

1st November 2023: Tariff breakdown for pay-as-you-go residents at Stratford Plaza

Insite Energy work on behalf of your heat provider, Unex Group Holdings Limited, 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.

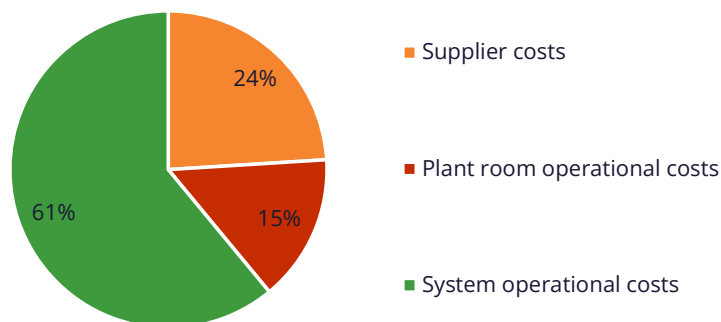
The wholesale energy price cap

Your unit charge and daily standing charge will soon change to reflect the new utility supply costs which have been procured by your heat provider Unex Group Holdings Limited. To ensure that Unex Group Holdings Limited continues to recover the actual costs of operating your heat network, your heat tariff will decrease by 15.33p/kWh from 1st November 2023.

The Government Energy Bill Relief Scheme (EBRS) has been replaced by the Energy Bill Discount Scheme (EBDS), and is in place from 1st April 2023 until 31st March 2024. Under this scheme, support is only provided if the wholesale gas price is above 10.7p/kWh. Unex Group Holdings Limited has secured a gas contract below this price. As a result, the contracted retail gas costs at Stratford Plaza will not receive a discount as part of the EBDS at this point in time.

Your unit charge breakdown (percentage of apportioned costs)

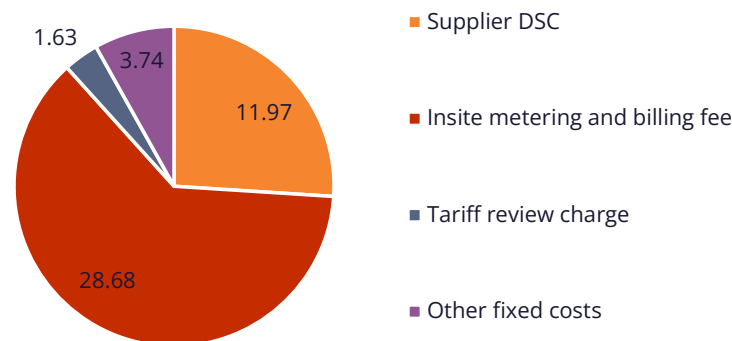
0.1731p/kWh



The average operational costs for a heat network equates to 56% of the unit charge breakdown. Your heat network only sits slightly higher than this.

Your daily standing charge breakdown (pence per day)

0.4602p/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.

