



Insite Energy Ltd
Studio 4, Stuart House
St John's Street
Peterborough
PE1 5DD

31st October 2025

Open letter to Insite Energy residents – response to experience survey 2025

Hello,

I'd like to start by thanking everyone who took the time to respond to our first Insite resident experience survey back in April 2025. Your feedback has given us a clear picture of where we're getting things right, and where we need to make improvements. We received a large number of responses and carefully reviewed and analysed each one.

As Customer Experience Director, ensuring you get the best possible service is my top priority. This is why I wanted to personally update you on the key topics raised, point you towards solutions already in place, and share improvements we're making in response to your feedback.

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Customer service

Thank you to those who shared their experiences with our customer service team. Many of you told us that when you reached our team, the support was friendly and helpful, and that issues were often resolved quickly. That's exactly the standard we aim for, and it's always encouraging to hear.

We also understand that this hasn't been everyone's experience. Some residents told us they've faced long response times or difficulty getting through, particularly by phone or email. We know how stressful this can be when it affects your heating or hot water, and we've been working hard to make it easier for you to reach us and stay informed.



We've recently introduced **WhatsApp** – a new way of getting in touch to give you greater flexibility. Our team aim to reply within 24-hours. This new contact method sits alongside our existing phonelines, LiveChat and webforms, so you can choose the option that works best for you. As a reminder, you can reach us via:

- **Email** by submitting a webform at insite-energy.co.uk/home/contact. Please select the form most relevant to your query to ensure it goes to the right team for a speedier response.
- **WhatsApp** - send us a message at 0333 344 3903.
- **LiveChat** via our website insite-energy.co.uk or the 'Need help?' page on '**my insite**'.
- **Telephone** - enter your postcode or development name to find your dedicated scheme-specific phone number on our 'Your home' page (insite-energy.co.uk/development-search).

Our customer service team are available Monday to Friday, 9am–8:30pm, and Saturday, 9am–5:30pm (we are closed Sundays and bank holidays).

Website improvements and global notices

Our website (insite-energy.co.uk) is often the first-place residents go for help, so it needs to work seamlessly. We've listened carefully to what could be improved, with 25% of you saying that you've struggled to find information and so this quarter we are rolling out a **brand-new Insite Energy website** that's modern, intuitive, and easy to navigate.



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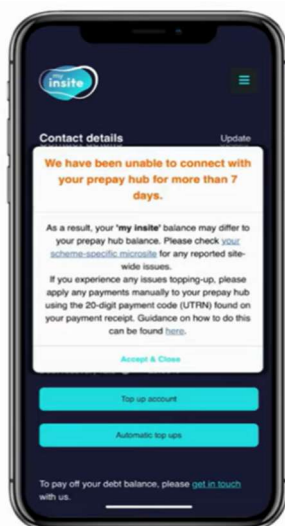
The new site will include streamlined navigation, easier login access to the customer portal '**my insite**', my.insite-energy.co.uk, and better signposting to FAQs such as topping up, submitting a meter read, and moving home.

It's great to hear that 75% of you are happy with '**my insite**' with no suggestions of improvements. For those that did provide suggestions, we wanted to respond to some of these.

We've enabled outage notifications on '**my insite**'. These messages let you know about planned system maintenance or unplanned service interruptions that may affect you, helping you stay informed in real time without needing to contact us. As such, we recommend looking here for the latest updates. For a reminder of everything you can do from within '**my insite**' take a look here: insite-energy.co.uk/home/how-does-my-insite-work.



Topping up



Many residents told us that topping up or making payments through '**my insite**' works well for them, but we also heard from others who had experienced delays between making a payment and seeing it reflected in their balance. We will continue to investigate the potential cause of these.

For pay-as-you-go (PAYG) residents, your in-home display (IHD) balance should update within a matter of minutes, and your '**my insite**' after 3-hours. However, if your PAYG Hub is out of communication with our system, your top-up might not apply automatically. In this instance, you may need to manually apply your top-up to your Hub. Instructions on how to do this can be found [here](#). We'll also let you know if we haven't been able to read your meter in

the last 7 days through '**my insite**'.

To help prevent you from running out of credit unexpectedly, '**my insite**' offers automatic top-ups. Which act as a PAYG alternative to Direct Debits. There are two types to choose from:

- **Balance-based auto top-ups**, which automatically add credit when your balance drops below a set amount (for example, £5).



- **Date-based auto top-ups**, which let you choose a specific date each month to top-up by a set amount. These are ideal if you prefer to manage payments alongside your other bills.

Help on setting up either option can be found in our [step-by-step video guide](#) and on page 6 of our [PDF how-to guide](#). Please note, automatic top-ups may be impacted by your meter being out of communication. You will receive a failure notification if there are any issues.

Alternatively, for our credit billed residents, you can set up a variable or payment plan Direct Debit from within '**my insite**'. We're also currently looking into enabling a 'saved card' functionality to simplify the process for you.

Finally, all residents can also view their full payment history on '**my insite**' by clicking on 'My payment history' on the homepage. This shows all your transactions in chronological order, including the amount, date, and payment method used.

Mobile 'native' app requests



'**my insite**' was designed as a web-app rather than a 'native' app, and this is for good reason. Operating a web-app keeps overall costs down for residents since it means we don't need to maintain separate iOS and Android versions. It also makes updates seamless as any improvements we make appear instantly without you needing to download a new version.

That said, we know convenience matters. You can already make '**my insite**' behave just like an app by **saving it as an icon on your phone's home screen**. This way, you'll be able to open it with a single tap, just like any other app, and stay logged in more easily. Whether you're using an Apple iOS or Android device, we've shared some simple steps to set this up in our [how-to video at timestamp 15:31](#) as well as below for your convenience.

For Apple/iOS devices	For Android devices
1. Type my.insite-energy.co.uk into Safari and tap the share arrow. 2. This will open a menu. Click on the 'Add to home screen' button. 3. Follow the instructions on the screen and click 'Add'.	1. Type my.insite-energy.co.uk into Google and tap on the three dots in the upper-right corner. 2. This will open a menu. Click on the 'Add to Home screen' or 'Install' option. 3. Follow the instructions on the screen and click 'Add'.



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An app icon for my.insite-energy.co.uk should now appear on your phone home screen.

An app icon for my.insite-energy.co.uk should now appear on your phone home screen.

While '**my insite**' won't be making an appearance in the App Store or Google Play, we are committed to making it feels just as easy and intuitive to use on your phone. For instance, when using Safari, **you can save your password using Face ID for an easier log-in.** Instructions on how to do this can be found [here](#).

Your tariff

It's important to explain that Insite Energy are not responsible for setting your tariff. Your unit rate and daily standing charge are determined by your heat supplier, and these apply to all residents on your heat network. What we can do is make sure you have the information needed to understand them.

Whenever your tariff changes, you'll receive a notification letter that explains the reasons for the increase or decrease. We also provide tariff breakdowns which show exactly what has gone into the calculation of your energy tariff. **You can find the current tariff breakdown for your scheme by entering your postcode or development name in the [search bar on our home page](#).**

For those who want to explore this topic in more detail, our blog post '[How is my energy bill calculated? – A breakdown of heat network tariffs](#)' sets out the different elements that make up your tariff and why.

While we cannot change tariffs ourselves, we can and will keep working to make sure they are transparent and clearly explained.

Heat networks & knowing who to contact

77% of you said you felt confident knowing what to reach out to Insite Energy for. But we also understand that in some cases, when an issue occurs, it's not always clear who to contact. To provide some clarity, we've published a simple overview on our **[About us](#) page, which sets out the role we play compared to your heat supplier or landlord.** To keep it simple:

- '**my insite**' is the online platform you use to manage your heating & hot water account,
- Insite Energy provides customer service and billing support,



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- Your heat supplier or building manager remains responsible for the wider heat network equipment itself.



In some cases, we may also be responsible for the maintenance in your building, whether that be in the plant room or your home. To find out, please head to your [scheme-specific microsite](#) to know who to contact.

48% of you shared that you didn't know when your HIU had last been serviced. It's common practise to service HIUs every 1-2 years, so if this hasn't happened for your home, we recommend reaching out to your heat

supplier to get this booked in. If you know you do not have a maintenance provider for your scheme responsible for servicing your HIU, we can do this for you. Simply submit a request [here](#) and we'll see if we can help: insite-energy.co.uk/home/contact/hiu-support-request.

We also saw from your feedback that there's a mixed level of understanding about how heat networks work. So, we're working hard to develop new educational materials to help explain how they operate and what this means for you as a resident. Keep an eye out for our quarterly newsletters for updates and helpful videos and guides. You can also catch up on the most recent editions [here](#).

Energy usage insights

Feedback from the survey also showed that you would like greater visibility of your energy consumption, for example, breakdowns of how much energy you're using, how this changes over time, and how it relates to your bills. We completely understand why this would be helpful.

While '**my insite**' doesn't currently display live usage data, particularly over a 24-hour period. PAYG residents can use their IHDs for graphic sight of their energy consumption and we do provide this information in other ways. Each year, you'll receive an **annual account statement**, which includes a summary of your energy use and costs over the previous 12 months.

Whenever your tariff changes, your **notification letter** also includes a forecast of annual spend based on average consumption at your scheme, designed to give you a clearer idea of what your costs might





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look like over the year. Together, these documents are designed to help you better understand your energy usage and what affects your bills.

We know that saving money on your bills is also important, so we've shared [expected consumption levels](#) and [ways to reduce your energy bills](#) on our website. We've also recently published a new '**Resident guide to heating & hot water**', which includes practical advice on how to get the best out of your heating system while keeping costs down. You can read it [here](#).

In conclusion

We hope this letter has provided clarity on the functionality already available within '[my insite](#)' and visibility of where we've already made improvements based on your feedback. Your input directly shapes how we improve the service we provide. Thank you again for taking the time to share your views.

Yours sincerely,

Ellie Blacklock

Customer Experience Director