

Understanding your bill

Your bill contains various information to show you what you have consumed, what your charges are, and how you can make payments. We've broken down all the key components of your bill below.

Front page

insite energy

Miss Anne Other
Flat 1 Blank Apartments
Somewhere Road
London
T01 1W0T

Your Energy Bill

Summary

Previous balance	=	£	65.86
Payments received with thanks	-	£	60.00
Outstanding balance	=	£	5.86

New Charges

Heating & Hot Water	£	44.71
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Current Balance £ 50.57

Your Daily Usage compared to Last Year

Heating & Hot Water (kWh)

Year	Usage (kWh)
Last Year	~450
This Year	~450

Customer Helpline: 0345 873 9600

Customer Account Number 90012345
Bill Number 15151515
Bill Period 01 Apr 2022 - 15 May 2022
Bill Date 19 May 2022
VAT Number 991 3898 60

Understanding your consumption data
The data shown is calculated using your average daily consumption over the two selected periods. The usage values shown may differ from those seen on your original bill. This may be due to: ad hoc bills issued covering billing periods of differing lengths, bill revisions, use of estimate meter reads. For more information please contact our Customer Service team.

Ways To Pay
You can pay your bill online at: www.insite-energy.co.uk/pay-bill

Direct Debit
To set up a Direct Debit, or to make a single payment over the phone, call us on 0345 873 1066

Bank Transfer
To make a payment via bank transfer please use the following details:
Insite Energy Ltd Client A/C
Sort Code: 23-84-82 Account Number: 04990266
Please include your customer account number as the reference on all payments made via bank transfer.

Post Office
To make a payment at the Post Office, take this invoice to the Post Office and ask to scan the barcode on the last page

Questions about your bill?
Should you have any questions or concerns relating to your bill, you can contact us on any of the below details:
Email: customerservice@insite-energy.co.uk
Online: www.insite-energy.co.uk
Post: **Insite Energy Studio 4 Stuart House St John's Street Peterborough PE1 5DD**
Phone: 0345 873 1066 Mon-Fri, 9am-8:30pm & Sat, 9am-5:30pm (excluding Bank Holidays)

Insite Energy is the nominated billing agent acting on behalf of Wandle Housing Association, Reg no -, Minerva House, Montague Close, LONDON, SE1 9BB

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

A. Customer Helpline

The contact number specifically for your scheme.

B. Customer Account Number

Your account number.

C. Bill Date

Date the bill was issued

D. Previous balance

This shows your balance brought forward from the previous month.

E. Payments received with thanks

This shows the payments that we received from you by the date your new bill was issued. If you made a payment after this bill was produced, it will not show as a payment received. It will however be shown on the next bill.

F. Outstanding balance

This shows you what is still owed from previous bills that you have not yet paid. As this amount still needs to be paid, it is added to the total owed – shown as 'Current Balance' at the bottom of the bill.

G. New charges

This section shows the charges for the month being billed. It is a summary of the charges shown on the back page of the bill.

H. Current balance

This is the total amount to be paid. It includes any balance brought forward plus the total of your new charges for the month being billed.


I. If you have chosen to set-up Direct Debit

The date on this section indicates when your Direct Debit will be collected if set-up.

J. Questions about your bill?

Our contact details.

Back page



Customer Helpline: 0345 873 9600

L Miss Anne Other, Flat 1 Blank Apartments, Somewhere Road, London, TO1 1WOT

M Heating & Hot Water Charges for period 01 Apr 2022 - 15 May 2022


Meter Serial	Start Read	Start Read Date	End Read	End Read Date	Units Used
60196019	15631 A	31/03/2022	16,081 A	15/05/2022	450 kWh

A = Actual Read C = Customer Read D = Deemed Read E = Estimated Read

Charges

Cost of Heating & Hot Water	Units Used	Pounds per unit		
Heating & Hot Water Energy Charge	450 Kilowatt Hours	0.057700	£	25.97
Heating & Hot Water Standing Charge	45 Days	0.415400	£	18.69
VAT			£	0.05
Total charges for Heating & Hot Water			£	44.71

To make a payment at the Post Office, please ask the Post Office to scan the barcode below



9826172710190012345

Direct Debit & Payment Plans

If you have a Direct Debit set up, we will attempt to collect the amount on your bill from your bank each month automatically. If a Direct Debit collection is returned unpaid, an administration fee will be applied to your next bill.

We do offer Payment Plan solutions, allowing residents to clear their debt over a set period of time through monthly payments. Please contact us to discuss the options available to you.

Alternatively, you can also set up a Standing Order. Please visit our website, www.insite-energy.co.uk for advice on how to do this.

Bills based on estimate reads

Estimate reads will be used where we have been unable to read your meter. If you would like a bill based on actual consumption, you can provide a read to us and we will reissue your bill.

To submit a meter read, use our webform at www.insite-energy.co.uk/submit-reading, or contact us using our details found on the front page of the bill.

How To Reduce Your Bill

For more information you can visit:
www.energysavingtrust.org.uk
www.simpleenergyadvice.org.uk

Or check out the practical advice on our website:
www.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 Step Change's website at: www.stepchange.org

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

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

K. Bill Period

This is the period of time your bill covers.

L. If billed for multiple utilities, each utility will have a separate section on your bill

M. Your utility charges

This section shows you what you have consumed per utility and the resultant costs in line with your tariffs. It shows you the period that is being billed (usually for a calendar month) and your meter serial number. Your meter read will usually be annotated with an 'A' to illustrate that it is an actual remote reading taken from your meter and is therefore an accurate record of what you have consumed. If we have had to estimate your bill, this will be denoted by an 'E'.

N. Energy charge

This is the cost of the energy you have consumed based on the unit charge set by your energy provider. This unit charge includes any associated loss of energy between the supply point and your home.

$$\text{Total energy charge} = \text{units used (kWh)} \times \text{charge per unit (£)}$$

O. Standing charge

This is the daily standing charge passed on by your energy provider for the provision of energy to the central plant room that supplies energy to your home. It also includes any associated costs attributing to the provision of heat to your home and administration charges related to service.

$$\text{Total standing charge} = \text{days in the billing period} \times \text{daily standing charge}$$

P. Total charges

This is the total owed by you for the billed period including VAT. This amount is shown on the front page as 'New Charges'.

Q. Your barcode for Payzone or Post Office payments