



'my insite': Putting the power into residents' hands

Paying for heating & hot water, or cooling, shouldn't be a headache. **'my insite'**, Insite Energy's free resident portal, gives those living on your heat networks control, clarity and convenience.

ABOUT 'MY INSITE'

A smarter way for residents to manage their energy

'my insite' offers a secure, intuitive web-app that lets residents view their balances, make payments, set up Direct Debits or auto top-ups, and access billing history.

How it helps residents



View balance & payment history.



Make one-off or automated payments.



Access monthly bills and annual statements.



Get support via LiveChat, WhatsApp, phone, or webforms.

How it helps you



Improved cash flow through automated payments.



Fewer complaints thanks to self-serve features.



Accessible across any internet-connected devices.

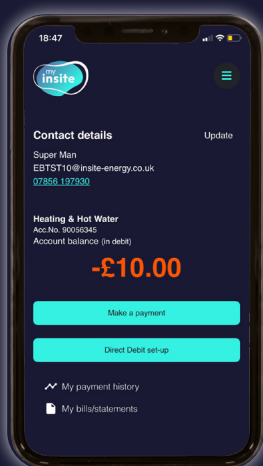


Supported by our 'Excellent' Trustpilot-rated team

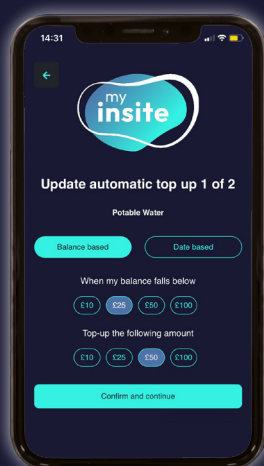
WHAT RESIDENTS GET

Everything residents need in one place

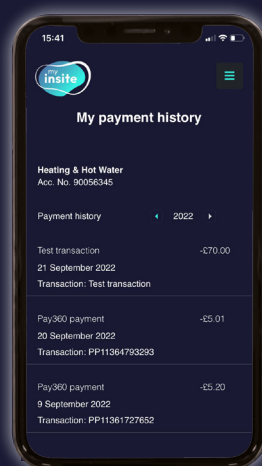
Say goodbye to payment delays and billing confusion. **'my insite'** brings together the tools residents need to stay on top of their energy accounts without the stress. It's all built to make their lives easier (and yours too).



View account balance & access payment options



Set up automatic top-ups or Direct Debits



Check payment history at any time



CASE STUDY

67% uptake drives smarter payments on the go

Launched in 2022, **'my insite'** has transformed how residents manage their energy accounts. With on-the-go access, they can pay bills or top up their PAYG¹ accounts from anywhere. Today, 67% of our residents are registered on the web-app, with:

- 90% of PAYG residents making one-off payments.
- 22% of PAYG residents having set up automatic top-ups.
- 35% of credit billed residents paying their bills via Direct Debit.

This shift to self-serve means residents are more in control, and payments more consistent. And it's working: nearly three-quarters of users say they're satisfied or very satisfied with **'my insite'**.

¹pay-as-you-go



Want to see how 'my insite' can support your residents?

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

✉ techsales@insite-energy.co.uk

☎ 0207 036 9117



About Insite Energy

With over 15 years experience, we deliver heat network services to over 38,000 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.