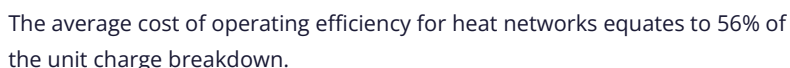


MINI GUIDE

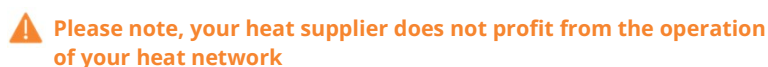
Effective from: 31st March 2026

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

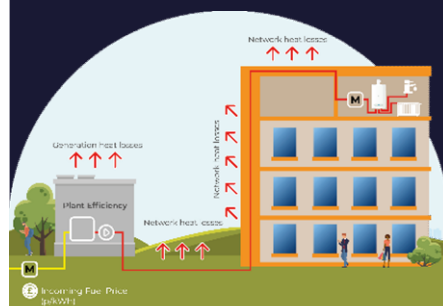
16.56 p/kWh



56.73 p/day



Depending on your heat supplier, the costs associated with running and maintaining the heat network will either be included within your building service charge or your heating & hot water 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 efficiency cost - The cost of converting the incoming fuel supply (e.g. gas) into heat energy. The conversion process, burning fuel to produce heat, cannot be 100% efficient. The efficiency of this process inflates the cost of incoming fuel to the cost of heat 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 heat charges. They are necessary to ensure the cost of operating the heat network is met, and a reliable heat supply is maintained for all residents.

Distribution heat loss cost - The cost of any heat lost through the pipework across the heat network. Heat loss during energy distribution is unavoidable and increases the cost of heat produced in the plant room. We calculate heat losses across the network by comparing the heat energy leaving the plant room to the heat consumed within the network's properties. If this data is unavailable, a standard efficiency calculation of 60% is used.

Daily standing charge glossary

Incoming supply standing charge - The daily standing charge your heat 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 heat energy for your home and is charged regardless of how much energy is used.

Other heat 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.

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



scan to read our blog post or visit

www.insite-energy.co.uk/residents/news-insights/how-is-my-energy-bill-calculated-a-breakdown-of-heat-network-tariffs/