



# Seward Street

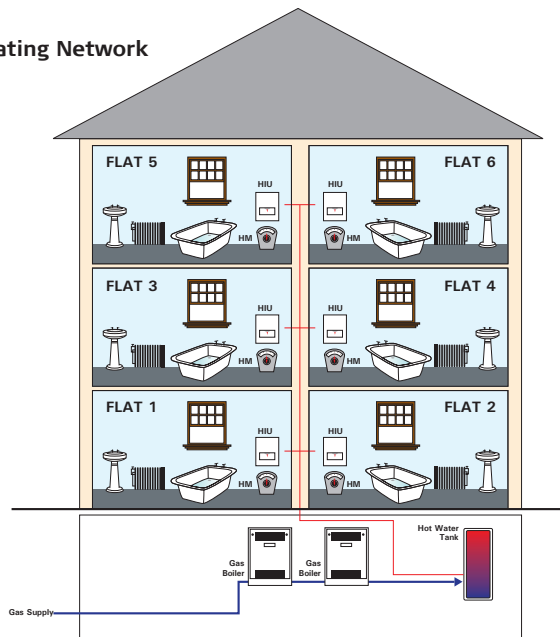
Heating & hot water services  
All you need to know



## Introduction

Welcome to Seward Street. Your new home is served by low carbon heating and hot water from the Islington District Energy Scheme, utilising heat from a large scale combined heat and power (CHP) plant, supplemented by conventional boilers via a communal heat exchanger and pump room within the building. 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 and hot water is "Credit Metering"** this means you will be sent a bill covering your actual heating and hot water consumption. You will be charged a standing charge, which is a fixed charge per day to be connected to the network; this is payable regardless of whether you consume any heating and hot water. In addition, you will be charged a pence per unit charge for each unit of heating and hot water consumed.

We will remotely read your heat and hot water meter every month, so you will generally have an actual rather than an estimated bill.

Heat and hot water tariffs reflect the cost of producing heat and hot water. Insite Energy have been appointed by Mount Anvil to remotely read your heat and hot water meter, send out heating and hot water bills and collect payments.


If you have a query regarding your bill, are moving into or out of the property or any other issue related to paying for your heat, you can call us on our helpline on 0345 872 9606. Calls outside office hours will be logged and a staff member will call you back during office hours.


## Credit Metering

### Understanding your heating and hot water bill

Each month, Insite Energy will send you a bill based on your actual consumption of heating/hot water and electric. Each month we will read your meters; which measures the consumption of heating and hot water combined. We will use that meter reading to calculate an accurate bill.

Your bill contains useful information, which you will need to make payments.





9826 1727 0000 0000 0200 176

Bill Enquiries and  
Customer Service

**Customer Helpline:** 0345 872 9606

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Customer Account Number	123456
Bill/ Invoice Number	0018
Bill Period	30 Aug 12 - 14 Sep 12
Bill Date	20 September 12
Payment Due	06 October 12
VAT Number	991 3898 60

Mr A Sample  
10 Stoney Street  
London  
SE1 9AD

Dear Mr Sample,

### Your Energy Bill

Summary		
Previous balance	= £	0.00
Payments received with thanks	- £	nil
<b>Outstanding balance</b>	<b>= £</b>	<b>0.00</b>

New Charges		
Supply of Heating & Hot Water	£	8.54
		<b>TOTAL NOW DUE = £ 8.54</b>

Total Amount Due →

### Payments

Payments		
payment received -	£	0.00
<b>TOTAL PAYMENT</b>	<b>=</b>	<b>£ 0.00</b>

If you have chosen to pay by direct debit, please keep this bill for your reference only. Your payment will automatically be taken on or just after 06/10/12

If you would like to pay your bill at the Post Office or by using Payzone, take you bill down to your nearest Post Office or Payzone agent who takes 'bill payments'.

Date your Direct Debit will be collected

Insite Energy Ltd, 10 Stoney Street, London, SE1 9AD

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## How to pay for your heat

We take a variety of forms of payment. When you first move into the property we will discuss how you would like to pay for your bill.

### **The payment options are:**

1. Paying by direct debit, where we will automatically take a payment each month, equal to the energy consumed on the site.
2. Pay each bill via the telephone. To make monthly telephone payments, call 0345 872 9606 during office hours and our operators can take payment from debit and credit cards. They can also set up a direct debit for you.
3. Pay each bill via the internet. Log onto [www.insite-energy.co.uk](http://www.insite-energy.co.uk). When you have input your customer number, you will be linked to a secure website which will take payment via debit or credit cards.
4. Pay the bill in cash at any Payzone outlet which accepts bill payments. Take your bill to any shop displaying the Payzone sign and the shop keeper will take payment on your behalf. You will need the barcode printed on your bill.
5. Pay the bill in cash at any Post Office. Take your bill to any Post Office and the Post Office will take payment on your behalf. You will need the barcode printed on your bill.

You can change payment method at any time. Please call us to discuss changing payment method.

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

### **If your heating is not working:**

1. Check your heating controls are set properly so that your controls are allowing heat into the apartment.
2. If your heating is still not working, please Contact Mount Anvil on 0207 776 1816 between 9am-5pm Monday to Friday, or 07958 364 657 Out of Hours and Weekends as soon as a possible if you think your meter or the heating unit is faulty.

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

- The maintenance of the heating system within the property.
- Your cold water supply to your property, your cold water supplier is: Thames Water.
- Your electricity supply to your property, your electricity provider is: British Gas.

## What can you do to help us help you

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

- Please have your customer number to hand when you contact us.
- Please allow staff access to read the meter or carry out maintenance works if it is required. Our customer service team will arrange this for a time that suits you.
- Contact us as soon as possible if you think your meter or the heating unit is faulty.
- Let us know if you are moving house or letting your property (if you are a leaseholder only).
- 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.

## 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 [customerservices@insite-energy.co.uk](mailto:customerservices@insite-energy.co.uk)

You can call our customer telephone service on 0345 872 9606 which is available Monday to Friday 9am to 5pm on any day of the year.

You can also send us a letter to:

Customer Services  
Insite Energy Ltd  
10 Stoney Street  
London  
SE1 9AD

When contacting us, please provide your name, address and customer account number (found on the top corner of your energy bill) 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 call.



## 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 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  
10 Stoney Street  
London  
SE1 9AD

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  
0345 872 9606  
or email [info@insite-energy.co.uk](mailto:info@insite-energy.co.uk)

Insite Energy Ltd  
10 Stoney Street  
London SE1 9AD

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

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