



## Maintenance contract

South London heat network is first to receive comprehensive maintenance from Insite Energy

Selecting Insite Energy for both their plant room and domestic heat network assets, this South London development now benefits from improved reliability as a result of proactive planned maintenance as well as reduced emergency call-out costs.

### The Details

The housing project comprises five new residential buildings in a vibrant community. Across two of them, Insite Energy had already been managing the metering & billing for 70 dwellings. It is these that have benefited from the new maintenance contract since May 2022.

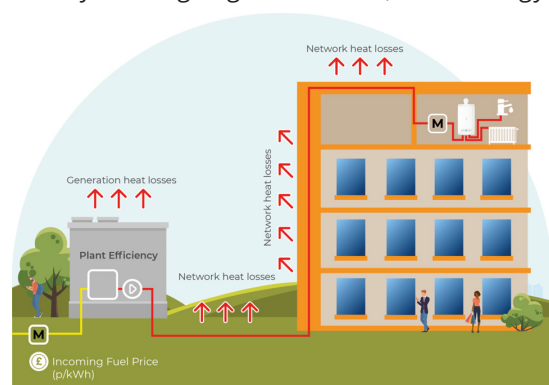
“Throughout a heat network, there are several points at which there is a heat loss. Most of this happens when energy travels from the plant room to each individual home. By providing proactive, ongoing maintenance, on top of repairing existing issues, in both the plant room and domestic dwellings, we can improve the efficiency across the network. This in turn means that costs of running it go down, making it a highly recommended service for all of our clients.”

**Steve Morris, Head of Maintenance at Insite Energy**

Insite Energy provides clients with a one-year maintenance contract, allowing them to retain control of their heating services. The maintenance services Insite provides at this south-London development include an annual servicing of heat interface units, heat meters and all plant room heating assets, including the communal gas boiler. By entering a contract with Insite Energy, the client has also secured reduced call-out rates for heat network issues.

Shortly after signing the contract, Insite Energy carried out an adoption audit,

allowing them to spot and repair any issues early on. Proactive maintenance of the heat network will ensure that the system continues to run efficiently, ultimately providing this heat network's residents with more beneficial heating & hot water tariffs.



### Project Summary:

#### Location:

South London

#### Properties:

70 homes

#### Service:

Maintenance

Plant room & domestic

### Benefits:

- **Reduced call-out rates**
- **Proactive maintenance reduces the number of emergency issues and residents' complaints**
- **The combination of domestic and plant room servicing ensures the system performs more efficiently as a whole**
- **Reduced cost savings are passed onto residents**

### About Insite Energy

We are a national heat network metering, billing and maintenance service provider with over ten years of experience across the UK. Our specialist services are available to heat network operators, including managing agents, developers, housing associations and contractors.

To find out how Insite Energy can support your heat networks, get in touch:

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