



Our services

Insite Energy work on behalf of heat suppliers to help manage heat networks installed in their buildings. The services we provide depend on our contractual obligations with them. This page explains what we're responsible for in all cases, and what additional services we provide **only** where we are appointed as the ESCo Manager for your scheme.

To find out if we're your ESCo Manager, please visit insite-energy.co.uk/residents/directory.

What we do

- ✓ We collect your meter reads and charge you based on your actual consumption each month.
- ✓ We offer a range of top-up and payment methods, and process all your payments.
- ✓ We provide support for any metering & billing related issues.
- ✓ We process change of residencies and issue final bills.
- ✓ We provide annual account statements.
- ✓ We support your heat supplier in being compliant with heat network regulations
- ✓ We remotely monitor your heat network to ensure continuous connectivity with site is maintained.
- ✓ Where vulnerable, record you on our priority services register (PSR) and offer you additional support services where possible and applicable.
- ✓ We provide online access to your account via our customer portal '**my insite**', where you can make payments, check your balance, view your payment history, and access annual account statements.

What we don't do

- ✗ We don't supply your energy or own the metering equipment in your property, but may support your heat supplier with resolving any issues you experience.
- ✗ We can't change your tariff without instruction from your heat supplier.
- ✗ We can't adjust debt balances or recovery rates without your heat supplier's instruction (PAYG only).
- ✗ If we know how to fix a supply issue for you, we can't visit your property until we receive authorisation from your heat supplier.
- ✗ We can't aid you in matters related to utilities that we do not bill you for.
- ✗ We are unable to register as a Heat Trust member because we are not your heat supplier.
- ✗ We don't control our remote connection with the metering system on site. It is the responsibility of your heat supplier to maintain this so we can receive meter reads and apply payments remotely.



When Insite Energy is also your ESCo Manager

Where we're appointed as the ESCo Manager for your scheme, we take on additional responsibilities. This means we also:

- Provide one point of contact for all heat network queries.
- Procure the incoming bulk fuel and endeavour to obtain the best price on the market.
- Manage the operation and maintenance of plant room equipment to ensure continual heating & hot water supply to all connected properties.
- Continually review the operational costs of the heat network to ensure your tariffs are reflective, fair and accurate.
- Manage and oversee all heat network services.
- Carry out heat network optimisation analysis and any associated works.



About Insite Energy

We work on behalf of heat suppliers to provide metering, billing, and customer support for residents living on heat networks across the UK. Our focus is on delivering accurate billing based on your actual energy use, making sure you only pay for what you use, while providing excellent customer service every step of the way.

We're here to help you understand your account, manage your payments, and access support if you're having difficulty. Visit insite-energy.co.uk/residents/contact-us to speak with our team about how we can help.

