

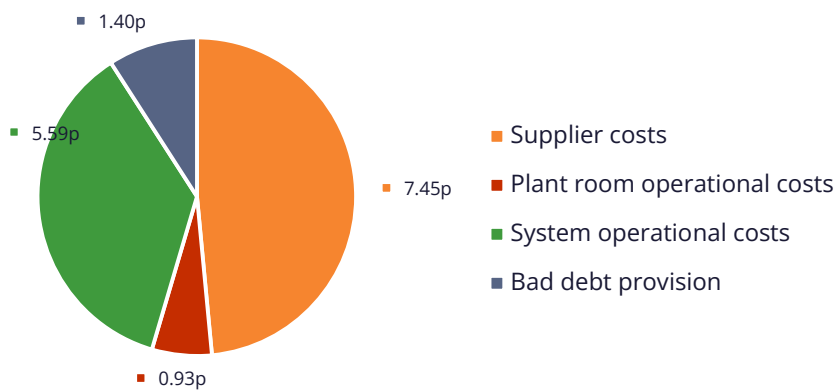
# Tariff breakdown

## Manor Cross Apartments

Insite Energy work on behalf of your heat supplier, Durkan (Braganza) Limited c/o London Block Management, to provide metering and billing services to you. Below is an explanation of your heating & hot water tariff calculations. These solely cover operational costs, and your heat supplier makes no profit from this. For more information on why your tariff has been reviewed, please refer to the Tariff change notification letter sent to you.

### Your unit rate breakdown

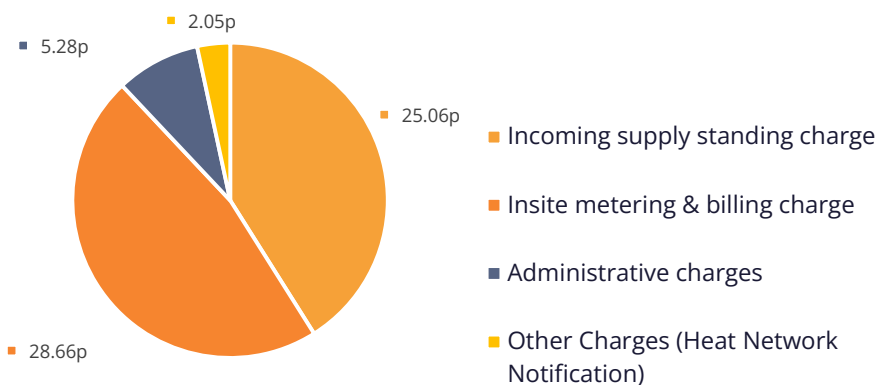
15.36 p/kWh



The average operational costs for a heat network equates to 56% of the unit charge breakdown.

### Your daily standing charge breakdown

61.07 p/day



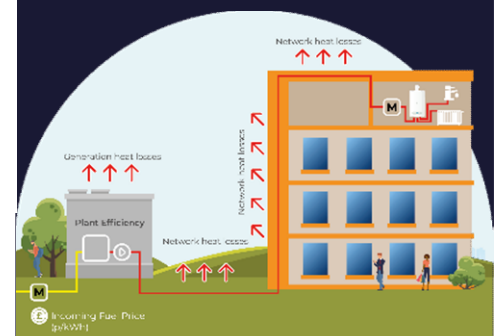
**⚠ Please note, your heat supplier does not profit from the operation of your heat network**

### Standard components of your heat tariff

Your **unit rate** 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. You are charged for every kilowatt-hour (kWh) consumed within your property.

Your **daily standing charge** 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 is an annual fixed amount that is payable every day by all residents regardless of how much energy they use.

Depending on your heat provider, the costs associated with running and maintaining the heat network will either be included within your building service charge or your heating and hot water daily standing charge.



# Glossary

To help you understand the different elements that go into your tariff, we've put the below glossary together for you.

## Unit rate glossary

- Supplier costs** - the cost per kilowatt hour (kWh) of incoming fuel consumed by the boilers in the plant room.
- Plant room operational costs** - The cost of any heat lost via the heat generators, such as boilers and CHPs, and pipework within the plant room. Heat loss during pumping is unavoidable and inflates the cost of heat created from energy consumption.
- System operational costs** - The cost of any heat lost via pipework across the heat network. Heat loss during pumping is unavoidable and inflates the cost of heat created from energy consumption.
- Bad debt provision** - The value of unrecovered debt as a percentage (%) of the charger or bille value to residents. If this data is unknown, this will be estimated at 10%. This will only be applicable to accounts on credit billing.

## Daily standing charge glossary

- Incoming supply standing charge** - The amount the supplier pays on their gas contract (gas daily standing charge).
- Insite metering & billing charge** - Metering & billing, check meter charges, sim card costs, payment transaction charge, PAYG Software-as-a-Service (SaaS) fees.
- Administrative charges** - The total amount due for payment transaction charges (a charge Insite are charged every time a resident makes a payment), tariff review charges (a service charge to review and

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