



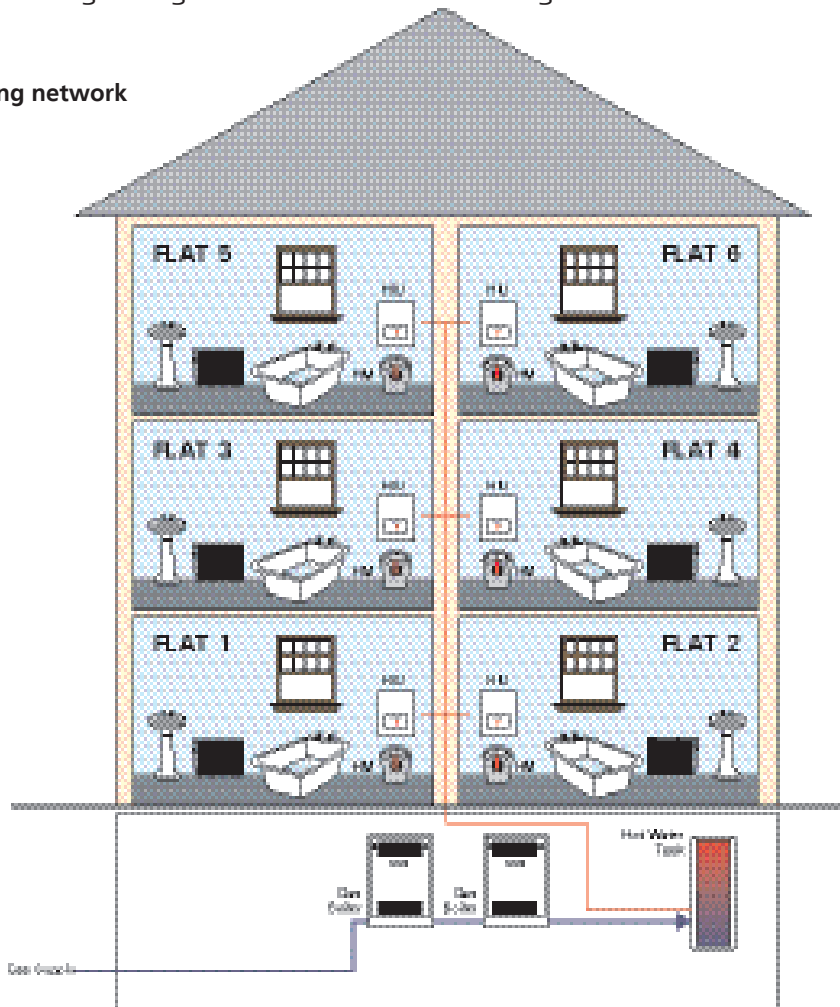
Loughborough Park

Heating & hot water services
All you need to know

Introduction

Welcome to Loughborough Park. Your new home is served by low carbon heating and hot water from a communal plant room, powered by gas boilers. Your heating system is robust, reliable and controllable. Just as if you had a gas boiler in your flat, you can control the amount of heating through the thermostat and heating controls. Your hot water is provided on demand.

Direct heating network



Your heating is charged for through "Flexi Pay" this means you pay for what you use when you use it.

The amount you pay for your heating and hot water will depend on the amount you consume plus a daily standing charge which is a fixed charge per day to be connected to the heating network. This is payable regardless of whether you consume any heating or hot water. You can find out more about how the heat tariffs and daily standing charge are calculated and when they are updated in your "Understanding Your Heat Tariff's Guide".

Insite Energy has been appointed by your Landlord/Freeholder to manage your payments for your "Evinox Prepayment" heating system.

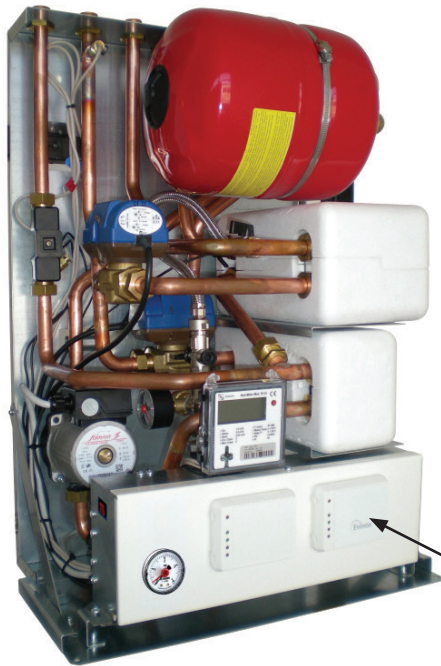
If you have a query regarding how to use your "Evinox Prepayment" system, or if you have a query related to paying for your heat or are moving into or out of the property, you can call Insite Energy on our helpline on 0345 872 9623.

Calls outside office hours will be logged and a staff member will call you back during office hours.

What is Communal Heating?

Instead of a gas boiler in every home, a communal heating system uses a single centralised plant room to provide energy for all the homes in the scheme.

The centralised boilers heat water and pumps it around a sealed circuit of pipes, passing through every one of the properties involved.



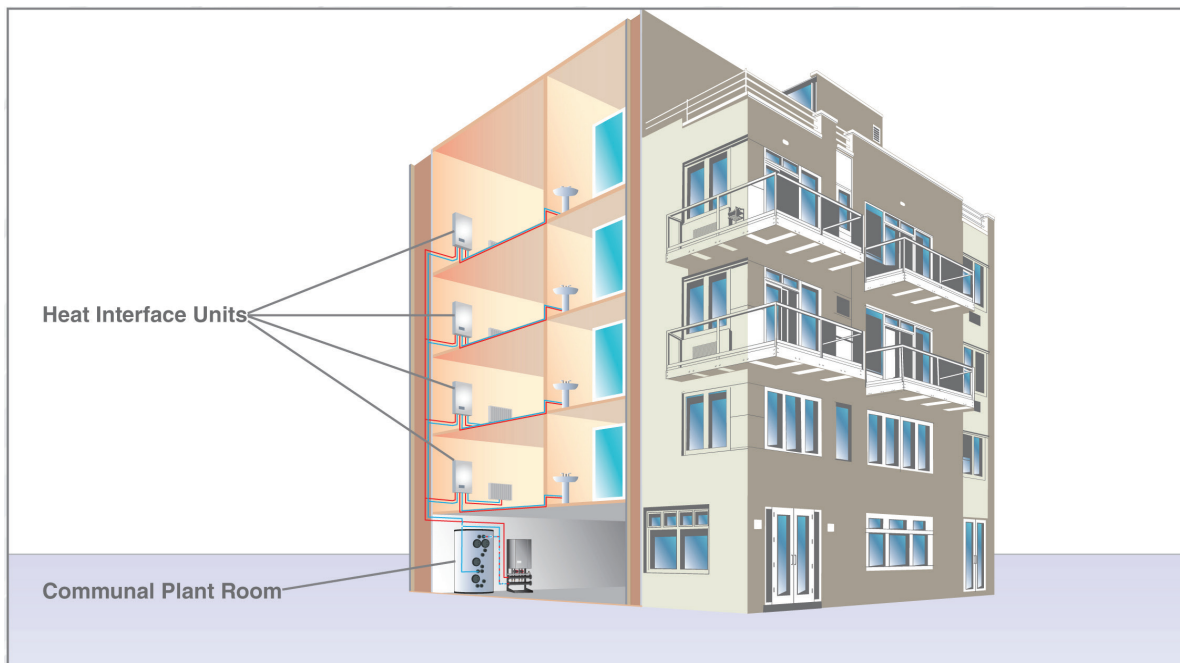
Inside each property, there's a section of pipes that passes very close to the sealed circuit. Heat passes between the two separate circuits.

The circuit inside your home is connected to the mains water supply, and to your taps. Your landlord has installed a smart valve. As long as your account is in credit, the valve remains open and the heating supply remains connected. If your account runs out of credit, the valve closes. Once you've topped up again the valve will open.

The Evinox Heat Interface Unit, as shown in the image opposite, is installed in your property to provide heating and hot water via the communal system.

Evinox Pre-payment Unit / Technology

Example of a typical Communal Heating System



About Your Flexi Pay Payment System

Your Flexi Pay payment system is the way in which you pay for your heating and hot water supply.

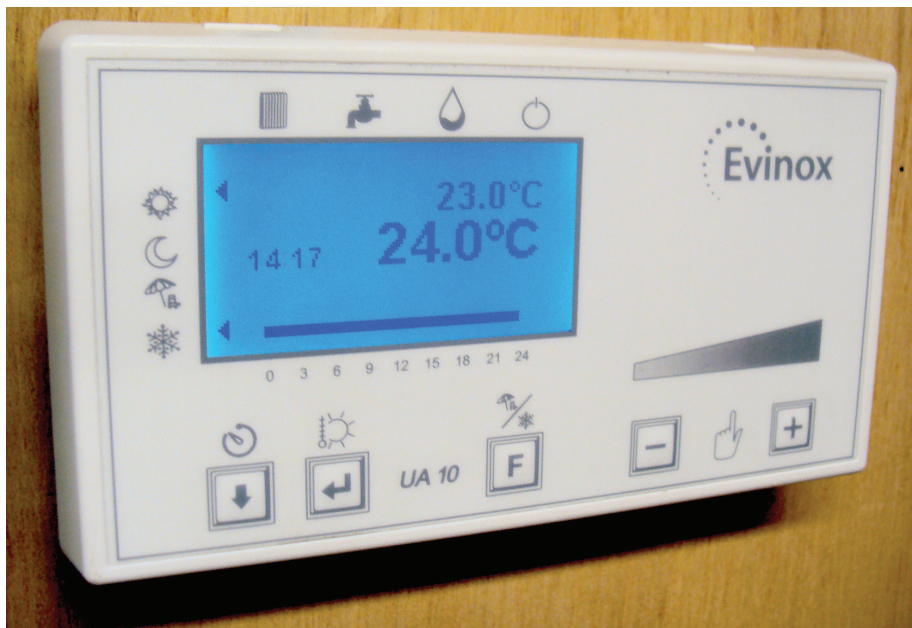
It's connected to your Evinox Prepayment unit and our computer system via the internet, so it always knows how much credit you've purchased, and it also knows how much energy you've used.

Reading the Evinox Prepayment display panel

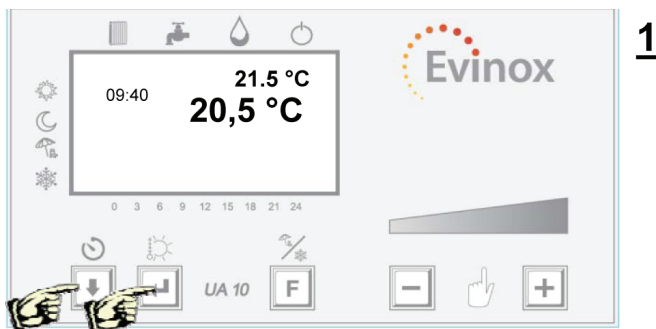
The Evinox pre-payment unit is part of the Heat Interface unit that is installed in your home (as shown in the image on page 4).

In order to view information about your prepayment system and set your heating and hot water, the Evinox UA10 Room Controller is installed in your home (As seen below).

UA10 Room Controller

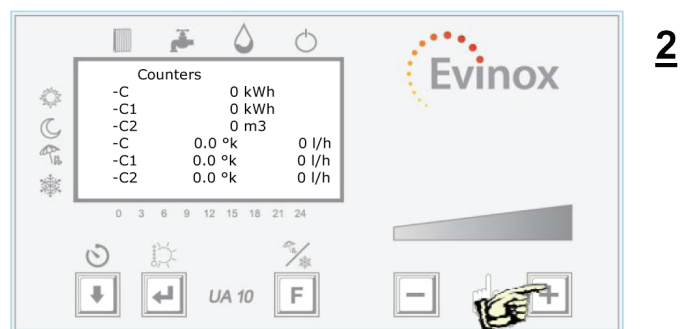


To access your prepayment information on the UA10 Room Controller, follow the instructions below:



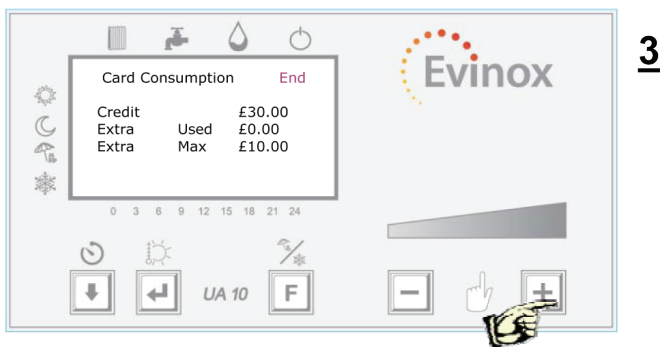
1

Press and hold 'ENTER' and the 'Down Arrow' button together for more than 3 sec



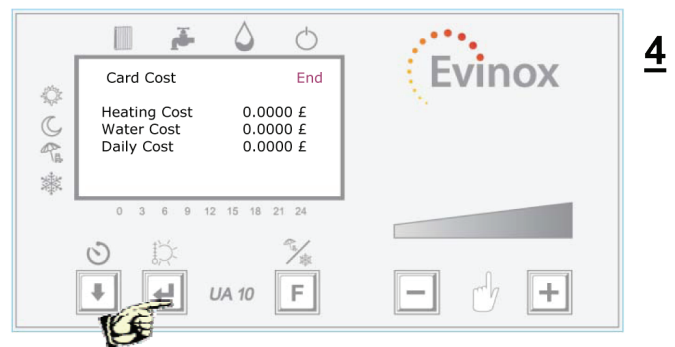
2

Press the '+' button to view the card consumption screen



3

Press the '+' button to view the tariff information screen
(Please note, if you exit this screen you must wait for 15 seconds before pressing the '+' button to get back in)



4

Scroll through using the 'Down arrow' until 'end' is highlighted and press 'ENTER' to exit the screen

Definition of Card Consumption Figures:

Credit: The remaining energy credit

Extra Used: The amount of emergency credit that has been used

Extra Max: The max amount of emergency credit available

Heating Cost: The cost of each energy unit (per kwh)

For full User Instructions for the operation of the UA10 Room controller please refer to the enclosed Evinox UA10 User Guide 2551127.

Where is My Evinox UA10 Room Controller Unit?

Your Evinox UA10 Room Controller unit is located in the main living area inside your flat.

How Do I Add Credit to My Prepayment Unit

PAYPOINT (Over the Counter at a shop) you can top up at any location that displays the PayPoint Logo.



You can add funds via Pay Point using your heat payment card. Simply visit any Pay Point location and top up with your desired amount using your top up card.

The funds will be remotely credited to your prepayment unit via the Flexi Pay payment system.

Your nearest PayPoint location is notified to you in the letter your card is attached to.

The minimum amount you can top up in one transaction is £5.00 and the maximum amount you can top up in one transaction is £150.00

Please look after your card, the replacement cost for a lost or damaged card is £25.00

Remotely Over The Phone, Online, Or Via Your Mobile Telephone

You can also add credit to your prepayment unit using Flexi Pay via a credit or debit card. You can do this online, over the telephone, or via your mobile telephone via SMS text.

Firstly You Need To Set Up An Account With Your Details

Please note for security reasons you are required to make your first payment online when registering your credit/debit card for online and Text payments.

HOW TO SET UP YOUR ACCOUNT

Log onto <http://pay.insite-energy.co.uk>

- Click on Your Account
- Click on Register
- Enter a user name
- Use something simple and easy to remember (like your email address)
- Enter a password
- Try to use a mixture of letters and numbers or three separate unrelated words.
- Confirm password
- Enter your Account Number
- Your account number is the 19 digit number which can be found on your heat payment card.
- Insert your title
- Enter your first name
- Enter your last name
- Enter your phone number
- Please remember to include your area code.

- Enter your mobile number
- **Remember we need your mobile number if you would like to top up via SMS.**
- Enter the 1st line of your address
- Flat/house number, street number and street name.
- Enter the 2nd line of your address
- Town
- Enter the 4th line of your address
- City
- Enter Region
- Country
- Enter your post code
- Enter your email address
- Enter your email address again
- Enter the security words
- Click on Register

Now check your email, you will immediately be sent an email to verify that we have the correct email address: follow the instructions on the email by clicking in the highlighted link to register your credit/debit card

How To Register Your Credit Or Debit Card Online

Please note this is required if you would like to use our SMS service.

To save typing in your billing address and credit card details each time you want to top up, you can opt to securely register your card details with us.

Log onto <http://pay.insite-energy.co.uk>

- Go to Your Account
- Click on make payment
- Select the amount you wish to pay by clicking on the arrow to the right of the word Amount then click on the desired amount
- Enter your billing address details (the address where your credit/debit card is registered)
- Enter your Name
- Enter your Company (If applicable)
- Enter your Street Name
- Enter your Area
- Enter your City
- Enter your Region
- Enter your Post Code
- Enter your Card Details
- Select your card type by clicking on the arrow to the right of Card Type, click on your selected card type

- Enter the long card number (the 16 digit number on the front of the card)
- Enter the name on the card
- Enter the Issue number (if shown)
- Enter the start date
- Click on the arrow to the right of the month and click on the selected month, and click on the arrow to the right of the year and click on the selected year.
- Enter the expiry date
- Click on the arrow to the right of the month and click on the selected month, and click on the arrow to the right of the year and click on the selected year.
- Enter the security number (the 3 digit number on the back of the card)
- Click on the enable box to securely save your card details for next time, Click on submit.

You will be sent an email confirming your payment. The funds will be remotely credited within three hours to your "Flexi Pay" unit.

A note about security: to keep payments secure and safe, your card details are saved by Paypoint.net the payment provider, not by us. Insite Energy only saves a reference code for this transaction, which is checked by Paypoint.net every time you pay.

Once you have registered your credit/debit card online you can now top up online or register for SMS payments

How To Top Up Your Credit Online

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your username
- Enter your Password
- Click Login
- Go to Your Account
- Click on Make payment
- Select the amount you wish to pay by clicking on the arrow to the right of the word amount and click on the desired amount
- Check that the credit card details displayed are correct, then click submit

You will be sent an email confirming your payment. The funds will be remotely credited within three hours to your prepayment unit.

Please note the minimum amount you can top up in one transaction is £5.00 and the maximum amount you can top up in one transaction is £150.00

How To Register To Top Up By Text Message

Once you have registered your card and clicked on the box, fill in the details on that page, and make sure you tick the box labelled "Allow this payment card to be used for payments via SMS." You will need to ensure your mobile number is registered.

How to register your Mobile Number:

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your username
- Enter your Password
- Click Login
- Go to Your Account
- Under account settings enter your mobile number
- Click Save
- Under Pay by SMS - Click Register your mobile number
- You will now be sent a text message with a confirmation code
- Enter the confirmation code in the box titled SMS Confirmation Code
- Click Confirm
- You will now be sent an immediate text message to confirm your mobile phone registration
- You are now ready to top up using SMS

How To Top Up By SMS

- Send a text to 81234 saying PAY, followed by the amount you wish to top-up.
- For example: to top-up credit by £20, send a text to 81234 saying PAY 20
- You can make payments of £5 to £150 (in £5 increments).
- Texts are charged at your standard network rate.

Payment will be taken from the credit/debit card you have registered for our Pay by SMS service. Each SMS that you send will only be charged at standard network rates.

You will be sent a text message confirming your payment. The funds will be remotely credited within three hours to your prepayment unit.

Please note the minimum amount you can top up in one transaction is £5.00 and the maximum amount you can top up in one transaction is £150.00

How To Top Up Your Credit Via Telephone

Please call our customer services department on 0345 872 9623 during business hours (Monday – Friday, 9:00 -17:30) to make a payment over the phone using your debit or credit card.

Please note the minimum amount you can top up in one transaction is £5.00 and the maximum amount you can top up in one transaction is £150.00

The funds will be remotely credited to your prepayment unit.

Can I Top Up Before My Credit Runs Out?

Yes, you can top up whenever you like.

Emergency Credit

If your credit runs out, you can make use of an emergency credit service to keep your heating and hot water working for a little while longer, until you are able to make a top-up payment.

The Emergency credit will automatically activate when your credit reaches zero.

Please note there is a maximum of £5.00 emergency credit available to you. The amount of emergency credit used will have to be paid back next time you top up.

The emergency credit feature should only be used if you are unable to top up.

I Have Just Topped Up And My Heating/Hot Water Isn't Working

Check that you have enough credit. (Please remember that if you have used any emergency credit this will be paid back when you next top up)

How do I check my credit?

Check your current credit balance by following the instructions shown on page 6 of this document.

- If you have topped up using Pay Point check your receipt to make sure the payment was taken correctly.
- If you have topped up online, check that you have received a confirmation email and the information is correct.
- If you have topped up via SMS check that you have received a confirmation text message and the information is correct.

If your heating is still not working, call the technical helpline on: 0345 872 9623

What to do if you have a fault with your heating

Insite Energy maintains the Flexi Pay payment system within your property.

Evinox maintains the prepayment meter and heating interface unit (HIU).

The radiators and taps inside your flat are your Landlord's responsibility.

If your heating is not working

- Check your heating controls are set properly so that your controls are allowing heat into the apartment.
- Check that the Flexi pay unit is working.
- Do you have sufficient credit?
- If your prepayment unit or HIU don't seem to be working, call the technical helpline on 0345 872 9623
- If your radiator or taps don't seem to be working, call the Guinness South Customer Service Centre on 03000 111 321.

Insite Energy is not responsible for:

- The maintenance of the heating system within your property.
- Your electricity or water supply to your property.

Your Electricity Supplier is: E.ON
0345 052 000 or 0333 2024 606
www.eonenergy.com

Your Cold Water Supplier is: Thames Water
Accounts & Billing 0845 9200 888
Water & Waste 0845 9299 800
www.thameswater.co.uk

What you can do to help us help you

There are a few things you can do to help avoid any problems:

- Please allow staff access to read the prepayment system or carry out maintenance works if it is required. Our customer service team will arrange this for a time that suits you.
- Please keep appointments made to maintain the prepayment system, where access is required to your property.
- Contact us as soon as possible if you think there has been a problem with your Flexi Pay payment.
- Let us know if you are moving house.
- Let us know if you require an interpreter or assistance in your communications with us.
- Do not wilfully damage any part of the heating system within your property or outside your property.
- Keep any PayPoint receipts.

Customers with additional needs

At Insite Energy we understand that some customers have additional needs. This includes anyone in your household who:

- Is registered disabled
- Has a chronic illness
- Has a mental illness
- Is over 60 years of age
- Is blind or partially sighted
- Is deaf or hard of hearing
- Has Children under the age of 5 in the household
- Has another type of additional need

If you or anyone in your household has additional needs we can help by offering extra support to those who need it. In order to do that, we maintain a priority customer register. This is known as our "We Care" scheme.

- We make sure all our customers know about the "We Care" Scheme.
- If you think you may meet the criteria, you can ask to be registered on our "We Care" Scheme.
- If you are a tenant, your landlord may nominate you to join the "We Care" Scheme
- We provide free information and advice to customers on the services available under the "We Care" Scheme.
- We provide a variety of contact options to make sure customers who have special communication needs are able to contact us.
- If you are registered with "We Care", you can also nominate a third party to manage your billing and payments and contact us on your behalf.

More About "We Care"

"We Care" has a number of special services for our customers with extra needs, these include a password service, priority response service for repairs, and a responsible party nomination service. These are all provided free.

Password Service

Sometimes we may need to visit your home to carry out routine maintenance on your heating unit and meter. We want you to be sure of the identity of the person visiting your home therefore for your peace of mind we can quote a password whenever we visit. You can choose your own password and change it whenever you like. Our staff also have photo identification, which they wear at all times.

Responsible party

As a member of "We care", you can nominate another person, such as a friend or relative, to contact us on your behalf about your account.

Quality of Service and Complaint Handling

At Insite Energy, customer service is really important to us. We want to ensure that we handle any customer queries or complaints quickly and effectively. We keep a record of telephone calls, waiting times and maintenance incidents so we can constantly check and improve on our performance.

We also provide a variety of options to communicate with customers. For example, if English is not your first language we can put you through to one of our multi language customer team members or we can contact you by email or letter. If you would rather someone else speak for you we can allow an authorised third party to manage your account.

Along with our high level of customer service, Insite Energy also provides a clear complaint handling policy to all our customers. We aim to resolve most complaints at first point of contact and deal with all complaints within 28 days.

Contacting us

Here at Insite Energy there are three easy ways to contact us:

You can email our friendly and professional customer service team at customerservice@insite-energy.co.uk

You can call our customer telephone service on 0345 872 9623 which is available 24 hours a day, 365 days a year.

You can also send us a letter to:

Customer Services
Insite Energy Ltd
Second Floor
84 Long Lane
London
SE1 4AU

When contacting us, please provide your name and address to help us deal with your query more efficiently.

In most cases queries and complaints should be resolved by our customer services team, whether you contact them by telephone, email, web query or letter. All our staff are based in the UK and are trained to a high standard to resolve your query.

We promise to:

- Acknowledge your query or complaint within three working days and, if it's a simple query provide a clear response within the same time.
- Immediately initiate a detailed internal enquiry about your query or complaint if it is more complex.
- Send you a full written reply within ten working days of receiving your query or complaint.
- If we are not able to resolve your query within this time, we will provide you with a plan which sets out the steps and time we expect it to take.

Sometimes we may get it wrong or our service does not meet your expectations. If you are not happy with the way your query has been dealt with, you may take your query or complaint to the Customer Service Director.

You should do this by completing our customer complaints form, available from our customer service team, and sending it to:

Insite Energy Ltd
Customer Service Director
84 Long Lane
London
SE1 4AU

The Customer Service Director (or alternate Director if he/she is not immediately available) will respond to your query and complaint within ten working days clearly setting out the company's final response.

Contacting Evinox

Evinox Enquiry Line:

0871 423 5446 (Open 7 days a week 8am - 10pm)

(Please note that between 6pm and 10pm the Heating Enquiry line operates as an Emergency out of Hours service and callouts must be authorised by your Managing Agent)



Contact and information

To learn more about how we can help you
call 0345 872 9623
or email info@insite-energy.co.uk

Insite Energy Ltd
84 Long Lane
London, SE1 4AU

www.insite-energy.co.uk

For more information about Fontenergy visit
www.fontenergy.com
For more information about Rydon visit
www.rydon.co.uk