



INTRODUCING GURU HUB YOUR SMART ENERGY METER



HORIZONS TOWER

Metering and billing services for heating
& hot water

ALL YOU NEED TO KNOW

Customer Services Helpline: 0345 504 1127

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WELCOME TO HORIZONS TOWER

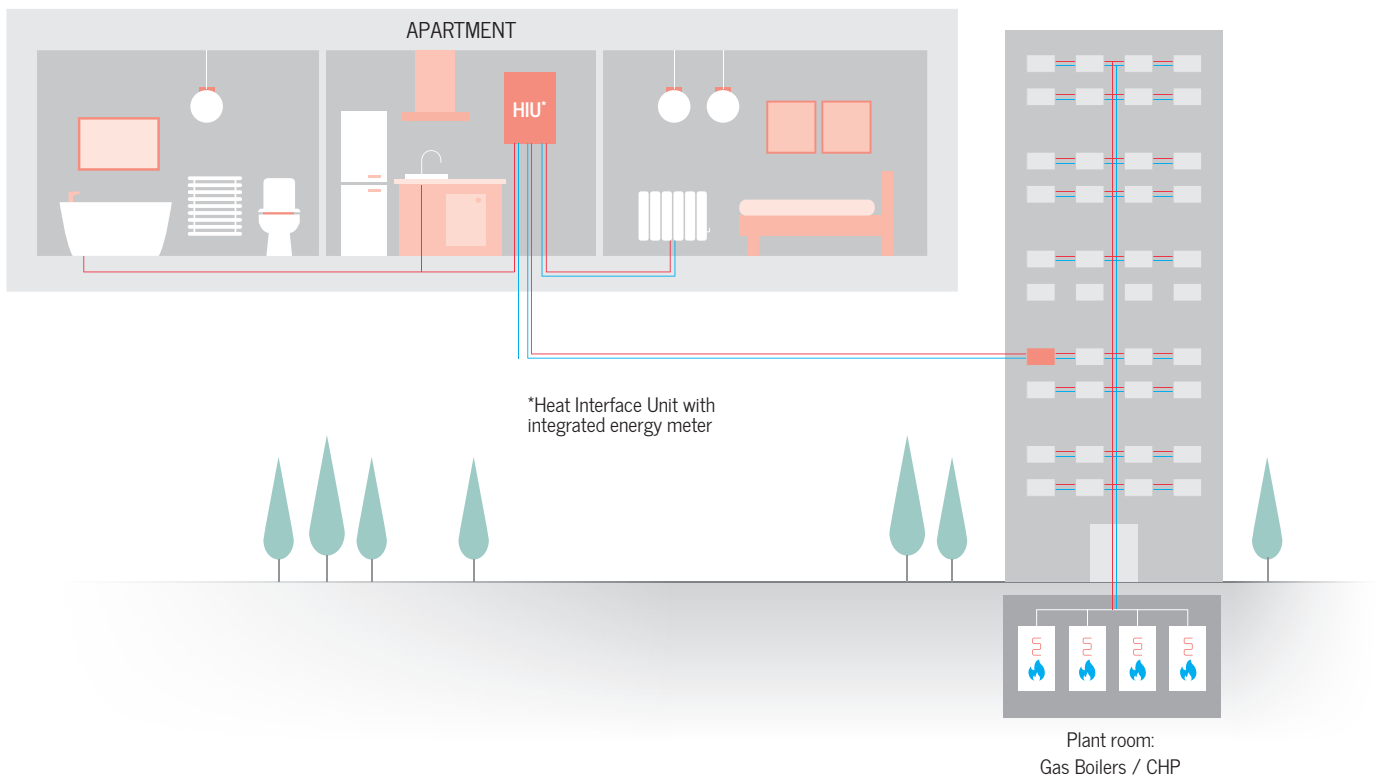
Your new home is served by a heat network. Heat networks are an efficient, low carbon method of delivering heat to buildings. Instead of every home having individual gas boilers, there is one central plant room generating energy into heating & hot water and feeding it to all connected properties. This heat network is managed by your heat provider, **Horizon's Tower Limited c/o Insite Energy**.

Through a network of insulated pipes, the generated heat is delivered through a Heat Interface Unit (HIU) which is installed in each property. This method of delivery means your heating system is robust and reliable, allowing your heating & hot water to be provided on demand as and when you want it. Your HIU is also connected to room thermostats and programmers, giving you control over your energy use.

A smart valve has been installed within your HIU, which is linked to your heat meter. When your account is in credit (a positive balance), the valve will remain open and you will have full access to your energy supply. However, if your account runs out of credit, the valve will close. This will remain closed until a payment is made to bring your account back into positive credit, restoring access to your energy supply.

All of this happens automatically through Guru's smart meter technology, without requiring access to your property.

EXAMPLE OF A HEAT NETWORK



INSITE ENERGY, GURU AND YOU

We are a national metering & billing agent, and maintenance provider, working with energy suppliers and property owners who have heat networks installed in their buildings. We currently serve more than 30,000 homes in the UK.

We have been selected as your EScO (Energy Supply Company) Manager. This means that all services associated with your heat network, including metering & billing and maintenance, are managed by us on behalf of your heat provider.

We pride ourselves on providing billing based on your actual usage, aim to help you pay for your energy, and ensure your heat network is running optimally. We always want you to experience first-class customer service and support.



WHAT DO INSITE ENERGY DO?

In addition to looking after your metering and billing for heat and hot water, we also manage the maintenance of the heat network that serves Horizons Tower. This includes the heating assets in your home, such as the Heat Interface Unit, Heat Meter, and Guru system, as well as the heat network infrastructure itself.

Should you come across an issue with any of the above, and need help with a maintenance issue, please call us on 0345 504 1127.

For any metering and billing queries, you can contact us for assistance via the following methods, where our Customer Service team will be happy to help:

- Email at customerservice@insite-energy.co.uk,
- Phone on 0345 504 1127
- Webchat available at: <https://insite-energy.co.uk/home>

Our openings hours are:

- 9:00am-8:30pm Monday-Friday
- 9:00am-5:30pm Saturdays
- We are closed Sundays and Bank Holidays

Should you have an emergency query, outside of the core hours stated above, your call will be automatically diverted to the relevant contractor.

WHAT IS THE GURU HUB?

The Guru Hub provides you with a simple way to take control of your energy use. The system provides you with a reliable and consistent real-time view of consumption in your home and avoids the need for bills by helping you to stay in control of your energy usage and spend.

BENEFITS OF PAY-AS-YOU-GO (PAYG):

Stay in control and pay your energy bill - You can easily control your energy spend and keep on top of payments.

Touch screen - The 5-inch colour touchscreen turns off automatically saving on electricity usage. You can choose how long it takes to turn off, from 30 seconds to 30 minutes. Simply tap the screen to turn back on.

Historical energy data - The Hub II records energy usage in real time and stores energy usage information for up to 3 years.

Meter & Billing company messaging – Messages from Insite Energy can be sent to your device, displayed in the menu bar. You have the option to store or delete any messages received.

Notifications for current usage - You can set up different notifications to alert you when i) your credit is expected to run out, ii) your credit is running low, and iii) if emergency credit can be activated.

HOW YOUR CHARGES ARE CALCULATED

Like all utilities, your tariff is broken down into two elements:

1. **Daily standing charge** - This is the fixed charge passed on by your heat provider which covers the cost of operating the heat network and delivering energy to your home. This includes administrative charges and the standing charge costs passed on by the supplier for the provision of energy to the central plant room. It is payable daily by all residents regardless of the amount of energy consumed.
2. **Consumption charge** - This is charged per kWh (kilowatt hours) consumed within your property. This covers the bulk cost of the energy generated in the communal plant room. It also includes any associated heat losses between the supply point and your home. Your energy consumption is measured via the heat meter installed in your home, so you only pay for what you have used.

Your tariff is set and regularly reviewed by your heat provider to ensure the price is fair and any fees charged do not exceed the cost of providing energy to your home. Your heat provider legally cannot make a profit from your tariff. Unfortunately, we are unable to alter your tariff unless instructed to do so by Horizon's Tower Limited c/o Insite Energy. Any changes to your tariff will be communicated to you in writing, providing you with at least 31-days' notice before application.

You can find your current tariff information on your Guru Hub home screen. This will be displayed once your account is set up.

USAGE

The Usage button located on the right side of the screen will show you your usage information.



YOUR BALANCE

LOW CREDIT

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.



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.



TOPPING UP

Whenever you top up your Guru account, your balance should update within one (1) hour of making a payment. If you have fallen into a negative balance and have already used your emergency credit, you will need to top up an amount that brings you back into a positive credit. For example, if your balance is £-5.00 you would need to top up at least £5.01 in order to restore your supply.

The following payment options are available to you:

ONLINE VIA OUR WEBSITE

Before you can top up online, you will need to set up an online account with your details. This is easy to do through our secure website:

pay.insite-energy.co.uk/account/new

Once your account is created you can save your preferred credit or debit payment card, and also make one off payments.

www.insite-energy.co.uk/make-payment

You can also set up your account to take automatic payments from a registered credit or debit card, so you never have to worry about topping up your Guru account.

Please note, auto top ups should only be set up once your Guru account has gone live.

The screenshot displays the Insite Energy website interface. At the top, the Insite logo is on the left, and navigation links for 'YOUR HOME', 'HELP & SUPPORT', 'ABOUT US', and 'BLOG' are on the right. Below the navigation bar, there's a dark grey section titled 'Make a Payment' with text explaining various payment methods and a link to find more information. To the right of this section is a photo of a woman smiling while using a laptop. Below the 'Make a Payment' section, there are four colored boxes, each representing a different payment option: 'Pay a paper bill' (orange), 'Top up online' (purple), 'Register a new card' (yellow), and 'Set up automatic payments' (red). Each box contains a brief description of the service and a button to proceed. At the bottom of the page, there's a section titled 'How to make payments' with icons for a speech bubble and a telephone, and a small photo of a woman wearing a headset.

Insite

YOUR HOME HELP & SUPPORT ABOUT US BLOG

Make a Payment

There are a number of ways to pay for your heating and hot water. We can help you choose the method that works best for you and you can change the way you pay your bill at any time, simply by getting in touch with us.

Find all the information you need to manage your bills below.

Pay a paper bill

Simply enter your customer account number (as it appears on your bill) and the amount you'd like to pay. You'll be linked to our secure payment portal which will take payment from either a debit or credit card.

TOP UP YOUR BILL

Top up online

You just need your email address and Insite Energy account password. Once you've logged in, you'll be able to top-up your energy credit.

TOP UP YOUR METER

Register a new card

You can register a new credit or debit card to pay for the heating and hot water that you use here.

REGISTER A NEW CARD

Set up automatic payments

You can set up your account to take automatic payments from a registered debit or credit card so you never have to worry about topping up your meter.

SET UP AUTO PAYMENTS

How to make payments

TOPPING UP

OVER THE PHONE

Should you wish to make a secure payment over the phone, you can do so with one of our Customer Service Advisors.

To use this service, simply call the phone number specific to your scheme, and speak to a member of our team. This phone number can be found at the top of the page. You will also need your 19-digit payment card number to hand.

AT ANY PAYPOINT OUTLET

You can top up your account at any location displaying the PayPoint logo (see right). You will need to present your 19-digit payment number and barcode provided. The amount topped up will be added to your Guru account.



You can also find your nearest **PayPoint** outlet at <https://consumer.paypoint.com>

If you have any problems making a payment, or a top up has not appeared on your account one hour after the transaction, please get in touch with our helpdesk. You can do so during our office hours either by calling us on **0345 504 1127** or emailing us at customerservice@insite-energy.co.uk

WE ARE OPEN:

9am - 8:30pm Monday to Friday / 9am - 5:30pm Saturdays. We are closed on Sundays and Bank Holidays.

Our Services

OUR SERVICES

- ✓ We collect your meter reads and charge you based on your actual consumption.
- ✓ We offer you a range of payment methods, and process your top-ups.
- ✓ We provide customer support for any top-up issues.
- ✓ We process changes of residents and issue final balances.
- ✓ We supply welcome e-brochures to all new residents.
- ✓ We issue annual statements.
- ✓ We procure fuel and aim to ensure you get the best price on the market.
- ✓ We carry out optimisation analysis and carry out associated works.
- ✓ We manage all contracts associated with your heat network, including metering & billing, servicing & repairs, and utility supply.
- ✓ We ensure legal and regulatory compliance for your heat network.
- ✓ We remotely monitor to ensure your heat network is fully connected.
- ✗ We don't supply your energy, but will aim to resolve any issues.
- ✗ We can only help you with the utilities that we bill for.
- ✗ We are unable to register as a Heat Trust member because we are not your heat provider.

Benefits of

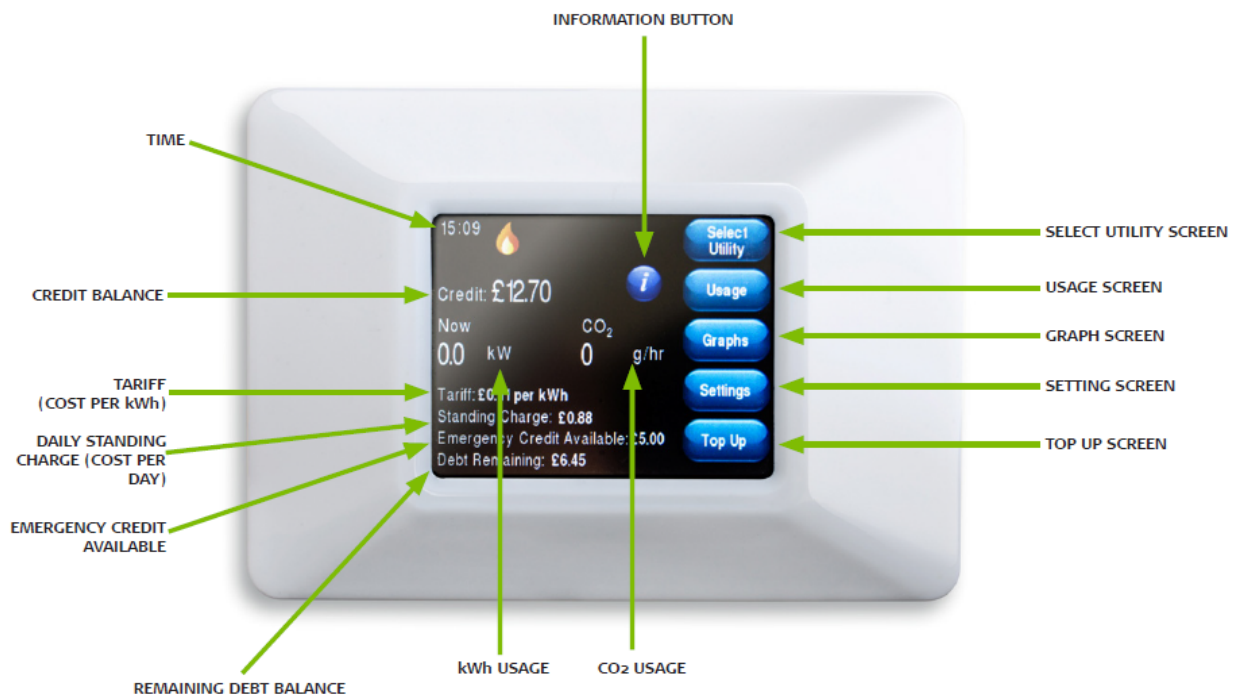


- Expert management of all heat network services
- Targeted maintenance services to improve efficiency
- Structured financial planning and procurement
- Cost minimisation
- Reduced risk and improved reliability of heat supply

ACCOUNT INFORMATION

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.



MESSAGE DISPLAY

MESSAGES SCREEN

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.



DISPLAY SETTINGS

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



FREQUENTLY ASKED QUESTIONS (FAQs)

You can find a comprehensive list of our FAQs on our website. We've selected a few common queries below:

My heating & hot water is not working

Before getting in touch with us, please check that:

- Your heating controls (i.e. radiator thermostats and programmer) are set correctly
- The heat meter and HIU are on and are undamaged
- Your Guru account is in a positive balance. If you've recently made a payment, please allow up to one (1) hour for this to be applied to your account
- You have electricity to your property

If the answer to all the above is 'yes' and you still have no heating & hot water, please contact our Customer Service team.

Please note, Insite Energy provide 24/7 cover for all maintenance related issues. Should you experience an issue, please contact us on 0345 504 1127. For queries relating to your electricity and water supply, please contact your relevant suppliers.

I've only recently opened my account, why is there already a Debt Balance?

The main reason why your Guru account might be opened with a Debt balance is if we have been notified of your move in after you have occupied the property, you will have not yet been billed for the energy consumption and daily standing charge for this period. As such, on opening your account, your accrued balance will have been calculated. This amount this will be shown as a Debt balance with a debt recovery rate in place (as agreed by your heat provider). This allows you access to your energy supply whilst gradually paying off your debt.

I'm moving out. What do I need to do?

It is important that you let us know exactly when you will be leaving your current address.

To make sure you only pay for what you have used whilst you are the occupier of the property, it is important to give us an accurate final meter reading before you move out of your home. You will also need to complete and send us an End of Tenancy form, which can be found on our website at <https://www.insite-energy.co.uk/moving-out-form>

If you're a prepayment customer with a FlexiPay account, providing the wrong move out date might mean you receive a payment notification related to the new tenants after they have moved in. If we don't receive all the necessary information to close off your account, we may end up charging you in error. Your heat provider or landlord may even withhold your deposit or take legal action until all outstanding debts are settled.

Pre-payment customers will receive an email confirming the closure of their account. Any outstanding funds will be refunded onto your payment card. You can find our refund policy on our website.

CUSTOMER SUPPORT

VULNERABLE CUSTOMERS

We offer additional services to our residents who may require additional support. These include: bill nominees, priority attendance, password protected appointments, and alternative communication formats. If you feel you need access to these services and identify as any of the following, please get in touch with your heat provider to be registered:

- Over the age of 70 years old
- With long-term/chronic illness
- With mental and/or physical disabilities
- Visually or hearing impaired

Other circumstances such as bereavement and financial instability may give rise to vulnerability and will be taken into consideration. We keep a record of all vulnerable customers in our Priority Services Register (PSR), which is shared with your heat provider.

WHAT YOU CAN DO TO HELP US

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

- Please allow our staff access to your property should we need to carry out an engineer visit. We will endeavour to arrange a morning or afternoon weekday appointment for a time that suits you.
- Please keep all scheduled appointments and provide us with at least 48 hours' notice. Your heat provider may charge you for any missed appointments where reasonable notice has not been given.
- If you think your metering system is faulty, please let us know at the earliest opportunity.
- Please take reasonable care of your heat meter and heating system.
- Keep all electronic and physical payment receipts for your records.

GETTING IN TOUCH

Customer service is paramount to us. We aim to handle any customer queries or complaints as quickly and effectively as possible. We record all telephone calls and monitor call waiting times so we can continuously improve our performance.

If our services did not meet with your expectations or you experienced great customer support, please get in touch. You can view our Complaints Policy [here](#). In addition, if you have a query regarding your account, are moving out of your property, or have any other issues relating to paying for your heating & hot water, you can get in touch with our Customer Service team via:

- Email at customerservice@insite-energy.co.uk
- Telephone on **0345 504 1127** during our office hours

9am - 8:30pm Monday to Fridays

9am - 5:30pm on Saturdays

- Post to: **Customer Service Manager, Insite Energy Ltd, Stuart House, St Johns Street, Peterborough, PE1 5DD**

When contacting us, please provide your name, address, and your 19-digit payment number to help us deal with your query more efficiently.

We will acknowledge your query or complaint on the same working day it is received, and aim to resolve it within ten (10) working days. If your issue requires us to liaise with Horizon's Tower Limited c/o Insite Energy or any other third parties, this may take longer.

Please note that we do not have a Customer Service counter and cannot accept payments or investigate queries in person.



CONTACT US

Telephone: 0345 504 1127

Email: customerservice@insite-energy.co.uk

Insite Energy, Studio 4, Stuart House, St John's Street, Peterborough, PE1 5DD
www.insite-energy.co.uk