

Our 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.

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 we provide to our residents, on behalf of your heat supplier. More information of the additional support available can be given on request.

Who can sign up to the Priority Services Register?

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

The Ofgem Heat Network (Market Framework) (Great Britain) Regulations 2025 define a vulnerable situation where the personal circumstances and characteristics of a person create a situation where they are:

- a) significantly less able than a typical person to protect or represent their interests; and/or
- b) significantly more likely than a typical person to suffer detriment or that detriment is likely to be more substantial.

While the definition of a vulnerable customer is intentionally broad, typically you can register if you:

- Are of or over the age of 75,
- Have a physical disability,
- Have a long-term or chronic illness, or are reliant on medical equipment in your home,
- Suffer from a mental illness or disability, such as dementia,
- Have a child under the age of 2 or 5 living in the property,
- Are visually or hearing impaired,
- Are a low-income household or experiencing severe financial insecurity,
- Have experienced a close bereavement within the last 6-months.

For instructions on how to register, please head to page 3 of this policy.

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

What additional support could I receive?

Depending on the nature of your vulnerability, you may be eligible to receive the following additional services. More information on these can be given on request.

Additional support	What this means
Signposting you to find the help you need	Receiving additional support to assist you in identifying the correct company to speak to regarding a query. Whether this is directing your query to the relevant internal department, advising you to go direct to your heat supplier, or pointing you to external independent advice bodies, we can help.
Authorised contact for supported account management	Also referred to as a bill nominee. If you'd like a property manager, family member or carer to support you with managing your account, you can set them up as an authorised contact. This means we can speak to them about your account if you ever need help managing things.
Support reading your meter if you or a nominee cannot do so	If you are vulnerable and cannot read your meter, nor have an appropriate representative to do this for you, we recommend contacting your heat supplier, building maintenance team, or managing agent who may be able to provide further support.
Installation of a pay-as-you-go (PAYG) meter	If you'd prefer to manage your utility account via a PAYG meter rather than monthly credit bills, this may be possible depending on the technical and financial feasibility of installing such equipment in your home. As such, this request will be passed onto your heat supplier for consideration. If this is not possible, alternative financial support will be offered.
Communications in an accessible format	This could be receiving communications via post vs. email or asking us to speak slower when talking with you on the phone. We will endeavour to support you as is reasonably practical.
'Safe word' protected engineer appointments for extra security	Where an engineer needs to attend your property, you can request a password-protected appointment. This means that ahead of attendance, a 'safe word' will be agreed between yourself and us to allow you to verify the identity of the attending engineer. All our engineers are uniformed and carry photo ID which can be shown on request.
Financial support & advice	We understand that managing your energy costs can sometimes be challenging. If you're worried about your payments or need extra support, please get in touch and we will do our best to help. This could be in the form of helping you set up a payment plan or providing contact details for independent advice bodies and charities. Read our financial support and guidance help sheet for further advice.

Getting independent advice

If you're struggling to financially manage your account and wish to get independent advice from an 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 body	Website	Telephone
StepChange Debt Charity	stepchange.org	0800 138 1111
Citizens Advice (England & Wales)	citizensadvice.org.uk	0800 144 8848
Community Legal Advice	communitylegaladvice.org.uk	0845 345 4345
National Debt Line	nationaldebtline.org	0808 808 4000
Citizens Advice Scotland	cas.org.uk	0800 028 1456
Advice Direct Scotland	energyadvice.scot	0808 196 8660

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

How to register

If you feel you need access to any of these additional 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](https://www.whatsapp.com/channel/0029va83333443903).
- **LiveChat** via our website insite-energy.co.uk or the 'Need help?' page on '**my insite**'
- **By telephone** – find your dedicated scheme-specific phone number on our 'Find your home' page (insite-energy.co.uk/residents/directory) 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.

Our Customer Service team are available weekdays 8am-7pm, and Saturdays 8am-4pm. We are closed on Sundays and bank holidays.