



my insite by Insite Energy

Giving residents greater control of their energy accounts via our brand-new customer portal.

Acting on the feedback of our clients and customers, we have developed a brand-new web-app. 'my insite' offers a range of functions for your residents, helping them make online payments, view their latest balance, and access their payment history.

What is 'my insite'?

my insite is our new online portal, allowing Insite Energy's customers to take control of their energy accounts.

Over the past few years, self-serve & digital solutions have evolved to enhance customer experience across the utility industry. Looking at our own data, 88% of our residents make payments online. Creating a customer portal that is easily accessible became crucial to help us continually provide market-leading customer service.

To support our residents with managing their energy accounts, **my insite** allows customers to set up an online account, manage their account details, make online payments, view their latest balance and payment history, and download annual statements. Credit billed customers will also be able to view their monthly bills.



Why my insite?

my insite is developed with residents in mind, bringing their energy accounts into the palm of their hands.

By developing the customer portal as a web-app, we ensure it is easily accessible to everyone, regardless of the type of internet-connected device used. In the future, it will also allow us to carry out software updates without any disruptions.

We didn't just want to make energy accounts more accessible to residents but also facilitate the ability to make payments. Through **my insite**, along with making one-off online payments, credit billed customers will be able to set up Direct Debits, while prepayment customers have the ability to set up balance-based or date-based automatic top-ups. Our new interactive voice response (IVR) service also allows for payments over the phone 24/7/365.

While there are many automated features, our dedicated customer service team can still be contacted via our online web chat, over the phone and via email. Paper billing will continue to be available to those residents who prefer or need it.

Benefits of 'my insite'

- Available to all residents managed by Insite Energy at no extra cost
- Increased control of energy accounts for residents
- Residents can set up automatic payments, improving cashflow for clients
- Software updates without service disruption to residents
- Increased visibility of energy spend may reduce consumption for residents
- Supported by our "Excellent" Trustpilot rated team

About Insite Energy

We are a national heat network metering, billing and maintenance service provider with over ten years of experience across the UK. Our specialist services are available to heat network operators, including managing agents, developers, housing associations and contractors.

To find out how Insite Energy can support your heat networks, get in touch:

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