



Experience true billing support

Metering & billing services that empower you & your residents

Running a development comes with many responsibilities - handling residents' energy accounts should not be one of them. Insite Energy's services ensure accurate, compliant billing with full cost recovery, while providing exceptional customer & client support.

Flexibility, innovation, and excellence at the forefront

Flexible billing solutions

Whether you'd prefer for your residents to use energy before paying, top up pay-as-you-go (PAYG) meters, or a mix of the two, our metering & billing solutions cater to the unique needs of your heat network. Our options all include various payment methods and access to our comprehensive customer and client support.

Monthly credit billing

Residents use energy first and pay later through various convenient methods, simplifying payments and reducing costs.

Recommend for: Low-cost, easy installs or retrofits with closed-protocol systems.

Pay-as-you-go (PAYG)

Residents top-up their accounts and access consumption data via in-home displays or web-apps, helping to reduce your debt risk.

Recommend for: Managing debt risk or flexible billing through easy mode switching.

Credit-as-you-go (CAYG)

Exclusive to KURVE, residents pay in advance with a set credit threshold. They still get access to their real-time balance while your debt levels remain manageable.

Recommend for: Developments with residents needing payment flexibility.

KURVE

SECURE

guru

Excellent customer service

With the longest opening hours and multiple communication channels, our 'Excellent' Trustpilot rating is well-deserved. Our team offers personal support to resolve issues quickly, while our customer portal gives 24/7 account and payment management. Regular tariff reviews ensure fair billing and compliance with regulations.

Excellent human support

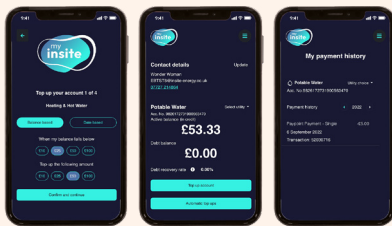
Available outside typical working hours, our call-centre adds a personal touch to every interaction, supporting our diverse customer base, and resolving issues swiftly.

24/7 account access

Residents can manage their account, set-up payments and top-ups 24/7 via 'my insite', our customer portal. Contact methods include email, web chat, and phone.

Comprehensive tariffs

We offer tariff reviews every 6-12 months to help clients comply with HNMBR¹ and Heat Trust, recover costs, and ensure residents are billed only for their consumption.



Tailored client support

Exceptional support is crucial in a changing market. With a dedicated account manager and 24/7 access to our client portal, VANTAGE, we ensure compliance, effective debt management, and accurate cost recovery. Proactive strategies and ongoing monitoring optimise network performance and protect your brand.

Heat network management support

Monthly meetings and 24/7 access to VANTAGE help spot issues early. OPSS² & DESNZ³ notifications further help you to stay on top of regulatory requirements.

Expert debt risk management

Manage debt with tailored strategies utilising VANTAGE, clear credit control, and resident support. The provision of retrofit PAYG systems further aids debt recovery.

Brand protection

Accurate tariff calculations and automated meter reading systems ensure residents only pay for their consumption, minimising complaints and protecting your brand.



We also provide...



Don't just take our word for it...

"Some companies have chat bots and copy and paste responses, but with Insite, you got through to a real person straight away who provided quick, genuine and friendly help."

Sarah R, 12 July 2024

★★★★★ Trustpilot

"Insite gives both us and our residents consistently excellent customer service and they go the extra mile to evolve their solutions to match our requirements."

Anthony Atkinson, Estates and Customer Service Director at Telford Homes

¹Heat network (Metering & Billing) Regulations 2024; ²Office for Product Safety and Standards; ³Department for Net Zero and energy Security



Experience unparalleled billing support and flexibility!

Contact us to get a quote or schedule a consultation.

Contact us

✉ techsales@insite-energy.co.uk

☎ 0207 036 9117

About Insite Energy

Leaders in the UK's heat network sector since 2009, we enhance network operations with unmatched solutions, providing metering, billing, and maintenance services. Advocates for customer protection and champions of operational efficiency, we're a reliable partner for heat network operators and suppliers.

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