



Client Services

An introduction to our Client Services team and support with tariff setting

Insite Energy's Client Services team are the ongoing point of contact for our clients once a site becomes live, providing regular reviews of your scheme(s) that are tailored to suit the needs of each client and scheme.



What does the Client Services team do?

Each scheme has a dedicated Client Account Manager who is introduced as part of Insite's onboarding process to discuss specific needs and requirements. Regular meetings are then scheduled to review scheme performance with all data readily available and accessible via our bespoke client portal, VANTAGE. If you are under our Insite Lite scheme, meetings will not be scheduled in, but you will continue to have access to VANTAGE and a dedicated Client Account Manager.



Reporting

Reports are generated based on current data and cover all key areas for a live site, including up to date consumption and payment information, improvement opportunities and any areas of concern. Our monthly reporting also covers meter health data, checking that all meters are connected and that the ADSL line is running without fault.



Heat Network Performance & Tariff Setting

We review heat network performance and scheme tariffs every 6-12 months, taking into consideration a range of factors such as fuel prices and heat losses. This provides assurance that residents are being accurately and fairly billed for their usage, as well as supporting with cost reduction and cash flow management for our Clients as the heat supplier. We also provide assistance in fuel procurement and more in-depth analysis of heat network performance and optimisation where required.



Client & Customer Portals

In-between meetings with our Client Account Managers, scheme-specific data is available at all times via our dedicated client portal, VANTAGE. Clients are able to log in and access live data for all applicable schemes, covering our full suite of information presented in an easy-to-use dashboard format. In addition, residents have access to both a scheme-specific micro-site, containing key contact information, as well as our customer portal, my insite, which allows each resident to log in and manage their individual accounts.

About Insite Energy

We are a national metering & billing agent with over 10 years of heat network experience, providing a range of specialist services to heat network operators across the UK, including managing agents, developers, landlords, housing associations and contractors.

To find out how Insite Energy can provide your heat network services, get in touch:



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