you are not using and keep internal doors shut so heat will not disperse
- Close your curtains at dusk and make sure they are tucked behind the radiators to stop heat escaping through the windows. Open your curtains during the day to allow sunlight in to heat your home
- Dry your clothes outside. Sunlight and wind is a free way to dry clothes. If the weather is bad use a clothes horse, drying clothes on radiators blocks heat from warming the room.
- Don't leave hot taps running. Use plugs to fill the sink or hand basin rather than using a running tap.

If you need help or advice with your electricity or heating costs please contact our Home Energy Advice Service on 0161 474 4062

If you're struggling to pay and want some free, independent and confidential advice around helping you manage your finances, you can contact any of the following:

Stockport Homes Money Advice Team on

0161 217 6016 or email moneyadvice@stockporthomes.org

StepChange Debt Charity on free phone

0800 138 1111 or visit www.stepchange.org

National Debtline on free phone

0808 808 4000 or visit www.nationaldebtline.org

Citizens Advice Stockport on

0300 330 9073



IMPORTANT Stockport Homes can take no responsibility for any loss or injury resulting from misuse of this system. Resident operation of the system should be limited to the controls explained within this booklet.



Scan for heating instructions

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For more information please contact the Social Inclusion Team on **0161 474 2860** or email **inclusion@stockporthomes.org**

