



# Reliable heat network services putting you first

The number of homes connected to a heat network is set to grow 500% by 2050. That means if you're not managing one yet, you likely will soon. The good news? You don't have to do it alone.

## INSTALLATIONS

### Set up for success

Bad installs cause big problems. From new builds to retrofits, we get PAYG<sup>1</sup> and credit billing right from day one.

#### Why it helps



Comprehensive & compliant metering.



System monitoring from the start.



Smooth coordination with M&E teams.



Seamless resident onboarding.

## MAINTENANCE

### A man with a van won't do

Every network's different. With 50+ years engineering experience, we build a plan for yours and stick to it.

#### Why it helps



94% first-time fix rate avoiding revisits.



Emergency call outs within 4 hours<sup>2</sup>.



Plant room, network, HIUs<sup>3</sup> & meter servicing.



Preparing networks for regulation.

## METERING & BILLING

### Smart metering & billing

Billing can make or break resident trust. Our tailored solutions ensure fair charges and full cost recovery.

#### Why it helps



Clear, compliant & tailored billing.



Accurate usage data and automation.



Full cost recovery; no missed energy units.



24/7 support for you and your residents.

## ESCO MANAGER

### A new way of management

You don't need to hand over control or do it all yourself. ESCo Manager wraps everything into one service.

#### Why it helps



One contact reducing disputes & delays.



Flexible 12-month contracts for control.



Quarterly reports on spend & performance.



SLAs managed to improve service.



## CONSULTANCY

### Not sure where to start? Let's figure it out together.

Every heat network is different. Whether you're facing rising complaints or planning upgrades, Insite Consultancy helps you understand what's going on and what to do next.

#### Know what's going on

Network and meter surveys to identify inefficiencies, risks, and opportunities.

#### Try before you buy

Virtual modelling lets you test upgrade options and build a solid investment case.

#### Stay compliant and confident

Understand your heat supplier obligations and prepare for upcoming regulations.

#### Tailor your improvement plan

Choose the services that suit your goals, budget, and residents.

## Our accreditations



<sup>2</sup>An emergency for these purposes may include circumstances where injury to life and/or serious damage to property are threatened, such as a flooding, electrical failure, or shock risk.  
<sup>3</sup>heat interface units



## Helping you deliver better heat network experiences.

Scan to book your 30 minute chat with one of the team.

✉ [techsales@insite-energy.co.uk](mailto:techsales@insite-energy.co.uk)

☎ 0207 036 9117



#### About Insite Energy

With over 15 years experience, we deliver heat network services to over 35,000 homes across 300 heat networks. With the longest opening hours in the industry, and a 94% first-time fix rate by our engineers, our 'Excellent' Trustpilot rating is a testament to the work we provide to developers, housing providers, property managers and residents across the country.