

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

Miss Anne Other
Flat 1 Blank Apartments
Somewhere Road
LONDON
TO1 1WOT

Customer Helpline: 0345 873 1067 **A**

Account Number: 12345678 **B**
Bill Number: 1553483 **C**
Bill Period: 01 - 30 Jun 2024
Bill Date: 05 Jul 2024
VAT Number: 111 2222 33

Your Energy Bill

Summary

D Previous balance	=	£	51.23 (in debit)
E Payments received with thanks	-	£	71.23
F Outstanding balance	=	£	20.00 (in credit)

New Charges

G Heating & Hot Water	£	33.38
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H **Current Balance** £ 13.88 (in debit)

Your Daily Usage compared to Last Year

Heating & Hot Water (kWh)

Year	Usage (kWh)
Last Year	~350
This Year	~330

I If you have chosen to pay by Direct Debit

Please keep this bill for your reference only. Your payment will automatically be taken on or just after 03 Feb 2021.

Our payment terms are 14 days from the bill date; payments made after 14 days may not appear on your next invoice and you may receive a payment reminder.

Ways To Pay

- my insite**: You can pay your bill online by setting up a 'my insite' account on my.insite-energy.co.uk
- DIRECT Debit**: You can set up a variable Direct Debit or payment plan through 'my insite'.
- BANK TRANSFER**: To make a payment via bank transfer or standing order please use the following details:
Insite Energy Ltd
Sort Code: 30-84-84 Account Number: 28037660
Please include your account number as the reference on all payments made via bank transfer.
- POST OFFICE**: To make a payment at the Post Office, take this bill to the Post Office and ask to scan the barcode on the last page

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.

Questions about your bill? **J**

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

Phone: 0345 873 1067
Mon-Fri: 9am-8:30pm & Sat: 9am-5:30pm
(excluding Bank Holidays)

Insite Energy is the nominated billing agent acting on behalf of Five Housing Association, Reg no. 5555555

Insite Energy Ltd, 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.

+ This is an interactive page

Click on the orange circles to highlight the explanation. To remove the highlight, click on the blue circle.

Back page



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L Miss Anne Other, Flat 1 Blank Apartment, Somewhere Road, LONDON, TO1 1WOT

M Heating & Hot Water Charges for period 01 - 30 Jun 2024 for Supply 102047

Serial	Start Read	Start Read Date	End Read	End Read Date	Units Used
7736321	22194.8 A	31/05/2025	22534.8 A	30/06/2024	340 kWh

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

Charges

	Units Used	Pence per unit		
N Cost of Heating & Hot Water	340 Kilowatt	0.054400	£	18.50
O Heating & Hot Water Energy Charge	Hours	0.391200	£	13.30
Standing Charge	34 Days			
P VAT			£	1.58
Total charges for Heating & Hot Water			£	33.38

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



9826172710142712309

Direct Debit & Payment Plans

You can set up a variable Direct Debit or payment plan through 'my insite'. 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, please log into my.insite-energy.co.uk, and click 'Submit meter reading' from the burger menu.

How To Reduce Your Bill

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

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

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