Who do I contact on my heat network?

As several different parties can be involved in running a heat network, it 's not always obvious who to contact when you need help. Below is an explanation of the role of each provider and the types of issues they can typically help you with, so you know exactly who to contact for support.

Your heat supplier

Responsible for supplying reliable heating & hot water to your building. This is usually your landlord, managing agent or ESCo Manager*.

Contact for:

- General heat supply issues.
- Network asset maintenance (if no maintenance provider is in place).
- Escalating unresolved heating & hot water complaints.

If Insite can not resolve your query directly, we may direct you to your heat supplier for:

- Questions about your heat tariff or price changes.
- Support with vulnerability or Priority Services Register (PSR) requests.

Your metering & billing provider

Responsible for collecting meter reads, issuing bills, processing top-ups or payments, and supporting you with account queries.

This may be Insite Energy appointed for your development - on behalf of your heat supplier.

Contact for:

- Support with topping up or making payments (incl. Direct Debit).
- Queries relating to your bills or account balance.
- Help submitting meter reads and understanding your energy usage.
- Issues with your online account via **'my insite'** or KURVE.
- Questions on moving in and moving out.

Your emergency contact

Responsible for maintaining and repairing your heat interface unit (HIU), and energy meter in your home.

This may be Insite Energy appointed for your development - on behalf of your heat supplier.

Contact for:

- Support with a faulty HIU.
- Water leaks from your HIU or pipework.
- Repairs to communal heating equipment.
- HIU servicing appointments.

If Insite can not resolve your query directly, we may direct you to your emergency contact for:

- Resolving issues with your heating and/or hot water supply.
- Faulty meter or in-home display (IHD).

* Your ESCo Manager

A specialist company responsible for overseeing the day-to-day running of your heat network, including heating & hot water supply, setting tariffs based on operational costs, customer support and opportunities to improve network efficiency.

This may be Insite Energy appointed for your development - on behalf of your heat supplier.

Contact for:

- Any issues or queries directed at your heat supplier.

WHERE APPOINTED

- Any issues or queries listed under 'Your metering & billing provider'.
- Any issues or queries listed under 'Your emergency contact'.

To find out who your heat supplier, metering & billing provider, and emergency contact is, along with their contact details, search for your postcode or development name on our 'Find your home' page.

Rev.1 2026