Recipient Name
Street Address
City
Postal Code

Wednesday 5 August 2026

Important Update Regarding Your Heat and Hot Water Bills at Broadwater Farm

Dear Resident,
We are writing to explain recent changes to some heat and hot water bills, to apologise for the concern this has caused, and to outline the support available to residents.

What happened?
The Council recently resolved a technical fault affecting the remote metering system used to collect heat consumption data from properties connected to the Broadwater Farm heat network.
During this period, actual meter readings were not always available for some households. Where readings could not be obtained, bills were produced using estimated consumption data.
Whilst we issued regular communications encouraging residents to submit manual meter readings during this period, we recognise that many residents have been concerned by the recent account adjustments and we apologise for the uncertainty and distress this has caused.

Why have some bills changed?
Now that the metering system is operating correctly again, actual meter readings are available and accounts are being reconciled to ensure residents are charged accurately for the heat and hot water they have actually used.
This means:

- Some residents have received credits where estimated consumption was higher than their actual usage.
- Some residents have received additional charges where actual consumption was higher than the estimates previously used for billing.

As a result, the impact has varied from household to household. Not every resident has been affected in the same way.
It is important to note that these higher than usual bills are the result of a one-off account reconciliation following the restoration of the metering system and should not be interpreted as an indication that future bills will remain at the same level. Future bills will continue to reflect each household's actual heat and hot water consumption.

Are the charges correct?
The reconciliation process is intended to ensure that bills accurately reflect actual heat and hot water consumption.
However, if you believe your bill is incorrect, please contact Sycous as soon as possible so that your account can be reviewed.

Sycous Customer Services
Telephone: 0333 880 3115
Email: hello@mysycous.com
Each enquiry will be investigated individually.

What support is available?
We understand that some residents may be worried about paying higher balances that have arisen following the account reconciliation process.
To help residents manage these charges:

Extended Payment Plans
The Council has worked with Sycous to introduce flexible repayment arrangements.
Residents may be able to spread payments over a period of up to 24 months, depending on their individual circumstances.
If you are concerned about paying your bill, please contact MySycous as soon as possible to discuss the options available.

Haringey Support Fund - Crisis Payment Scheme
Residents experiencing financial hardship may also wish to apply for support through the Council's Haringey Support Fund - Crisis Payment Scheme.
Further information can be found at:
https://haringey.gov.uk/community-support-safety/haringey-here-to-help/haringey-support-fund-crisis-payment-scheme

How do Broadwater Farm's heat charges compare?
We understand that residents are concerned about heating costs and may be wondering whether the tariffs themselves are contributing to higher bills.
The Council recently undertook an independent benchmarking exercise comparing Broadwater Farm's heat tariffs against both other UK heat networks and typical domestic gas heating costs. The review found that:

- Broadwater Farm's current heat tariff is significantly lower than many comparable heat networks.
- The current variable heat charge is approximately 54-69% lower than the rates commonly seen across many UK heat networks.
- A typical household on Broadwater Farm is estimated to pay around 31% less for heating than a typical domestic gas customer.
- Current heating tariffs were also reduced for 2026/27 compared to the previous year.

This means that whilst some residents have recently seen account adjustments due to the reconciliation of estimated and actual meter readings, the underlying heat tariff remains among the most competitive in the sector.
A copy of the full benchmarking review is available on the Broadwater Farm Commonplace page.

Heating and Hot Water Open Surgery
We want residents to have the opportunity to ask questions directly and receive support with their individual circumstances.
The Council is therefore holding a dedicated:
Date**:** 24th September 2026
Time**:** 4:00pm - 8:00pm
Location**:** Broadwater Farm Community Centre

Representatives from the Council and Sycous will be available to:

- Explain how bills have been calculated
- Discuss individual accounts
- Answer questions about metering and consumption
- Review billing queries
- Discuss payment plans and available support

Looking Ahead
We appreciate that this situation has caused concern and frustration for many residents. We are committed to ensuring that residents receive accurate bills, clear information and appropriate support.
We thank residents for their patience while these issues have been resolved and encourage anyone with questions about their account to contact Sycous or attend the open surgery.