

Insite Energy work on behalf of your heat provider, Strangford Management, 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.

## Your heating & hot water tariff

Your unit rate and daily standing charge have been updated in accordance with the incoming utility supply costs recently procured by your heat supplier. This is to ensure that your heat supplier continues to recover the actual costs of operating your heat network.

The rates applied by your heat supplier are solely determined to recover all the costs incurred through operating a heat network, and no profit is made from the operation of the heat network.

Your new rates will take effect on 18th March. A further tariff review will be carried out in six months' time, at which point we will contact you again if the review results in any change.

## Standard components of your heat tariff

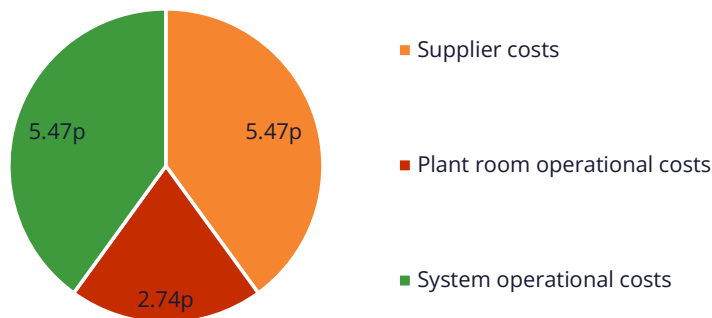
Your **unit charge** covers the bulk cost of the energy generated in the communal plant room. It also includes any associated heat losses between the supply point and your home. Your energy consumption is measured via the heat meter installed in your home, so you only pay for what you have used. You 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.

## Your unit charge breakdown

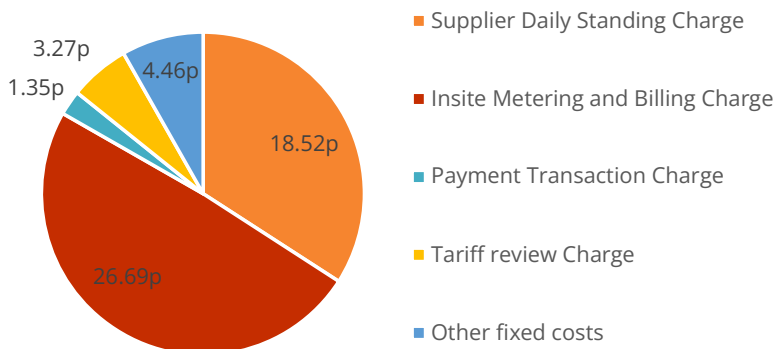
13.68 p/kwh



The average operational costs for a heat network equates to 56% of the unit charge breakdown.

## Your daily standing charge breakdown

57.21 p/day



**⚠ Please note, your heat supplier does not profit from the operation of your heat network**

