



Introducing your Guru Hub II pay-as-you-go system

Kew Bridge Rise



Metering & billing services for heating & hot water

 0120 031 6201



**View and manage your
heating & hot water using
Guru's touch screen in-
home display.**



Welcome to Kew Bridge Rise

Your home at Kew Bridge Rise is served by a heat network. Heat networks provide an efficient and environmentally friendly way of delivering energy to buildings. Instead of every home needing its own gas or electric boiler, a central plant room generates energy into heating, hot water, and sometimes cooling, which is then supplied to all connected properties. Your heat network is managed by your heat supplier, L&Q Hill Brentford LLP.

Heat networks explained

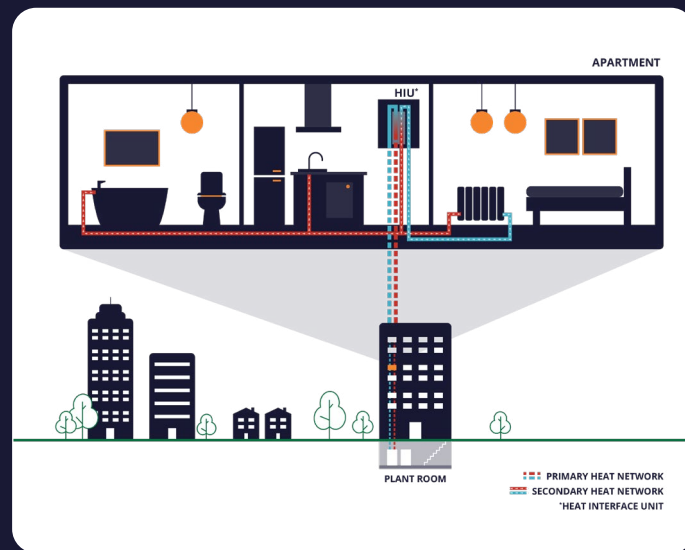
Your heat supplier, or building owner, manages the incoming bulk fuel supply to the central plant room, which uses low-carbon technology to produce heating & hot water.

From the plant room, energy is distributed through a network of insulated pipes to a heat interface unit (HIU) installed in each property. This ensures a reliable and efficient supply of heating & hot water, delivered to your home as and when you need it.

Your HIU is connected to room thermostats and programmers, giving you full control over your energy use. A heat meter linked to your HIU measures the amount of heating & hot water you consume, so you only pay for what you use.

Where we provide billing services for cooling, you may also have a cooling interface unit (CIU), delivering cooling services alongside heating & hot water.

Please note, if you're connected to a district heat network then the energy centre may be located outside of your development.



About Insite Energy

Smart metering & billing for heat network residents.

We're proud to serve over 35,000 homes across the UK, providing metering & billing services. We work on behalf of heat suppliers and property owners to help manage heat networks installed in their buildings.

Our focus is on delivering accurate billing based on your actual energy use. We make sure you only pay for what you use while providing excellent customer service, every step of the way.

Please note that all rates are set by your heat supplier and therefore cannot be changed by Insite Energy unless we are instructed to do so.

To find out who to contact, and when, visit
insite-energy.co.uk/home/what-is-heat-network

About Kew Bridge Rise

Utilities:

heating & hot water

Heat supplier:

L&Q Hill Brentford LLP

Maintenance provider:

Please contact your heat supplier for details

Metering & billing provider:

Insite Energy

Billing type:

Pay-as-you-go (PAYG) via Guru Hub II

Emergency credit:

£5.00

Balance cut-off limit:

£0.00

Using your Guru Hub II

Your Guru Hub II provides you with a reliable and consistent real-time view of energy consumption in your home. When combined with our customer portal, 'my insite', it's easy to take control of your heating & hot water account.

Your Guru Hub II display

A. Home icon

Use this to find your way back to the main screen.

B. Information icon

Insite Energy's contact details may be found here.

C. Message icon

Any messages sent to your Hub can be viewed from here. You can also delete messages from the Hub by pressing the 'X'. To view a message again, click the envelope.

D. Settings icon

From here, you can amend your display settings, and select how long your Hub screen remains activated for.

E. Consumption graph

By clicking the toggle above the graph, you can switch between energy (kWh) and GBP (£) graphs, showing your usage for the last 7 days.

F. Current usage and CO₂ consumption

G. Enter code

See page 11 for information on manual top-ups.

H. Transactions

Tap here to view a record of your five most recent top-ups.

I. Usage info

Get a detailed breakdown of your energy usage over the last 24 hours, 7 days, 30 days and 12 months.

J. Account information

Tap this to view your emergency and friendly-hours credit options, any remaining debt, and your meter readings.

K. Your tariff charges

This is where you can view your kWh cost and DSC, once your account has gone live.

L. Activate emergency credit

If you're low on credit, this button will appear. Press it to activate emergency credit and stay connected. Be sure to top up before it runs out to avoid disconnection. Any emergency credit will be repaid, in full when you next top-up.

M. Credit status

If the status is yellow, you're low on credit. If it's red, you're disconnected or using emergency credit.

N. Account balance

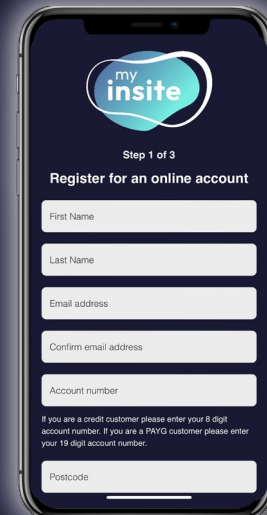
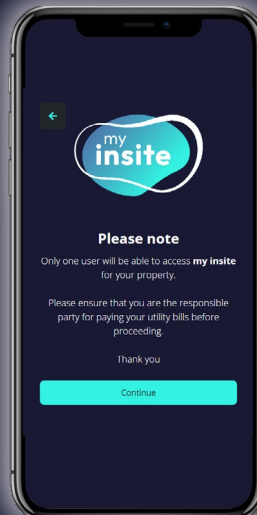
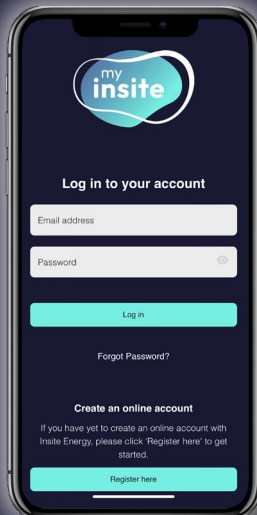
This shows your remaining credit, and is colour coded. Yellow means you're running low, and red indicates you're disconnected or using emergency credit.



For a walk-through video, visit
insite-energy.co.uk/home/how-does-guru-hub-2-work

How to create your 'my insite' account

You can set up a '**my insite**' account to easily manage your energy usage from your phone, laptop, tablet or any other internet connected device. Before setting up your account, please make sure you are the responsible party for paying your utility bills. If you have any trouble registering, please contact our Customer Service Team.



1 Type my.insite-energy.co.uk into your selected browser, and click on 'Register here'.

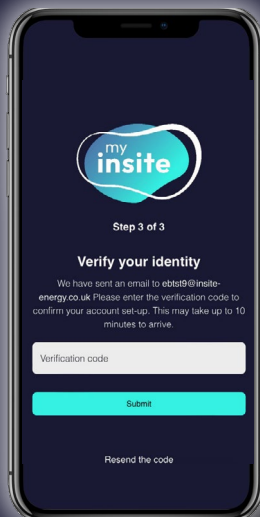
2 Confirm you understand only one user will be able to access '**my insite**' for your property.

3 Enter your details exactly as they appear in your welcome email.



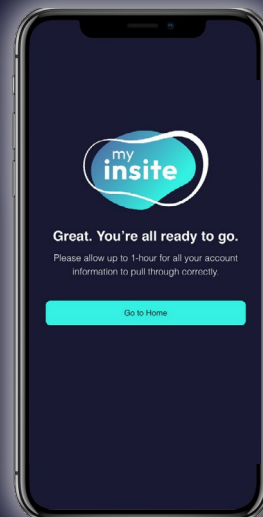
4

Set up a secure password.



5

Enter the verification code sent to your selected email address.



6

Once you've verified your identity, your 'my insite' account will be set up and ready to go.

To read our how-to guide, visit www.insite-energy.co.uk/home/how-does-my-insite-work

Your charges explained

While Insite Energy is not responsible for setting tariffs at your scheme, we're here to explain the different elements that contribute to your charges. Your heating & hot water tariff is made up of two elements: a daily standing charge and a unit rate.

Daily standing charge (DSC)

Your DSC is a fixed daily fee that covers the operational costs of running the heat network. This charge ensures the network operates reliably for residents all year round. It typically includes:

- **Incoming supply standing charge** - The fee paid by your heat supplier for the incoming bulk fuel supply, covering the fixed costs of providing fuel to the heat network.
- **Insite metering & billing charge** - Our metering & billing fees, which covers:
 - a. costs associated with obtaining meter reads remotely
 - b. transaction fees charged by our payment provider for every top-up
 - c. the cost of reading landlord meters across the network to monitor system efficiency and heat losses
- **Administrative charges** - This covers the cost of calculating and implementing your tariff, sending out letters via post, and reporting fees to comply with legal, financial and operational requirements.
- **PAYG Software-as-a-Service fees** - The ongoing costs charged by the pay-as-you-go manufacturer for accessing and utilising their software.

Daily standing charge is deducted from your balance gradually throughout the day and will be charged regardless of whether any energy is consumed.



Unit rate (kWh)

Your unit rate is the cost per kilowatt-hour (kWh) of energy consumed in your home, along with any associated heat losses. The unit rate is typically made up of:

- **Supplier costs** - The cost per kWh of fuel used in the plant room to generate the heat energy for your home.
- **System operational costs** - The cost of any heat loss through the pipework across the heat network. We calculate network heat losses by comparing the fuel consumed in the plant room verses the heat delivered to all connected properties. If this data is unavailable, a standard network efficiency of 40% heat losses is assumed.
- **Plant room operational costs** - The unavoidable cost of any heat loss via the boilers and pipework within the plant room.

Please note

Insite Energy are unable to change your tariff unless instructed to do so by your heat supplier.

Your tariffs are set and regularly reviewed by your heat supplier to ensure prices remain fair to all residents.

Your heat supplier cannot legally make a profit from your tariff.

We will provide at least 31 days notice if your tariff is increasing, and at least 7 days notice if your tariff is decreasing.

Unit rate = energy consumed (kWh) x the charge set by heat supplier (£)

Use the link below and enter your postcode to find documents applicable to your scheme.

insite-energy.co.uk/development-search



Topping-up

There are multiple ways to top-up your account. With automatic top-ups (auto top-ups), online top-ups, guest top-ups, SMS, payments over the phone or counter, we've made it simple to choose the option that works best for you.

Automatic top-ups via 'my insite'

How to set up an auto top-up

1. Register your account on '[my insite](#)'. Enter your name, email address, 19-digit payment account number (PAN)*, and postcode.
2. On the '[my insite](#)' homepage, click 'Automatic top-ups'.
3. Then, decide on the type of automatic top-up that you'd like to set up:

Balance based auto top-ups allow you to set an amount to be taken automatically when your balance falls below a certain level.

e.g. Top up £20.00 when your balance reaches £10.00.

Date based auto top-ups allow you to choose a fixed amount to be taken from your bank account on a specific date each month. To avoid disconnection, please ensure your top-up covers all of your charges.

e.g. Top up £50.00 on the 1st of each month.

4. Set up your auto top-up:

For balance based auto top-ups:

Select the balance trigger at which you want a payment to be taken. Then select the payment amount you want taken at this trigger point. Click 'Confirm and continue'.

For date based auto top-ups:

Select the date (between 1st-28th) and the payment amount you want taken on this date each month. Click 'Confirm and continue'.

5. Provide your payment card details or select a pre-authorised card.
6. Review the details you have entered. If correct, click the 'Confirm' button to set up your auto top-up.

Our system will check on a daily basis if your selected trigger has been hit.

How to cancel an auto top-up

1. On the '[my insite](#)' homepage, click 'Automatic top-ups'.
2. Then, click on the bin icon () next to the auto top-up you'd like to cancel.
3. Press 'ok' to confirm the deletion.

**Your 19-digit PAN can be found in your welcome email, on '[my insite](#)', and on your PayPoint and email receipts.*



Online via 'my insite'

1. Register your account on '[my insite](#)'. Enter your name, email address, 19-digit PAN*, and postcode.
2. On the '[my insite](#)' homepage, click the 'Top up account' button.
3. Enter your preferred top-up amount, between £5 and £300, and press 'Continue'.
4. Next, provide your bank details or select a saved card.
5. Then, review the details you've entered. If correct, click the 'Confirm and pay' button to make your payment.



SMS/Text message

1. Register your account on '[my insite](#)' using your name, email address, 19-digit PAN*, and postcode. Don't forget to also register your mobile number so it is linked to your account, and a payment card is stored.
2. Text **07378 961941** in the following format:
"PAY [19-digit PAN] [top-up amount] [CVV]"
e.g. to top-up £15.26, text PAY 9826172737900450089 15.26 123



Online guest top-up

If you're struggling to register or log in to your '[my insite](#)' account, you can still make a top-up from the '[my insite](#)' login screen.

1. Click 'Guest top-up' at the bottom of the screen on [my.insite-energy.co.uk](#).
2. Click 'Pay-as-you-go' and then 'Continue'.
3. Enter the 19-digit PAN* for the utility account you'd like to top-up, the amount you wish to top-up by, and an email address to receive your payment receipt.
4. Then, enter your payment card details and billing address.
5. Confirm your payment. If successful, you will be taken to a confirmation screen and an email receipt will be issued.

**Your 19-digit PAN can be found in your welcome email, on '[my insite](#)', and on your PayPoint and email receipts.*

Over the phone

Our interactive voice response (IVR) service is available 24/7, so you no longer have to speak to a member of our team to top-up your PAYG account.

1. Have your credit or debit card to hand, as well as your 19-digit PAN*.
2. Call your scheme specific phone number and press “1” when prompted.
3. Follow the instructions given over the IVR system.

 **Please note, our customer service team can only take payments over the phone for residents in vulnerable circumstances.**

Over the counter

1. You can top-up in-person at any PayPoint location.



PayPoint locations will have the PayPoint logo displayed. You can also search for a PayPoint location using their [online store locator](#) or by clicking on 'View barcode' under 'My account' on '[my insite](#)'.

2. When you visit a PayPoint location, take your 19-digit payment number barcode which can be found under 'My account' within '[my insite](#)'. At the counter, present your barcode to the shop assistant and pay using cash, credit or debit card.

How to manually add a top-up to your Guru Hub II

1. If after one (1) hour, your top-up hasn't appeared on your Guru Hub II, select 'Enter code' from the home screen of your Guru Hub II.
2. Enter the 20-digit payment code (Unique Transaction Reference Number or UTRN) as found on your receipt or quoted to you over the phone.
3. Press 'Enter' when complete.

For further instructions on how to complete a manual top-up, visit insite-energy.co.uk/help-support/emergency-issues#question-2

**Your 19-digit PAN can be found in your welcome email, on '[my insite](#)', and on your PayPoint and email receipts.*

Issues topping-up?

If you have any problems topping-up, please get in touch with our team. You can reach us via:

- 🟡 Webform via our website www.insite-energy.co.uk/home/contact
- 🟡 LiveChat via our website www.insite-energy.co.uk
- 🟡 Telephone on 0120 031 6201

Opening hours:

Monday to Friday: 9:00am-8:30pm

Saturday: 9:00am-5:30pm

We are closed on Sundays and bank holidays.

Please note

You have £5 of emergency credit available to you on your Guru Hub II. If used, be sure to top-up your account before this credit runs out to avoid being disconnected from your energy supply.

Your daily standing charge will continue to deduct from your account even if no energy is being consumed. This means that debt can continue to build up if regular top-ups are not made.

Energy saving tips



Lower your thermostats to a comfortable temperature, but keep it above 16°C.



Use a bowl when washing up instead of continuously running the tap or filling the entire sink.



Take a shower instead of a bath, and buy a water-efficient shower head.



Air out your home to periodically introduce dry air, which is quicker to heat up.



Use a cooler, shorter wash cycle and, where possible, try and dry your clothes outside.

For more energy saving tips, visit insite-energy.co.uk/how-to-reduce-your-energy-bills

Our services

Insite Energy work on behalf of heat suppliers to provide metering & billing services to their residents. Your heat supplier has chosen the PAYG system Guru Hub II for your home, to be managed by us.

What we do

- ✓ We collect your meter reads and charge you based on your actual consumption.
- ✓ We offer a range of top-up methods, and process your top-ups.
- ✓ We provide support for any top-up related issues.
- ✓ We process change of residencies.
- ✓ We issue annual account statements.
- ✓ We provide access to **'my insite'**, our online customer portal, where you can make top-ups, check your balance, view your payment history, and access annual account statements.

What we don't do

- ✗ We don't supply your energy or own the metering equipment in your property, but may support your heat supplier with resolving any issues you experience.
- ✗ We can't change your tariff without instruction from your heat supplier.
- ✗ If we know how to fix a supply issue for you, we can't visit your property until we receive authorisation from your heat supplier.
- ✗ We can't amend your debt recovery rate without your heat supplier's instruction.
- ✗ We can't aid you in matters related to utilities that we do not bill you for.
- ✗ We are unable to register as a Heat Trust member because we are not your heat supplier.

We're here to help

We always aim to provide you with the best possible customer service. We're open Monday to Friday from 9:00am-8:30pm and on Saturdays from 9:00am-5:30pm.

Get in touch

GENERAL QUERIES

Webform: www.insite-energy.co.uk/home/contact

LiveChat: www.insite-energy.co.uk/

Telephone: 0120 031 6201

Post: Insite Energy,
Studio 4 Stuart House,
St John's Street,
Peterborough,
PE1 5DD

Please always provide your name, address, and your 19-digit payment number when getting in touch.

MAINTENANCE AND REPAIRS

Telephone: Please contact your heat supplier for details

Tips to keep things running smoothly

Here are just a few things you can do to help us help you:

-  Please allow our engineers access for maintenance works on the agreed date and time, and ensure the work area is cleared for their attendance. We will try our best to arrange a time during the week that suits you.
-  Please give us at least 48 hours' notice if you need to cancel or reschedule an appointment, as missed appointments may lead to you being charged.
-  Always report any metering or heating faults promptly.
-  Take care of your heat meter and heating system.
-  Keep all payment receipts for your records.

To read our FAQs, visit
insite-energy.co.uk/faqs

Our policies

Customers in vulnerable circumstances policy

Your well-being is important to us. If you need extra assistance due to a vulnerability, we're here to help:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/insite-energy_vulnerable_customers_policy.pdf

Change of residency fee policy

We want to make sure any adjustments made to your account related to moving in to your new home are handled efficiently and transparently:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/change-of-residency-cor-administration-fee-policy-rev1-2024.pdf

Our privacy notice explains how we collect, use, and protect your personal data, ensuring compliance with data protection laws. You can find this on our website at insite-energy.co.uk/privacy-notice.

Complaints policy

Your satisfaction matters to us. If you're not happy with any aspect of our services, here's what you can do:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/insite-energy_complaints_policy.pdf

Authorisation form

Need someone to manage your account on your behalf? You can authorise a trusted person, such as a family member or carer, to discuss your account with us:

Fill in the form at: insite-energy.co.uk/home/contact/authorised-contact

Refund policy

Whether you've moved out or have accidentally overpaid, we've got you covered. Just follow these simple steps:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/Insite-energy_refund_policy.pdf

Service with respect policy

Everyone deserves to be treated with respect. We've outlined the standards of behaviour expected from both our residents and staff:

Read our full policy at: insite-energy.co.uk/storage/app/media/Policies/Insite_Energy_Service_with_respect_campaign.pdf



 my.insite-energy.co.uk

 www.insite-energy.co.uk/home/contact

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 insite-energy.co.uk/home

 Insite Energy, Studio 4 Stuart House, St John's Street, Peterborough, PE1 5DD