

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.

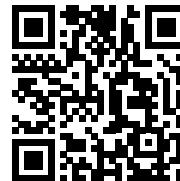
It's easy to submit a final meter reading. You can send it to us via our ['Moving out' form](#) found on our website, or you can take a photo of your heat meter's screen and send it to us at residata@insite-energy.co.uk.

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



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:



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.



 my.insite-energy.co.uk

 customerservice@insite-energy.co.uk

 0120 031 6073

 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

www.insite-energy.co.uk