

Over the phone via IVR

Our interactive voice response (IVR) is always available, so you no longer have to speak to an advisor to top-up your PAYG meter.

1. Have your credit or debit card to hand, as well as your 19-digit payment number*.
2. Call your dedicated customer helpline and press “1” when prompted.

Your customer helpline:

0203 936 4425

3. Follow the instructions given over the IVR system.

⚠ Please note, our agents will now only take payments over the phone on behalf of vulnerable customers.

Your 19-digit payment number can be found on your Guru Hub II and on **my insite. For reference, please check p.8 & p.9.*

PayPoint

1. Find a PayPoint location near you.



PayPoint locations will have the PayPoint logo displayed.


You can also look for a PayPoint location through their [online store locator](#).

2. Go to a PayPoint location and take your top-up barcode with you, which is sent to you when your account is set-up, normally via email.
3. Present your PAYG top-up barcode and pay your desired top-up amount over the counter using cash, credit or debit card.

How to manually add a top-up to your IHD?

1. If after one (1) hour, your transaction doesn't appear on your Guru Hub II, select 'Enter code' from the home screen on your Guru Hub II.
2. Enter the 20-digit vend number quoted to you over the phone or found on your payment receipt.
3. Press 'Enter' when complete.

Extra help

 If you have any problems making a payment, please get in touch with our help desk.

Your customer helpline:


0203 936 4425


Opening hours:

Monday to Friday: 9:00am-8:30pm

Saturday: 9:00am-5:30pm

We are closed on Sundays and bank holidays.

 Please note, the emergency credit available to you is <£x>. You must top-up your account before this credit runs out, otherwise your supply will be disconnected.

 Please also note, your daily standing charge will continue to deduct from your account even if no energy is being consumed. This means that debt can continue to accrue in case of non-payment.



Energy saving tips



Lower your thermostat to a comfortable temperature, but keep it above 16°C.



Use a bowl when washing up instead of having running hot water.



Shower instead of taking a bath, and use a water efficient shower head.



Air out your home to introduce dry air which is quicker to heat up.



Use a cooler, shorter wash cycle and try and dry your clothes outside.

scan to read more
energy saving tips
or visit
insite-energy.co.uk/how-to-reduce-your-energy-bills




Here to help

We always want you to experience first-class customer service. We're open Monday to Friday from 9:00am-8:30pm and on Saturdays from 9:00am-5:30pm through our web chat, via email and over the phone.

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

If our services do not meet your expectations, or you experienced great customer support, please get in touch. You can view our [complaints policy](#) on our website. In addition, if you have a query regarding your account, are moving out of your property, or have any other issues related to making payments, you can get in touch with our help desk.

We will acknowledge your query or complaint on the same working day it is received and aim to resolve it within ten working days. If your issue requires us to liaise with your heat provider or any other third parties, this may take longer.

 **Please note that we do not have a customer services counter and cannot accept payments or investigate queries in person.**

Email:

customerservice@insite-energy.co.uk

Telephone:

0203 936 4425

Opening hours:


Monday to Friday: 9:00am-8:30pm

Saturday: 9:00am to 5:30pm

We are closed on Sundays and Bank Holidays.



Post:




Customer Service Manager
Insite Energy,
Studio 4 Stuart House,
St John's Street,
Peterborough, PE1 5DD

 **Please provide your name, address, and your 19-digit payment number.**

How you can help

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 or repair works. 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 should you need to change it. Your heat provider may charge you for any missed appointments.

-  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.

Vulnerable customers

We offer **additional services to our residents who may require extra support**. These include: authorised contacts, 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 mental and/or physical disabilities
- With long-term/chronic illness
- Visually or hearing impaired

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

Frequently asked questions

We have selected a few common queries below. A comprehensive list of our FAQs can be found on our website.

Q: My heating and hot water aren't working.

A: Before getting in touch with us, please check that:

- Your heating controls (e.g. thermostats) are set correctly
- The heat meter and HIU are on and are undamaged
- Your account is in a positive balance, and you have allowed for one (1) hour if you made a top-up payment
- 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 services team.

Please note, Insite Energy are not responsible for your energy supply, nor do we maintain the heating system at your development. 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.

Q: I've only recently opened my account, why is there already a debt balance?

A: The main reason why your heating and hot water 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, and shown on your Guru Hub II and **my insite** account. The debt recovery rate, allows you to gradually pay off your debt as a percentage of top-ups, with the majority applying to your account balance.

Frequently asked questions (continued)

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

A: 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's key you give us a heat meter read taken on the date you move out of your home.

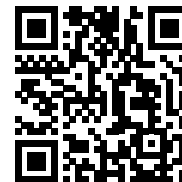
It's easy to submit a final meter reading. You can send it to us via our ['Moving out' form](#) found on our website, or you can take a photo of your heat meter's screen and send it to us at residata@insite-energy.co.uk.

If you're a PAYG customer with a **my insite** 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 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.

You will receive an email confirming the closure of your account, once actioned. Any outstanding funds will be refunded onto your payment card. You can find our [refund policy](#) on our website.

scan to read more
FAQs
or visit
insite-energy.co.uk/faqs







 my.insite-energy.co.uk

 customerservice@insite-energy.co.uk

 0203 936 4425

 www.insite-energy.co.uk/home

 Insite Energy, Studio 4 Stuart House, St John's Street, Peterborough, PE1 5DD

scan to visit
our website



or visit
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