



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

Residents in vulnerable situations policy

At Insite Energy, our aim is to offer our residents the best service we can. If you are elderly, disabled or require any extra help we have services available to you.

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Our obligations

Insite Energy maintain a Priority Services Register (PSR) for every development, ensuring all information is reviewed and updated on a periodic basis. We may also be advised by your heat supplier that you are vulnerable. This information is used to tailor the services provided to residents. Further information of the additional support available to residents is available on request.

Who can sign up for the Priority Services Register?

If you are living with certain health difficulties, access needs, disability, or find yourself living in challenging circumstances, our Priority Services Register may be able to help you.

You can register if you:

- Are of pensionable age,
- Have a disability, or rely on medical equipment in your home,
- Have a long-term illness,
- Suffer from a mental illness or disability,
- Families with children aged 5 or under (less than 6 years old),
- Visually or hearing impaired,
- Are financially vulnerable or on a low income,
- Have gone through a recent bereavement

Please note you may be asked to provide proof of your vulnerability to be registered.



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What additional support could I receive?

Additional support provided may include:

- Receiving additional support to assist you in identifying the correct company to speak to regarding a query.
- Heat bill nominee for supported account management,
- The reading of your energy meter if you or a nominee are unable to do so (please note this request will be passed on to your heat supplier for approval).
- Provision of a pay-as-you-go meter upon request (please note this request will be passed on to your heat supplier for approval).
- Communications in a requested accessible format (as is reasonably practical)
- Password protection on appointments,

In accordance with Heat Trust Scheme Rules, the following are considered as situations that may give rise to vulnerability:

- Age
- Physical or Mental Health
- Disability
- Visually or hearing impaired
- Low Income

Other circumstances such as bereavement and financial instability may give rise to vulnerability and will be taken into consideration on a case-by-case basis. If you are vulnerable and cannot read your meter, please contact your heat supplier or managing agent who may be able to provide further support.

How and where to register

If you feel you need access to these services, please get in touch with us so we can add you to our Priority Services Register. You can do so in the following ways:

- **By webform** – complete our [PSR webform](#)
- **WhatsApp** - send us a message at 0333 344 3903.
- **LiveChat** via our website www.insite-energy.co.uk or the 'Need help?' page on '**my insite**'
- **By telephone** – find your dedicated scheme-specific phone number on our 'Your home' page (www.insite-energy.co.uk/development-search) and enter your postcode or development name.
Your call may be recorded and monitored for quality assurance and company purposes. Mobile and other providers charges may vary.
- **In writing** – write to us at the following address:
Insite Energy, Studio 4, Stuart House, St. John's Street, Peterborough, PE1 5DD.



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Our customer service team are available weekdays 9am-8:30pm, and Saturdays 9am-5:30pm. We are closed on Sundays and bank holidays.

Getting independent advice

If you're struggling to financially manage your account and wish to get independent advice from a local advice agency, please see below. Advice agencies have extensive experience of dealing with a range of debt problems and will be able to advise you on your rights and the benefits you're entitled to.

Independent advice	Website	Telephone
StepChange Debt Charity	www.stepchange.org	0800 138 1111
Citizens Advice (England & Wales)	www.citizensadvice.org.uk	0800 144 8848
Community Legal Advice	www.communitylegaladvice.org.uk	0845 345 4345
National Debt Line	www.nationaldebtline.org	0808 808 4000
Citizens Advice Scotland	www.cas.org.uk/	0800 028 1456
Advice Direct Scotland	www.energyadvice.scot	0808 196 8660

Your local council may also be able to tell you how to get advice: www.gov.uk/find-local-council.