



# The Boatyard

Billing and payment services for Heating & hot water services  
**All you need to know**



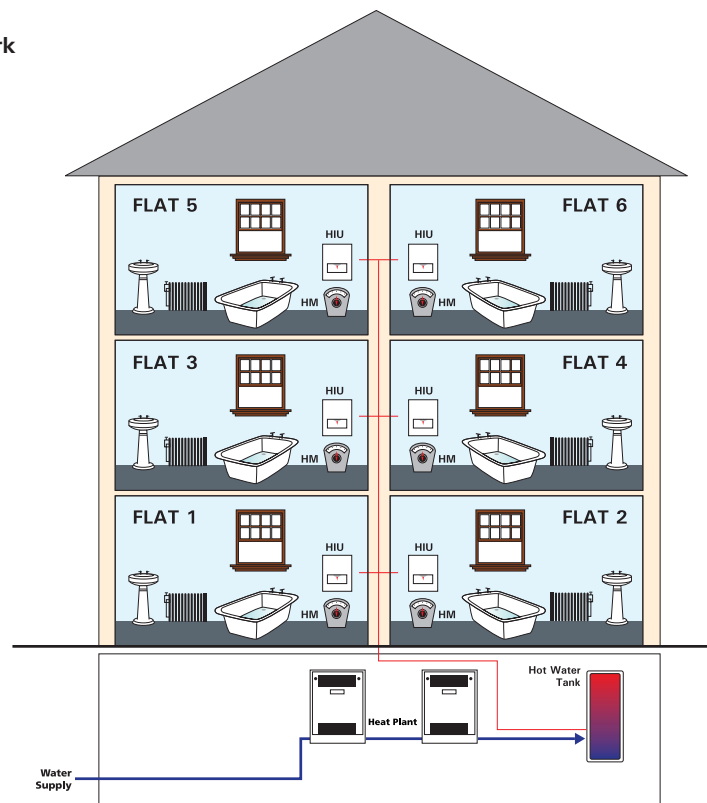
## Introduction

Welcome to The Boatyard.

Your home is served by a low carbon heating and hot water communal heating system which is generated in a communal plant room, powered by gas boilers.

Your heating system is robust, reliable and controllable. You can control the heat level through the your thermostat and heating controls in the same way as if you had an individual gas boiler in your flat. Your hot water is provided on demand and you only pay for what you use.

### Direct Heating Network





## What is communal Heating?

Rather than have an individual gas boiler in every home, a communal heating system uses a centralised communal boiler to provide heat for a whole development or for several homes in a development.

The centralised boiler is usually located in a basement or external plant room. Your heat provider manages the bulk energy supply to the plant room at your development. The communal boiler turns the energy into hot water and pumps it via an infrastructure of pipes around your development, passing through a heat exchange or HIU (Hydraulic Interface Units) at each property.

This heat exchange or HIU (Hydraulic Interface Units) brings the heating and hot water into your home.

The amount you pay for your heating and hot water will depend on the amount you use. You will also be charged a daily standing charge which is a fixed charge per a day for your connection to the communal heating network. This daily standing charge is payable regardless of whether you consume any heating or hot water as per a connection to an energy supplier.

You can find out more about how your heat tariffs and daily standing charges are calculated and when they are updated in the "Understanding Your Heat Charges" information guide.



## Insite and You

Insite is a metering and billing agent for many communal heating providers around the UK.

We work on behalf of communal hot water and heating suppliers to provide billing and payment services to their residents.

Insite Energy have been appointed by Your Management Company to read your heat meter, send out heating bills and collect payments.

We do not supply the energy to provide the heating or hot water, nor do we install or maintain the communal heating and hot water system in homes

Insite is not able to help with heaters nor taps inside your home. We are also not able to help you with the maintenance of the heating system and plumbing within your property.

The electricity or water supply to your property is not supplied by Insite. You should contact your suppliers directly with any queries.

## Contacting Us

If you have a query regarding your heating bill, are moving into or out of the property or if you have any other issues relating to paying for your heat, you can call us on our Customer Service helpline on 0345 872 9568.

Our opening hours are 0900-1700, Monday to Friday.




# Credit Metering

Understanding your heating and hot water bill

Each month Insite Energy will send you a bill based upon your actual consumption of heating and hot water. Each month we read your heat meter, 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.



Bill Enquiries and Customer Service

Mr/Mrs/Miss Random  
123 London Road  
London  
SE1 1AB

**Customer Helpline: 0345 872 9568**

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Customer Account Number 10XX0001

Payment Request 1234

Bill Period 01/0X/201X - 31/0X/201X

Bill Date 01/0X/20XX

VAT Number 814 1751 44

Customer Number

Contact Number

### Your Energy Bill

Summary			
Previous balance	=	£	XXX.XX
Payments received with thanks	-	£	XX.XX
<b>Outstanding balance</b>	=	£	<b>XXX.XX</b>


New Charges			
Supply of Heating & Hot Water	£		XX.XX
Standing Charge	£		XX.XX
VAT	£		X.XX
<b>TOTAL NOW DUE</b>		= £	<b>XXX.XX</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 **XX/XX/20XX**.  
If you would like to pay your bill at the nearest Post Office or by using Payzone, take your bill to your nearest Post Office or Payzone agent who takes 'bill payments'.

Total Charges for Heating & Hot Water, inc. VAT if applicable

£

**XX.XX**



98261727100800030000002

Insite Energy is the nominated billing agent acting on behalf of Client Name... Reg no – AB00XXXX  
Client Address:.....

Insite Energy Ltd, 84 Long Lane, London SE1 4AU

Total Amount Due

Date your Direct Debit will be collected

Barcode for Payzone and Post Office Payments

## How to pay for your heat

We take a variety of forms of payment for your heat. When you first move into the property we will discuss how you would like to pay for your heat. 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 9568 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.

It is important that you pay promptly each month. Failure to pay for your heat could result in your heat supply being disconnected. If you are having difficulty paying please contact us immediately.

If you are having difficulty paying your bill, we promise to:

- Deal with you in a courteous and confidential manner;
- Give you advice on how to lower your heat consumption.



## Customers with additional needs

Your Management Company has provided us with the details of any resident at your development who have additional needs – such as being hard of hearing or visually impaired.

Please feel free to let us know if you have additional requirements in communicating with us, we will do our best to help you.

You may wish to nominate another person, such as a carer, friend or relative to contact us on your behalf about your account. Please let us know if you would like this to be set up. We will not share your account and payment details with anyone else unless you explicitly ask us to do so.

Sometimes we may need to visit your home in order 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 whenever we visit. Our staff also have photo identification, which they wear at all times.





## Quality of Service and Complaint Handling

Customer Service is really important to us and we want to ensure that we handle any customer queries or complaints quickly and effectively. We keep a record of telephone calls and waiting times so that we can constantly check and improve our performance.

We will acknowledge your query or complaint on the same working day it is received and we will aim to resolve it within ten working days. If your issue requires liaison with Your Management Company or other parties, this may take longer.



## Contacting us for queries, complaints and feedback

Sometimes we get it wrong and sometimes we get it right! We'd like to hear from you if our service does not meet your expectations or if you have received good service that you would like to bring to our attention.

You can email our customer service team at [customerservices@insite-energy.co.uk](mailto:customerservices@insite-energy.co.uk). They will acknowledge receipt of your email straight away and refer your query to the right department or answer it themselves.

You can call our customer service team on 0345 872 9568 during our office hours on 0900-1700 Monday to Friday.

You may wish to escalate your query to our Customer Service Manager.

Please write to her at:

Customer Service Manager  
Insite energy Ltd  
84 Long Lane  
London  
SE1 4AU

When contacting us, please provide your name, address and customer number (found on the top corner of our energy bill) to help us deal with your query more efficiently.





## Contact and information

To learn more about how we can help you call

**0345 872 9568**

Or email **[customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk)**

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

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

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