

Our Change of Residency (COR) administration fee policy

This policy has been produced in large print using a minimum font size of 18pt, in line with UKAAF large print guidance.

When moving into a new home, there are always several steps to ensure you are only charged and paying for the utilities you use from your move-in date. If you're moving into a property on a heat network where we, Insite Energy, manage the metering & billing of some of your utilities, you'll need to register with us as your network's appointed metering & billing provider.

To process your move in, we'll need to create your account by loading your details into our secure customer relationship management (CRM) platform and configure any relevant associated third-party platforms to enable you to make payments going forward. Alternatively, if you are a leaseholder subletting your property, we will need to reopen your account to allow you to manage your property between tenants. These set-ups incur a cost, which may result in a Change of Residency (COR) administration fee being charged to your account. This may previously have been referred to as a Change of Tenancy (COT) fee.

Registered no. 07073730 England & Wales

Registered office: Studio 4, Stuart House, St John's Street,
Peterborough, PE1 5DD

Why have I received this?

The COR administration fee covers the cost of our team setting up your account as detailed above. Sometimes, your heat supplier covers this cost. However, they may instruct us to pass this on to the new resident. If this applies to you, a COR fee will be added to your account.

Please note: if your heat supplier has instructed us to pass on the COR administration fee to you, it can only be applied to the incoming resident's account. Payments can be made from any source using any of our accepted payment methods.

Depending on your billing type, the fee will be added to your account in one of the following ways:

- **Credit billing:** You will see this charge displayed on your first bill. You will also see this in your payment history on '**my insite**'.
- **Guru pay-as-you-go (PAYG):** The COR fee will be added as a separate debt balance on your Guru Hub, to be recovered as a percentage of all future payments made. If you would like to pay this in full, please contact us and we can arrange this. You will

Registered no. 07073730 England & Wales

Registered office: Studio 4, Stuart House, St John's Street,
Peterborough, PE1 5DD

also see this in your payment history on '**my insite**'.

- **KURVE PAYG:** The COR fee will be added as a separate debt balance on the KURVE web-app, to be recovered as a percentage of all future payments made. If you would like to pay this in full, please contact us and we can arrange this. You will also see this in your payment history on **KURVE**.
- **Secure PAYG:** The COR fee will be added to your account balance and to be recovered as a percentage of all future payments made. If you would like to pay this in full, please contact us and we can arrange this. You will also see this in your payment history on '**my insite**'.

Notice to leaseholders: when reopening your account to facilitate sub-letting, an administration fee may be added, dependent on instruction from your heat supplier, which is payable by you.

How can I find out more?

If you have any questions, you can get in touch with us via any of the following ways:

- **Webform** – insite-energy.co.uk/residents/contact-us

CHANGE OF RESIDENCY FEE | RESIDENTS

- **Telephone** - find your dedicated scheme specific phone number by searching for your postcode or development name on our 'Find your home' page (insite-energy.co.uk/residents/directory) Your call may be recorded and monitored for quality assurance and company purposes. Mobile and other provider charges may apply.
- **In writing** – write to us at the following address:
Insite Energy, Studio 4, Stuart House, St. John's Street, Peterborough, PE1 5DD

Our Customer Service team are available weekdays 8:00am-7:00pm, and Saturdays 8:00am-4:00pm. We are closed on Sundays and bank holidays.