



# 190 Strand

Billing and payment services for heat & comfort cooling

**All you need to know**

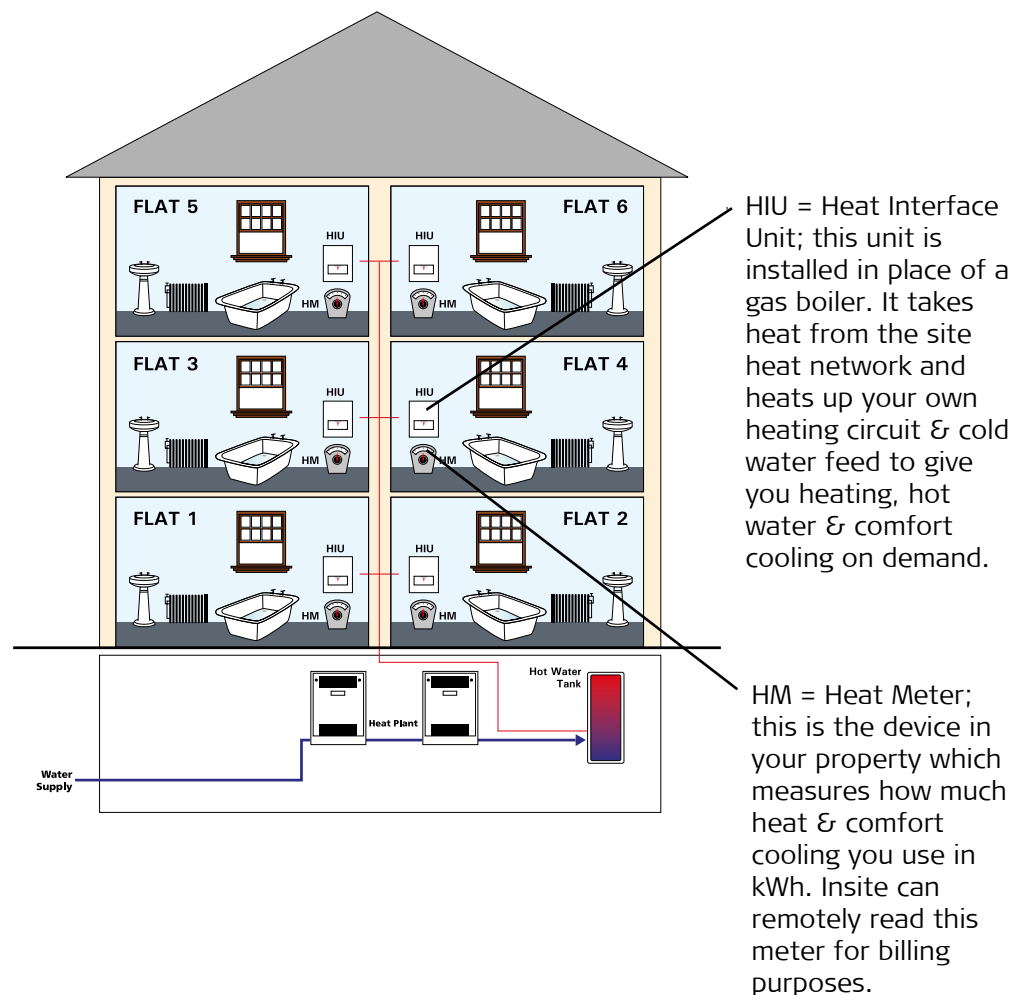


## Introduction

Welcome to 190 Strand.

Your new home is served by a low carbon heating and comfort cooling network which is generated in a communal plant room, powered by gas boilers. Your heat and comfort cooling system is robust, reliable and controllable. You can control the heat and cooling level through your thermostat and heating/cooling controls in the same way as if you had an individual gas boiler in your property. Your hot water is provided on demand and you only pay for what you use.

### Heat Network





## What is a Heat Network?

Rather than have an individual gas boiler in every home, a heat network uses a centralised communal boiler/communal cooling plant to provide heat and cooling for a whole development or for several homes in a development.

The centralised boiler/communal cooling plant is located in a basement. Your heat supplier SES Manager Ltd & SES Nominee Ltd, manages the bulk energy supply to the plant room at your development. The communal boiler/communal cooling plant turns the energy into hot water and pumps it via an infrastructure of pipes around your development, passing through a heat exchanger or HIU (Hydraulic Interface Unit) in each property.

This heat exchanger or HIU (Hydraulic Interface Unit) brings the heating and hot water into your home.

The amount you pay for your heat and cooling will depend on the amount you use. You will also be charged a daily standing charge which is a fixed charge per day for your connection to the heat network. This daily standing charge is payable regardless of whether you consume any heat or cooling, as per a direct connection to an energy supplier.

Insite are the appointed metering and billing agent for 190 Strand. Remote actual readings are downloaded from your heat and cooling meters every month. We then send monthly bills to your home for your actual heat and cooling consumption, using the remote readings, plus a daily standing charge which is a fixed charge per day for your connection to the heat/cooling network. If at any time meter readings, Insite will send you a bill based on estimated reads.

You can find out more about how your heat and cooling tariffs and daily standing charges are calculated and when they are updated in the "Understanding Your Heat/Cooling Charges" information guide, contained within your living guide.

## Insite and You

Insite is a metering and billing agent for many heat and cooling network suppliers around the UK.

We don't supply the energy used to provide the heat or cooling, nor do we install or maintain the heat/cooling network at your development or for your home.

We do not **supply** nor **maintain**:

- Heating
- Comfort Cooling
- Hot water
- Electricity
- Gas
- Cold water

These are other things that Insite cannot help with:

- Rent
- Maintenance of communal areas and gardens
- Council Tax
- TV License



## Useful contacts:

Any faults with the equipment to be reported to the Concierge.

## Contacting us

If you have a query regarding your bill or your payments, are moving into or out of the property or if you have any other issue relating to paying for your heat or comfort cooling you can call our Customer Service helpline on 0345 872 9654.

Our opening hours are 0900-1700, Monday to Friday.

You can also email us at [customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk). Your email will be read during office hours.

## What to do if you have a fault with your heating

SES Manager Ltd & SES Nominee Ltd owns your heat and cooling network. Rendall & Rittner are the appointed agents to operate it. If you have a problem with your heat or comfort cooling, please call St Edwards Customer Service within the first two years, thereafter concierge on 0207 240 7688. Insite can only help you with billing and payment issues.

### These tips might help:

1. Check that your heat and comfort cooling controls are set properly so that your controls are allowing heat and cooling into your home.
2. Refer to the Residents' handbook provided by SES Manager Ltd & SES Nominee Ltd for further advice.
3. If your heat and comfort cooling are still not working, please call the Concierge on 0207 240 7688.

## What to do if you are moving out

If you are moving out of your home, you must ensure that you inform Insite, so that a final bill can be sent to you. You should check your final meter reading where possible and confirm the date that you are leaving the property. You will also be asked to provide a forwarding address so that your final bill can be sent to you.



## Understanding your heat and comfort cooling bill

When a property is first occupied, your heat supplier SES Manager Ltd & SES Nominee Ltd, instructs Insite to use current fuel costs, the estimated fuel usage and how the system is expected to perform to calculate how much they should charge you for your heating, hot water and comfort cooling. This is presented as a pence per kilowatt hour (kWh) charge and is used to calculate charges, depending on how much heating, hot water and comfort cooling is used.

### Your current charge

Your heat tariff is 7.14 pence/kWh


Your daily standing charge is 30.64 pence/day

Your comfort cooling tariff is 1.58 pence/kWh

Your daily standing charge is 14.38

pence/day These prices include VAT.

Your bill contains various information showing you what you have consumed, what the charges are and how you can make payments.



Mr David Bloggs & Mrs Mandy Bloggs  
56 Blank Apartments  
Blank Road  
BR1 1BR

Bill Enquiries and Customer Service

Customer Helpline: 0345 872 9654


Customer Account Number	11110001
Payment Request	135521
Bill Period	26/08/2016 - 31/10/2016
Bill Date	03/11/2016

### Your Energy Statement


Summary		
Previous balance	= £	0.00
Payments received with thanks	- £	0.00
<b>Outstanding balance</b>	<b>= £</b>	<b>0.00</b>

New Charges		
Supply of Heating & Hot Water	£	50.54
Supply of Air Conditioning	£	13.92
Standing Charge	£	27.85
VAT	£	4.62
<b>TOTAL NOW DUE</b>	<b>= £</b>	<b>96.93</b>


If you have chosen to pay by direct debit, please keep this bill for your reference only. Your payment will automatically be taken on or just after **17/11/2016**.  
If you would like to pay your bill at the nearest Post Office or by using Payzone, take your bill to your nearest Post Office or Payzone agent who takes 'bill payments'.




To make a bill payment:  
You can pay your bill online at:  
[www.insite-energy.co.uk](http://www.insite-energy.co.uk)



[customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk)



To set up a payment by Direct Debit or to change your bank details, simply call us.  
Customer Service: 03458 729645



By post:  
Insite Energy Ltd  
84 Long Lane  
London  
SE1 4AU

**Questions about your bill:**  
Please contact us if you have any questions or concerns about your bill. If you believe you may have difficulty paying your bill then please contact us immediately - we may be able to help.

**Our commitment to you:**  
We are committed to providing you the highest standards of customer service. Copies of our Code of Practice, which sets out our full commitment to you, are available to download from our website. Paper copies are also available by calling our customer service team, however please do consider our environment before requesting a paper copy.

If for any reason you are not satisfied with our service then please contact us immediately. We have a comprehensive in-house complaints process which we hope will be able to solve any problems you may have.

Please include your Insite Energy account number on all correspondence (as shown in the top right hand corner of your bill.)

City Road (Lexicon) Limited, 140 Aldersgate Street, London, EC1A 4HY | VAT no. 143 785 590 | Registered in England OC360 210

Insite Energy Ltd, 84 Long Lane, London SE1 4AU



**'Previous balance'**

This shows you the balance brought forward from the previous month.

**'Payments received with thanks'**

This shows you the payments that Insite has received from you by the date that this new bill was issued. If you made a payment after this current bill was produced, it will not show as a payment received. It will however be shown on the next bill.

**'Outstanding balance'**

This shows you what is still owed from previous bills that you have not paid. As this amount still needs to be paid, it is added to the total owed – shown again as 'Outstanding Balance' at the bottom of the bill.

**'New Charges'**

This section shows the charges for the month being billed. It is a summary of the charges shown on the back page of the bill.

**'Total Now Due'**

This is the total amount that you must pay. It includes any balance brought forward plus the total of your new charges for the month being billed.



### **'Heating Charges'**

The back page of the bill shows you what you have consumed and how you will be charged. It shows you the period that is being billed (usually the first day of a month to the last day of a month) and your meter identification number.

Your smart meter read will usually be annotated with an 'A', to illustrate that it is an actual remote reading from your heat meter and is therefore an accurate record of what you have consumed.

The back page of the bill also shows you how many units of heat/cooling you have consumed and what the pence per kwh charge is, as set by SES Manager Ltd & SES Nominee Ltd.

### **'Price Per Day Charge'**

This states the daily standing charge as set by SES Manager Ltd & SES Nominee Ltd, which is a fixed charge per day for your connection to the network.

### **'Total charges for Air Conditioning'**

This is the total owed by you for the period billed, including VAT. This amount is shown on the front page as 'New Charges'.



Customer Helpline: 0345 872 9654

Customer Account Number 11110001  
 Payment Request 135521  
 Bill Period 26/08/2016 - 31/10/2016  
 Bill Date 03/11/2016  
 VAT Number

Mr David Bloggs & Mrs Mandy Bloggs, 56 Blank Apartments, Blank Road, BR1 1BR

**Heating Charges for period 26/08/2016 - 31/10/2016 - for Supply 51261448**

Meter Readings	Period	Start Read	End Read	Units Used
Smart meter read	26/08/2016 - 31/10/2016	3667.00 A	4366.00 A	699.00 kwh
A = Actual Read C = Customer Read D = Deemed Read E = Estimated Read				

**Charges**

Cost of Heating & Hot Water	Units Used	Pence per kwh		
	699.00 kwh	£0.0723	£	50.5400
Price Per Day Charge @ £0.4156			£	27.8500
VAT @ 5%			£	3.9200
Total charges for Heating & Hot Water			£	82.3100

Mr David Bloggs & Mrs Mandy Bloggs, 56 Blank Apartments, Blank Road, BR1 1BR

**Air Conditioning Charges for period 26/08/2016 - 31/10/2016 - for Supply**

Meter Readings	Period	Start Read	End Read	Units Used
Smart meter read	26/08/2016 - 31/10/2016	151.00 A	435.00 A	284.00 kwh
A = Actual Read C = Customer Read D = Deemed Read E = Estimated Read				

**Charges**

Cost of Air Conditioning	Units Used	Pence per kwh		
	284.00 kwh	£0.0490	£	13.9200
Price Per Day Charge @ £0.1370			£	0.0000
VAT @ 5%			£	0.7000
Total charges for Air Conditioning			£	14.6200

Total Charges for Heating & Hot Water, Cooling inc. VAT if applicable £ 96.93



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Insite Energy Ltd, 84 Long Lane, London SE1 4AU



## How to pay your bill

There are a number of ways in which you can pay your bill:

1. Payment by Direct Debit, where we will automatically take a payment each month of the amount owed, as shown on your bill. Please call 0345 872 9654 during the office hours of 0900-1700 Monday to Friday or email [customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk) to request a Direct Debit instruction form.
2. Payment by telephone. To pay your bill each month, please call 0345 872 9654 during the office hours of 0900-1700 Monday to Friday. Our Customer Service team can take payment from debit and credit cards.
3. Payment on-line. Log on to [www.insite-energy.co.uk](http://www.insite-energy.co.uk). Once you have input your customer account number (as shown on each bill), you will be linked to a secure website which will take payment via debit or credit card.
4. Payment at any Payzone outlet which accepts bill payments. You can take your bill to any shop displaying the Payzone sign and they will take payment for your account, using the barcode printed on your bill.
5. Payment at any Post Office. Take your bill to any Post Office to make a payment on to your account. You will need the barcode printed on your bill.

It is important that you pay your bills promptly each month. SES Manager Ltd & SES Nominee Ltd has instructed Insite to issue demand letters to you if you do not pay.

If you are having difficulty paying your bills please contact Insite immediately. You might be eligible to set up a payment plan whereby SES Manager Ltd & SES Nominee Ltd agree that you can pay off your debt in manageable instalments over a set period by Direct Debit.

## What you can do to help us help you:

- Please have your customer account number to hand when you contact us.
- Please confirm your telephone number to us when you contact us so that we have up-to-date details for you.
- Do not wilfully damage any part of the heat/cooling system within your property or outside your property.
- Please ensure prompt payment of your bills.
- Please remember that Insite has been appointed to meter and send bills for your heat and comfort cooling only. We cannot help you with any other queries.

## Customers with additional needs

SES Manager Ltd & SES Nominee Ltd has provided us with the details of any residents at your development who have additional needs - such as being hard of hearing or visually impaired. Please feel free to let us know if you have additional requirements in communicating with us. We will do our best to help you.

You may wish to nominate another person, such as a carer, friend or relative to contact us on your behalf about your account. Please let us know if you would like this to be set up. We will not share your account and payment details with anyone else unless you explicitly ask us to do so.

Sometimes we may need to visit your home in order to carry out routine maintenance on your payment system or meter. We want you to be sure of the identity of the person visiting your home, therefore for your peace of mind we can quote a password whenever we visit. You can choose your own password and change it whenever you like. All our engineers have photo identification, which they wear at all times.

## Quality of Service and Complaint Handling

Customer service is really important to us and we want to ensure that we handle any customer queries or complaints quickly and effectively. We keep a record of telephone calls and waiting times so that we can constantly check and improve our performance.

We will acknowledge your query or complaint on the same working day it is received and we will aim to resolve it within ten working days. If your issue requires liaison with SES Manager Ltd & SES Nominee Ltd or other parties, this may take longer.

Please let us know if you should want to nominate a third party to speak for you about your account.



## Contacting us for queries, complaints and feedback

We'd like to hear from you if our service does not meet your expectations or if you have received good service that you would like to bring to our attention.

You can email our customer service team at [customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk). They will acknowledge receipt of your email and refer your query to the right department or answer it themselves.

You can call our customer service team on 0345 872 9654 during our office hours on 0900- 1700 Monday to Friday.

You may wish to escalate your query to our Customer Service Manager. Please write to us at:

Customer Service Manager  
Insite  
84 Long Lane  
London  
SE1 4AU

When contacting us, please provide your name and address to help us deal with your query more efficiently.

**Please note that we do not have a customer counter service and so we cannot accept payments or investigate queries at our office.**





## Contact and information

To learn more about how we can help you call

**0345 872 9654**

Or email **[customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk)**

Insite Energy Ltd  
Customer Service  
Second Floor,  
84 Long Lane London,  
SE1 4AU

**[www.insite-energy.co.uk](http://www.insite-energy.co.uk)**

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