



## Stone Studios

### New ESCo Manager service for developments with heat networks

**Telford Homes' Stone Studios is first to sign up to flexible, annual fixed-fee management contract which promotes service excellence, plus fair and transparent pricing for residents.**

#### The Details

Leading London-focused property developer Telford Homes is the first housing provider to sign up to a new energy management service from heat network metering and billing specialist Insite Energy. Known as the ESCo Manager Service, the new offering covers all the same services as traditional Energy Service Companies (ESCOs), but on a single-year contract and with a fixed and transparent service fee based on actual costs. ESCo Manager went live at Stone Studios, Telford Homes' new development of 120 luxury apartments and characterful sky villas in Hackney, East London, in December 2021.

Under the new contract, Insite takes over handling of the operation and maintenance of the entire heating infrastructure, as well as fulfilling all ESCo management and administration responsibilities on a not-for-profit basis on behalf of Telford Homes. Insite has been providing heat network services across much of Telford's housing portfolio since 2013 and was already running the heat metering and billing at Stone Studios from April 2021, using the Guru pay-as-you-go (PAYG) system.

The ESCo management services Insite will be providing at Stone Studios include fuel procurement; tariff setting & reviewing; administration of residential heat supply agreements; subcontractor management & auditing; asset maintenance & lifecycle management; financial administration, including management of cashflow & a sinking fund for asset replacement; reporting; and adherence to regulations & best practice.

**“** *We're always looking at ways to improve services and value for money for our residents. Having worked closely for some time with Insite on metering and billing for many of our developments, we have co-developed the additional roles that Insite bring as ESCo Manager in order to enhance the customer experience and promote the delivery of a holistic, high quality heat network service.* **”**

**Anthony Atkinson, Estates & Customer Service Director at Telford Home**

#### Project Summary:

**Client:**

Telford Homes

**Location:**

Hackney, London

**Properties:**

120 homes

**Service:**

ESCo Manager

Guru Hub II

#### Benefits:


-  **Not-for-profit ESCo management**
-  **Fair and transparent tariffs for residents**
-  **Full recovery costs for clients**
-  **One-year contract**

#### 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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