

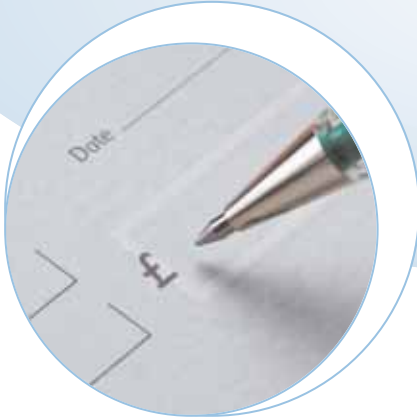


Electricity Rebate Payments Guide

Together, for a
better life.

Electricity Rebate Payments

Electricity rebate payments are made quarterly based on the amount of electricity that the concentrator has used. Therefore during any year you should receive 4 payments. You will also receive a statement which will give you a detailed breakdown of the payment.



Electricity Rebate									
Name Address					Account Number Date				
Dear Sir/Madam,									
Details on your electricity rebate payment are as follows:									
Concentrator Serial Number	Reading	Previous Date	Reading	Current Date	Units Consumed (Hours)	Daily Usage (Hours/Day)	Cono. Power (kW)	Price Per (kWh)	Payment Value Due
820150	8308	C 30/06/2011	9214	A 09/08/2011	848	20.68	0.28		
E - Estimated Reading, C - Calculated Reading A - Actual Reading								Total	Payment Value Due
Payment due calculation: Hours Used x Concentrator Power x Electricity Rate									
If you have any further queries regarding electricity please contact our freephone electricity rebate helpline on 0800 781 9939.									

Electricity Rebate Payment Calculation

Every six months during the routine maintenance visit, the Homecare technician will take a meter reading and record the hours that the concentrator has used.

This reading will enable us to calculate the electricity that has been used to run the concentrator. We will take into account any under or over payment that has been made as a result of the three monthly estimate.

Where we have received a meter reading, your payment will be based on the number of hours that the concentrator has been in use since your last payment.

Where we have not received a meter reading, your payment will be calculated using the estimated number of hours that the concentrator has been in use.

Payments are calculated as follows:

Hours Used x Concentrator Power (kW) x Electricity Rate (£/kWh)

Reading the Concentrator Meter

If you are concerned about the concentrator meter reading, you can take a meter reading for yourself and call the Electricity Rebate Payments Helpline number to discuss your reading:

0800 781 9939



Finding the Concentrator meter

The meter is located on the front of the concentrator, just below the serial number (refer to [Fig. 1](#)). To read the meter on the concentrator, tilt your head to the left. You can now read the number correctly; this number is the number of hours that your concentrator has been operating (65 hours as shown in [Fig. 1](#)).

Fig. 1



Tell us when your electricity supplier has changed

Please help us to manage your electricity rebate payments accurately by telling us who your electricity supplier is. If you have not previously given us the name of your electricity supplier, or if your electricity supplier has recently changed please call the Electricity Rebate Payments Helpline number:

0800 781 9939

How to arrange for Electricity Rebates to be paid directly into your bank account

We would like to make your electricity rebate payments easy by paying them directly into your bank account. If you would like your electricity rebate to be paid directly into your bank account (via BACS) please complete and return the attached form (right) and send back to the following address:

Home Oxygen Service

Air Liquide (Homecare) Ltd, Alpha House, Wassage Way, Hampton Lovett, Droitwich, WR9 0NX.

Who to contact for any payment queries

If you have any queries related to your electricity rebate payment please call the Electricity Rebate Payments Helpline number:

0800 781 9939

Monday to Friday 8.30am - 5.00pm

This team is not available at weekends and on bank holidays.



ELECTRICITY REBATE FORM

Personal Details

Patient Name:			
Address:			
Postcode:		Phone No:	

Electricity Supplier Information

Name of Electricity Supplier:	
-------------------------------	--

Payment Information (for payments to be made directly into your bank account)

Payee Name (if different to above):			
Relationship to Patient:			
Name of Bank/Building Society:			
Address of Bank/Building Society:			
Bank Account Number			
Bank Sort Code			
Additional Information for Building Society Accounts:	Roll Number:		

Patient Signature:

	Date:	
--	-------	--

FOR OFFICE USE ONLY:	
Administrator Name:	Date of Entry:

Home Oxygen Service

Air Liquide (Homecare) Ltd, Alpha House, Wassage Way, Hampton Lovett, Droitwich, WR9 0NX.

