



Brook Avenue

Billing and payment services for heating & hot water

All you need to know

Introduction

Welcome to Brook Avenue.

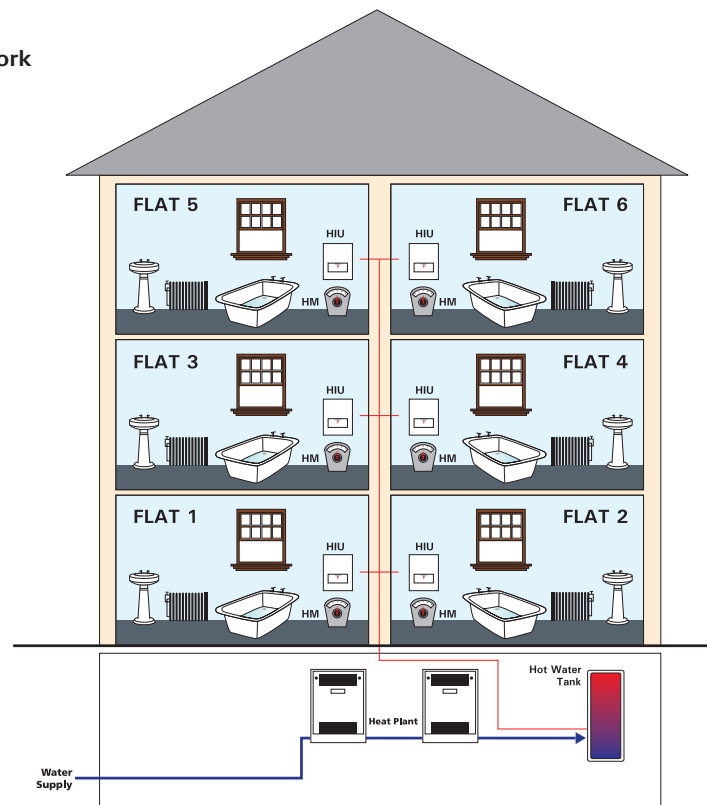
Your new home is served by a low carbon heating and hot water communal heating system which is generated in a communal plant room, powered by gas boilers.

Your heating system is robust, reliable and controllable

You can control the heat level through 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 exchanger or HIU (Hydraulic Interface Unit) at each property.

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

Insite has installed a smart valve in your home which links your payments to your access to heating and hot water. As long as your account is in credit, your valve will remain open and you will have access to heating and hot water. If your account runs out of credit, the valve will close. Once you then make a top-up payment, it will open again.

All of this happens remotely thanks to our smart internet technology.

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 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 direct connection to an energy supplier.

You can find out more about how your heat tariff and daily standing charge 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 like your Landlord and or your Managing Company to provide billing and payment services to their residents.

Insite has been appointed by your Agent to manage your "Flexi Pay" payment system.

We don't supply the energy used 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 the 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 "Flexi Pay" system, are moving into or out of the property or if you have any other issue relating to paying for your heat, you can call our Customer Service helpline on 0345 872 9602

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

If you have an emergency where you have no heating or hot water, you can also call us using the same helpline number, 1700-2000, Monday to Friday and 0900-1700 on Saturday and Sunday.

You can also email us at customerservice@insite.co.uk. Your email will be read during office hours.

About Your "Flexi Pay" System

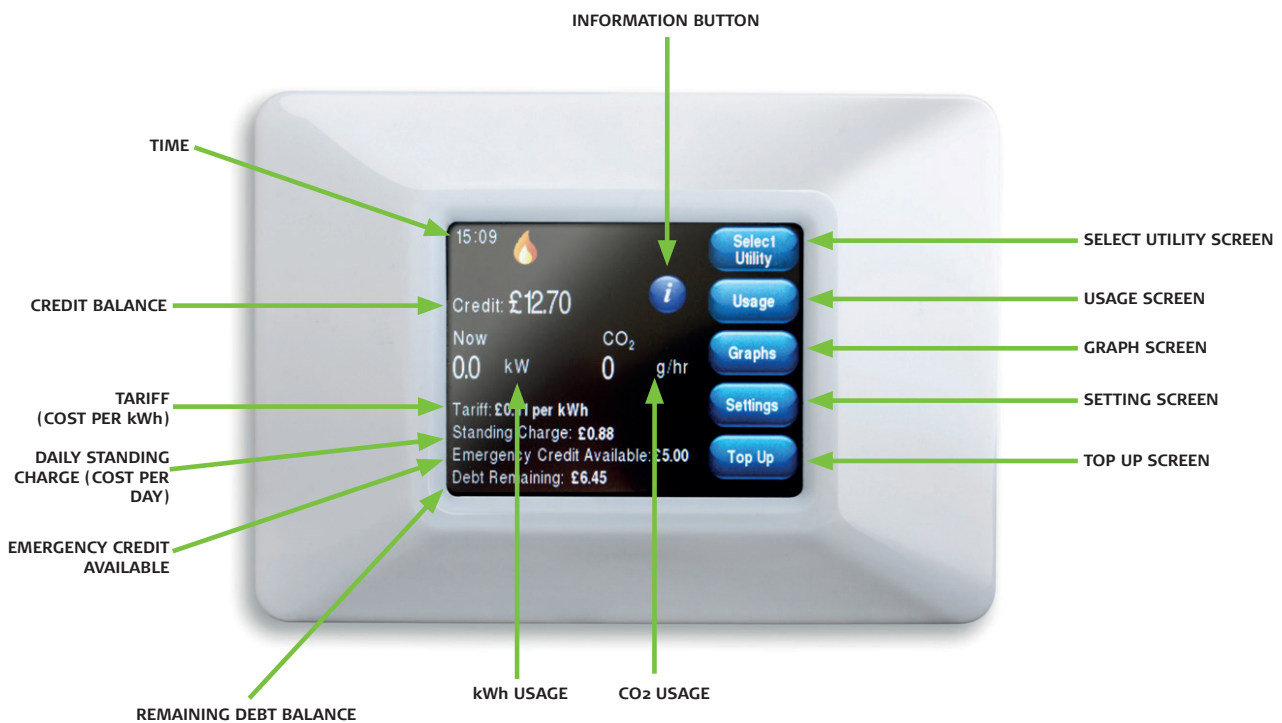
Your Managing Company has chosen the Guru Hub unit for your home. The Guru Hub is a smart energy meter and heating and hot water controller, all in one unit. It is a popular metering and billing solution which is linked to our Your "Flexi Pay" payment system. Your Guru Hub unit enables you to easily monitor your use of heating and hot water and also the payments you make.

The Guru Hub unit is connected to Insite's payment system via the internet, so it always knows how much credit you've purchased.

Reading the "Flexi Pay" display panel

Below is the main screen display: This displays your credit balance, your emergency credit limit, the kWh (unit) charge, your daily standing charge, your kWh and CO₂ usage.

It also has an information button, where you can find the helpline number.



Select Utility Screen

This tab enables you to switch between accounts. The screen that shows the light bulb is the electricity account for monitoring purposes only.

Changing your Electricity Tariff

Your Guru Hub will be initially set-up to show your tariff charge as set by your provider. If your provider or your tariff is changed in order to keep the information correct you must update the details in the Guru unit by going on line at customerservice@insite-energy.co.uk enter your property details and follow the step by step instructions.



Credit Low

The image below shows the 'low credit' display screen. When your credit runs low, this message will display reminding you to make a top up payment. If you are unable to top up immediately you can activate your emergency credit. To activate your emergency credit press the "Activate Emergency Credit" button as illustrated below.



Emergency Credit

When the emergency credit is activated, your display screen will confirm this by displaying "Using Emergency credit". It will also display how much emergency credit you have available. Please note that emergency credit is for emergencies only. If you have used your emergency credit you must then top up afterwards as your supply will be disconnected once the allowance has been used up.

The amount of Emergency Credit available to you is determined by your heat provider (our client).



Disconnected

If your emergency credit reaches zero (-£0.00), your smart valve will close and your supply will be disconnected. You must make a top up payment in order to restore your supply. Please note you must be in positive credit in order to reactivate your access to heating and hot water.



Please note your daily standing charge will continue to deduct daily even if your supply has been disconnected.





Tamper Alarm

If your Guru Hub unit is tampered with, your supply will immediately be disconnected and the message 'Your supply is disconnected due to a TAMPER ALARM' will be displayed.

If this message is displayed please call our Customer Service helpline on 0345 872 9602

Please note that your heat provider is likely to charge you the call out fee if your unit has been tampered with.



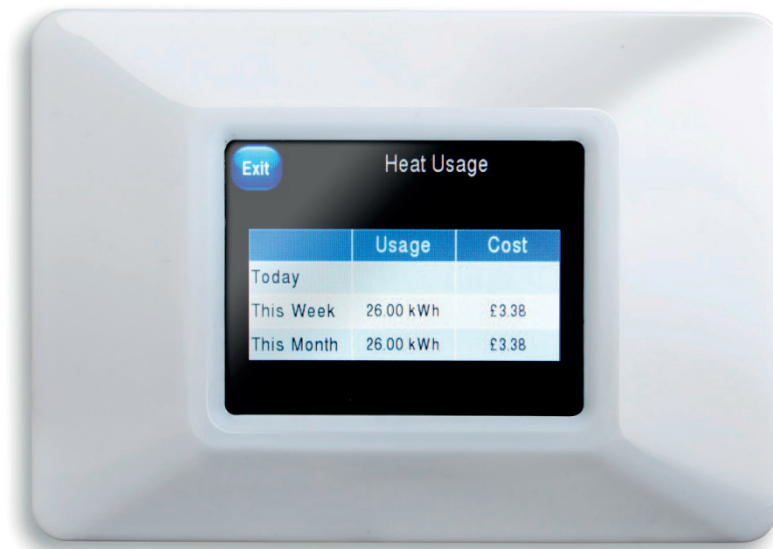
Messages from Insite

We may need to send you messages from time to time, if so the message will be displayed on the screen. Simply click "OK" to clear the message.



Usage

The Usage screen displays your kWh usage. This is the actual amount of heat you have consumed.



You can also view your usage in graphical view by pressing the "Graphs" button.

Display

You can adjust the time your display screen stays on before automatically dimming by simply scrolling down and pressing the desired time.





Making top up payments

Whenever you top up your "Flexi Pay" system, your Guru Hub unit will be credited remotely. If for any reason there is a significant delay in the credit reaching your unit remotely, you can enter it manually. Simply key in the 20 digit number which can be found on your PayPoint, SMS, email receipt or given verbally to you if you top up over the phone.



Where is my "Flexi Pay" Unit?

Your "Flexi Pay" Guru Hub unit is located in the utility cupboard inside your property.

How do I make payments?

The following payment options are available to you:

- Online
- Auto Payment
- Phone
- SMS/text
- At a PayPoint location

FIRSTLY, YOU WILL NEED TO SET UP AN ACCOUNT WITH YOUR DETAILS.

How to set up your payment account

Log onto www.pay.insite-energy.co.uk

- Click on Your Account
- Click on Register
- Enter a user name
- Use something simple and easy to remember.
- Enter a password
- Try to use a mixture of letters and numbers or three separate unrelated words
- Confirm password
- Enter your Account Number
- Your account number is the 19 digit number which can be found on your heat payment card.
- Insert your title
- Enter your first name
- Enter your last name
- Enter your phone number
- Please remember to include your area code.
- Enter your mobile number
- **Remember, we need your mobile number if you would like to top up via SMS.**
- Enter the 1st line of your address
- Flat/house number, street number and street name.
- Enter the 2nd line of your address
- Town
- Enter the 3rd line of your address
- City
- Enter Region
- Country
- Enter your post code
- Enter your email address
- Enter your email address again
- Enter the security words
- Click on Register.

Now please check your email. We will send you an email to verify that we have the correct email address.

Follow the instructions on the email by clicking in the highlighted link to register your credit/debit card.



How to register your Credit or Debit Card Online

Please note this is required if you would like to use our SMS service or the Auto top facility.

To save typing in your billing address and credit card details each time you want to top up, you can opt to securely register your card details with us.

Log onto www.pay.insite-energy.co.uk

- Go to Your Account
- Click on make payment
- Select the amount you wish to pay by clicking on the arrow to the right of the word "Amount" then click on the desired amount
- Enter your billing address details (the address where your credit/debit card is registered)
 - Enter your Name
 - Enter your Company (If applicable)
 - Enter your Street Name
 - Enter your Area
 - Enter your City
 - Enter your Region
 - Enter your Post Code
- Enter your credit/debit card details
 - Select your card type by clicking on the arrow to the right of Card Type, click on your selected card type
 - Enter the long card number (the 16 digit number on the front of the card)
 - Enter the name on the card
 - Enter the Issue number (if shown)
 - Enter the start date
 - Click on the arrow to the right of the month and click on the selected month, and click on the arrow to the right of the year and click on the selected year.
 - Enter the expiry date
 - Click on the arrow to the right of the month and click on the selected month, and click on the arrow to the right of the year and click on the selected year.
 - Enter the security number (the 3 digit number on the back of the card)
 - Click on the enable box to securely save your card details for next time,
- click on submit.
- You will be sent an email confirming your payment.

If you haven't received the email within 5 minutes then please check your junk mail folder as it may have been diverted there. Please move the email to your inbox to allow the functionality of the link.

A note about security: to keep payments secure and safe, your card details are saved by Paypoint.net the payment provider, not by us. Insite Energy only saves a reference code for this transaction, which is checked by Paypoint.net every time you pay.

Once you have registered your credit/debit card online you can now top up online or register for SMS payments.

How to Top Up your Credit Online

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your username
- Enter your Password
- Click Login
- Go to Your Account
- Click on Make payment
- Select the amount you wish to pay by clicking on the arrow to the right of the word amount and click on the desired amount.
- Check that the credit card details displayed are correct, then click submit you will be sent an email confirming you payment.

You can pay for your heating and hot water in a number of ways. You can pay online, by SMS, by phoning Insite during office hours (0900-1700, Monday-Friday) or via any shop that displays the PayPoint logo. You can also set up your account for automatic payment. Please visit our website www.pay.insite-energy.co.uk in order to set up this hassle-free way to pay from a nominated customer debit card.

Automatic Payment

There are 3 options for automatic payment available to you:

Auto Top up is triggered when your balance falls below a set limit. How this works: When your balance drops to £10.00 this will be the trigger to automatically take a payment made from your debit account of either £20 or £50.

Scheduled Auto-Payment of a set amount, on a set day of each month. How this works: An amount set by you will be taken from your nominated debit card on a day of the month set by you. This may mean that you build up a surplus of credit through the warmer months which then evens out during the colder months. You can of course choose to change the monthly amounts throughout the year, by changing your settings via our website www.pay.insite-energy.co.uk.

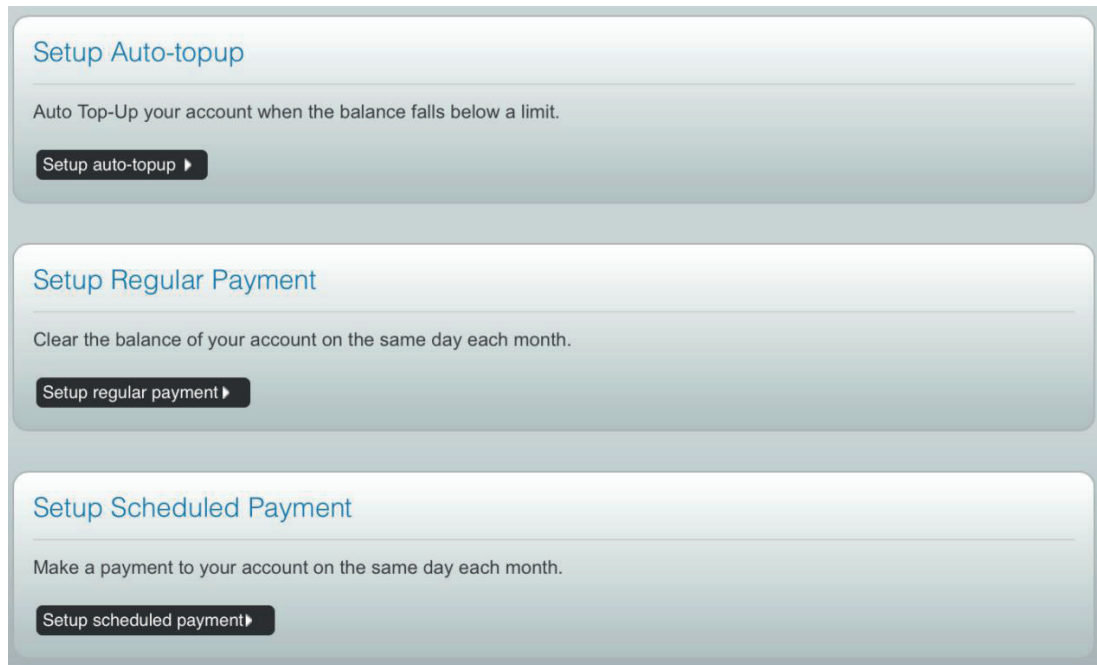
Regular Auto-Payment of a variable amount on a set day each month. How this works: If your heating provider has instructed Insite to set your account to allow you to pay in arrears, you can clear your balance up to £0.00 each month. On a set day each month, an automatic payment will be taken from your account for the amount owed as shown on your Guru hub unit. You will be able to see what your "estimated bill" is at any point in time on the main front screen of your Guru Hub unit in your home.



To set yourself up if your payment card is not yet registered:

Make sure this box is ticked when making a payment:

Click the options for Set up Auto-Payment, Set up Regular Payment or Set up Scheduled Payment as you prefer.

A screenshot of a web interface with three distinct sections, each with a title, a brief description, and a button. The sections are: 1. "Setup Auto-topup" with the description "Auto Top-Up your account when the balance falls below a limit." and a button labeled "Setup auto-topup ▶". 2. "Setup Regular Payment" with the description "Clear the balance of your account on the same day each month." and a button labeled "Setup regular payment ▶". 3. "Setup Scheduled Payment" with the description "Make a payment to your account on the same day each month." and a button labeled "Setup scheduled payment ▶". The buttons are dark grey with white text and a right-pointing arrow.

If you have any problems in setting up automatic payment you can call us during the office hours of 0900-1700 Monday to Friday, or send an email to customerservice@insite-energy.co.uk.



How to register for top up by SMS/text

Once you have registered your debit/credit card and clicked on the box, please fill in the details on that page, and make sure you tick the box labelled "Allow this payment card to be used for payments via SMS"

You will need to ensure your mobile number is registered.

How to register your mobile number:

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your username
- Enter your Password
- Click Login
- Go to Your Account
- Under account settings enter your mobile number
- Click Save
- Under Pay by SMS - Click Register your mobile number
- You will now be sent a text message with a confirmation code
- Enter the confirmation code in the box titled SMS Confirmation Code
- Click Confirm
- You will now be sent a text message to confirm your mobile phone registration
- You are now ready to top up using SMS.

How to top up by SMS/text

Send a text to **81234** saying **PAY**, followed by the amount you wish to top-up.

- For example: to top-up credit by £20, send a text to **81234** saying **PAY 20**
- You can make payments of £5 to £150 (in £5 increments).
- Texts are charged at your standard network rate.

Payment will be taken from the credit/debit card you have registered for our Pay by SMS service. Each SMS that you send will only be charged at standard network rates.

How to Top Up Your Credit via Telephone

Please call customer services on 0345 872 9602 during our office hours of 0900-1700 Monday to Friday to make a payment over the phone using your debit or credit card.

Please note the maximum amount you can top up in one transaction is £150.00.

Can I top up before my credit runs out?

Yes, you can top up whenever you like.

Making payment at a PayPoint location (over the counter at a shop)

You can make a top up payment at any location that displays the PayPoint Logo.



You can add credit using your heat payment card at any PayPoint location and top up with your desired amount. The credit will be remotely credited to your "Flexi Pay" unit.

We will notify you of your nearest PayPoint location in the letter that we send with your heat payment card.

Please look after your card, the replacement cost for a lost or damaged card is £25.00.

Can I top up before my credit runs down to zero (-£0.00)?

Yes! You can make payments whenever you like and build up a balance to cover periods when you might be away from your home.

Emergency Credit

If your credit runs out, you can make use of an emergency credit service to keep your heating and hot water working for a little while longer, until you are able to make a top-up payment.

Please note there is a maximum £5 emergency credit available to you. The amount of emergency credit used will have to be paid back next time you top up.

Emergency credit can only be activated when your meter is at zero (-£0.00) credit or below. To activate your emergency credit press the "Activate Emergency Credit" button as illustrated on page 7.



I Have Just Topped Up and My Heating/Hot Water Isn't Working

Firstly, please check that you have enough credit and that you have a positive balance (remember that if you have used any emergency credit it will automatically be taken from your next top up payment).

- If you have topped up using PayPoint, check your receipt to make sure the payment was taken correctly.
- If you have topped up online, check that you have received a confirmation email and the information is correct.
- If you have topped up via SMS, check that you have received a confirmation text message and the information is correct.
- Check your "Flexi Pay" Guru Hub unit to see if your credit has been applied.
- If not please manually apply the credit by pressing the Top Up button and entering the 20 digit number which you can find on your Pay Point receipt, email or text confirmation.

If your heating is still not working, please call our customer service helpline on 03458 629 731 or email customerservice@insite-energy.co.uk. Our opening hours are shown on Page 5

If we need to visit your property due to a "Flexi Pay" system problem

- We offer either morning or afternoon appointments for maintenance visits, whichever suits you best.
- We offer you the option of choosing a password for any appointments we make. This password will be used to identify the person visiting so that you know the person who arrives at your home is one of our employees.
- We prioritise response times for vulnerable customers who are registered on our "We Care" scheme.

Should you need to contact us regarding an appointment you can contact us on 0345 872 9602 or email to customerservice@insite-energy.co.uk

Customers with additional needs

Your landlord and or Management Agent has provided us with the details of any residents 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 payment system or 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. Our staff also have photo identification, which they wear at all times.

What you can do to help us help you

There are a few things you can do to help avoid any problems:

- Please look after your payment card carefully as you will be charged for any replacements.
- Please allow staff access to read the "Flexi Pay" System or carry out maintenance works if it is required.
- Our customer service team will arrange this for a time that suits you.
- Please keep appointments made to maintain the "Flexi Pay" system, where access is required to your property. Your heat provider may charge you for any missed appointments.
- Contact us as soon as possible if you think your Flexi Pay" system is faulty.
- Let us know if you require an interpreter or assistance in your communications with us.
- Do not wilfully damage any part of the heating system within your property or outside your property.
- Keep any PayPoint receipts.



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 landlord and or Management Agent or other parties, this may take longer.

Please let us know if you would rather someone else speak for you, as we can of course allow an authorised third party to manage your query and account for you.

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. 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 9602 during our office hours 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
84 Long Lane
London
SE1 4 AU

When contacting us, please provide your name and address to help us deal with your query more efficiently.



Contact and information

To learn more about how we can help you call

0345 872 9602

Or email **customerservice@insite-energy.co.uk**

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

www.insite-energy.co.uk

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