

Responsible Energy Use Policy

Handy hints and tips for efficient energy use

This document explains what we mean by “**responsible use**” within UniHomes utility packages, what we consider ‘**reasonable**’ vs ‘**excessive**’ usage, and what happens if we spot unusually high consumption.

Unlike many “bills-included” options, our energy is **uncapped** because we want to support a stress-free experience for our customers. You can live comfortably knowing you don’t need to worry about a usage cap or a sudden bill-shock — that being said, it’s intended for **normal domestic living**, not wasteful or non-domestic use.

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What “uncapped” means at UniHomes?

Our utility packages are designed so households can use energy for everyday needs — keeping warm, showering, cooking, studying, charging devices and normal entertainment — without worrying about surprise “over-usage” bills.

Uncapped doesn’t mean unlimited for any purpose.

It means uncapped for reasonable domestic use in a student or sharer household. Many bills-included providers use “fair usage” allowances or caps to define reasonable use; our approach is lighter-touch and focused on guidance, but we still set expectations for what we would consider to be excessive or disproportionate use.

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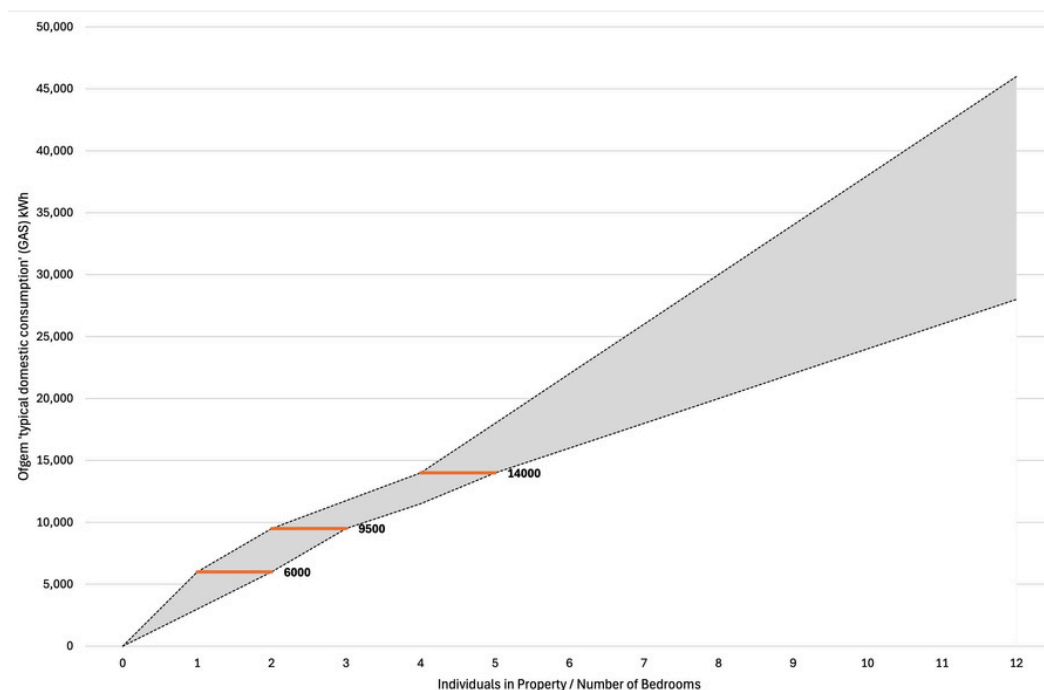
Typical usage vs expected usage (tables)

We use benchmarks to keep expectations transparent. Usage naturally varies with insulation, boiler performance, weather and occupancy patterns — so these figures are **guides**, not judgement.

Table A: Ofgem “typical” energy usage benchmarks (July 2026)

Home Type	Typical Annual Use (kWh)		
	Gas	Electric	Electric-heated
Flat or 1-bedroom house; 1 to 2 people	6,000	1,600	1,900
2-3 bedroom house; 2-3 people	9,500	2,500	3,400
4+ bedroom home; 4 to 5 people	14,000	3,800	6,100

EXAMPLE: Our Extrapolated View of Ofgem Typical Domestic Gas Consumption Patterns



Ofgem publishes figures on typical use as a guide to indicate costs, however we appreciate that it is unlikely your house will be considered a ‘typical house’, so we set our expectations of use far higher than a normal family home.

Table B: UniHomes expected range + standard tolerance (by property size)

	Expected Usage Levels Gas (kWh)		
Bedrooms in Property	Low use	Ofgem 'typical' use	High use
1	2,000	4,000	10,000
2	3,500	7,000	17,500
3	5,000	10,000	25,000
4	6,500	13,000	32,500
5	8,000	16,000	40,000
6	9,500	19,000	47,500
7	11,000	22,000	55,000
8	12,500	25,000	62,500
9	14,000	28,000	70,000
10	15,500	31,000	77,500
11	17,000	34,000	85,000
12	18,500	37,000	92,500

	Expected Usage Levels Electricity (kWh)		
Bedrooms in Property	Low use	Ofgem 'typical' use	High use
1	526	1,050	2,625
2	928	1,875	4,688
3	1,350	2,700	6,750
4	1,762	3,525	8,813
5	2,176	4,350	10,875
6	2,588	5,175	12,938
7	3,000	6,000	15,000
8	3,412	6,825	17,063
9	3,826	7,650	19,125
10	4,238	8,475	21,188
11	4,650	9,300	23,250
12	5,062	10,125	25,313

It is unlikely you will hear from us unless it appears that your consumption is expected to be at or above the higher use expectations for a property of your size.

In these rare instances, we will look to work with you to find the cause and identify if there are ways to resolve any issues to enable us to keep your account running smoothly.

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Responsible use expectations

We consider usage responsible when households:

- heat the home to a comfortable level (without sustained overheating),
- use appliances normally (with sensible habits),
- switch things off when not needed,
- and report property issues that could be driving excess consumption.

This isn't about changing anyone's lifestyle. It's about avoiding **unnecessary waste** and spotting situations where usage suggests a problem (or genuinely abnormal use).

If you act in a generally responsible manner, you are unlikely to hear from us about your consumption.

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Common reasons usage can be higher than expected

High usage is often caused by something fixable in the property. If you notice any of the below, contact your **letting agent or landlord** (they're responsible for maintenance):

Property checks

- Draughty windows/doors
- Radiators not heating properly
- Boiler struggling to heat the property or hot water
- Hot water running constantly / immersion heaters constantly on

Household patterns

- Heating set very high for long periods and/or during warm weather
- Doors/windows left open while heating is on
- Frequent tumble-drying for small loads
- Multiple plug-in electric heaters used alongside central heating

If you're unsure what to report, we can help you describe symptoms — but repairs sit with the landlord/agent.

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What we consider excessive, disproportionate, or non-domestic use

Below are **examples** of usage that we would consider outside normal domestic living (especially if sustained or deliberate):

Disproportionate / wasteful patterns

- Heating set extremely high (e.g. $\sim 30^{\circ}\text{C}$) **while windows are left wide open** for long periods
- Leaving heating on at high settings 24/7 when the home is unoccupied (without good reason)

Non-domestic / abnormal use

- Running high-load equipment 24/7 that isn't consistent with typical household living (e.g. **crypto mining / bitcoin mining rigs**, server racks, commercial equipment)

Unsafe / unlawful / prohibited behaviour

- Meter tampering, bypassing systems, or interfering with supply equipment
- Anything that creates safety risks or breaches applicable laws/agreements

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What we do if usage looks unusually high

If we see consumption that's materially above what we'd expect for the home size/type (and seasonal context), we'll typically:

1. **Get in touch** to flag that usage looks high and share practical guidance
2. **Suggest checks** for common property issues and energy-drain behaviours
3. Where appropriate, **ask for more information** (e.g. confirmation of occupancy patterns, heating controls, or whether there's a known property fault)

Extreme cases

In rare, extreme situations — where we reasonably believe usage is **deliberately wasteful, unsafe, unlawful, or clearly non-domestic** — we reserve the right to **restrict service or end the contract**, in line with our terms and conditions.

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Help and FAQs

Will I get an over-usage bill?

No. UniHomes packages are uncapped; this policy exists simply to set expectations and help households avoid unnecessary waste.

What if we have a legitimate reason for higher usage?

That's okay — households differ. If there's a genuine driver (e.g. an ongoing property fault, higher occupancy, special circumstances), tell us so we can interpret usage fairly.

What if the property is the issue?

Report it to your letting agent/landlord as soon as possible. We're happy to help you describe what you're seeing.

How do I know if I am using too much?

Don't worry. This is not something we expect you to frequently monitor. Our packages exist to take the stress out of student life, so if you are behaving in a responsible manner it is very unlikely you will ever hear from us.

If you would like to stay on top of energy usage, we encourage you to send in regular meter reads so we can ensure your account is running smoothly.

What can I do to reduce my usage?

We have an essential energy use checklist in our Help Centre [here](#), that can give some guidance.

Any questions?



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