



Quayside, Totnes

Billing and payment services for heating & hot water

All you need to know

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Introduction

Welcome to Quayside, Totnes.

Heating and hot water is supplied to your home by a communal heating system which is powered by gas boilers.

You can control your heating using the thermostat and heating controls in your home, the same way you would if you had your own gas boiler.

Understanding Your Heat Charges

As with your other utility bills your heating and hot water charges are made up of two elements: your daily standing charge and your unit charge. These are explained in more detail below.

1. Daily standing charge – this is a fixed charge per day to cover the cost of connecting you to the heat network and providing metering and billing services. This daily standing charge is payable regardless of whether you consume any heating or hot water, the same as a connection to any energy supplier.
2. Unit charge - a heat meter measures how much heating and hot water you use in your home in kilowatt hours (kWh). The amount you pay for your heating and hot water depends on the amount you use, for which you are then charged. This figure is presented as a pence per kWh charge.

Every six months The Guinness Partnership will review how well the heating system is working to make sure they are collecting the right amount of money to cover the cost of running the communal heating system and supplying heat and hot water to your home. They do not profit from the heat charges.

If your heat tariff needs to change we will write to you to explain the changes and the reason for them. Your tariff will then automatically be updated.

You can find out more about your heat tariff in the 'Understanding Your Heat Charges' information guide.

Insite and You

Insite have been chosen by The Guinness Partnership to read your heat meter, collect top up payments and send out annual account summaries.

Insite do not supply your heating and hot water.

Insite is not able to help with heaters nor taps inside your home. We are also not able to help you with the maintenance of the heating system and plumbing within your property.

The electricity or water supply to your property is not supplied by Insite. You should contact your suppliers directly with any queries.

Contacting us



If you have a query regarding your heating bill, are moving into or out of the property or if you have any other issues relating to paying for your heat, you can call us on our Customer Service helpline on 0345 873 1147.

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

If you have an emergency where you have no heating or hot water, you can also call us using the same helpline number, 1700-2000, Monday to Friday and 0900-1700 on Saturday and Sunday.



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



About Your Guru Hub System

Your Guru Hub allows you to easily monitor how much heating and hot water you use and also the payments you make.

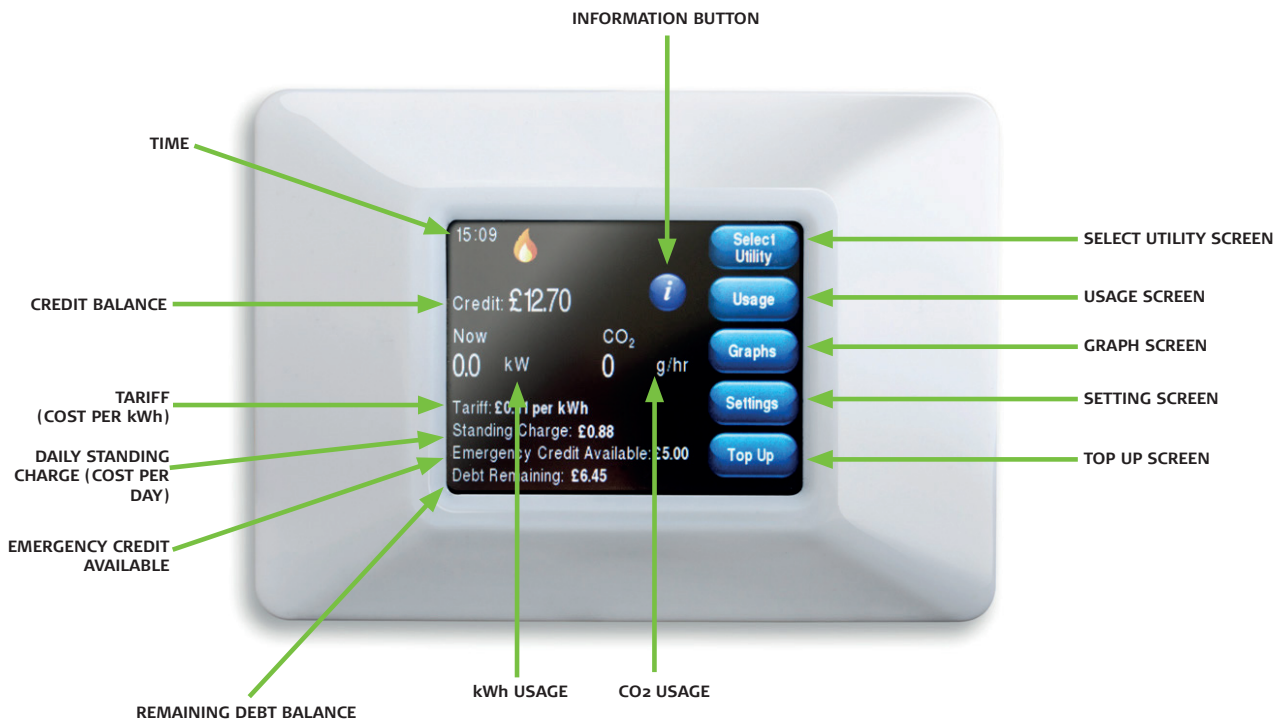
The Guru Hub unit is connected to Insites payment system via the internet, so it always knows how much credit you've purchased.

Reading the Guru Hub display panel

The main screen display shows:

- Credit balance
- Your emergency credit limit
- The kWh (unit) charge
- Your daily standing charge
- Your kWh and CO₂ usage

It also has an information button, where you can find the helpline number.



Drinking Water

In addition to heating and hot water, The Guinness Partnership supplies you with drinking water in your home. As with your heating and hot water account, your Guru Hub provides the payment and monitoring interface for these utilities, showing you what tariff and daily standing charges are in place, what your usage is and what balance you have on your drinking water account.

Unlike your heat account, you will not be disconnected once your drinking water credit reaches £0 however the Guru hub will continue to clock your usage.

Please note that as with the other utilities, a fixed standing charge is deducted from your account balance each day.

You will have received a **blue** payment card and a separate account number which you must use to pay for your **drinking** water.

The payment options are the same for all your utility accounts, (shown on page 11 'Making Payments')

Please remember that the accounts are managed separately to enable you to choose which utility you wish to add credit to.

- Your drinking water is denoted as a blue water drop, whereas your heat is displayed as an orange flame





Credit Low and Activating Your Emergency Credit

The image below shows the 'low credit' display screen. When your credit runs low, this message will be displayed reminding you to make a top up payment. If you are unable to top up immediately you can activate your £5 emergency credit. To activate your emergency credit press the "Activate Emergency Credit" button as illustrated below.



What happens if I run out of credit on my meter?

If your emergency credit reaches zero (-£0.00), your supply will be disconnected. You must make a top up payment to restore your supply. Please note you must be in credit before your heating and hot water will be reconnected.

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





Tamper Alarm

If your Guru Hub is tampered with, your supply will immediately be disconnected and the message "Your supply is disconnected due to a TAMPER ALARM" will be displayed. If this message is displayed please call our Customer Service helpline on 0345 873 1147 Please note that your heat provider is likely to charge you the call out fee if your unit has been tampered with.



Messages from Insite

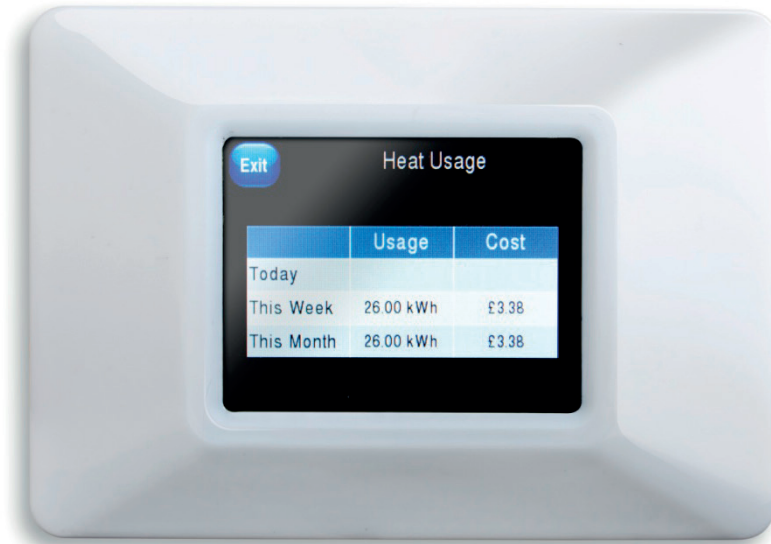
We may need to send you messages from time to time, if so the message will be displayed on the screen. Simply click "OK" to clear the message.



Usage

The Usage screen displays your kWh usage. This is the actual amount of heat and hot water you have consumed.

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.





Making top up payments

Whenever you top up your Guru hub the credit will automatically be applied.

If for any reason there is a delay in the credit reaching your hub, you can apply it manually. Simply key in the 20 digit number which can be found on your PayPoint, SMS, email receipt or given verbally to you if you top up over the phone.



How do I make payments?

The following payment options are available to you:

- Online - (Pages 15,16 and 17)
- Auto Payment - (Pages 17 + 18)
- Phone - (Pages 19)
- SMS/text - (Page 19)
- At a PayPoint location - (Pages 20)

FIRST YOU WILL NEED TO SET UP AN ACCOUNT WITH YOUR DETAILS.



How to set up your payment account

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

1. Click on Your Account.
2. Click on Register
3. Enter a user name - use something simple and easy to remember
4. Enter a password - try to use a mixture of letters and numbers or three separate unrelated words
5. Confirm password
6. Enter your Account Number - your account number is the 19 digit number which can be found on your heat payment card
7. Enter your personal details
8. Enter your phone number - please remember to include your area code
9. Enter your mobile number - if available

Remember, we need your mobile number if you would like to top up via SMS.

Once you have entered the above details a new screen will appear asking for the extra information set out below

1. Enter the 1st line of your address - flat/house number, street number and street name
2. Enter the 2nd line of your address - town
3. Enter the 3rd line of your address - city
4. Enter Region
5. Country
6. Enter your post code
7. Enter your email address
8. Enter your email address again
9. Enter the security words
10. Click on Register

Now please 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 service or the Auto payment facility.

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

1. Go to Your Account
2. Click on make payment
3. 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
4. Enter your billing address details (the address where your credit/debit card is registered)
5. Enter complete address details
6. Enter your company (if applicable)
7. Select your card type by clicking on the arrow to the right of Card Type, click on your selected card type
8. Enter your credit/debit card details
9. Click on the enable box to securely save your card details for next time
10. Click on submit
11. 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. Please move the email to your inbox to allow the link to work.

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

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

1. Click on Login
2. Enter your Username
3. Enter your Password
4. Click Login
5. Go to Your Account
6. Click on Make Payment
7. 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
8. Check that the credit card details displayed are correct, then click submit

You will be sent an email confirming your payment.

Automatic Payment

There are 2 options for automatic payment:

'Auto Top-up' – this is triggered when your balance falls below a set limit, for example you could set up your account so that when your balance drops to £10.00 a payment will automatically be made from your debit account of either £20 or £50.

Scheduled Auto-Payment - an amount set by you will be taken from your nominated debit card on a particular day of the month chosen to suit you. This may mean 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.

How to register your debit card for automatic payments

Log onto www.pay.insite-energy.co.uk to set yourself up if your payment card is not yet registered:

Automatic payment options

To setup any automatic payment option you must first make one payment with a card so that we can get authorisation from your bank to take payments automatically.

You must also tick the 'enable repeat payments' check-box.

[Make First Payment ▶](#)

Make sure this box is ticked when making a payment:

4. repeat payments

Tick this box to securely save your details for next time.

This is required if you'd like to use our Pay by SMS service.

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

Enable

[Submit ▶](#)

Click the options for **Set up Auto-Payment** or **Set up Regular Payment** as you prefer:



Pay by SMS

Pay by SMS has not been registered for the number db99db99.

[Register for Pay by SMS ▶](#)

Setup Auto-topup

Auto Top-Up your account when the balance falls below a limit.

[Setup auto-topup ▶](#)

Setup Scheduled Payment

Make a payment to your account on the same day each month.

[Setup scheduled payment ▶](#)

Change your password

If you'd like to change your password, that's fine. Please click the Reset Password button below, and we'll email you a link - once you've clicked it, you'll be able to set a new password.

[Reset Password ▶](#)

If you have any problems in setting up automatic payment you can call us during the office hours of 0900-1700 Monday to Friday, or send an email to customerservice@insite-energy.co.uk.

How to register for top up by SMS/text

Once you have registered your debit/credit card and clicked on the box, please 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 that your mobile number is registered.

How to register your Mobile Number:

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

1. Click on *Login*
2. Enter your username
3. Enter your password
4. Click *Login*
5. Go to *Your Account*
6. Under *account settings* enter your mobile number
7. Click *Save*
8. Under *Pay by SMS* - Click *Register your mobile number*
9. You will now be sent a text message with a confirmation code
10. Enter the confirmation code in the box titled **SMS Confirmation Code**
11. Click **Confirm**
12. You will now be sent a text message to confirm your mobile phone registration
13. You are now ready to top up using SMS

How to top up by SMS/text

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 customer services on 0345 873 1147 during our office hours of 0900-1700 Monday to Friday 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

Yes, you can top up whenever you like either over the phone with a customer service advisor from 9am - 5pm Monday to Friday or 24 hours via the Insite Energy website.



Making payment at a PayPoint location (over the counter at a shop)



You can make a top up payment at any location that displays the PayPoint Logo.

You can add credit using your heat payment card at any PayPoint location and top up with your desired amount. The credit will be automatically applied to your Guru hub.

We will notify you of your nearest PayPoint location in the letter that we send with your heat payment card.

Please look after your card, the cost of replacing a lost or damaged card is £15.

Can I top up before my credit runs down to zero (-£0.00)?

Yes! You can make payments whenever you like and build up a balance to cover periods when you might be away from your home.

I have just topped up and my heating/hot water isn't working

Firstly, check that you have enough credit and that you have a positive balance - remember that if you have used any emergency credit it will automatically be taken from your next top up payment.

- If you have topped up using PayPoint please check your receipt to make sure the payment was taken correctly.
- If you have topped up online please check that you have received a confirmation email and that the information is correct.
- If you have topped up via SMS please check that you have received a confirmation text message and that the information is correct.
- Check your Guru Hub to see if your credit has been applied.
- If not please manually apply the credit by pressing the Top Up button and entering the 20 digit number which you can find on your Pay Point receipt, email or text confirmation. If your heating is still not working, please call our customer service helpline on 0345 873 1147 or email customerservice@insite-energy.co.uk. Our opening hours are shown on Page 4



If we need to visit your property due to a problem with your Guru Hub

- Sometimes we may need to visit your home to carry out routine maintenance on your heating unit and meter. We want you to be sure of the identity of the person visiting your home.
- We offer morning or afternoon appointments for maintenance visits.
- 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. Our staff also have photo identification, which they wear at all times.
- 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 0345 873 1147 or email to customerservice@insite-energy.co.uk

Customers with additional needs

The Guinness Partnership has provided us with the details of any customers 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 and 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.

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 as you will be charged for any replacements.
- Please allow staff access to read the Guru Hub or carry out maintenance works if required - our customer service team will arrange this for a time that suits you.
- Please keep appointments made to maintain your Guru hub as your heat provider may charge you for any missed appointments.
- Contact us as soon as possible if you think there is a problem with your Guru Hub.
- Let us know if you require an interpreter or assistance when communicating with us.
- Keep any PayPoint receipts as proof of payment until the payment applies to your hub just in case the payment doesn't apply to your Guru hub and Insite need to investigate

Contacting us for queries, complaints and feedback

Customer service is really important to us and we want to make sure we handle all customer queries or complaints quickly and effectively.

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 particularly 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 confirm receipt of your email straight away and refer your query to the right department or answer it themselves.



Alternatively you can call our customer service team on 0345 873 1147 during our office hours 0900-1700 Monday to Friday.

We aim to resolve all Queries and complaints within ten working days.



If you wish to escalate your query to our Customer Service Manager please write to them 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 873 1147

Or email **customerservice@insite-energy.co.uk**

Insite Energy Ltd
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Second Floor,
84 Long Lane London,
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