

Our refund policy

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Our refund policy works in three simple steps.

STEP 1: Submit

You submit your refund request to us via webform, phone, or in writing.

STEP 2: Review

We review your request within 5 working days, confirming whether it has been accepted.

STEP 3: Process

If accepted, we process your refund within another 5 working days.

If at any time you require a refund from us following a payment made to your utility account, the first thing to do is get in touch with our Customer Services team.

Step 1: Submit your refund request

There are several scenarios where you may request a refund. The most common are:

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- You've recently moved out and want credit left on your account released to you:
- For PAYG accounts, this should automatically be done within 10-working days of us being notified of your move-out.
- For credit billing accounts, this should automatically be done within 6-weeks of us being notified of your move-out, and within 10-working days of your final bill being issued to you.
- You have too much credit on your PAYG account, e.g. from a payment made in error.
- You have too much credit on your credit billing account e.g., from a fixed Direct Debit which you'd like returned to you for use elsewhere.

Please note, if we have not received an actual meter read for your property within the last 14 days, we will not be able to process your refund. If you need to submit a meter read, please head to **'my insite'**.

Before submitting a refund request, please consider your future ability to pay your bills, and any instances where your energy usage or costs may increase in the coming months.

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If you wish to request a refund, you can do so in the following ways:

- **By webform** – complete this insite-energy.co.uk/residents/manage-account/request-refund.
- **By telephone** – find your dedicated scheme specific phone number on our 'Find your home' page (insite-energy.co.uk/residents/directory) and enter your postcode or development name.
- 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.

When submitting a refund request through any of these means, please ensure you tell us:

- Your name, property address, and contact details,
- The account number your refund is in relation to,

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- If requesting a specific payment refund, details of the original payment including the date of transaction, method used, payment reference and amount, and proof of receipt will be required,
- If requesting a general credit refund, the reason and refund amount will be required.

Step 2: We review your request.

Once your refund request has been received, we will review your request within five (5) working days. If we cannot accept your refund, we will contact you explaining why. This may be due to:

- There are monies owed on your account.
- We do not have an actual meter read for your property within the last 14 days.
- Processing your refund will cause your account to fall into debt/a negative balance.
- You are not a named person on the account in question.
- Your refund is requested for a specific PAYG payment that is older than 90-days.
- We are no longer the metering and billing agent for your development, so all funds have been passed

to your heat supplier. As such, you'll need to request the refund from your heat supplier.

Please note, Insite Energy have been appointed by your heat supplier as the metering & billing agent for your development and transfer all monies we collect to your heat supplier monthly. Where we hold sufficient funds on behalf of your utility supplier, we will process a valid refund request to you. However, where we do not hold sufficient funds, we will pass this request onto your heat supplier to refund you directly.

If we are unable to process your refund using the original payment method, we will send a request for alternative bank details to process the refund. However, if we do not receive a response within 10 working days, your request will be closed. If you still require a refund, please submit a new request via our webform, providing the necessary bank details.

Step 3: We process your refund.

Once accepted, your refund will then be processed within five (5) working days. Please note, your refund may take longer to land in your bank account depending on your bank's processing times. The refund will be returned to the bank account or payment card from which the initial payment was made. In the instance where you've requested a refund for a cash payment or multiple

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payments made over different methods, we'll need your bank account details to process the refund. We do not issue cheque refunds.

To identify the refund on your bank statement, the sender or reference should appear as

'Insite Energy'. If you are still an active customer, your refund will also appear on your **'my insite'** or **KURVE** payment history, reflected on your next monthly credit bill, or deducted from your PAYG account balance. If you have moved out, details of your refund will be stated within your move-out confirmation email.