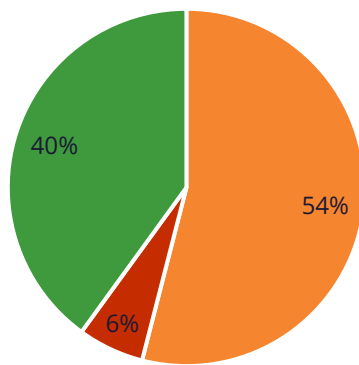


Tariff breakdown for pay-as-you-go residents at Austen Court

Insite Energy work on behalf of your heat provider, Gateway Housing Association Ltd, to provide metering and billing services to you. Below is an explanation of your heat tariff calculations. The rates applied by your heat supplier are solely determined to recover all the costs incurred through operating a heat network, and your heat supplier does not profit from the operation of the heat network.

Your unit charge breakdown (percentage of apportioned costs)

£0.14456/kWh

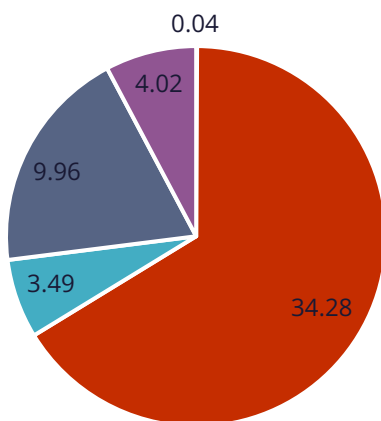


- Supplier costs
- Plant room operational costs
- System operational costs
- Other : Debt Provision

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

Your daily standing charge breakdown (pence per day)

£0.5439/day



- Supplier DSC
- Insite metering and billing fee
- Guru/Secure SaaS fee
- Insite reporting fee
- Tariff review charge
- Payment provider cost
- Other fixed costs (check meter)

How to reduce your bill

For more information, you can visit:

www.energysavingstrust.org.uk

www.citizensadvice.org.uk

Or check out the advice on our website:

insite-energy.co.uk/help-support/practical-advice

Having difficulties paying?

If you are struggling to pay your bill, for help and advice, we recommend:

- Contacting your heat provider
- Contacting us to discuss Payment Plans
- Visit StepChange's website at www.stepchange.org

Step Change is the UK's leading debt charity, offering expert debt advice, and fee-free debt management.

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

Standard components of your heat tariff

Your **unit charge** 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.

