

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

 Plant room operational cost - The cost of converting the incoming fuel supply (e.g. electricity) into cooling energy. The conversion process, such as powering chillers to produce cooling, cannot be 100% efficient. The efficiency of this process increases the cost of the incoming fuel to reflect the actual cost of cooling energy produced.

 Contingency cost provision - Contingency cost provisions are necessary to cover any unforeseen operational costs which cannot be accurately predicted. Such costs may include unexpected fluctuations in efficiency based on seasonality or demand, and other unforeseen operational costs which may include unrecoverable cooling charges. They are necessary to ensure the cost of operating the cooling network is met, and a reliable cooling supply is maintained for all residents.

 System operational cost - The cost of any cooling energy lost through the pipework across the network. Cooling energy loss during distribution is unavoidable and increases the cost of energy produced in the plant room. We calculate cooling losses across the network by comparing the cooling energy leaving the plant room to the energy consumed within the network's properties. If this data is unavailable, a standard efficiency calculation of 70% is used.

Daily standing charge glossary

 Insite metering & billing charge - This may covers: our metering & billing fees, the cost of reading all landlord meters around the network allowing us to monitor system efficiency and cooling losses, costs associated with remotely collecting your meter reads, and transaction fees charged by the payment platform for every payment made.

 Other cooling network service costs - These may include; costs to perform tariff reviews, tariff communication costs, monitoring and reporting fees (a licence fee incurred to monitor and present a range of data across the network to support financial and operational management) and compliance reporting.



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www.insite-energy.co.uk/blog/making-sense-your-bill-breaking-down-heat-charges