



Emergency supply issues

QUICK TROUBLESHOOTING GUIDE

Here's what to do if you lose heating or hot water, and who to contact for help.

1 What to check first

Monthly credit billing residents

Please contact your heat supplier if you're experiencing any issues with your heating or hot water. Details on locating their contact details can be found in Step 2.

Pay-as-you-go (PAYG) residents

⚠ IMPORTANT: If you see water leaking from your HIU, or believe there is an electrical fault, do not attempt any further checks. Contact your heat supplier or emergency contact immediately.

Before calling for help, please complete the checks below:

- ☐ **Check your balance:** Check your account balance is in credit above your cut-off limit (£0). If you've run out of credit, your supply will automatically disconnect until a top-up is made. If you've recently made a top-up, please allow up to one (1) hour for this to be applied to your account. You may need to manually apply your top-up if your prepay hub is currently out of comms.
- ☐ **Check your HIU¹ has power:** Ensure the fused spur switch (usually a separate switch or fused socket on the wall near your HIU) is in the ON position. If there's no power to the unit, it may not be able to provide heating & hot water.
- ☐ **Look for error codes:** Check the display on your energy meter or HIU. If you see an error code (e.g., "Low pressure"), make a note of it as this may help engineers fix the problem faster.
- ☐ **Test your thermostat:** Check your room thermostat(s) and/or programmer(s) have power and are set to a temperature higher than the current room temperature.
- ☐ **Check your heating/cooling controls:** Ensure the thermostat, programmer and thermostatic radiator valves (TRVs) are set correctly.

2 Who to contact and how

If you've performed the above checks and are still experiencing supply issues, contact the relevant provider below. You can find the specific details for your heat supplier, metering & billing provider and, where applicable, emergency contact by searching your for your development name or postcode on our '[Find your home' page](#). For any urgent issues with your heating & hot water supply, we always recommend calling.

ISSUE	CONTACT	WHAT THEY HANDLE
No heating/hot water	Heat supplier or EScO Manager	Managing the incoming bulk fuel supply, setting energy tariffs, and overall service reliability.
Billing or payment query	Insite Energy	Reading meters, calculating bills, processing payments, and account support.
Faulty HIU, meter or leak	Emergency contact	Carrying out repairs and servicing on the equipment as instructed by your heat supplier.

Please note

Unless appointed as your emergency contact or EScO Manager, Insite Energy are not responsible for your energy supply, nor do we maintain the heating system at your development or in your property. As a result, and unless contracted, Insite Energy are unable to help you with the maintenance of the heating system within your property. For queries relating to your electricity and water supply, please contact your relevant utility suppliers.

3 Keep this information handy

Please provide the below information to your heat supplier or emergency contact to help resolve issues more quickly.

My account number: _____

My meter serial number: _____



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.

¹heat interface unit