

Canonmills Garden

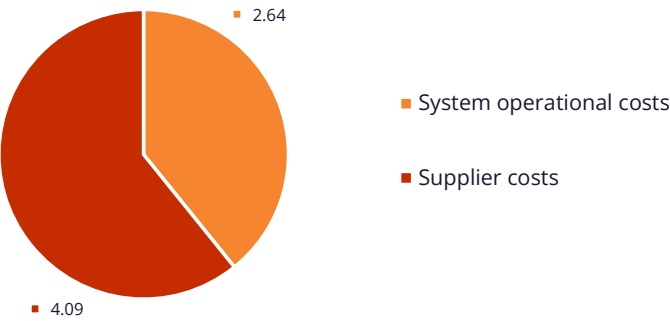
Effective from: 1st October 2025

Insite Energy, selected as the ESCo Manager by your heat supplier, Cannomills Garden Owners' Association c/o Redpath Bruce Property Management, handle all operational services associated with your heat network, incl. metering & billing and maintenance on their behalf.

Below is an explanation of your heating & hot water tariff calculations. These solely cover operational costs, and your heat supplier makes no profit from this.

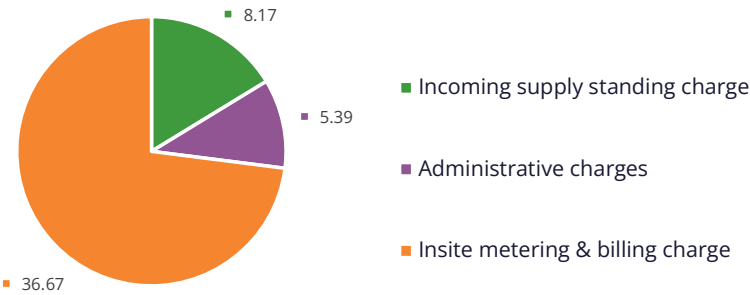
For more information on why your tariff has been reviewed, please refer to the tariff change notification letter sent to you.

Your unit rate breakdown 6.73 p/kWh



The average cost of operating efficiency for heat networks equates to 56% of the unit charge breakdown.

Your daily standing charge breakdown 50.23 p/day



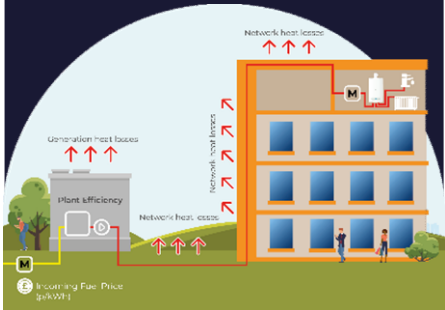
⚠ Please note, your heat supplier does not profit from the operation of your heat network

Standard components of your heat tariff

Your **unit rate** covers the cost of the energy generated in the communal plant room. It also includes any associated heat losses between the plant room and your home. Your energy consumption is measured via the heat meter installed in your home, so you only pay for what you have used. You are charged for every kilowatt-hour (kWh) consumed within your property.

Your **daily standing charge** is the fixed charge passed on by your heat supplier, which covers the cost of operating the heat network and delivering energy to your home. This is an annual fixed amount that is payable every day by all residents regardless of how much energy they use.

Depending on your heat supplier, the costs associated with running and maintaining the heat network will either be included within your building service charge or your heating & hot water daily standing charge.



Glossary

To help you understand the different elements that go into your tariff, we've put the below glossary together for you.

Unit rate glossary

System operational costs - The cost of any heat lost through the pipework across the heat network. Heat loss during pumping is unavoidable and inflates the cost of heat created from fuel consumption. We calculate heat losses across the network by comparing the volume of fuel consumed to the heat consumed within the network's properties. If this data is unavailable, a standard efficiency calculation of 40% is used.

Supplier costs - The cost per kilowatt-hour (kWh) of fuel consumed by the boilers in the plant room. This generates the energy used for heating & hot water in your home.

Daily standing charge glossary

Incoming supply standing charge - The daily standing charge your heat supplier pays on the incoming fuel supply contract to cover the fixed costs of delivering gas or electricity into the plant room. This is then used to generate the heat energy for your home and is charged regardless of how much energy is used.

Administrative charges - This covers: tariff review fees (cost of calculating and setting your tariff), tariff letter costs (postage costs of sending you your tariff change notification letters), and reporting fees (a licence fee incurred to monitor and present a range of data across the network to support financial and operational management).

Insite metering & billing charge - This may cover: our metering & billing fees, the cost of reading all landlord meters around the network allowing us to monitor system efficiency and heat losses, costs associated with remotely collecting your meter reads, and transaction fees charged by the payment platform for every payment made.



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www.insite-energy.co.uk/blog/making-sense-your-bill-breaking-down-heat-charges