



INTRODUCING YOUR

Secure Pipit 500

Pay-as-you-go system



Metering & billing services for heating & hot water

View and manage your heating & hot water using the Secure Pipit 500 touch screen in-home display.



Welcome

Your home is served by a heat network. Heat networks provide an efficient and environmentally friendly way of delivering energy to buildings. Instead of every home needing its own gas or electric boiler, a central plant room generates energy into heating, hot water, and sometimes cooling, which is then supplied to all connected properties. Your heat network is managed by your heat supplier.

Heat networks explained

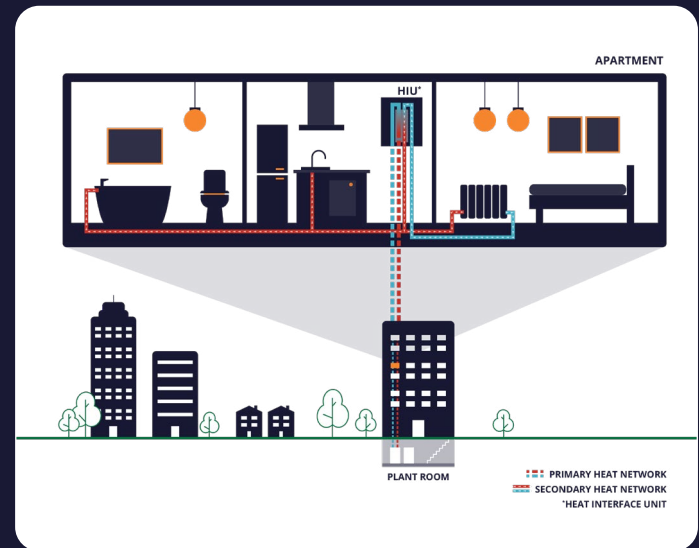
Your heat supplier, or building owner, manages the incoming bulk fuel supply to the central plant room, which is then used to produce heating & hot water via either gas or electric boilers, combined heat and power (CHP) units, air source heat pumps or ground source heat pumps.

From the plant room, hot water is distributed through a network of insulated pipes to a heat interface unit (HIU) installed in each property. This ensures a reliable and efficient supply of heating & hot water, delivered to your home as and when you need it.

Your HIU is connected to room thermostats and programmers, giving you full control over your energy use. A heat meter linked to your HIU measures the amount of heating & hot water you consume, so you only pay for what you use.

Where we provide billing services for cooling, you may also have a cooling interface unit (CIU), delivering cooling services alongside heating & hot water.

Please note, if you're connected to a district heat network then the energy centre may be located outside of your development.



About Insite Energy

Smart metering & billing for heat network residents.

We're proud to serve nearly 40,000 homes across the UK, providing metering & billing services. We work on behalf of heat suppliers and operators to help manage heat networks installed in their buildings.

Our focus is on delivering accurate billing based on your actual energy use. We make sure you only pay for what you use while providing excellent customer service, every step of the way.

Please note that all rates are set by your heat supplier and therefore cannot be changed by Insite Energy unless we are instructed to do so.

To find out who to contact, and when, visit
insite-energy.co.uk/about-us

About your scheme

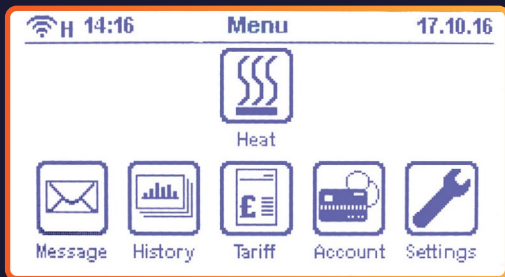
To find out more about your scheme, search for your postcode or development name on our '[Find your home](#)' page.



Using your Secure Pipit 500

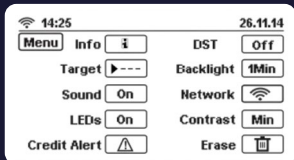
Your Secure Pipit 500 provides you with a reliable and consistent real-time view of energy consumption in your home. When combined with our customer portal, 'my insite', it's easy to take control of your heating & hot water account.

Your Secure Pipit 500 display



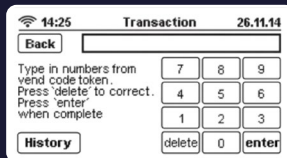
A. Network status and time

B. Current date



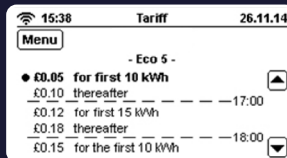
C. Settings

Adjust display settings, alerts, and energy targets here and manage sound, time, data, and view network information.



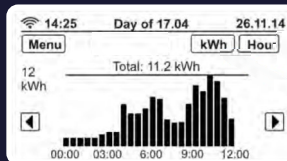
D. Account

See page 15 for information on manual top-ups. Press the 'History' button to view your payment history.



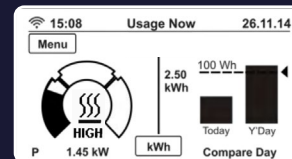
E. Tariff

View your current tariff here. Your daily standing charge will be deducted from your balance at the start of each day.



G. Messages

Press the 'View' button to see each message. The number of unread messages is indicated in the top right-hand corner.



H. Energy usage

This screen displays your kWh usage. This is the actual amount of heat you have consumed.

F. History

View your hourly, daily, weekly and monthly energy consumption pattern graphically along with your daily target threshold.

Secure Pipit 500

Low credit



The image above shows the 'low credit' display screen. When your credit runs low, this message will display reminding you to make a top-up. If you're unable to top-up immediately, you can activate your emergency credit.

To activate your emergency credit press the 'E-Credit' button as illustrated above.

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Emergency credit



When your emergency credit is activated, your display screen will confirm this by displaying 'E-CREDIT ON'. You'll also be able to see how much emergency credit you have remaining. Please note that emergency credit is for emergencies only. If you've activated your emergency credit you must then top-up as your supply will be disconnected once the allowance has been used up.

The amount of emergency credit available to you is determined by your heat supplier.

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Supply off

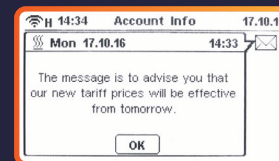


If your emergency credit reaches zero (-£0.00), your smart valve will close and your heating & hot water supply will be disconnected. You'll need to make a top-up to restore your supply.

Please note, you must be in positive credit in order to reactivate your access to heating & hot water.

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Messages from Insite Energy



We may need to send you messages from time to time. If so, the message will be displayed on the screen. Simply click 'OK' to clear the message.

How to create your 'my insite' account

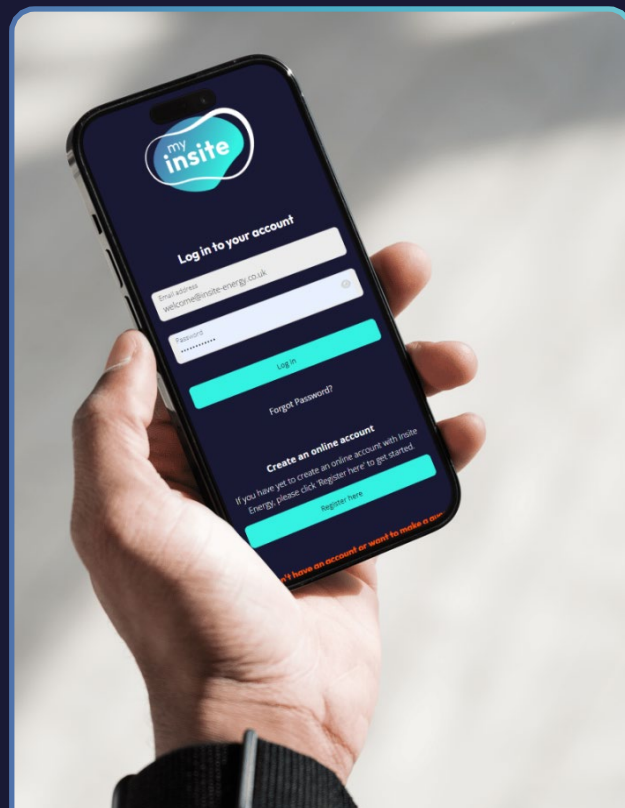
We created our '**my insite**' customer portal in response to feedback from residents like you. It was designed to give you more control and clearer visibility over your energy account with Insite Energy, making it easier to make online top-ups, view your account balance, and access our services, all in one place. You can visit the portal anytime by entering my.insite-energy.co.uk into your browser.

What can I do with a 'my insite' account?

- View your current account balance
- View your debt balance
- Make online top-ups
- Set-up balance-based or date-based automatic top-ups
- View your payment history
- View and download your annual account statements
- Store & manage payment cards
- Get in touch
- View and manage your contact details
- Manage all your utilities in one place

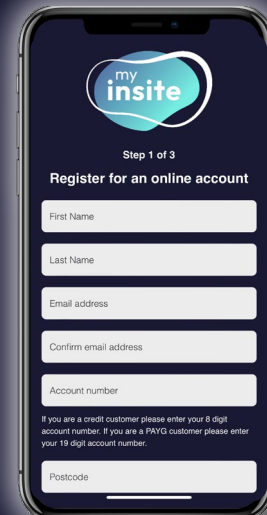
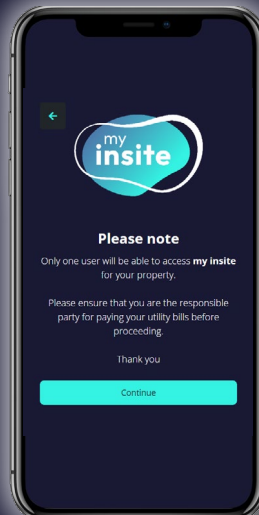
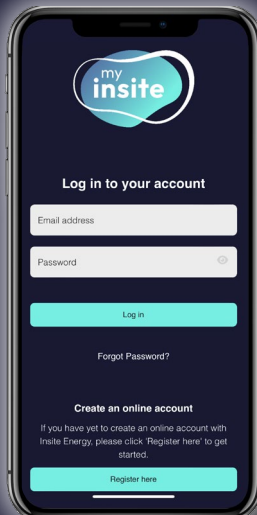


Scan to log into or create
your 'my insite' account



Set-up your 'my insite' account

You can set up a '**my insite**' account to easily manage your energy usage from any internet connected device. Before setting up your account, please make sure you are the responsible party for paying your utility bills. If you have any trouble registering, please contact our customer service team.



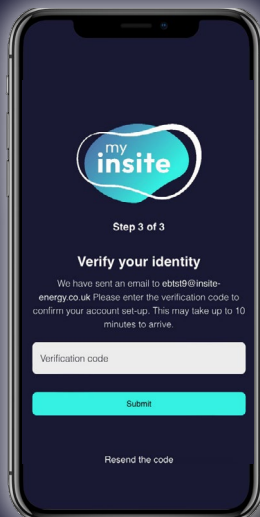
1 Type my.insite-energy.co.uk into your selected browser, and click on 'Register here'.

2 Confirm you understand only one user will be able to access '**my insite**' for your property.

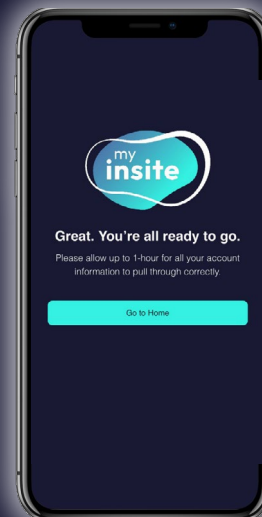
3 Enter your details exactly as they appear in your welcome email.



4 Set up a secure password.



5 Enter the verification code sent to your selected email address.



6 Once you've verified your identity, your 'my insite' account will be set up and ready to go.

To read our how-to guide, visit insite-energy.co.uk/home/how-does-my-insite-work

Your charges explained

While Insite Energy is not responsible for setting the tariff for your scheme, we're here to explain the different elements that contribute to your charges. Your heating & hot water tariff is made up of two elements: a daily standing charge and a unit rate.

Daily standing charge (DSC)

Your DSC is a fixed daily fee that covers the operational costs of running the heat network. This charge ensures the network operates reliably for residents all year round. It typically includes:

- **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 energy for your home and is charged regardless of how much energy is used.
- **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.
- **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 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.

Daily standing charge is deducted from your balance gradually throughout the day.



Unit rate (kWh)

Your unit rate is the cost per kilowatt-hour (kWh) of energy consumed in your home, along with any associated heat losses. The unit rate is typically made up of:

- **Incoming fuel supply cost** - The cost per kilowatt-hour (kWh) of fuel consumed by the equipment in the plant room. This generates the energy used for heating & hot water in your home.
- **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.
- **Plant room efficiency cost** - The cost of converting the incoming fuel supply (e.g. gas) into 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.

Unit rate = energy consumed (kWh) x the charge set by heat supplier (£)

Please note

Insite Energy are unable to change your tariff unless instructed to do so by your heat supplier.

Your tariffs are set and regularly reviewed by your heat supplier to ensure prices remain fair to all residents.

Your heat supplier cannot legally make a profit from your tariff.

We will provide at least 31 days notice if your tariff is increasing, and at least 7 days notice if your tariff is decreasing.

Search for your postcode or development name on our 'Find your home' page to find documents applicable to your scheme.

insite-energy.co.uk/development-search



Topping up

There are multiple ways to top-up your account. With automatic top-ups (auto top-ups), online top-ups, guest top-ups, SMS, payments over the phone, or over the counter, we've made it simple to choose the option that works best for you.

Automatic top-ups via 'my insite'

How to set up an auto top-up

1. Register your account on '[my insite](#)'. Enter your name, email, 19-digit payment account number (PAN)*, and postcode.
2. On the '[my insite](#)' homepage, click 'Automatic top-ups'.
3. Then, decide on the type of automatic top-up that you'd like to set up:

Balance based auto top-ups allow you to set an amount to be taken automatically when your balance falls below a certain level. *e.g. Top up £20.00 when your balance reaches £10.00.*

Date based auto top-ups allow you to choose a fixed amount to be taken from your bank account on a specific date each month. To avoid disconnection, please ensure your top-up covers all of your charges. *e.g. Top up £50.00 on the 1st of each month.*

4. Set up your auto top-up:

For balance based auto top-ups:

Select the balance trigger at which you want a payment to be taken. Then select the payment amount you want taken at this trigger point. Click 'Confirm and continue'.

For date based auto top-ups:

Select the date (between 1st-28th) and the payment amount you want taken on this date each month. Click 'Confirm and continue'.

5. Provide your payment card details or select a pre-authorised card.
6. Review the details you have entered. If correct, click the 'Confirm' button to set up your auto top-up.

Our system will check on a daily basis if your selected trigger has been hit.

How to cancel an auto top-up

1. On the '[my insite](#)' homepage, click 'Automatic top-ups'.
2. Then, click on the bin icon () next to the auto top-up you'd like to cancel.
3. Press 'ok' to confirm the deletion.

**Your 19-digit PAN can be found in your welcome email, on '[my insite](#)', and on your PayPoint and email receipts.*

Online via 'my insite'

1. Register your account on '[my insite](#)'. Enter your name, email address, 19-digit PAN*, and postcode.
2. On the '[my insite](#)' homepage, click the 'Top-up account' button.
3. Enter your preferred top-up amount, between £5 and £300, and press 'Continue'.
4. Next, provide your bank details or select a saved card.
5. Then, review the details you've entered. If correct, click the 'Confirm and pay' button to make your payment.

SMS/Text message

1. Register your account on '[my insite](#)' using your name, email address, 19-digit PAN*, and postcode. Don't forget to also register your mobile number, so it is linked to your account, and a payment card is stored.
2. Text **07378 961941** in the following format:
"PAY [19-digit PAN] [top-up amount] [CVV]"
e.g. to top-up £15.26, text *PAY 9826172737900450089 15.26 123*

Online guest top-up

If you're struggling to register or log in to your '[my insite](#)' account, you can still make a top-up from the '[my insite](#)' login screen.

1. Click 'Guest payment' at the bottom of the screen on [my.insite-energy.co.uk](#).
2. Click 'Pay-as-you-go' and then 'Continue'.
3. Enter the 19-digit PAN* for the utility account you'd like to top-up, the amount you wish to top-up by, and an email address to receive your payment receipt.
4. Then, enter your payment card details and billing address.
5. Confirm your payment. If successful, you will be taken to a confirmation screen and an email receipt will be issued.

**Your 19-digit PAN can be found in your welcome email, on '[my insite](#)', and on your PayPoint and email receipts.*

Over the phone

If you require additional support and would like help making a payment, our customer service team are on hand.

1. Have your credit or debit card to hand, as well as your 19-digit PAN*.
2. Call your scheme specific phone number and follow the instructions to speak to a member of our team.

Over the counter

1. You can top-up using cash or card in-person at any PayPoint location.



PayPoint locations will have the PayPoint logo displayed. You can also search for a PayPoint location using their [online store locator](#) or by clicking on 'View barcode' under 'My account' on **'my insite'**.

2. When visiting a PayPoint location, remember to take your 19-digit payment number barcode, which can be found under 'My account' within **'my insite'**. At the counter, present your barcode to the shop assistant and pay using cash, credit or debit card.

How to manually add a top-up to your Secure Pipit 500

1. If after one (1) hour, your top-up hasn't appeared on your Secure Pipit 500, select 'Account' from the home screen, then press 'Top-Up'.
2. Enter the 20-digit payment code (Unique Transaction Reference Number or UTRN) as found on your receipt or quoted to you over the phone.
3. Press 'Enter' when complete.

For further instructions on how to complete a manual top-up, visit insite-energy.co.uk/help-support/emergency-issues#question-2

Your 19-digit PAN can be found in your welcome email, on **'my insite', and on your PayPoint and email receipts.*

Issues topping up?

If you have any problems topping up, please get in touch with our team. You can reach us via:

- **Webform** via our website insite-energy.co.uk/home/contact
- **WhatsApp** - send us a message at **0333 344 3903**
- **LiveChat** via our website insite-energy.co.uk
- **Telephone** - find your dedicated scheme-specific phone number on our 'Find your home' page (insite-energy.co.uk/development-search) and enter your postcode or development name.

Opening hours:

Monday to Friday: 9:00am-8:30pm

Saturday: 9:00am-5:30pm

We are closed on Sundays and bank holidays.

Please note

You may have emergency credit available to you on your Secure Pipit 500. If used, be sure to top-up your account before this credit runs out to avoid being disconnected from your energy supply.

Your daily standing charge will continue to deduct from your account even if no energy is being consumed. This means that debt can continue to build up if regular top-ups are not made.

Energy saving tips



Lower your thermostats to a comfortable temperature, but keep it above 16°C.



Use a bowl when washing up instead of continuously running the tap or filling the entire sink.



Take a shower instead of a bath, and buy a water-efficient shower head.



Air out your home to periodically introduce dry air, which is quicker to heat up.



Use a cooler, shorter wash cycle and, where possible, try and dry your clothes outside.

For more energy saving tips, visit
insite-energy.co.uk/how-to-reduce-your-energy-bills



Our services

Insite Energy work on behalf of heat suppliers to provide metering & billing services to their residents. Your heat supplier has chosen the PAYG system Secure Pipit 500 for your home, to be managed by us.

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 methods, and process your top-ups.
- ✓ We provide support for any top-up related issues.
- ✓ We process change of residencies.
- ✓ We issue annual account statements.
- ✓ We provide access to **'my insite'**, our online customer portal, where you can make top-ups, 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 amend your debt recovery rate without your heat supplier's instruction.
- ✗ 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.

To find out who to contact, and when, please visit insite-energy.co.uk/home/about-us.

We're here to help

We always aim to provide you with the best possible customer service. We're open Monday to Friday from 9:00am-8:30pm and on Saturdays from 9:00am-5:30pm.

Get in touch

GENERAL QUERIES

Webform: insite-energy.co.uk/home/contact

WhatsApp: send us a message at **0333 344 3903**

LiveChat: insite-energy.co.uk

Telephone: find your dedicated scheme-specific phone number on our 'Find your home' page (insite-energy.co.uk/development-search) and enter your postcode or development name.

Post: Insite Energy,
Studio 4 Stuart House,
St John's Street,
Peterborough,
PE1 5DD

Please always provide your name, address, and your 19-digit payment number when getting in touch.

MAINTENANCE AND REPAIRS

Telephone: Please contact your heat supplier for details.

Tips to keep things running smoothly

Here are just a few things you can do to help us help you:

-  Please allow our engineers access for maintenance works on the agreed date and time, and ensure the work area is cleared for their attendance. We will try our best to arrange a time during the week that suits you.
-  Please give us at least 48 hours' notice if you need to cancel or reschedule an appointment, as missed appointments may lead to you being charged.
-  Always report any metering or heating faults promptly.
-  Take care of your heat meter and heating system.
-  Keep all payment receipts for your records.

To read our FAQs, visit
insite-energy.co.uk/faqs

Our policies



Customers in vulnerable situations policy

Your well-being is important to us. If you need extra assistance due to a vulnerability, we're here to help:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/insite-energy_vulnerable_customers_policy.pdf



Change of residency fee policy

We want to make sure any adjustments made to your account related to moving in to your new home are handled efficiently and transparently:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/change-of-residency-cor-administration-fee-policy-rev1-2024.pdf

Our privacy notice explains how we collect, use, and protect your personal data, ensuring compliance with data protection laws. You can find this on our website at insite-energy.co.uk/privacy-notice.



Complaints policy

Your satisfaction matters to us. If you're not happy with any aspect of our services, here's what you can do:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/insite-energy_complaints_policy.pdf



Authorisation form

Need someone to manage your account on your behalf? You can authorise a trusted person, such as a family member or carer, to discuss your account with us:

Fill in the form at: insite-energy.co.uk/home/contact/authorised-contact



Refund policy

Whether you've moved out or have accidentally overpaid, we've got you covered. Just follow these simple steps:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/insite-energy_refund_policy.pdf



Service with respect policy

Everyone deserves to be treated with respect. We've outlined the standards of behaviour expected from both our residents and staff:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/insite-energy_Service_with_respect_campaign.pdf



 my.insite-energy.co.uk

 insite-energy.co.uk/home/contact

 0333 344 3903

 insite-energy.co.uk/home

 Insite Energy, Studio 4 Stuart House, St John's Street, Peterborough, PE1 5DD