Graphite Point

Billing and payment services for heating & hot water

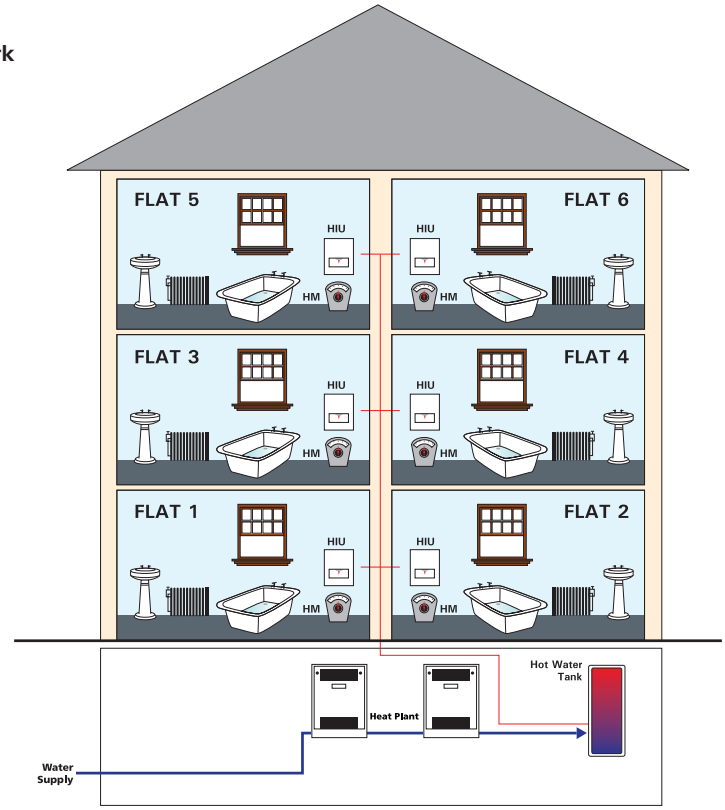
All you need to know

Introduction

Welcome to Graphite Point.

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

District 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 to provide heat for a whole development or for several homes in a development.

The centralised boiler is usually located in a basement or external plant room. Your heat supplier (Guinness Homes), manages the bulk energy supply to the plant room at your development. The communal boiler 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) at 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 heating and hot water 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 heating or hot water, as per a direct connection to an energy supplier.

Guinness Homes has appointed Insite as the metering and billing agent for Graphite Point. Guinness Homes provides Insite with remote actual readings from your heat meter every month. We then send monthly bills to your home for your actual heating and hot water consumption, using the remote readings, plus a daily standing charge which is a fixed charge per day for your connection to the heat network. If at any time Guinness Homes is unable to provide us with actual meter readings, Insite will send you a bill based on an estimated read.

Please note that the standing charge is payable regardless of whether you consume any heating or hot water or if you are away from home, as per a direct connection to an energy supplier.

You can find out more about how your heat tariff and daily standing charge are calculated and when they are updated in the “Understanding Your Heat Charges” information guide.

Insite and You

Insite is a metering and billing agent for many district heat suppliers around the UK. We work on behalf of the suppliers such as Guinness Homes to provide billing and payment services to their residents.
Insite has been appointed by Guinness Homes to manage your heat payments.
We don't supply the energy used to provide the heating or hot water, nor do we install or maintain the heat network at your development or for your home.
We do not supply nor maintain:

- Heating
- Hot water
- Electricity
- Gas
- Cold water

The bulk supplies of these utilities are arranged and paid for by Guinness Homes. They own and operate your Heat Network.

These are other things that Insite cannot help with:

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

Useful contacts:

Guinness Homes has arranged your electricity supplier with Eon
Guinness Homes has arranged your cold water supply with Thames Water
The Guinness Homes maintenance contact is: 03000 111321

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, you can call our Customer Service helpline on 03458 723 568.

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

You can also email us at customerservice@insite.co.uk. Your email will be read during office hours.

What to do if you have a fault with your heating

Guinness Homes owns and operates your heat network. If you have a problem with your heating, please call Guinness Homes on 03000 111321. Insite can only help you with billing and payment issues.

These tips might help:

1. Check that your heating controls are set properly so that your controls are allowing heat into your home.

2. Refer to the Residents' handbook provided by Guinness Homes for further advice.

3. If your heating is still not working, please call Guinness Homes on 03000 111321

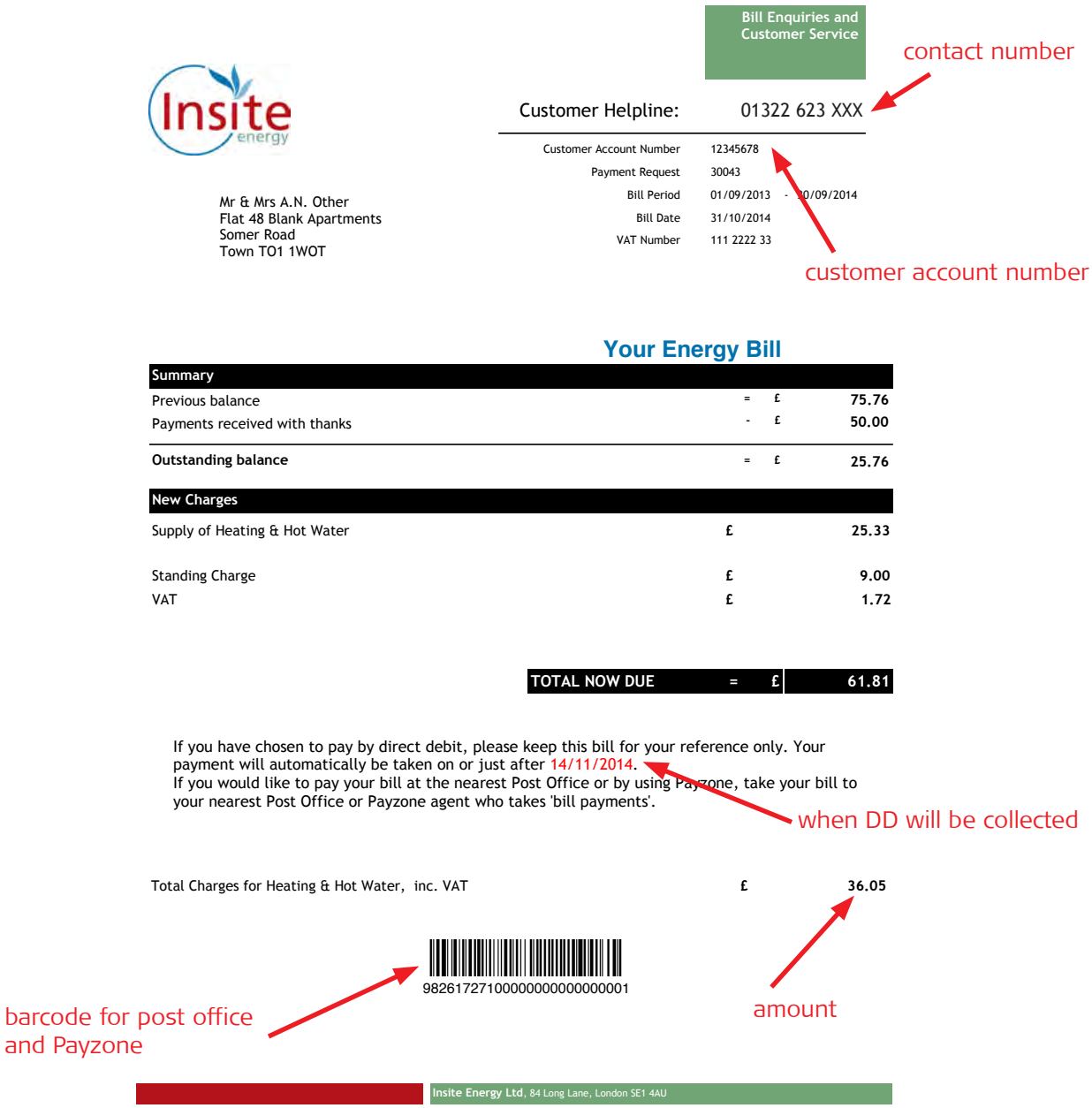
What to do if you are moving out

If you are moving out of your home, you must ensure that you inform Insite (and your Managing/Letting agent), so that a final bill can be sent to you. You should check your final meter reading 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 heating and hot water bill

Guinness Homes has instructed Insite to send you a monthly bill to charge you for your actual consumption of heating and hot water. Each month Guinness Homes provides Insite with remote readings from your heat meter which measures your consumption of heating and hot water. We will use that meter reading to calculate what you owe.

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



Bill Enquiries and Customer Service

contact number

Customer Helpline: 01322 623 XXX

Customer Account Number 12345678
Payment Request 30043
Bill Period 01/09/2013 - 30/09/2014
Bill Date 31/10/2014
VAT Number 111 2222 33

customer account number

Mr & Mrs A.N. Other
Flat 48 Blank Apartments
Somer Road
Town TO1 1WOT

Your Energy Bill

Summary		
Previous balance	= £	75.76
Payments received with thanks	- £	50.00
Outstanding balance	= £	25.76

New Charges		
Supply of Heating & Hot Water	£	25.33
Standing Charge	£	9.00
VAT	£	1.72

TOTAL NOW DUE	= £	61.81

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 14/11/2014.
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'.

when DD will be collected

Total Charges for Heating & Hot Water, inc. VAT £ 36.05

98261727100000000000000001

barcode for post office and Payzone

amount

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 received from you on 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 you have consumed and what the pence per kwh charge is, as set by Guinness Homes

'Price Per Day Charge'

This states the daily standing charge as set by Guinness Homes, which is a fixed charge per day for your connection to the heat network.

'Total charges for Heating & Hot Water'

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

Insite energy

Insite energy

Customer Helpline:	01322 623 XXX
Customer Account Number	12345678
Payment Request	30043
Bill Period	01/09/2013 - 30/09/2014
Bill Date	31/10/2014
VAT Number	"111 2222 33"

Heating & Hot Water Statement

Mr & Mrs A.N. Other
Flat 48 Blank Apartments

Heating Charges for period 01/09/2013 - 30/09/2014 - for Supply 98765432

Meter Readings	Period	Start Read		End Read		Units Used
Smart meter read	01/09/2013 - 30/09/2014	3001.00	A	3299.00	A	298.00 kwh

A = Actual Read C = Customer Read D = Deemed Read E = Estimated Read

Charges

Cost of Heating & Hot Water	Units Used	Pence per kwh		
	298.00 kwh	£0.0850	£	25.33
Price Per Day Charge @ £0.3000			**£**	**9**
VAT @ 5%			**£**	**1.72**
Total charges for Heating & Hot Water			**£**	**36.05**

To make a bill payment:

You can pay your bill online at:
www.insite-energy.co.uk

customerservice@insite-energy.co.uk

To set up a payment by Direct Debit or to change your bank details, simply call us.

Customer Service: **01322 623 XXX**

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

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

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.

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 full amount owed, as shown on your bill. Please call 03458 723 568 during the office hours of 0900-1700 Monday to Friday or email customerservice@insite-energy.co.uk to request a Direct Debit instruction form.

2. Payment by telephone. To pay your bill each month, please call 03458 723 568 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. 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. Guinness Homes 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 Guinness Homes 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 heating 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 heating and hot water only. We cannot help you with any other queries.

Customers with additional needs

Guinness Homes 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:

- Let us know if you require an interpreter or assistance in your communications with us.
- Do not wilfully damage any part of the heat network 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 Guinness Homes or other parties, this may take a little longer.

Please let us know if you would rather someone else speaks 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

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 03458 723 568 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 him 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.
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
03458 723 568
Or email **customerservice@insite-energy.co.uk**

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

www.insite-energy.co.uk

Printed September 2015