



# ELECTRICITY REFUND FACTS

## How your refund is calculated:

Number of hours your concentrator has been used

**X**

The amount of power your concentrator uses

**X**

your electricity supplier's standard rate for your region

## What we refund

We will refund you for the electricity used by your Baywater Healthcare concentrator, at the standard rate for your electricity supplier in your region.

## What we do not refund

We do not refund your entire bill.

We do not refund any standing charges.

## Your payments

You should receive four payments a year - one every quarter:

- One based on your actual meter reading
- The next based on your historical usage
- The next based on your actual meter reading
- And so on...



## **Actual meter reading**

Your concentrator has a meter that counts the number of hours it has been running.

Your engineer will read this meter when they come to service your machine.

## **Refund options**

### **1 Direct to your bank account**

Safe and secure, quicker payments

### **2 By cheque**

This can take some time and can get lost in the post

### **3 Direct to your electricity supplier**

Can take up to 6 months for the money to be taken off your electricity bill.

## **Changing your supplier or bank?**

Please let us know if you have changed your electricity supplier or bank by calling us or speaking to your engineer.

**For more  
information please  
contact us at:**

Baywater Healthcare  
2 Millennium Gate  
Westmere Drive  
Crewe, Cheshire  
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[baywater.co.uk](http://baywater.co.uk)



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