



## Q10 Quartermile - 2 & 3 Wharton Square

Heating & hot water services  
All you need to know

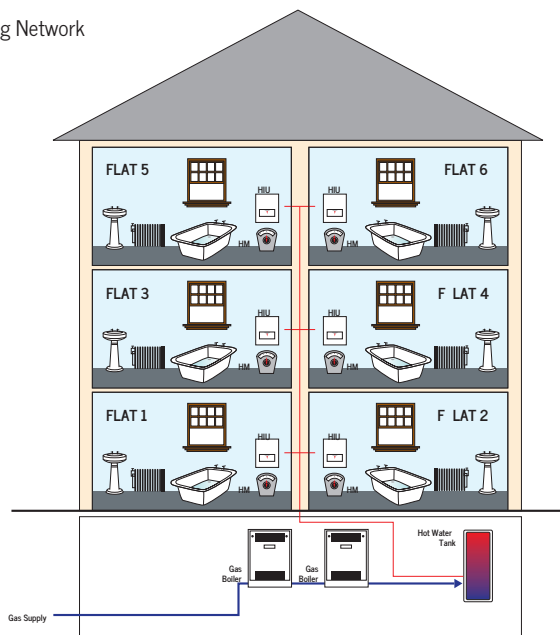


## Introduction

Welcome to Q10 at Quatermile. Your new home is served by a communal heating system. Your heating system is robust, reliable and controllable. Just as if you had a gas boiler in your flat, you can control the amount of heating through the room thermostat and heating controls. Your hot water is provided on demand.

The communal heating system provides heating and hot water for every flat in the development and, as a result, there is no opportunity to change supplier or opt out of this service. You will be responsible for charges for your use of heating and hot water supplied to your property and it is a condition of your tenancy agreement that you pay for these services in full.

Direct heating Network



Insite Energy have been appointed by Hillcrest Housing Association to remotely read your heat meter, send out heating bills and collect payments.

If you have a problem with the supply of heating and hot water, you can contact Hillcrest Housing Association Repairs on 08000 324 888.

Heat tariffs reflect the cost of producing heat. You can find out more about how the heat tariffs are calculated and when they are updated in our "Understanding Your Heat Tariffs" guide.

Each month, you will be sent a bill covering your actual heating and hot water consumption and the charges for each unit of energy. We will read your heat meter remotely every month, so you will generally have an actual rather than an estimated bill.


If you have a query regarding your heating bill, are moving into or out of the property or any other issue related to paying for your heat, you can call us on our helpline on 0345 872 9601. Calls outside office hours will be logged and a staff member will call you back during office hours (9am to 5pm).


## Credit Metering

Understanding your heating and hot water bill

Each month, Insite Energy will send you a bill based on your actual consumption of heating and hot water. Each month we remotely read your heat meter, which measures the combined amount of heating and hot water used. We will use that meter reading to calculate an accurate bill.

Your bill contains useful information, which you will need to make payments .





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Bill Enquiries and  
Customer Service

**Customer Helpline:** 0345 872 9601

Customer Account Number	123456
Bill/ Invoice Number	0018
Bill Period	30 Jan 13 - 14 Feb 13
Bill Date	20 February 13
Payment Due	06 March 13
VAT Number	991 3898 60

Mr A Sample  
10 Stoney Street  
London  
SE1 9AD

Dear Mr Sample,

### Your Energy Bill

Summary		
Previous balance	= £	0.00
Payments received with thanks      See page 2	- £	nil
<b>Outstanding balance</b>	<b>= £</b>	<b>0.00</b>

New Charges		
Supply of Hot Water      See page 2	£	8.54
<b>TOTAL NOW DUE</b>	<b>= £</b>	<b>8.54</b>

### Payments

Payments		
payment received -	£	0.00
<b>TOTAL PAYMENT</b>	<b>=</b>	<b>£ 0.00</b>

If you have chosen to pay by direct debit, please keep this bill for your reference only. Your payment will automatically be taken on or just after 06/10/13

If you would like to pay your bill at the Post Office or by using Payzone, take you bill down to your nearest Post Office or Payzone agent who takes 'bill payments'.

Insite Energy Ltd, 10 Stoney Street, London, SE1 9AD

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## Supply of Heating & Hot Water

How to pay for your heat

We take a variety of forms of payment for your heat. When you first move into the property we will discuss with you how you would like to pay for your heat.

The payment options are:

1. Paying by direct debit, where we will automatically take a payment each month, equal to the energy consumed on the site.
2. Pay each bill via the telephone. To make monthly telephone payments, call 0345 872 9601 during office hours (9am to 5pm) and our operators can take payment from debit and credit cards. They can also set up a direct debit for you.
3. Pay each bill via the internet. Log onto [www.insite-energy.co.uk](http://www.insite-energy.co.uk). When you have input your customer number, you will be linked to a secure website which will take payment via debit or credit cards.
4. Pay the bill in cash at any Payzone outlet which accepts bill payments. Take your bill to any shop displaying the Payzone sign and the shop keeper will take payment on your behalf. You will need the barcode printed on your bill.
5. Pay the bill in cash at any Post Office. Take your bill to any Post Office and the Post Office will take payment on your behalf. You will need the barcode printed on your bill.

You can change payment method at any time. Please call us on 0345 872 9601 to discuss changing your payment method.

It is important that you pay promptly each month. Failure to pay for your heat and hot water is breach of your tenancy and could result in legal action being taken against you by Hillcrest Housing Association or your heat and hot water supply being disconnected. If you are having difficulty paying please contact us immediately.

If you are having difficulty paying your bill, we promise to:

- Deal with you in a courteous and confidential manner;
- Suggest a repayment plan to deal with any arrears;
- Give you advice on how to lower your heat consumption.



## What to do if you have a fault with your heating

If there is a problem with any aspect of your heating system please call Hillcrest Housing Association Repairs on 08000 324 888.

If your heating is not working:

- Check your heating controls are set properly so that your controls are allowing heat into the apartment.
- If your heating is still not working please call Hillcrest Housing Association Repairs on 08000 324 888.

Insite Energy is not responsible for:

- The maintenance of the heating system within the property. These are maintained by Hillcrest Housing Association.
- Your electricity or water supply to your property.



## What you can do to help us help you

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

- Please have your customer number to hand when you contact us, this can be found on the top of your bill.
- Please allow staff access to carry out maintenance works if it is required. Hillcrest Housing Association Repairs team will arrange this for a time that suits you.
- Let us know if you require an interpreter or assistance in your communications with us.
- Not wilfully damage any part of the heating system within your property or outside your property.
- Pay for the heat you consume and any associated standing charges.
- Contact Hillcrest Housing Association Repairs on 08000 324 888 as soon as possible if you think your meter or the heating unit is faulty.

## Customers with additional needs

At Insite Energy we understand that some customers have additional needs. This includes anyone in your household who:

- Has a disability
- Has a chronic illness
- Is of pensionable age
- Is blind or partially sighted
- Is deaf or hard of hearing
- Is mute
- Is illiterate
- Suffers with a relevant allergy
- Is under the care of a third party support (i.e. Agent, Power of Attorney, Support Worker)
- Requires an interpreter
- Has another type of special need.

If you or anyone in your household has additional needs we can help by offering extra support to those who need it. In order to do that, we maintain a priority customer register. This is known as our "We Care" scheme.

- We make sure all our customers know about the "We Care" Scheme.
- If you think you may meet the criteria, you can also ask to be registered on our "We Care" Scheme.
- If you are a tenant, Hillcrest Housing Association may nominate you to join the "We Care" Scheme.
- We provide free information and advice to customers on the services available under the "We Care" Scheme.
- We provide a variety of contact options to make sure customers who have special communication needs are able to contact us.
- If you are registered with "We Care", you can also nominate a third party to manage your billing and payments and contact us on your behalf.





## More About "We Care"

"We Care" has a number of special services for our customers with extra needs, these include a password service, priority response service for repairs, and a responsible party nomination service. These are all provided free.

### Password Service

Sometimes we may need to visit your home to carry out routine maintenance on your heating unit and 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.

### Priority response for repairs to your heating and hot water

If you are a member of "We Care" and there is an interruption to your heating and hot water, once notified by Hillcrest Housing Association we will respond to you as a priority.

### Responsible party

As a member of "We care", you can nominate another person, such as a friend or relative, to contact us on your behalf about your account.



## Quality of Service and Complaint Handling

At Insite Energy, customer service is really important to us. We want to ensure that we handle any customer queries or complaints quickly and effectively. We keep a record of telephone calls, waiting times and maintenance incidents so we can constantly check and improve on our performance.

We also provide a variety of options to communicate with customers, for example, if English is not your first language we can put you through to one of our multi language customer team members or we can contact you by email or letter. If you would rather someone else speak for you we can allow an authorised third party to manage your account.

Along with our high level of customer service, Insite Energy also provides a clear complaint handling policy to all our customers. We aim to resolve most complaints at first point of contact and deal with all complaints within 28 days.

## Contacting us

Here at Insite Energy there are three easy ways to contact us:

You can email our friendly and professional customer service team at [customerservices@insite-energy.co.uk](mailto:customerservices@insite-energy.co.uk)

You can call our customer telephone service on 0345 872 9601 which is available Monday to Friday 9am to 5pm on any business day of the year.

You can also send us a letter to:  
Customer Service Insite Energy Ltd  
10 Stoney Street  
London  
SE1 9AD

When contacting us, please provide your name, address and customer number (found on the top corner of your energy bill) to help us deal with your query more efficiently.

In most cases queries and complaints should be resolved by our customer services team, whether you contact them by telephone, email, web query or letter. All our staff are based in the UK and are trained to a high standard to resolve your call.



We promise to:

- Acknowledge your query or complaint within three working days and, if it's a simple query provide a clear response within the same time.
- Immediately initiate a detailed internal enquiry about your query or complaint if this is more complex.
- Send you a full written reply within ten working days of receiving your query or complaint.
- If we are not able to resolve your query within this time, we will provide you with a plan which sets out the steps and time we expect it to take.

Sometimes we get it wrong or our service does not meet your expectations. If you are not happy with the way your query has been dealt with, you may take your query or complaint to the Customer Service Director.

You should do this by completing our customer complaints form, available from our customer service team, and sending it to:

Insite Energy Ltd  
Customer Service Director  
10 Stoney Street  
London  
SE1 9AD

The Customer Service Director (or alternate Director if he/she is not immediately available) will respond to your query and complaint within ten working days clearly setting out the company's final response.



## Contact and information

To learn more about how we can help you call 0345 872 9601

[www.insite-energy.co.uk](http://www.insite-energy.co.uk)

For more information about Fontenergy visit

[www.fontenergy.com](http://www.fontenergy.com)

For more information about Rydon visit

[www.rydon.co.uk](http://www.rydon.co.uk)