



Reporting a fault

If you have a problem with your heat meter and heating controls or if you need to report that you have no heating or hot water, please contact Camden repairs on **020 7974 4444** (option 3 followed by option 1 and select your local repairs district).

You can also report heating and hot water issues online using your Camden Account.

If you are not registered for a Camden Account, register today at camden.gov.uk/camdenaccount

Useful contacts

For questions about your heating charges, call the heat charges team on **020 7974 4073**

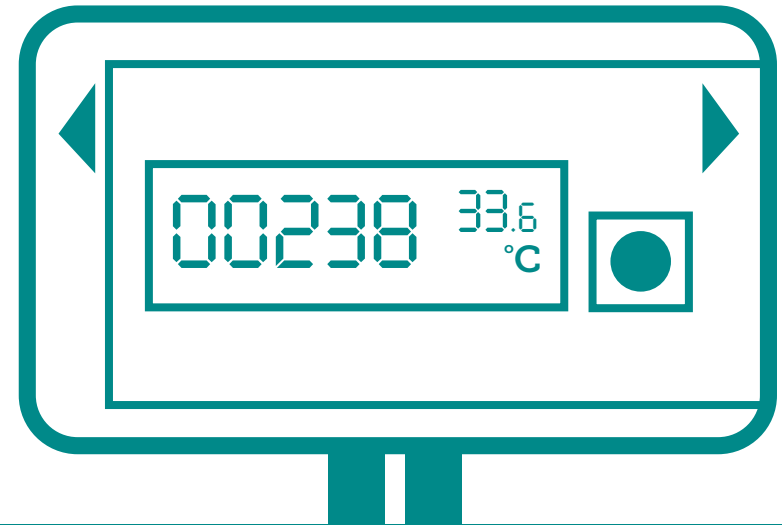


If you have a question about your heating controls, call the energy efficiency and performance team on **020 7974 2044**

If you are worried about your heating costs or you are having difficulties paying your bill, contact housing support on **020 7974 3920**

What is a heat meter?

A heat meter measures the energy you use to heat your home and hot water. It means that we can charge you accurately for the energy you use.



How do I pay for my heating and hot water?

If you are a council tenant, you have a weekly heating charge included in your rent. Your heating charge is set once a year. It is based on the heating and hot water you used in April to March of the previous year, which is measured by your heat meter.

Leaseholders with a heat meter are charged yearly for their heating and hot water as part of their service charge. This is based on actual usage.

Managing your heat usage

Your heat meter has a display unit that shows how much energy you use for heat and hot water. It allows you to monitor and manage your heating and hot water usage and shows how much you are spending.



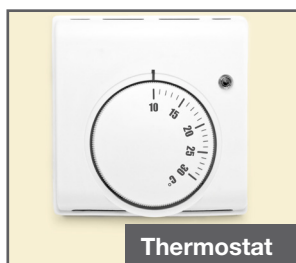
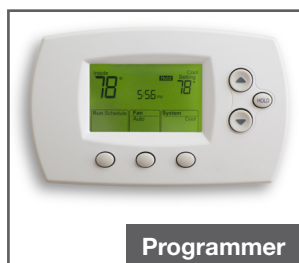
Using your heat meter

You can get the most out of your heat meter and control how much energy you use by familiarising yourself with the heating controls in your home.

Your heating controls

You have three types of heating controls:

- A **programmer** that allows you to manage when your heating is on or off.
- A **thermostat** that changes the temperature of your home.
- A **radiator valve** on each radiator to regulate the temperature in each room.

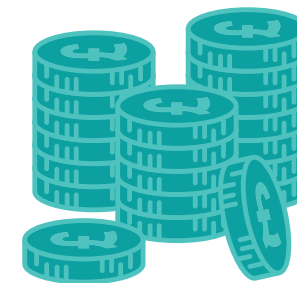


If you live at Kiln Place in Gospel Oak you have a different heat meter system. Please call the energy efficiency and performance team for more information on **020 7974 2044**

Energy saving tips

Here are our top five tips to help you save energy and money:

- Turning down your thermostat by only 1°C could reduce your heating bills.
- Use your programmer to turn your heating on only when it's needed.
- Draw your curtains just before the evening to keep the heat in your home.
- Have a quick shower rather than a bath – showers use a lot less hot water.
- Keep internal doors closed to reduce draughts.



Find more energy saving tips online at [camden.gov.uk/energysavingtips](https://www.camden.gov.uk/energysavingtips)

Speak to an advisor from Green Camden

As well as providing further information on how to save energy, the Green Camden helpline can also help you to access a range of services to help improve your health and wellbeing, including:

- home visits to help with energy saving and advice
- home safety and security
- checks to ensure you are getting the full benefits you are entitled to.

For more information call **0800 801 738** or visit [camden.gov.uk/green](https://www.camden.gov.uk/green)

