BRAYDEN KANE

UTILITY USE AND BILLING GUIDE

This guide should be kept in the boiler cabinet when not in use so it remains easily accessible throughout the tenancy. Tenants are expected to read it in full and refer back to it as needed.

EFFECTIVE

SEPTEMBER 2026

Introduction

Your property receives electricity, gas and water through a Landlord managed bulk meter and sub metering system. This system ensures that each tenant pays only for their own usage, while unavoidable shared utility costs are allocated fairly and transparently.

The Landlord contracts with Meters UK Ltd, who provide the secure top up system and communication platform needed for your metering to operate. This service is essential for delivering utilities to your property and applies to all units.

Regulatory Compliance Statement

This utility system complies with the UK “Resale of Gas & Electricity: Guidance for Resellers” (2005). Under this Guidance, when utilities are supplied through a commercial bulk meter, the landlord is not restricted by domestic maximum resale price rules or the domestic Energy Price Cap.

Water resale is regulated under the Water Resale Order as overseen by Ofwat; this guide reflects those requirements.

Because the supply begins as a commercial contract, charges to tenants must be fair, transparent, cost-based, and reflective of the actual bulk supply costs. This guide explains clearly how the Landlord meets that requirement.

Guide Updates

This guide may be reasonably amended to reflect changes in utility suppliers, metering services, regulatory requirements or operational needs. Utility rates and VAT levels are subject to change and will always reflect the actual bulk supply costs at the time.

This guide is issued by Relio Limited (the "Agent"), as managing agent, on behalf of Brayden Kane Limited (the "Landlord").
The utilities and metering system are provided and managed by the Landlord.

How the Utility System Works

Bulk Supply

The Landlord receives utilities through commercial bulk meters for:

- Electricity
- Gas
- Water

Supplier charges include usage costs, standing charges and other standard commercial elements required to supply the property.

Sub-Meters

Each unit has Landlord-owned sub-meters for:

- Electricity
- Gas
- Water

These record your individual usage only.

Meters UK Ltd

Meters UK Ltd provides:

- The top-up platform
- Meter communication services
- Usage data transfer
- System maintenance

Their service is essential for ensuring tenants can receive, monitor and pay for utilities.

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What You Are Charged For

1 Consumption Charges

You pay only for the amounts recorded on your sub-meters:

- Electricity (kWh)
- Gas (kWh or m^3)
- Water (m^3)

2 Standing Charges

Standing charges are fixed daily costs billed to the Landlord for access to each utility network. These charges benefit all units equally and are therefore shared equally across all sub-meters for the relevant utility.

These include:

- Electricity standing charges
- Gas standing charges
- Water standing charges

All such charges are passed through strictly at cost.

3 Water Administration Charge

A small administrative fee of £10 per property per year, divided over 365 days, covers:

- Water billing administration
- Reconciliation and record management
- Compliance oversight
- Operational handling of water data

This fee reflects actual administrative work and is applied at cost only in line with The Water Resale Order.

4 Meters UK Daily Service Fee

This per-meter daily fee covers:

- The prepayment top-up infrastructure
- Meter communication
- System maintenance
- Data integrity services

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How Utility Rates Are Set

Utility rates are based solely on the costs the Landlord is charged through commercial bulk supply contracts and metering services.

Electricity

- Based on the commercial bulk supply rate
- Includes all supplier and network cost components
- VAT applied at 5% as required for domestic resale

Gas

- Based on the commercial bulk gas rate
- VAT applied at 5% for domestic resale

Water

Includes:

- Combined water + wastewater volumetric rate
- Water standing charges
- Other standard Severn Trent water charges

No Markup Guarantee

The Landlord does not add any profit margin to any utility charges.

All costs charged to tenants are passed through strictly at cost from suppliers and metering service providers.

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Adjustments to Charges

Utility charges may be updated when:

- Supplier rates change
- Standing charges increase or decrease
- Water supplier costs change
- Metering service fees change
- VAT rules change
- Regulatory or operational requirements change

As utilities are purchased via commercial supply contracts, costs may vary.

When changes occur, the Landlord will apply reasonable, evidence-based adjustments aligned to actual cost changes.

Prepayment

Electricity is supplied on a prepayment basis.

If your credit runs out, electricity will disconnect automatically. Supply will be restored once sufficient credit has been added to the meter.

Gas and water will continue to be supplied but charges will continue to accrue.

We strongly recommend maintaining at least five days of credit at all times to avoid any interruption to your supply.

The Landlord accepts no responsibility for any loss or damage arising from service disconnection due to insufficient credit.

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Emergency Credit

Your meter includes an emergency credit facility of £10, designed to provide approximately 72 hours of continued supply. This should only be used in genuine emergencies, such as being temporarily unable to top up.

To activate emergency credit, follow the process on the Meters UK website: https://metersuk.co.uk/smartlink-help/

You must also immediately report the issue via the Agent's online reporting system, so the Agent can notify the Landlord and follow up.

Emergency credit is provided to give the Landlord and the Agent time to resolve an issue before your supply is affected. It is not a substitute for maintaining credit.

If you use emergency credit without reporting the issue as set out above, the Agent may not be able to arrange a resolution before the emergency credit runs out. In those circumstances, any resulting interruption to your supply will have arisen from the late report. The Landlord and the Agent will not be responsible for it, and the issue will be dealt with in the normal course once reported.

Reporting Meter Faults or Issues

If you experience any issue with your meter — including top-up failures, display errors, communication faults or incorrect readings — you must report it directly to Meters UK via their webform at https://metersuk.co.uk/smartlink-help/ in the first instance.

You must also report the issue via the Agent's online reporting system, so the Agent can notify the Landlord and follow up.

Both steps are required for any metering issue to be resolved promptly.

Inspections

The Landlord may carry out inspections of metering equipment to ensure safety and correct operation.

If access is refused, or if the utility supply is suspected or deemed unsafe, services may be suspended until safe access is provided. This measure protects both tenants and the property.

Transparency & Access to Information

Tenants may request:

- Current utility rates
- Standing charges
- Daily fees
- Methodology summaries

Current rates are also published on the Landlord's website.

The Landlord provides all relevant cost information clearly and transparently.

Summary of Fairness Principles

This utility system is designed to be:

✓ Cost-only

✓ Transparent

✓ Fair and proportional

✓ Evidence-based

✓ Compliant with national resale guidance

✓ Clear and predictable so far as reasonably practicable

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