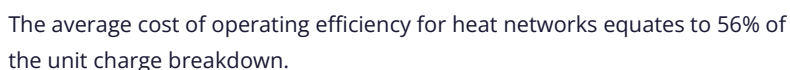


## MINI GUIDE

**Effective from: 5th July 2025**

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.

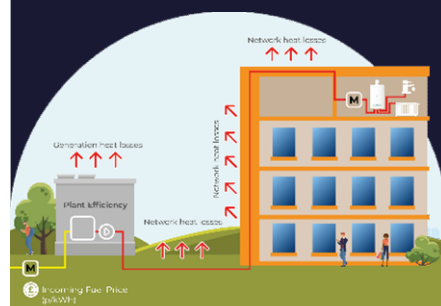
## Your unit rate breakdown 11.89 p/kWh



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

Your **unit rate** covers the cost of the energy generated in the communal plant room. It also includes any associated heat losses between the plant room 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.

Depending on your heat supplier, the costs associated with running and maintaining the heat network will either be included within your building service charge or your heating & 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

**Incoming fuel supply cost** - The cost per kilowatt-hour (kWh) of fuel consumed by the boilers in the plant room. This generates the energy used for heating & hot water in your home.

**Distribution heat loss cost** - The cost of any heat lost through the pipework across the heat network. Heat loss during distribution is unavoidable and increases the cost of heat produced in the plant room. We calculate heat losses across the network by comparing the heat energy leaving the plant room to the heat consumed within the network's properties. If this data is unavailable, a standard efficiency calculation of 40% is used.

**Plant room efficiency cost** - The cost of converting the incoming fuel supply (e.g. gas) into heat. The conversion process, burning gas to produce heat, cannot be 100% efficient. The efficiency cost of this process inflates the cost of incoming fuel to the cost of heat produced.

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

## Daily standing charge glossary

**Incoming supply standing charge** - The daily standing charge your heat supplier pays on the incoming fuel supply contract to cover the fixed costs of providing gas or electricity consumed in the plant room, charged regardless of how much energy you use.

**Insite metering & billing charge** - This covers: our metering & billing fees, 3rd party software fees for operating the PAYG or metering system installed, the cost of reading all landlord meters installed around the network allowing us to monitor system efficiency and heat losses, costs associated to the sim cards within the router allowing us to remotely collect your meter reads, and payment transaction fees charged by the payment platform for every payment.

**Management and admin cost** - This fee covers Berkeley's role in managing and administering the heat network, including bulk procurement of gas or electricity for the plant room on behalf of residents, ensuring access to competitive rates. It also includes the associated management and administration of suppliers and service providers operating the heat network, compliance, customer support & financial management.

**Other heat network service costs** - These may include; costs to perform tariff reviews (calculation & application), 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](http://www.insite-energy.co.uk/blog/making-sense-your-bill-breaking-down-heat-charges)