

# Tariff breakdown

## 9 Millbank

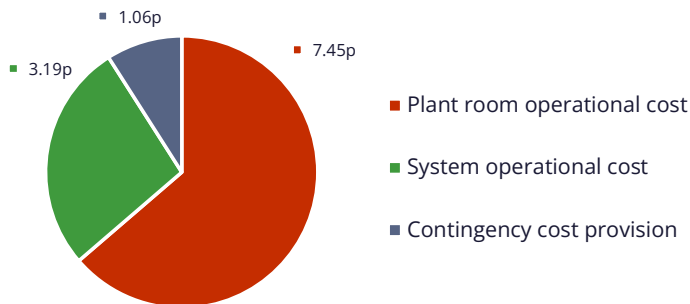
Effective from: 01/01/2026

Insite Energy work on behalf of your heat supplier, SHE Manager Ltd & SHE Nominee Ltd, to provide metering & billing services to you.

Below is an explanation of your heating & hot water tariff calculations. These solely cover operational costs, and your heat supplier makes no profit from this.

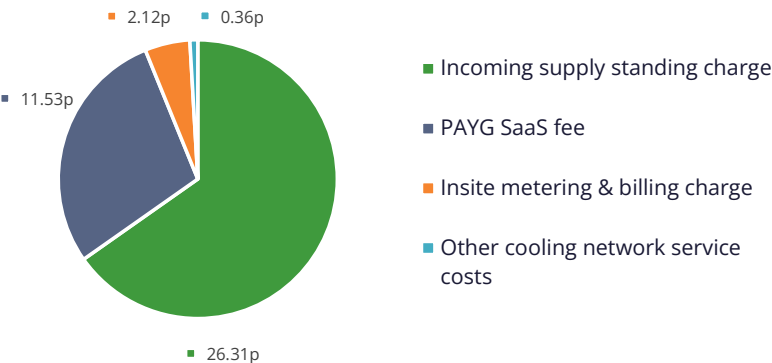
For more information on why your tariff has been reviewed, please refer to the tariff change notification letter sent to you.

Your unit rate breakdown11.70 p/kWh



The average cost of operating efficiency for cooling networks equates to 56% of the unit charge breakdown.

Your daily standing charge breakdown40.31 p/day



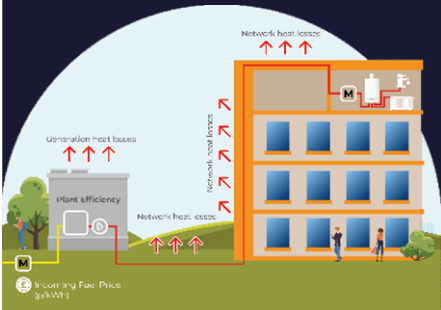
⚠ Please note, your cooling supplier does not profit from the operation of your cooling network

### Standard components of your cooling tariff

Your **unit rate** covers the cost of the energy generated in the communal plant room. It also includes any associated energy losses between the plant room and your home. Your energy consumption is measured via the 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 cooling supplier, which covers the cost of operating the cooling 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 cooling supplier, the costs associated with running and maintaining the cooling network will either be included within your building service charge or your cooling daily standing charge.



# Glossary

To help you understand the different elements that go into your tariff, we've put the below glossary together for you.

## Unit rate glossary

**Plant room operational cost** - The cost of converting the incoming fuel supply (e.g. electricity) into cooling energy. The conversion process, such as powering chillers to produce cooling, cannot be 100% efficient. The efficiency of this process increases the cost of the incoming fuel to reflect the actual cost of cooling energy produced.

**Contingency cost provision** - Contingency cost provisions are necessary to cover any unforeseen operational costs which cannot be accurately predicted. Such costs may include unexpected fluctuations in efficiency based on seasonality or demand, and other unforeseen operational costs which may include unrecoverable cooling charges. They are necessary to ensure the cost of operating the cooling network is met, and a reliable cooling supply is maintained for all residents.

**System operational cost** - The cost of any cooling energy lost through the pipework across the network. Cooling energy loss during distribution is unavoidable and increases the cost of energy produced in the plant room. We calculate cooling losses across the network by comparing the cooling energy leaving the plant room to the energy consumed within the network's properties. If this data is unavailable, a standard efficiency calculation of 70% is used.

## Daily standing charge glossary

**Incoming supply standing charge** - The daily standing charge your cooling supplier pays on the incoming fuel supply contract to cover the fixed costs of delivering gas or electricity into the plant room. This is then used to generate the cooling energy for your home and is charged regardless of how much energy is used.

**Insite metering & billing charge** - This may covers: our metering & billing fees, the cost of reading all landlord meters around the network allowing us to monitor system efficiency and cooling losses, costs associated with remotely collecting your meter reads, and transaction fees charged by the payment platform for every payment made.

**PAYG SaaS fee** - The cost of third-party 'software as a service' (SaaS) fees for operating the pay-as-you-go (PAYG) or metering system installed.

**Other cooling network service costs** - These may include; costs to perform tariff reviews, tariff communication costs, monitoring and reporting fees (a licence fee incurred to monitor and present a range of data across the network to support financial and operational management) and compliance reporting.



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