



INTRODUCING SECURE YOUR SMART ENERGY METER



DURAND AND THE LAVENDERS

Metering and billing services for heating
and hot water

ALL YOU NEED TO KNOW

CONTENTS

WELCOME TO DURAND AND THE LAVENDERS Page 3

INSITE ENERGY, SECURE AND YOU Page 4

HOW YOUR CHARGES ARE CALCULATED Page 5

CREDIT AND USAGE Page 6

TOPPING UP Page 7

PIPIT DISPLAY Page 9

FREQUENTLY ASKED QUESTIONS (FAQs) Page 10

CUSTOMER SUPPORT Page 11

WELCOME TO DURAND AND THE LAVENDERS

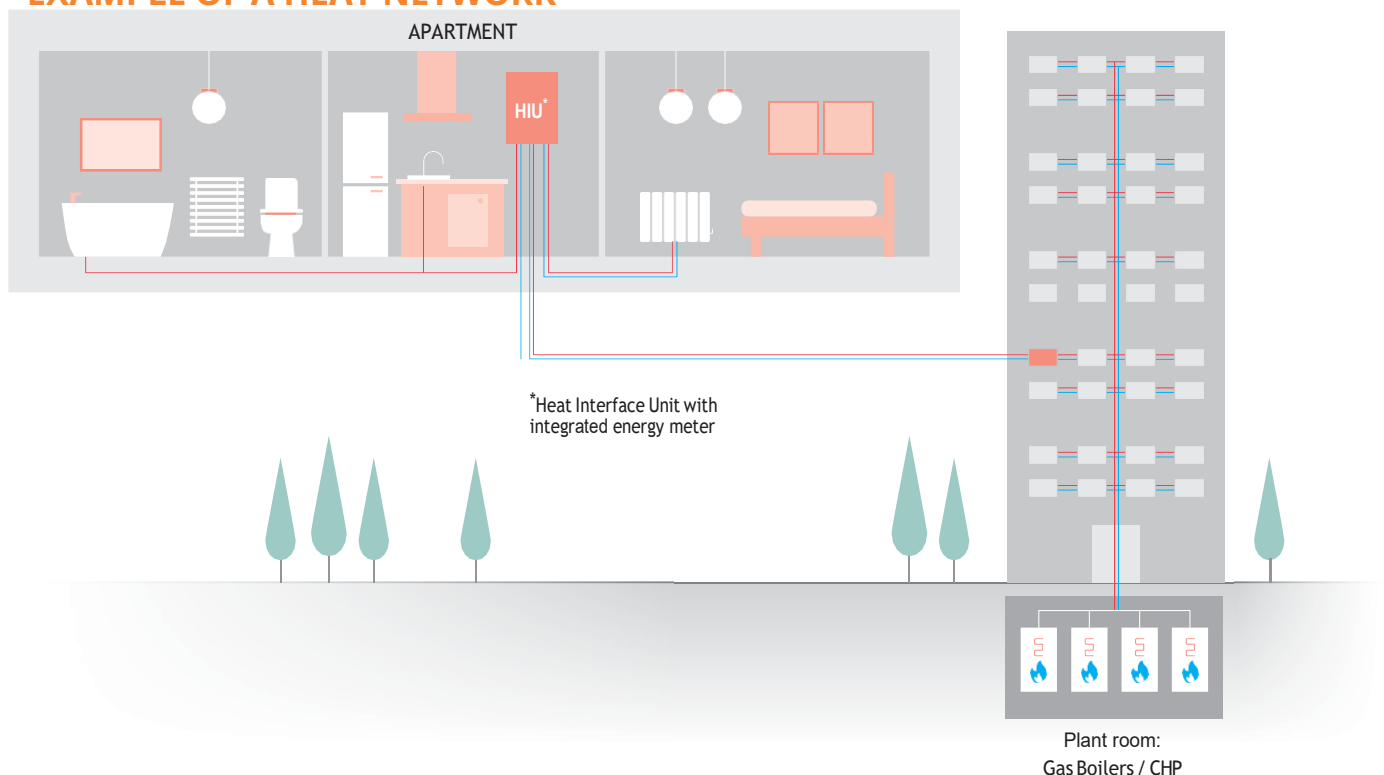
Your new home is served by a heat network. Heat networks are an efficient, low carbon method of delivering heat to buildings. Instead of every home having individual gas boilers, there is one central plant room generating energy into heating and hot water and feeding it to all connected properties. This heat network is managed by your heat provider, Clarion Housing Association Limited.

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 and 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 Secure's smart meter technology, without requiring access to your property.

EXAMPLE OF A HEAT NETWORK



INSITE ENERGY, SECURE AND YOU

Insite Energy is a metering and billing agent for many heat networks around the UK. We work on behalf of heat providers such as Clarion Housing Association Limited to provide metering and payment services to their residents.

Clarion Housing Association Limited has chosen Secure for your home, to be managed by Insite Energy. Secure is a smart meter that enables you to monitor your energy use and manage your payments on the go.

Your Secure unit is connected to Insite Energy's Online payment system, so it always knows how much credit is in your account.



WHAT IS SECURE?

Your heat provider has chosen the Secure Liberty Connect system for your home. The Secure Liberty Connect system includes a smart energy meter and Pipit 500 display screen. This is a popular pay-as-you-go (PAYG) metering solution which is linked to our "FlexiPay" payment system. Your Secure Liberty Connect system enables you to monitor your energy usage and make payments easily.

Below is an image of the main menu screen on your Pipit:



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 Clarion Housing Association Limited. 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 Secure Pipit once your account is set up.

USAGE

The Usage screen displays your kWh (kilowatt-hours) usage. This is the actual amount of heat you have consumed each day, updated every 30 minutes.



DEBT BALANCE

Please note that any debt applied to your account, at the point of set-up, will not be visible on your Secure Pipet. You will receive an annual statement from Insite Energy, including a detailed overview of your account. However, if at any point you would like an update on your account, including any debt outstanding, you can contact our Customer Service Team on [0345 873 1093](tel:03458731093), or via any of the methods detailed on page 11.

CREDIT AND USAGE

LOW CREDIT

The image to the right shows the 'low credit' display screen. When your credit runs low, this 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 'E-Credit' button as illustrated.



EMERGENCY CREDIT

When the emergency credit is activated, your display screen will confirm this by displaying 'E-CREDIT ON'. It will also display how much emergency credit you have left. Please note that emergency credit is for emergencies only. If you have activated your emergency credit you must then top up as your supply will be disconnected once the allowance has been used up. The amount of emergency credit available to you is determined by your heat supplier and has been set at £5.00 at Durand and The Lavenders. Please note that any emergency credit must be paid back in full when you next top up.



SUPPLY OFF

If your emergency credit reaches zero (£0.00), your smart valve will close, and your supply will be disconnected. You must make a payment putting you back into positive credit in order to restore your energy supply.

Please note that your standing charge will continue to deduct daily, even if your heating and hot water supply has been disconnected or if no energy is being consumed.



TOPPING UP

Whenever you top up your Secure 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 will 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:

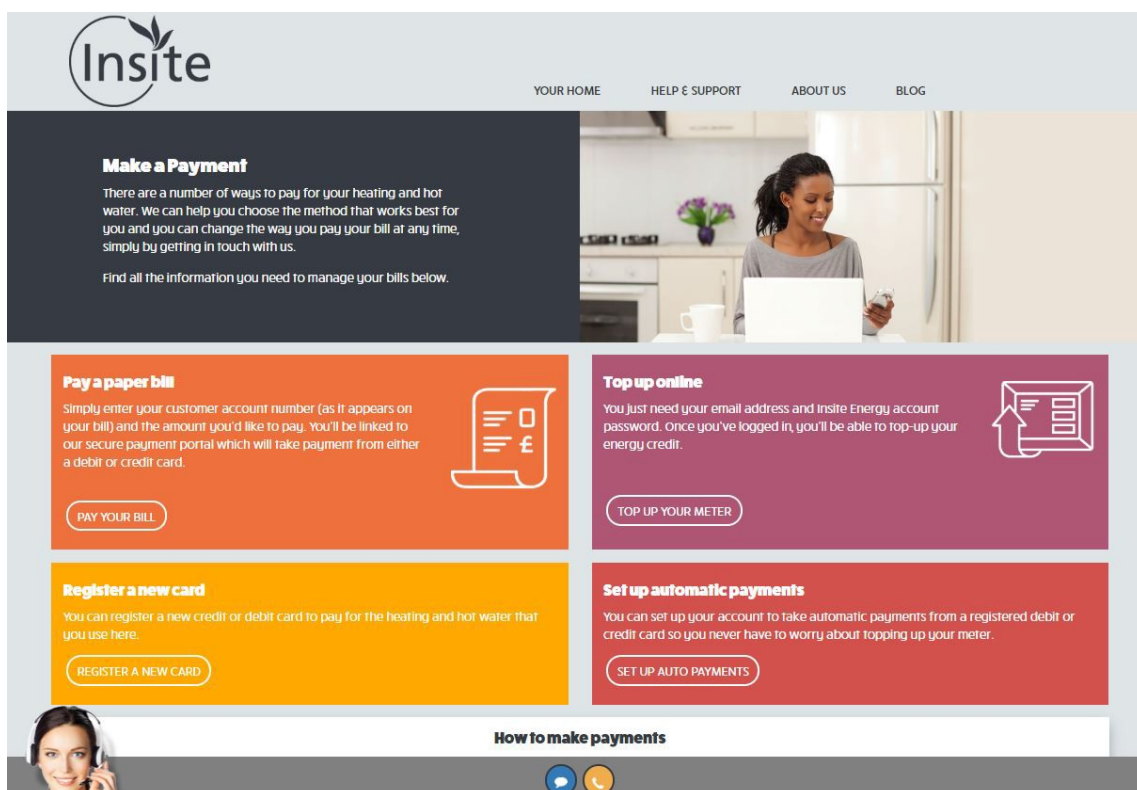
pay.insite-energy.co.uk/account/new

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 Secure account.

Please note, auto top ups should only be set up once your Secure account has gone live and your tariff is viewable on your home screen.



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 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 Secure 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 873 1093** or emailing us at customerservice@insite-energy.co.uk

WE ARE OPEN:

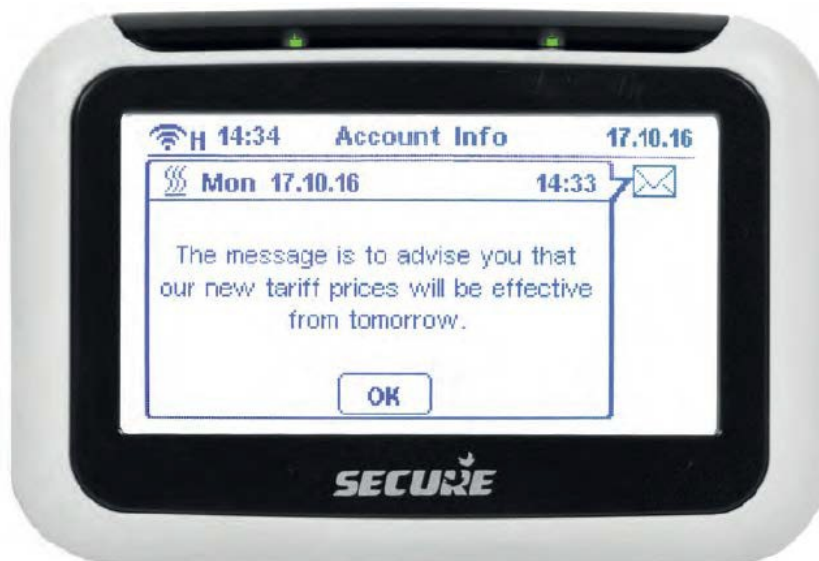
- 9am - 8:30pm Monday to Friday
- 9am - 5:30pm Saturdays.

We are closed on Sundays and Bank Holidays.

PIPIT DISPLAY

MESSAGES FROM INSITE

We may need to send you messages from time to time. If so, the message will appear on your Secure Pipit screen. After reading, simply click "OK" to clear the message.



SETTINGS

From the **Settings** screen (as below) you can do the following, and more:

- Alter your display settings
- Set your daily energy consumption target level
- Turn the notification sound on and off



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 and 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 Secure 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 and hot water, please contact our Customer Service team.

Please note, Insite Energy are not responsible for your energy supply, nor do we maintain the heating system at your development or in your property. Unfortunately, as a result and unless contracted, Insite Energy are unable to help you with the maintenance of the heating system within your property. 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 Secure 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 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, it is important to give us an accurate final meter reading before you move out of your home. You will need to complete and send us an End of Tenancy form, which can be found on our website. 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.

Prepayment 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 when we need to carry out maintenance. 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 and hot water, you can get in touch with our Customer Service team via:

- Email at customerservice@insite-energy.co.uk
- Telephone on 0345 873 1093 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 Clarion Housing Association Limited 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 873 1093
Email: customerservice@insite-energy.co.uk

Insite Energy Ltd, Stuart House, St Johns Street, Peterborough, PE1 5DD
www.insite-energy.co.uk