

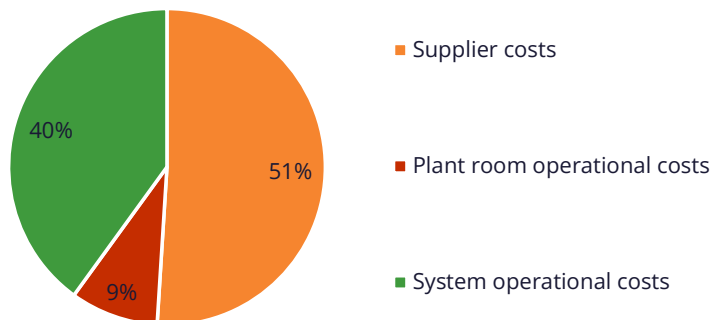
Tariff breakdown for pay-as-you-go residents at High Path

Insite Energy work on behalf of your heat provider, Clarion Housing, 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.

The wholesale energy price cap

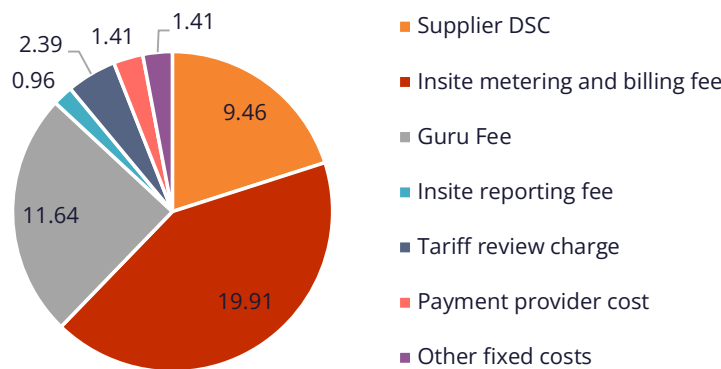
To try and support customers over the past 12 months Clarion Housing have subsidised some of the higher tariffs. Whilst they will not be recovering these costs from their customers, they do need to review the tariffs and ensure they are now recovering all their costs. Clarion do not make any profit from their tariffs and can only recover the costs to run the communal heat network at High Path. Your new heat tariff will increase by 23.09p/kWh from 1st August 2023. To help households and organisations during the energy crisis, the Government announced a wholesale gas price cap to be applied from 31st October 2022 until 31st March 2023 as part of the Energy Bills Relief Scheme (EBRS). Based on the information that Clarion Housing have provided, the EBRS pass-through saving is soon to be calculated and will be applied to your account as a credit, we shall write to you in due course outlining the savings to be passed on.

Your unit charge breakdown 27.00p/kWh (percentage of apportioned costs)



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

Your daily standing charge breakdown 47.18p/day (pence per day)



⚠ 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.

