Broadwater Farm, raising a query or disputing your heating or hot water bill: Frequently Asked Questions (FAQs)

Heating and hot water billing process

Q1. What is the process for residents who disagree with their bill?

A. Contact mySycous directly and explain why you disagree and what you believe it should be.
Telephone: 0333 880 3115
Email: hello@mysycous.com

Q2. Should I call the council's contact centre?

A. No, we encourage residents to contact Sycous first, as they are contracted to provide the customer service and billing service for the council's heat supply. Sycous also has access to your heat account and billing information. The council's contact centre do not have the same system access so their support would be limited.

Q3. Are residents expected to make payments while their bill is being disputed?

A. Yes, residents should continue paying the current monthly bill while a dispute is being investigated.

If you disagree with part of your bill, you can discuss this with Sycous who may be able to agree a temporary pause on payments for the disputed amount. If the investigation finds that any changes are needed, these will be applied once the investigation is complete.

Q4. Who should residents contact about a disputed bill?

A. Residents should contact Sycous by phone or email if they wish to dispute their bill. A member of the team will review their concerns and investigate the matter.

Telephone: 0333 880 3115
Email: hello@mysycous.com

Q5. What is the difference between Sycous and mySycous?

A. Sycous is the company that provides the heat metering and billing service on the councils' behalf. MySycous is the name of the online customer portal where residents can access their account information, view bills, make payments, and manage their account.

Q6. How will my outstanding billing disputes be resolved?

A. Sycous can escalate billing disputes to the council to investigate. Haringey's Income Management team is currently managing all disputes. The team will liaise directly with tenants to provide updates and the final outcome.

If a satisfactory resolution is not reached, the resident can follow our complaint process.

Learn more about how to make a complaint on our website at www.haringey.gov.uk/council-elections/have-your-say/make-a-complaint

Q7. What is the escalation route if a dispute cannot be resolved?

A. If a tenant is unable to resolve their issue directly with Sycous, they should follow the Council's formal complaints process. Stage 1 complaints will be managed by Sycous and Stage 2 complaints will be responded to by the Council.

Learn more about how to make a complaint on our website: www.haringey.gov.uk/council-elections/have-your-say/make-a-complaint

Q8. When will residents who requested a bill breakdown receive it?

A. Residents should have received a breakdown as part of their bill. If you have asked for more detailed information Sycous will provide this within three working days of your request.

Communications

Q9. How will the council communicate with all residents in the event of an estate wide issue?

A. Each household will receive a letter by post explaining the issue, how it is being resolved, and the support available from the council. A copy of the letter will also be available on the Broadwater Farm Engagement Hub. Please sign up to receive regular updates at www.broadwaterfarmestate.commonplace.is/

We will provide documents such as this FAQ to help explain the information and answer any questions residents may have.

We have sent targeted communications to residents who may be or at risk of financial hardship in relation to the recent billing reconciliation issue. We have also written to residents within Manston Block whose meters still cannot be read automatically.

We will send further updates to residents before the heating and billing support Session on 24 September to ensure everyone is informed and has the opportunity to take part.

Q10. How will the council and Sycous ensure consistent messaging?

A. We work closely with Sycous on all information sent to residents, including letters and other communications. Any letters sent by Sycous are reviewed and approved in line with the requirements of their contract. This helps makes sure all communication is consistent, accurate and support our agreed approach to resident engagement.

Q.11 Will there be a clear guide showing who residents should contact for different issues?

A. Yes. The information below explains who to contact depending on the type of query:

Bills, payments or disputes about heat charges
Contact Sycous using the contact details provided in question 1.

Making a complaint (Stage 1)
Contact Sycous or the council. If you raise your complaint with us first, we will register it as a Stage 1 complaint with Sycous and ask them to investigate and respond to you directly. If you wish to escalate your complaint to Stage 2, details on how to do this will be provided in the Stage 1 response.

Escalating a complaint (Stage 2)
Contact the council.

Unresolved Complaints

- ***After 8 weeks***: If your Stage 2 complaint has not been resolved within 8 weeks of being raised, you can refer it to the Energy Ombudsman.
- ***Deadlock letter***: If the Council issue a deadlock (final response) letter before the 8-week period ends, you can take your complaint to the Energy Ombudsman immediately.
- ***Energy Ombudsman***: The Energy Ombudsman is a free, independent service that reviews unresolved heat network complaints and can require actions such as correcting bills, making an apology, or awarding compensation where appropriate.

Energy Ombudsman
Online Complaint Form: https://www.energyombudsman.org/raise-dispute
Telephone: 0330 440 1624 (select Option 3 for Heat Networks)

Tenancy charges or rent arrears
Contact the council's Income Collection Team at **incomecollectionteam@haringey.gov.uk**.

Independent advice, support or advocacy
You can contact:

- **Citizens Advice**: 0808 223 1133
- **Groundwork Energy Advice Service**: 0300 365 3005

Learn more about how to make a complaint on our website at www.haringey.gov.uk/council-elections/have-your-say/make-a-complaint

If you're unsure who to contact, get in touch with either Sycous or us, and we will help direct your enquiry to the right team.

You can also find contact information on the directory section of the Broadwater Farm Engagement Hub at www.broadwaterfarmestate.commonplace.is

Q.12 Can additional resident engagement sessions be held before Thursday 24 September?

A. There is a estate door knocking session planned for Wednesday 16 September. As part of this estate wide door knocking session the team will be visiting residents who they think may need additional support. Please do let the team know during this door knocking activity if you'd like someone from Sycous to get in touch with you about your bill.

The dedicated engagement session on 24 September is running from 4pm to 8pm to give as many residents as possible the opportunity to attend.

Sycous staff will be available throughout the session to discuss individual billing and answer any questions or concerns. Private spaces will also be available for any residents preferring to speak with the team confidentially.

If you can't make the session on 24 September and aren't around during the door knocking activity on 16 September and you wish to speak to someone about your bill, please contact Sycous using the contact details in question 1.

Recovery letters

Q.13 Will debt recovery action continue?

A. Debt recovery action has been paused for all residents until 31st October 2026 while we explain the situation and make sure impacted residents understand the support available to them.

Q.14 Will the previous debt recovery letter be formally withdrawn?

A. No, however if you have received a letter about possible disconnection and / or the risk of losing your home, no action will be taken at this stage.

It should be noted that the heating charge is a tenancy service charge and non-payment carries a risk to your tenancy. The Council has an obligation to keep residents informed of this. The council has contacted all households that may need additional support and will keep debt recovery action on hold with these households while support arrangements are put in place. We are working with residents on an individual basis to understand their circumstances and provide appropriate support.

Q.15 How will residents be reassured that no inappropriate recovery action is being taken?

A. No inappropriate debt recovery action is being taken. We will only seek payment for the cost of energy that has actually been used. Any charges will be based on confirmed energy usage, and any billing concerns or disputes will be investigated before further action is considered.

Billing transparency

Q.16 Does my bill show how charges have been worked out using my actual energy usage?

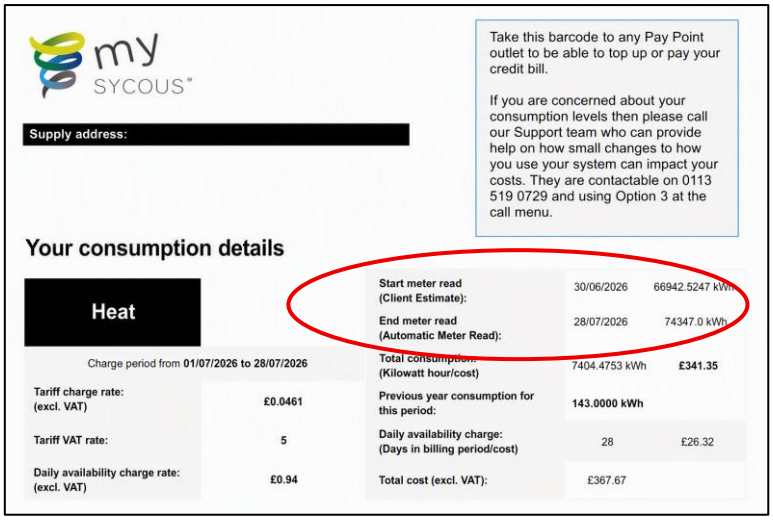
A. Yes, your monthly bill shows this information on the second page. Sycous can send the raw readings and an explanation of how these are calculated in an email if you request this.

Q.17 Will any adjustments be shown separately on my bill?

A. No, any adjusted charges would be part of the overall account balance and will therefore not appear as a separate line item on the bill.

However, on page 2 of your bill you will be able to see your previous estimated usage and how this compares with your actual usage. This will show how any adjustment has affected your latest bill.

Your bill will continue to show the total balance on your account, including any adjustments based on actual energy use. This is standard practice across the energy industry.



my SYCOUS

Supply address:

Take this barcode to any Pay Point outlet to be able to top up or pay your credit bill.

If you are concerned about your consumption levels then please call our Support team who can provide help on how small changes to how you use your system can impact your costs. They are contactable on 0113 519 0729 and using Option 3 at the call menu.

Your consumption details

Heat

Charge period from 01/07/2026 to 28/07/2026

Tariff charge rate: (excl. VAT)	£0.0461	Start meter read (Client Estimate):	30/06/2026 66942.5247 kWh
Tariff VAT rate:	5	End meter read (Automatic Meter Read):	28/07/2026 74347.0 kWh
Daily availability charge rate: (excl. VAT)	£0.94	Total consumption: (Kilowatt hour/cost)	7404.4753 kWh £341.35
		Previous year consumption for this period:	143.0000 kWh
		Daily availability charge: (Days in billing period/cost)	28 £26.32
		Total cost (excl. VAT):	£367.67

Q.18 How will residents be able to confirm that their bill is correct?

A. Residents can check their bill using the information provided by Sycous on page 2 of the monthly bill, which shows the energy usage, meter readings and how the charges have been calculated.

Sycous can send the raw readings and an explanation of how these are calculated in an email if you request this.

Q.19 Can my bill be split so that recovery action is not taken on the disputed portion?

A. No, Sycous cannot split charges on bills so any recovery action would apply to the total balance and not a specific part.

Sycous also cannot apply different recovery processes to individual households because their billing and recovery systems are automated.

Debt recovery action is currently paused for all residents on the Broadwater Farm estate until 31st October 2026, while we with Sycous to address this issue and provide support to affected residents.

Financial support

Q.20 What financial support is currently available for residents who cannot afford to pay?

A. If you are worried about paying your bill, there is support available. Depending on your circumstances, residents may be able to access the following help:

- temporary pause on debt recovery action
- extended repayment plans of up to 24 months for households in crisis or at risk

- discretional further extensions of up to 36 months or more depending on individual household circumstances.
- support to claim Haringey Support Fund
- account reviews through Sycous
- targeted door knocking for households at risk on **Wednesday 16 September**
- heating and billing support session on **Wednesday 24 September**

Q.21 Who should residents contact for financial support?

A. Please contact Sycous first using the contact information provided in question 1. If you need further support contact the Housing Income Maximisation team at HIMAX@haringey.gov.uk

Q.22 What happens if a resident is unsuccessful in applying for support?

A. If you're unable to access specific support, we'll still work with you to find a way forward. We understand that everyone's circumstances are different, so we'll look at your situation individually and discuss the options available.

We are committed to working with residents to find manageable repayment arrangements and to reduce financial hardship wherever possible.

Q.23 What happens if a resident cannot afford repayment even over 36 months?

A. We understand that some residents may still find it difficult to repay their balance, even over an extended period. If this applies to you, please get in touch with us. We will look at your individual circumstances and work with you to find the most appropriate solution.

Our aim is to support residents and help reduce financial hardship wherever possible, including considering longer repayment periods when absolutely necessary.

Resident Circumstances and Support

Q.24 What is the council's approach for residents who can pay but are disputing their bill?

A. The same process applies to all residents who dispute their bill. No action will be taken in relation to the disputed amount until the investigation has been completed.

While the issue is being investigated, you should continue to make payments towards any part of the bill that you agree is correct.

If Sycous has explained how your bill was calculated and you are still unhappy with the outcome, you can escalate your concerns through the council's complaints process.

Q.25 What is the council's approach for residents who need financial support?

A. We work to identify households that may be financially vulnerable so that we can offer support as early as possible. If we think a resident may be struggling financially, we will try to contact them and discuss the help that is available. However, this is not always possible when unforeseen circumstances arise.

We are committed to supporting residents and will communicate in the way that works best for you, whether that's by letter, phone, in person, or through your local councillor or representative.

Q.26 How will the council resolve concerns from residents who continue to dispute their charges?

A. We will always seek to provide clarity on disputed charges although we understand sometimes a dispute may continue without resolution. In such cases residents should follow our complaints process (see question 11).

If you are unhappy with our Stage 2 response you can escalate your complaint to the Energy Ombudsman. The Energy Ombudsman provides an independent review of complaints and can be contacted at 0330 440 1624 or enquiry@energyombudsman.org

Wider issues

Q.27 How will the council rebuild confidence among residents who believe their bills are incorrect?

A. We understand that some residents may have concerns about their bills, and we are committed to rebuilding trust by:

- putting things right where mistakes or errors have been identified
- providing clear and timely information in writing, in person and through elected members
- keeping residents updated and responding to concerns as quickly as possible
- offering extra support to residents who are most affected or in financial difficulty
- making sure support is available when issues arise
- keeping elected members and resident representatives informed (including the lead member for Housing) about action being taken to address concerns and support residents as we continue to improve how metered heat billing is managed

Q.28 How will the council prevent confusion caused by multiple organisations issuing different messages?

A. We have worked closely with residents, Sycous and other community stakeholders to learn lessons from the recent issues with bill updates using actual meter readings.

Going forward will approve key messages about any significant issues that affect residents.

Sycous will continue to send routine billing and debt recovery communications as part of its role in managing heat billing. These routine billing communications are sent automatically and may occasionally overlap with decisions or actions taken by us.

If you are unsure about a letter, email or message you have received, please contact Sycous or your income management officer, who will be able to explain what it means and what action, if any, you need to take.

Q.29 What is the long-term plan to support vulnerable residents connected to the heat network?

A. We work to identify households that may be financially vulnerable so that we can offer support as early as possible. If we think a resident may be struggling financially, we will try to contact them and discuss the help that is available. However, this is not always possible when unforeseen circumstances arise.

We are committed to supporting residents and will communicate in the way that works best for you, whether that's by letter, phone, in person, or through your local councillor or representative.

Historic heat outages

Q.30 There have been persistent heat outages during 2025 and the beginning of 2026. Should residents expect this to continue and what is being done to rectify these problems?

A. We recognise that residents have experienced a number of heating and hot water interruptions and understand the frustration this can cause.

Some outages were planned to allow essential maintenance and improvement works to take place, while others were unplanned faults requiring emergency repairs.

Whilst service interruptions can never be completely eliminated on any communal heating system we have taken steps to improve reliability, including daily winter monitoring and prompt responses to faults.

An independent technical review of the heat network found no fundamental design or system defects. We will continue to maintain the system, respond to problems promptly and make improvements where needed.

Q.31 Will I receive any compensation for heat outages?

A. If the communal heating system is not working and your home is not receiving heating or hot water because of a fault or service interruption outside of your control, you will not be charged during the period of the outage. This is because no heat or hot water is being supplied or used while the system is unavailable.

In some circumstances, you may also be entitled to compensation under the council's policy. This may apply if:

- you are without heating or hot water for three consecutive days or more, or
- you are a registered vulnerable resident and the outage lasts for more than 24 hours, or
- you experience three or more outages within a three-month period.

We are not currently aware of any cases that meet the above criteria. However, if you believe you may be eligible for compensation, please raise a Stage 1 complaint so that your case can be reviewed and responded to in line with the council's policy. Got to question 11 to learn more about how to make a complaint.

Q.32 Where can I find out more information about Haringey's heat metering and billing arrangements?

A. If you would like more information about how heat metering and billing works, please visit:

- MySycous, Haringey Council website: www.mysycous.com/help-and-support/haringey-council
- Broadwater Farm Engagement Hub: www.broadwaterfarmestate.commonplace.is (select heat network: metering, billing and tariff information)