

# How we calculate tenants' heat charges

We calculate your heat charges based on the heating, hot water and cooking gas you used the previous year, from 1 April to 31 March or part-year if you moved during the year.

You will receive a review of heat charges each year that tells you how much energy you used in that year and the total cost you need to pay. It also tells you your new weekly charge for next year.

## Changes to your weekly heat charge

Your weekly heat charge might have changed from last year if the actual energy you used was different from the energy we estimated you would use or energy supply costs have changed.

If your weekly charge was lower last year than the cost of the actual energy you used, we will increase your charge this year based on a new estimate of the energy you will use.

If your weekly charge last year was higher than the cost of the actual energy you used, we will credit your rent account. If your rent account is in credit, you can request a refund. If your rent account is in arrears, the credit will go towards paying off your arrears.

If you have a heat meter, you can monitor how much heating and hot water you use through the Camden Account at [camden.gov.uk/camdenaccount](https://camden.gov.uk/camdenaccount)



## Your heat charge explained

The cost of the heating and hot water you used.



The cost to Camden to run the heat network (including data charges, broadband, billing and repairs).



Amount owed by you as of 31st March 2020	£0.00
Energy use	£264.17
Standing charge	£138.95
Subtotal (before VAT)	£403.12
VAT (5% of subtotal)	£20.16
Cooking gas (free from VAT)	£0.00
<b>TOTAL CHARGE</b>	<b>£423.28</b>
Less payments you've made through your rent account	- £666.17
<b>*Amount owed to you</b>	<b>- £242.89</b>

The cost of cooking gas (in homes where cooking gas is provided).



Payments you've already made through your rent account.

