



Parliament House

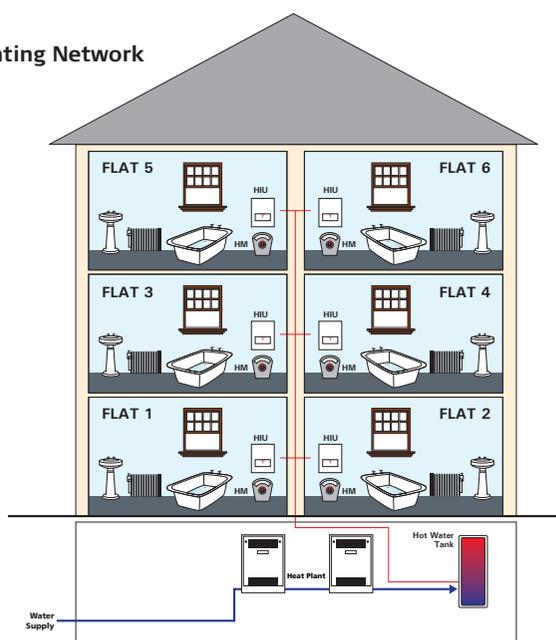
Heating & Hot Water
All you need to know



Introduction

Welcome to Parliament House. Your new home is served by low carbon heating and hot water from a communal plant room, powered by gas boilers. Your heating system is robust, reliable and controllable. Just as if you had a gas boiler in your flat, you can control the amount of heating through the thermostat and heating controls. Your hot water is provided on demand.

Direct heating Network



Your heating is "Flexi Pay". This means you only pay for what you use when you use it.

The amount you pay for your heating and hot water will depend on the amount you consume plus a daily standing charge which is a fixed charge per day to be connected to the heating network. This is payable regardless of whether you consume any heating or hot water. You can find out more about how the heat tariffs and daily standing charge are calculated and when they are updated in your "Understanding Your Heat Charges Guide".

If you have a query regarding your "Flexi Pay" system, are moving into or out of the property or any other issue related to paying for your heat, you can call us on our helpline on 0345 873 1074. during our office hours: Monday to Friday 0900 to 1700.



What Is Communal Heating

Instead of a gas boiler in every home, a communal heating system uses a single boiler to provide energy for several blocks of properties.

The centralised boilers are located in the basement plant room. The boilers heat water and pump it via pipework around the building passing through a heat exchanger in each property.

The heat exchanger provides heating and hot water to your home.

We've also installed a smart valve. As long as your account is in credit, the valve remains open, and you have access to heating and hot water. If your account runs out of credit, the valve closes. Once you've topped up again it will open.

All of this happens remotely thanks to our smart internet technology.

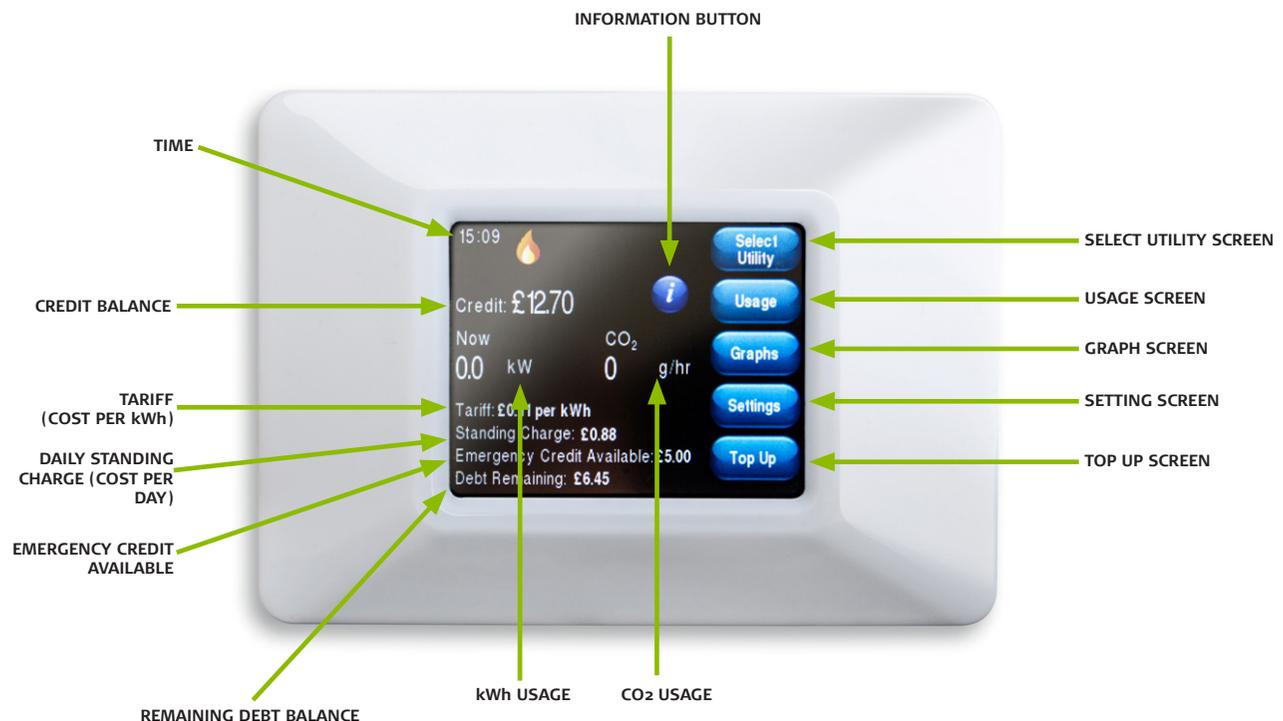
About Your "Flexi Pay" System

Your "Flexi Pay" system is connected to a Guru Hub unit installed in your property. The Guru Hub unit enables you to monitor your use of, and payment for the heating and hot water supply to your property.

The Guru Hub unit is connected to our computer system via the internet, so it always knows how much credit you've purchased.

Reading the "Flexi Pay" display panel

Below is the main screen display: This displays your credit balance, your emergency credit limit, your kWh (unit) charge, your daily standing charge, your kWh and Co² usage.





Credit Low

Below is the low credit display screen. When your credit runs low a message will display reminding you to top up. If you are unable to top up immediately you can activate your emergency credit. To activate your emergency credit press the "Activate Emergency Credit" button as illustrated below.



Emergency Credit

When the emergency credit is activated your display screen will display "Using Emergency credit". It will also display how much emergency credit you have available. Please note emergency credit is for emergencies only. Please top up if you are in emergency credit as your supply will be disconnected if you use all of your emergency credit.



Disconnected

When your emergency credit reaches zero your supply will be disconnected. You must top up to restore your supply. Please note you must be in positive credit in order to activate your supply.



Please note your daily standing charge will continue to deduct daily even if your supply has been disconnected.





Tamper Alarm

If your Guru Hub unit is tampered with your supply will be immediately disconnected and the message 'Your supply is disconnected due to a TAMPER ALARM' will be displayed.

If this message is displayed please call the helpline on: 0345 873 1074

Please note you will be charged a call out fee if your unit has been tampered with.



Messages from Insite Energy

We may need to send you messages from time to time, if so the message will be displayed on the screen. Simply click "OK" to clear the message.



Usage

The Usage screen displays your kWh usage.



You can also view your usage in graphical view by pressing the "Graphs" button.

Display

You can adjust the time your display screen stays on before automatically dimming by simply scrolling down and pressing the desired time.





Top Up

Whenever you top up your "Flexi Pay" system the Guru Hub unit will be credited remotely. If for any reason there is a delay with the remote top up you can enter it manually. Simply key in the 20 digit number which can be found on your PayPoint, SMS, email receipt or given verbally to you when you top up over the phone.



Where is my "Flexi Pay" Unit?

Your "Flexi Pay" Guru Hub unit is located in the storage cupboard.

How Do I Add Credit To My "Flexi Pay" System?

PAYPOINT (Over the Counter at a shop). You can top up at any location that displays the PayPoint Logo

You can add funds via PayPoint using your heat payment card, simply visit any PayPoint location and top up with your desired amount using your top up card. The funds will be remotely credited to your "Flexi Pay" unit.



Your nearest PayPoint location is notified to you in the letter your heat payment card is attached to.

Please look after your card, the replacement cost for a lost or damaged card is £25.00.

Remotely Over The Phone, Online, Or Via Your Mobile Telephone

You can also add credit to your "Flexi Pay" system using a credit or debit card. You can do this online, over the telephone, or via your mobile telephone via SMS Text.

Firstly You Need To Set Up An Account With Your Details

Please note for security reasons you are required to make your first payment online when registering your credit/debit card for online and SMS Text payments.



How To Set Up Your Account

Log onto www.pay.insite-energy.co.uk.

- Click on Your Account
- Click on Register
- Enter a user name
- *Use something simple and easy to remember.*
- Enter a password
- *Try to use a mixture of letters and numbers or three separate unrelated words.*
- Confirm password
- Enter your Account Number
- *Your account number is the 19 digit number which can be found on your heat payment card.*
- Insert your title
- Enter your first name
- Enter your last name
- Enter your phone number
- *Please remember to include your area code.*
- Enter your mobile number
- *Remember we need your mobile number if you would like to top up via SMS.*
- Enter the 1st line of your address
- *Flat/house number, street number and street name.*
- Enter the 2nd line of your address
- *Town*
- Enter the 3rd line of your address
- *City*
- Enter Region
- *Country*
- Enter your post code
- Enter your email address
- Enter your email address again
- Enter the security words
- Click on Register

Now check your email, we will send you an email to verify that we have the correct email address: **follow the instructions on the email by clicking in the highlighted link to register your credit/debit card**



How to register your credit or debit card online

Please note this is required if you would like to use our SMS or the Automatic top-up service.

To save typing in your billing address and credit card details each time you want to top up, you can opt to securely register your card details with us.

Log onto www.pay.insite-energy.co.uk

- Go to Your Account
- Click on make payment
- Select the amount you wish to pay by clicking on the arrow to the right of the word "Amount" then click on the desired amount
- Enter your billing address details (the address where your credit/debit card is registered)
 - *Enter your Name*
 - *Enter your Company (If applicable)*
 - *Enter your Street Name*
 - *Enter your Area*
 - *Enter your City*
 - *Enter your Region*
 - *Enter your Post Code*
- Enter your credit/debit card details
 - *Select your card type by clicking on the arrow to the right of Card Type, click on your selected card type*
 - *Enter the long card number (the 16 digit number on the front of the card)*
 - *Enter the name on the card*
 - *Enter the Issue number (if shown)*
 - *Enter the start date*
 - *Click on the arrow to the right of the month and click on the selected month, and click on the arrow to the right of the year and click on the selected year.*
 - *Enter the expiry date*
 - *Click on the arrow to the right of the month and click on the selected month, and click on the arrow to the right of the year and click on the selected year.*
 - *Enter the security number (the 3 digit number on the back of the card)*
 - *Click on the enable box to securely save your card details for next time.*
- Click on submit.
- You will be sent an email confirming your payment.

If you haven't received the email within 5 minutes then please check your junk mail folder as it may have been diverted there. Please move the email to your inbox to allow the functionality of the link.

Once you have registered your credit/debit card online you can now top up online or register for SMS payments.



How To Top Up Your Credit Online

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your username
- Enter your Password
- Click Login
- Go to Your Account
- Click on Make payment
- Select the amount you wish to pay by clicking on the arrow to the right of the word amount and click on the desired amount
- Check that the credit card details displayed are correct, then click submit

You will be sent an email confirming your payment.

Automatic Payment

Auto Top up is triggered when your balance falls below a set limit.

How this works: When your balance drops to £10.00 this will be the trigger to automatically take a payment made from your debit account of either £20 or £50.

Regular Auto-Payment of a variable amount on a set day each month.

How this works: If your heating provider has instructed Insite to set your account to allow you to pay in arrears, you can clear your balance up to £0.00 each month. On a set day each month, an automatic payment will be taken from your account for the amount owed as shown on your Guru hub unit. You will be able to see what your "estimated bill" is at any point in time on the main front screen of your Guru Hub unit in your home.

Regular Set Auto-Payment of a set amount, on a set day of each month.

How this works: An amount set by you will be taken from your nominated debit card on a day of the month set by you. This may mean that you build up a surplus of credit through the warmer months which then evens out during the colder months. You can of course choose to change the monthly amounts throughout the year, by changing your settings via our website www.pay.insite-energy.co.uk.

A note about security: to keep payments secure and safe, your card details are saved by Paypoint.net the payment provider, not by us. Insite Energy only saves a reference code for this transaction, which is checked by Paypoint.net every time you pay.



HOW TO REGISTER TO TOP UP BY TEXT MESSAGE

Once you have registered your debit/credit card and clicked on the box. Fill in the details on that page, and make sure you tick the box labelled "Allow this payment card to be used for payments via SMS."

You will need to ensure your mobile number is registered.

How to register your Mobile Number:

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your username
- Enter your Password
- Click Login
- Go to Your Account
- Under account settings enter your mobile number
- Click Save
- Under Pay by SMS - Click Register your mobile number
- You will now be sent a text message with a confirmation code
- Enter the confirmation code in the box titled SMS Confirmation Code
- Click Confirm
- You will now be sent a text message to confirm your mobile phone registration
- You are now ready to top up using SMS

HOW TO TOP UP BY SMS

- Send a text to 81234 saying PAY, followed by the amount you wish to top-up. For example: to top-up credit by £20, send a text to 81234 saying PAY 20
- You can make payments of £5 to £150 (in £5 increments).
- Texts are charged at your standard network rate.

Payment will be taken from the credit/debit card you have registered for our Pay by SMS service. Each SMS that you send will only be charged at standard network rates.

How To Top Up Your Credit Via Telephone

- Please call our customer services department on 0345 873 1074 during business hours (Monday – Friday, 9:00 -17:30) to make a payment over the phone using your debit or credit card.

Please note the maximum amount you can top up in one transaction is £150.00

Can I Top Up Before My Credit Runs Out?

Yes, you can top up whenever you like.



Emergency Credit

If your credit runs out, you can make use of an emergency credit service to keep your heating and hot water working for a little while longer, until you are able to make a top-up payment.

Please note there is a maximum £5 emergency credit available to you. The amount of emergency credit used will have to be paid back next time you top up. Please note this will only be activated when your meter is at zero credit.

To activate your emergency credit press the "Activate Emergency Credit" button as illustrated on page 6.

I Have Just Topped Up And My Heating/Hot Water Isn't Working

Check that you have enough credit. (Please remember that if you have used any emergency credit this will be paid back when you next top up).

- If you have topped up using PayPoint, check your receipt to make sure the payment was taken correctly.
- If you have topped up online, check that you have received a confirmation email and the information is correct.
- If you have topped up via SMS, check that you have received a confirmation text message and the information is correct.
- Check your "Flexi Pay" Guru Hub unit to see if your credit has been applied. If not please manually apply the credit buy pressing the Top Up button and entering the 20 digit number which you can find on your Pay Point receipt, email or text confirmation .



What to do if you have a fault with your heating

Insite Energy maintains the "Flexi Pay" unit within your property.

Any issues that you may experience with the underfloor heating equipment and/or taps during the first two years of the property being handed over will need to be referred back to the developer. Telford Homes Customer Service Team can be contacted on 01992 809 800 or customerservice@telfordhomes.london.

Problems with equipment installed outside of this period will be the owners responsibility to rectify.

If you feel that there may be an interruption with supply of heat from the communal heating plant then the managing agents will need to be contacted to investigate.

The concierge 07783 691093 (7 am – 7pm daily) or Rendall and Rittner 0207 702 0701(24/7) can be contacted to report potential issues.

If your heating is not working

- Check your heating controls are set properly so that your controls are allowing heat into the apartment.
- Check that the Guru Hub unit is working.
- Do you have sufficient credit?

If your heating is still not working call our helpline on 0345 873 1074 or email customerservice@insite-energy.co.uk.

If we need to visit your property due to a "Flexi Pay" system problem:

- We offer either morning or afternoon appointments for maintenance visits, whichever suits you best.
- We offer you the option of choosing a password for any appointments we make. This password will be used to identify the person visiting so that you know the person who arrives at your home is one of our employees.
- We prioritise response times for vulnerable customers who are registered on our "We Care" scheme.

Should you need to contact us regarding an appointment you can contact us on or 0345 873 1074 or email to customerservice@insite-energy.co.uk

Insite Energy is not responsible for:

- The maintenance of the heating system within your property.
- Your electricity or water supply to your property.



Customers with additional needs

The Freeholder and the managing agent 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. Our staff also have photo identification, which they wear at all times.



What you can do to help us help you

There are a few things you can do to help avoid any problems:

- Please look after your payment card carefully as you will be charged for any replacements.
- Please allow staff access to read the "Flexi Pay" System or carry out maintenance works if it is required. Our customer service team will arrange this for a time that suits you.
- Please keep appointments made to maintain the "Flexi Pay" system, where access is required to your property. Your heat provider may charge you for any missed appointments.
- Contact us as soon as possible if you think your Flexi Pay" system is faulty.
- Let us know if you require an interpreter or assistance in your communications with us.
- Do not wilfully damage any part of the heating system within your property or outside your property.
- Keep any PayPoint receipts.



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 the freeholder and the managing agent or other parties, this may take longer.

Please let us know if you would rather someone else speak for you, as we can of course allow an authorised third party to manage your query and account for you.

Contacting us for queries, complaints and feedback

Here at Insite Energy there are three easy ways to contact us:

Sometimes we get it wrong and sometimes we get it right! 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 customerservices@insite-energy.co.uk. They will acknowledge receipt of your email straight away and refer your query to the right department or answer it themselves.

You can call our customer service team on 0345 873 1074 during our office hours 0900-1700 Monday to Friday.

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

Customer Service Manager
Insite
84 Long Lane
London
SE1 4 AU

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





Contact and information

To learn more about how we can help you call
0345 8730 1074
or email customerservice@insite-energy.co.uk

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

www.insite-energy.co.uk

Printed January 2015