



# Robsart Village

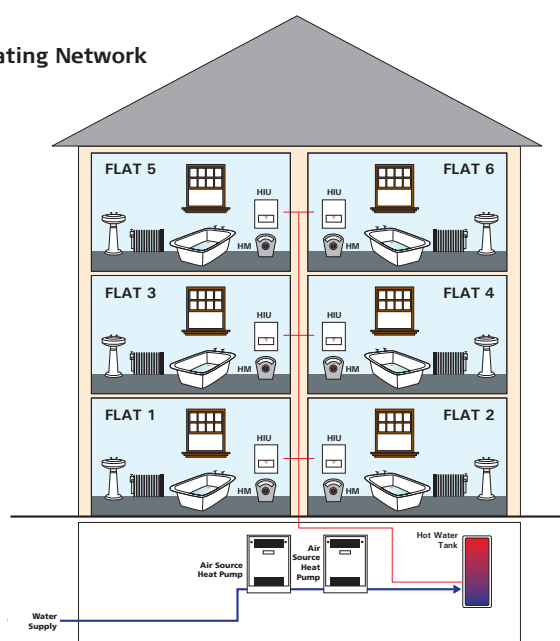
Heating & Hot Water  
All you need to know



## Introduction

Welcome to Robsart Village. 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 "Flexi Pay".** This means you only 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 Tariffs Guide".

Insite Energy has been appointed by Community Trust Housing to manage your "Flexi Pay" heating system.

If you have a query regarding your "Flexi Pay" system; moving in or out of the property or any issues relating to paying for your heat, you can call us on your designated call centre number 01322 378 106.

**Calls outside of office hours will be logged and a staff member will call you back during office hours; Monday to Friday 9am to 5.30pm.**



## What Is Communal Heating

Instead of a gas boiler in every home, a communal heating system uses a single boiler to provide energy for several blocks of properties.

The centralised boilers are located in the basement plant room. The boilers heat water and pumps it via pipework around the building passing through a heat exchanger in each property.

The heat exchanger provides heating and hot water to your home.

We've also installed a smart valve. As long as your account is in credit, the valve remains open, and you have access to heating and hot water. If your account runs out of credit, the valve closes. Once you've topped up again it will open.

All of this happens remotely thanks to our smart internet technology.

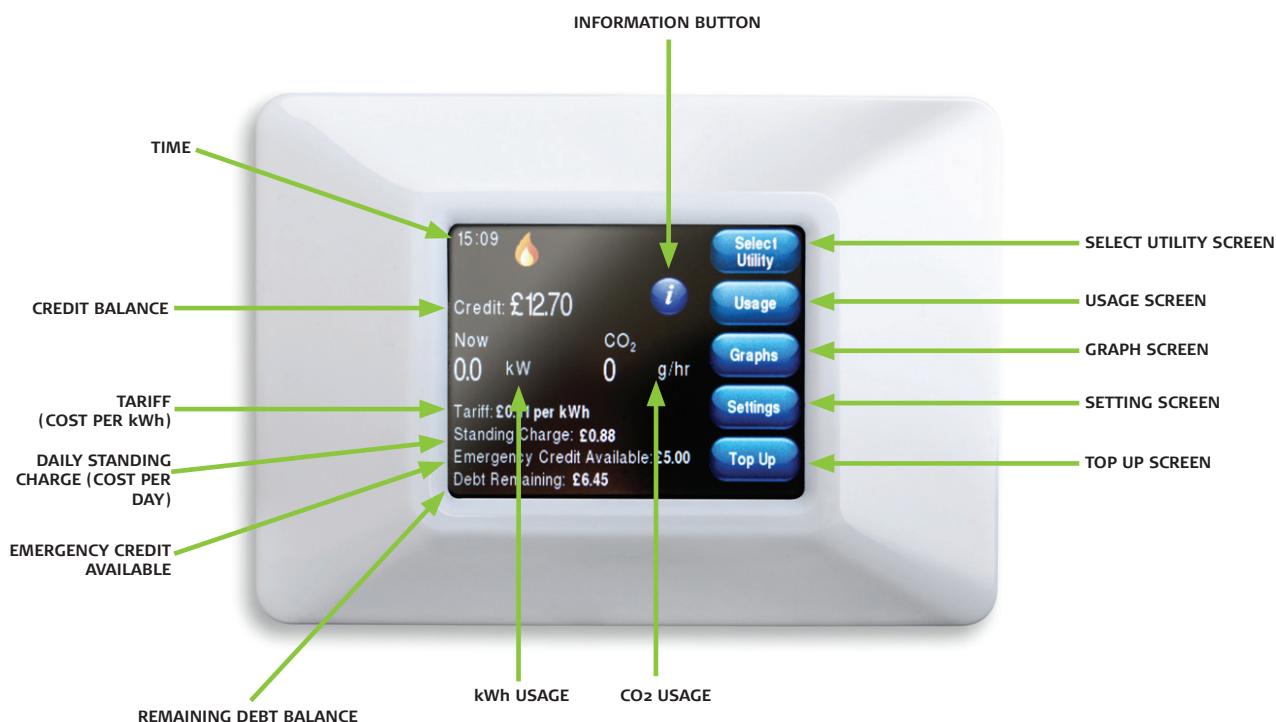
## About Your "Flexi Pay" System

Your "Flexi Pay" system is connected to a Guru Hub unit installed in your property. The Guru Hub unit enables you to monitor your use of, and payment for the heating and hot water supply to your property.

The Guru Hub unit is connected to our computer system via the internet, so it always knows how much credit you've purchased.

### Reading the "Flexi Pay" display panel

Below is the main screen display: This displays your credit balance, your emergency credit limit, your kWh (unit) charge, your daily standing charge, your kWh and Co<sup>2</sup> usage.



## Credit Low

Below is the low credit display screen. When your credit runs low a message will display reminding you to top up. If you are unable to top up immediately you can activate your emergency credit. To activate your emergency credit press the "Activate Emergency Credit" button as illustrated below.



## Emergency Credit

When the emergency credit is activated your display screen will display "Using Emergency credit". It will also display how much emergency credit you have available. Please note emergency credit is for emergencies only. Please top up if you are in emergency credit as your supply will be disconnected if you use all of your emergency credit.



## Disconnected

When your emergency credit reaches zero your supply will be disconnected. You must top up to restore your supply. Please note you must be in positive credit in order to activate your supply.



Please note your daily standing charge will continue to deduct daily even if your supply has been disconnected.



## Tamper Alarm

If your Guru Hub unit is tampered with your supply will be immediately disconnected and the message 'Your supply is disconnected due to a TAMPER ALARM' will be displayed.

If this message is displayed please call the helpline on: 01322 378 106.

Please note you will be charged a call out fee if your unit has been tampered with.



## Messages from Insite Energy

We may need to send you messages from time to time, if so the message will be displayed on the screen. Simply click "OK" to clear the message.





## Usage

The Usage screen displays your kWh usage



You can also view your usage in graphical view by pressing the "Graphs" button.

## Display

You can adjust the time your display screen stays on before automatically dimming by simply scrolling down and pressing the desired time.



## Top Up

Whenever you top up your "Flexi Pay" system the Guru Hub unit will be credited remotely. If for any reason there is a delay with the remote top up you can enter it manually. Simply key in the 20 digit number which can be found on your PayPoint, SMS, email receipt or given verbally to you when you top up over the phone.



## WHERE IS MY "Flexi Pay" Unit?

Your "Flexi Pay" Guru Hub unit is located in the cupboard containing your heat exchange unit.

## How Do I Add Credit To My "Flexi Pay" System?

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

You can add funds via PayPoint using your heat payment card, simply visit any PayPoint location and top up with your desired amount using your top up card. The funds will be remotely credited to your "Flexi Pay" unit.



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

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 "Flexi Pay" system using 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 SMS 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.
- 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 3rd 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, we will send you 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 credit/debit 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.

If you haven't received the email within 5 minutes then please check your junk mail folder as it may have been diverted there. Please move the email to your inbox to allow the functionality of the link.

**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](http://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.

## HOW TO REGISTER TO TOP UP BY TEXT MESSAGE

Once you have registered your debit/credit 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](http://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 a 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.

## How To Top Up Your Credit Via Telephone

- Please call our customer services department on 0345 872 9637 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 maximum amount you can top up in one transaction is £150.00**

### **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.

Please note there is a maximum £10 emergency credit available to you. The amount of emergency credit used will have to be paid back next time you top up. Please note this will only be activated when your meter is at zero credit.

To activate your emergency credit press the "Activate Emergency Credit" button as illustrated on page 6.

## 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)

- If you have topped up using PayPoint, 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.
- Check your "Flexi Pay" Guru Hub unit to see if your credit has been applied. If not please manually apply the credit by pressing the Top Up button and entering the 20 digit number which you can find on your Pay Point receipt, email or text confirmation.

## What to do if you have a fault with your heating

Insite Energy maintains the "Flexi Pay" unit within your property.

The heaters and taps inside your property should be reported to your Landlord.

Freeholders/Leaseholders you will need to refer back to your Maintenance Agreement regarding responsibility for repairs.

### **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 Guru Hub unit is working.
- Do you have sufficient credit?

If your heating is still not working call our helpline on 01322 378 106 or email [customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk)

### **If we need to visit your property due to a "Flexi Pay" system problem:**

- We offer either morning or afternoon appointments for maintenance visits, whichever suits you best.
- We offer you the option of choosing a password for any appointments we make. This password will be used to identify the person visiting so that you know the person who arrives at your home is one of our employees.
- We prioritise response times for vulnerable customers who are registered on our "We Care" scheme.

Should you need to contact us regarding an appointment you can contact us on or 01322 378 106 or email to [customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk)

### **Insite Energy is not responsible for:**

- Your electricity supply (which is the responsibility of the provider).
- Your Water supply (which is supplied by Thames Water).





## What you can do to help us help you

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

- Please look after your payment card carefully as you will be charged for any replacements.
- Please allow staff access to read the "Flexi Pay" 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 "Flexi Pay" system, where access is required to your property.
- Contact us as soon as possible if you think your Flexi Pay" system is faulty.
- Let us know if you require an interpreter or assistance in your communications with us.
- 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
- Is over 70 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 additional 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](mailto:customerservice@insite-energy.co.uk)

You can call our customer helpline on 0345 872 9637 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, address and account number 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 this 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  
Second Floor  
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.







## Contact and information

To learn more about how we can help you call  
**01322 378 106**  
or email **info@insite-energy.co.uk**

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

**[www.insite-energy.co.uk](http://www.insite-energy.co.uk)**

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