

Our Change of Residency (COR) administration fee policy

When a resident moves into a property connected to your heat network, their metering & billing account needs to be updated. This process is called a change of residency (COR), previously referred to as change of tenancy or COT.

What is the COR fee and how much is it?

The COR administration fee is **£37.44 excl. VAT per change**. It covers the cost of updating metering & billing records, including:

- Creating their account in our secure customer relationship management (CRM) platform.
- Configuring third-party platforms for billing, payments, and account management.
- Issuing welcome communications and updating compliance records.

How will the COR fee be processed?

All chargeable CORs will be invoiced to you, the heat supplier, as part of your monthly billing. If you'd like to recover this cost from residents, you can instruct us during onboarding. When residents top up, this makes the COR cost neutral for you.

Here's how the fee appears for residents if you choose to recover this:

- **Credit billing:** The resident will see this charge displayed on their first bill and in their payment history on '[my insite](#)'.
- **Guru pay-as-you-go (PAYG):** The charge will be added as a separate debt balance on their Guru Hub, to be recovered as a percentage of future payments. Residents can pay this in full by contacting our Customer Services team. They will also see this in their payment history on '[my insite](#)'.
- **KURVE PAYG:** The charge will be added as a separate debt balance on the KURVE web-app, to be recovered as a percentage of future payments. Residents can pay this in full by contacting our Customer Service team. They will also see this in their payment history on [KURVE](#).
- **Secure PAYG:** The charge will be added to their account balance, to be recovered as a percentage of future payments. Residents can pay this in full by contacting our Customer Service team. They will also see this in their payment history on '[my insite](#)'.

How can I find out more?

If you have any questions, you can get in touch with us via any of the following ways:

- **Account Manager** – find their contact details in the Onboarding handover email
- **Webform** – insite-energy.co.uk/businesses/contact-us/
- **In writing** – write to us at the following address:
Insite Energy, Studio 4, Stuart House, St. John's Street, Peterborough, PE1 5DD

Our Client Services team is available weekdays 9am-5:30pm. We are closed on weekends and bank holidays.

