



Scheme Rules

How Insite Energy helps clients comply with Heat Trust Scheme Rules

with reference to version April 2023

Insite Energy & Heat Trust

Heat Trust aims to protect residents who live on a heat network, referred to as Heat Customers. They champion heat networks that hold suppliers to account for the benefit of everyone involved. Striving to ensure customers enjoy the benefits of heating systems fit for the future, Heat Trust set the standards residents should expect, making sure they are treated fairly, and work with suppliers to deliver high-quality customer service. This is equivalent, so far as possible, to those offered to other energy customers under the protection of Ofgem.

Insite Energy does not act as the heat supplier and therefore cannot become a Registered Participant of Heat Trust. We take on the metering, billing, and in some cases the maintenance responsibilities on behalf of a heat supplier. Insite Energy shares the beliefs and principles set out by Heat Trust. As such, this document outlines how Insite operates in a way that helps its clients comply with relevant parts of Heat Trust's Scheme Rules to ensure the delivery of high quality customer service and protection.

Contents

About the Heat Trust Scheme Rules

The following section covers Heat Trust Scheme Rules that only provide information on the purpose of the scheme rules, definitions, and how it applies to a scheme.

Section	What does the Heat Trust Scheme Rule cover?
1	Purpose, preamble, definitions and interpretation 'Heat Customer' means a domestic customer or Micro-Business which receives or is to receive a Heat Energy Supply pursuant to a Heat Customer Supply Arrangement with a Registered Participant. 'Heat Energy Supply' means the supply to a Heat Customer of Heat Energy generated wholly or mainly by an Energy Centre and transported by means of a Heat Network for the purposes of space heating and/or hot water.
2	Introduction to the scheme requirements
3	Following the scheme - Guidance for Registered Participants
4	Accession to scheme Clarification of who is covered under the Scheme rules.

⚠ Insite Energy recommends heat suppliers to register with the Heat Trust Scheme Rules, and therefore ensure independent oversight and access to the Energy Ombudsman. As we are not the heat supplier, there are times when Heat Trust Scheme Rules cannot be adhered to by us due to a variety of reasons.

Metering & billing requirements

The following section covers Heat Trust Scheme Rules relevant to both pre-payment and credit billed systems.

Section	Heat Trust requirement	How does Insite support this?
7.1	<p>General Heat Customer Service Helpdesk email address and telephone number. Opening hours: Mon-Fri, 9:00-17:00.</p>	<p>All Heat Customers are informed of the central helpdesk email address. Each scheme is issued a dedicated telephone number for customer queries. Helpdesk is open Mon-Fri, 09:00-20:30, and Sat, 09:00-17:30.</p>
7.4	<p>Access to Heat Customers' property</p>	<p>Where we require access to a property, we endeavour to provide at least 48 hours written notice. We aim to ensure our attendance to the property is convenient to the Heat Customer and we can arrange a password on request. Our engineers are always polite, courteous, and ready to answer any questions. Our engineers are correctly skilled and come with identification and suitable PPE.</p>
8.1	<p>Provision of information to prospective buyers or tenants Heat Customer information packs are provided, including:</p> <ul style="list-style-type: none"> • Heat network information, • Tariff information, • Terms & conditions, • Contact information 	<p>Heat Customer is supplied with both a welcome brochure and welcome email. If required, these can be issued in paper form. Access to a scheme-specific microsite is also provided.</p>
8.2	<p>Occupying a property connected to a Heat Network</p>	<p>Dedicated onboarding team that aim to set-up customer accounts within 15 business days. Move-in forms are available on our website. Heat Customers can notify us of move-ins via phone, email, or webchat. Customers will only be charged for energy charges accrued within their occupation dates.</p>
8.3	<p>Change of Tenancy (COT) procedure - Moving out of a property connected to a Heat Network</p>	<p>Clear move-out procedure available in the welcome brochure and on our website. Heat Customers can notify of changes via phone, email, or webchat. Final bills issued within 6 weeks of Supply End Date (explanation provided where not possible).</p>
8.3 / 16.3	<p>Refunds</p>	<p>From date of request and where approved, refunds are processed to the Heat Customer within 10 business days.</p>



Section	Heat Trust requirement	How does Insite support this?
<p>9.4</p>	<p>Standard Meters Instructions on how to read a Heat Meter</p>	<p>Instructions on how to submit a manual meter read can be found on our website.</p> <p>Meter reads can be submitted online through a webform or our customer portal, my insite, via email, over the phone, or via webchat.</p> <p>A meter shall be read at least once every 12 months.</p>
<p>9.6</p>	<p>Technical faults - Meters</p>	<p>Dedicated 'second line' team who deal with any reported technical meter faults.</p> <p>Any technical meter fault requests are passed onto the heat supplier to approve attendance.</p> <p>The Heat Customer will be responded to within 7 days of notification of the issue, confirming the action to be taken and timescales for resolution.</p> <p>On attending the property, a thorough inspection of the Heat Meter is performed.</p>
<p>13 / 14</p>	<p>Customers in need of additional support / Heat Customers in Vulnerable Situations</p>	<p>We will provide additional support to Heat Customers in need of these services as defined by Heat Trust and the heat supplier.</p> <p>Using the identification guidelines as set out by Heat Trust and agreed by the heat supplier, we will continually look to identify Heat Customers who may require additional support. Staff will be trained accordingly to achieve this. Support provided will include:</p> <ul style="list-style-type: none"> • Password protection • Heat bill nominee • Services for visually or hearing impaired • Meter reading for those unable to do so. <p>With support from the heat supplier, we maintain a Priority Services Register (PSR) for every scheme, maintaining the information on a periodic basis. This information is used to tailor the services provided to Heat Customers.</p> <p>Information of the additional support available to Heat Customers is presented in our welcome brochures, on our website, and on request.</p>

Section	Heat Trust requirement	How does Insite support this?
15.1	<p>Heat Bill provision and Billing Information: Readily available billing information including energy prices, consumption, contact information, etc. Annual Account Statement provided to all Heat Customers.</p>	<p>All required Billing information is provided to Heat Customers in compliance with all relevant legal requirements under the Heat Network (Metering and Billing) Regulations 2014. Heat bills can be issued either electronically or physically, upon request of the heat supplier. Heat bills clearly state amount owed, final due date for payment, and acceptable methods of payment. Annual Account Statements are issued to all Heat Customers and contain all required information as set out by Heat Trust.</p>
15.4	<p>Calculating the Heat Charges and setting of tariff structure</p>	<p>Heat Charges and tariff structure are on every Heat Bill, and broken down to variable charges, kWh unit rate, Daily Standing Charge and VAT.</p>
15.5	<p>Future Heat Charges</p>	<p>We work with heat suppliers to ensure tariffs are reviewed in 6- to 12-month intervals. Heat Customers receive an email or letter confirming the new tariff with 31-days notice. We would not be responsible for Heat Customer Supply Agreements, unless instructed under an ESCo Manager contract.</p>
15.6	<p>Advice</p>	<p>Multiple communication platforms available to Heat Customers:</p> <ul style="list-style-type: none"> • Telephone • Website • Email • Webchat <p>Information on independent advice is available on our website and Heat Bills. All Heat Bill and Annual Account Statement queries are managed by the helpdesk.</p>
17	<p>Complaint Handling</p>	<p>Our complaint policy is available on our website and is adhered to. All complaints are recorded, flagged within our CRM system and responded to within 8 weeks. Points of escalation are clearly defined when required along with independent advice agencies listed on our complaints policy.</p>
21	<p>Privacy policy and Data Protection</p>	<p>We handle and store all data in compliance with GDPR. A privacy notice is available on our website.</p>

Pay-as-you-go requirements

The following Heat Trust Scheme Rules cover our management of KURVE, Secure and Guru pre-payment systems.

Section	Heat Trust requirement	How does Insite support this?
8.2	<p>Occupying a property connected to a Heat Network Pre-payment meter reset</p>	<p>We endeavour to reset pre-payment meters within 72 hours of the Supply Start Date.</p>
8.4	<p>Final notice and Heat Bill payment Flexibility regarding any final notice where a Heat Customer has been unable to meet their Heat Energy payment commitments for legitimate reasons</p>	<p>Debt recovery rates are agreed and implemented through the relevant pre-payment system. This means that should the resident get into debt, a bespoke re-payment plan can be created, allowing heat to still be accessed but any payments to be split between the account and debt balance, to gradually clear the arrears.</p>
9.5	<p>Pre-payment Meters Information provided about Pre-payment Meters:</p> <ul style="list-style-type: none"> • How to top-up • How Emergency Credit and Friendly-hours Credit works • What to do if there is a fault 	<p>The welcome brochure and website (including scheme-specific microsites and FAQs) include the following:</p> <ul style="list-style-type: none"> • How the Pre-payment system works • How to top-up • How Emergency Credit and Friendly-hours Credit work • What to do if there is a fault <p>Heat Charges shall be updated on the Pre-payment Meter within 48 hours of any change. If a Heat Customer's request for a Pre-payment Meter is passed through to Insite from the heat supplier, this will be performed and charged back to the heat supplier.</p>
12.1 / 12.2	<p>Suspension and resumption of service process following non-payment</p>	<p>We utilise the standard pre-payment process of self-disconnecting:</p> <p>If a Heat Customer's account balance is above their cut-off limit, they will have access to their energy supply.</p> <p>If a Heat Customer's account balance falls below the cut-off limit, the prepay valve will automatically close, shutting off their energy supply.</p> <p>To resume access, the Heat Customer must make a top-up or use their Emergency Credit. In doing so, the pre-pay valve will reopen within 1 hour and the Heat Customer's energy supply restored.</p> <p>All of this is explained within our welcome brochures and other supporting documents.</p>

Section	Heat Trust requirement	How does Insite support this?
12.4	<p>Interference with the Heat Energy Supply</p>	<p>Where available to us, we provide information to heat suppliers where interference or tampering of a HIU, Heat Meter or other element is identified.</p> <p>On request of the heat supplier, the Heat Customer's heat energy supply may resultantly be temporarily suspended.</p> <p>Any associated charges would be passed back to the heat supplier – it is the responsibility of the heat supplier to pass on any charges to the Heat Customer.</p>
16.2	<p>Paying the Heat Bill and payment difficulties - Pre-payment Heat Customers - Emergency Credit Credit available on a Pre-payment Meter when a Heat Customer runs out of credit and are unable to top-up.</p>	<p>24/7/365 top-up methods are also available.</p> <p>Pre-payment solutions set up with Emergency Credit capabilities and clear instructions of how to use the Emergency Credit provided within our welcome brochures.</p> <p>The value of Emergency Credit that is available to Heat Customer is displayed on the user interface.</p> <p>£5 Emergency Credit always given as minimum where instructed by the heat supplier.</p>
16.2	<p>Paying the Heat Bill and payment difficulties - Pre-payment Heat Customers - Pre-payment card</p>	<p>Heat Customers can make payments online.</p> <p>Heat Customers are also provided with a digital barcode, which can be used to make payments at any PayPoint outlet. A physical payment card can be provided on request.</p>
16.2	<p>Paying the Heat Bill and payment difficulties - Pre-payment Heat Customers - Friendly-hours Credit Credit offered to pre-payment Heat Customers during times where helpdesk support is unavailable.</p>	<p>Pre-payment solutions set-up with the ability to provide 'goodwill' credit.</p> <p>Pre-pay valve set up with the ability to remotely override position to 'open' on request of the heat supplier.</p> <p>Where utilised, information on how Friendly-hours Credit will work is provided to the customer.</p>
16.5	<p>Payment difficulties</p>	<p>Any debt accrued on a pre-payment Heat Customer's account balance can be moved to a separate debt balance with a debt recovery rate applied as a percentage. This allows Heat Customers to continue having access to their energy supply whilst gradually paying off their accrued debt every time they top-up.</p> <p>Independent advice agencies are listed on our website and Heat Bills.</p>

Credit billing requirements

The following Heat Trust Scheme Rules cover our management of credit billing systems.

Section		How does Insite support this?
8.4	<p>Final notice and Heat Bill payment Flexibility regarding any final notice where a Heat Customer has been unable to meet their Heat Energy payment commitments for legitimate reasons.</p>	<p>Appropriate payment plans to cover outstanding balance and future ongoing payments are agreed and implemented through monthly Direct Debits.</p>
12.1 / 12.2	<p>Suspension and resumption of service process following non-payment</p>	<p>Where shut-off valves have been installed and are easily accessible, and the service agreed with the heat supplier, we would follow Heat Trust's suspensive and resumption guidelines, where requested by the heat supplier.</p> <p>Any associated charges would be passed back to the heat supplier.</p>
12.3	<p>Heat Customers whose Heat Energy Supply cannot be suspended during the Heating Season</p>	<p>We maintain a Priority Services Register (PSR) on behalf of the heat supplier.</p> <p>The PSR is used, where instructed, to ensure no Registered Heat Customers have their supply suspended during the Heating Season.</p>
12.4	<p>Interference with the Heat Energy Supply</p>	<p>Where available to us, we provide information to heat suppliers where interference or tampering of a HIU, Heat Meter or other element is identified.</p> <p>On request of the heat supplier, the Heat Customer's heat energy supply may resultantly be temporarily suspended.</p> <p>Any associated charges would be passed back to the heat supplier – it is the responsibility of the heat supplier to pass on any charges to the Heat Customer.</p>
15.3	<p>Billing based on actual consumption Issue a Heat Customer with a Heat Bill at least once a year</p>	<p>We issue Heat Bills to Heat Customers on a monthly basis.</p> <p>Where actual meter reads are available, these will always be used. Where unavailable, estimate meter reads will be used based on previous average consumption (where possible).</p> <p>Our monthly bills include all necessary information, incl. heat charge, kWh consumption, total charges, and billing information.</p> <p>Where requested and available, historic energy consumption data will be provided.</p>
16.1	<p>Paying the Heat Bill and payment difficulties Communication with Credit Heat Customers</p>	<p>Available payment methods, including payment plans, listed in monthly bills as well as in our welcome brochures and our website.</p> <p>Periodic Direct Debit equalisation is enabled to allow automatic adjustment of Direct Debit amounts.</p>

Credit billing requirements

The following Heat Trust Scheme Rules cover our management of credit billing systems.

Section	Heat Trust requirement	How does Insite support this?
16.4	Non-payment	We issue two debt letters (Late Payment Reminder Letter and Final Demand Letter) in accordance with Heat Trust's guidelines when payments are missed.
16.5	Payment difficulties	We offer payment plans to credit billed Heat Customers to help gradually pay off their debt whilst covering the cost of future bills over a selected period, ensuring these plans consider their individual circumstances. Independent advice agencies are listed on our website and bills.



Back-billing

A Registered Participant may in certain circumstances issue a Back-bill to a Heat Customer where that Heat Customer has not been correctly charged for Heat Energy supplied to them.

A Registered Participant shall not issue a Back-bill or otherwise seek payment for Heat Energy supplied but not billed where more than one year has passed since the time of the supply and where the Registered Participant is at fault.

Back-billing

A catch-up bill sent to a Heat Customer by the Registered Participant when the Heat Customer has not been correctly charged for Heat Energy delivered to it by the Registered Participant.

Back-bills may only be issued in the circumstances set out in section 15.7.

Instances where a Heat Customer can be Back-billed and is responsible for payment

Insite Energy or the heat supplier can issue a Back-bill to a Heat Customer if less than one year has passed since the time of the supply and where the Registered Participant is not at fault.

- ✓ The Heat Customer has been using the Heat Energy Supply but have made no attempt to contact the Registered Participant to set up an account or arrange payment.
- ✓ The Heat Customer has wilfully avoided payment.
- ✓ The Heat Customer has not co-operated with the heat supplier or Insite Energy's attempts to access Heat Meter data or resolve queries.

Instances where Insite Energy cannot issue a Back-bill and may be liable for the cost

As Insite Energy acts on behalf of the heat supplier, we may be liable to cover the cost where we have been found to be negligent.

- ✗ 15.7.1 Inaccurate Heat Bills, including where a failure to set-up or maintain accurate readings from the Heat Meter or factual readings of the Heat Meter have been ignored and billing has continued on an estimated basis.
- ✗ 15.7.2 Failure to issue a Heat Bill, including a failure to set up an account or bill an account when the Heat Customer has satisfied the requirements on moving into a property set out in section 8.
- ✗ 15.7.3 Payment arrangements, including a failure to reassess a payment arrangement at regular intervals or upon request by the Heat Customer.

Instances where Insite Energy cannot issue a Back-bill and the heat supplier may be liable for the cost

As Insite Energy acts on behalf of the heat supplier, there may be instances where the heat supplier has hindered us from providing our services in accordance with the Heat Trust Scheme Rules.

- ✗ 15.7.1 Failure to facilitate the set-up of accurate readings from the Heat Meter, or timely resolution of reported metering issues resulting in a delay to the delivery of accurate billing.
- ✗ 15.7.2 Failure to provide information on a new Heat Customer move-in in a timely manner, blocking monthly bills from being issued.
- ✗ 15.7.3 Failure to notify Insite Energy and any relevant correspondence with Heat Customer regarding their ability to pay.

▲ Insite Energy recommends heat suppliers to act in-line with the Heat Trust Scheme Rules. To support heat suppliers in issuing Back-bills, we will follow heat supplier instructions first. Where necessary, we will collect and review meter reads and calculate the amount to be back-billed in different scenarios.

Maintenance & ESCo Manager requirements

The following Heat Trust Scheme Rules are only applicable where Insite have been appointed as either: the metering system installer, maintenance provider, and/or ESCO Manager. Please read each element to see where each are applicable.

Section	Heat Trust requirement	How does Insite support this?
6.2	<p>Continuity of service Supply of Heat Energy 24/7/365.</p>	<p><i>ESCo Manager only</i></p> <p>We will operate the Heat Network to ensure the supply of Heat Energy 24/7/365, and do so with engineer availability to respond to Planned and Unplanned Interruptions.</p>
6.3.1	<p>Planned Interruptions: 48-hour written notice to each affected Heat Customer.</p>	<p><i>ESCo Manager only</i></p> <p>Our customer service team will notify Heat Customers of any planned outages with a minimum of 48 hours notice where possible. However, we would not be liable for any Guaranteed Service Payments.</p>
6.3.2	<p>Unplanned Interruptions: Aim to resolve issues within 24 hours.</p>	<p><i>ESCo Manager only</i></p> <p>Our engineers will endeavour to restore supply within 24 hours. However, we would not be liable for any Guaranteed Service Payments.</p>
6.4	<p>Making provision to maintain the service to Registered Heat Customers in Vulnerable Situations during an interruption of Heat Energy Supply Provision of temporary heating where Interruptions last longer than 12 hours.</p>	<p><i>ESCo Manager only</i></p> <p>Our engineer team will endeavour to distribute temporary heaters to Registered Heat Customers in Vulnerable Situations.</p> <p>Above all, our engineers will endeavour to restore supply within 24-hours. However, we would not be liable for any Guaranteed Service Payments.</p>
7.2	<p>Reporting a fault: Ensuring a fault can be reported 24 hours a day, 7 days a week via telephone and/or email.</p> <p>Ensuring a fault is investigated and resolved as quickly as possible.</p>	<p><i>Maintenance & ESCo Manager only</i></p> <p>Helpdesk is open Mon-Fri, 09:00-20:30, and Sat, 09:00-17:30. Heat Customers can email us at any time.</p> <p>24/7/365 call-out service for emergency issues. However, we would not be responsible for Heat Customer Supply Agreements.</p> <p>Our engineers will endeavour to respond to reported issues in line with Heat Trust's response times.</p>

Section	Heat Trust requirement	How does Insite support this?
7.3	<p>Reporting an emergency Ensuring an emergency can be reported 24 hours a day, 7 days a week via telephone. Ensuring an emergency is responded to where possible within 4 hours.</p>	<p><i>ESCo Manager only where scoped</i></p> <p>Our engineers will endeavour to respond to reported emergency issues (where defined by heat supplier) within 4 hours.</p> <p>Helpdesk is open Mon-Fri, 09:00-20:30, and Sat, 09:00-17:30. Heat Customers can email us at any time.</p> <p>24/7/365 call-out service for emergency issues. However, we would not be responsible for Heat Customer Supply Agreements.</p>
7.4	<p>Access to Heat Customer's property: 48-hour written notice. Time of access agreed between Mon-Fri, 9am-5pm. Respectful representatives with clear identification.</p>	<p><i>Maintenance & ESCo Manager only</i></p> <p>Minimum of 48 hours written notice where access is required, given where possible.</p> <p>Appointments arranged to be as convenient for Heat Customers as possible.</p> <p>Our engineers will be polite and courteous, appropriately skilled, and will use a password where requested. Identification will be provided. However, we would not be responsible for Heat Customer Supply Agreements.</p>
9.1	<p>Duty to install Heat Meters Heat meter installed in each property as per Heat Network (Metering and Billing) Regulations 2014.</p>	<p><i>Installations only</i></p> <p>Where we are responsible for the installation of Heat Meters, we will ensure they fulfil all legal requirements under the Heat Network (Metering and Billing) Regulations 2014).</p>
9.2	<p>Technical Requirements Accurate measurement, memory, and display of consumption.</p>	<p>Where access is provided, our engineers will ensure the continuous operation and accurate measurement of Heat Customer consumption. This will be achieved through regular servicing and maintenance.</p>
9.3	<p>Visibility - of Heat Meters and consumption</p>	<p><i>Installations only</i></p> <p>Where we are responsible for the installation of Heat Meters we will ensure these are installed in a location easily accessible to the Heat Customer, with the energy consumed clearly displayed.</p>

Section	Heat Trust requirement	How does Insite support this?
<p>9.7 / 9.8</p>	<p>Heat Meter inspection & maintenance: Heat Meters will be inspected at least once every 24 months. A maintenance regime will be maintained reflecting, as a minimum, the manufacturer's guidelines.</p>	<p><i>Maintenance & EScO Manager only</i></p> <p>We will endeavour to inspect all Heat Meters once every 2 years, maintaining alongside this a sufficient maintenance regime.</p> <p>The Heat Meter inspection will include (as minimum):</p> <ul style="list-style-type: none"> • Reading the meter • Power check • Visual inspection <p>However, we would not be responsible for Heat Customer Supply Agreements.</p>
<p>10</p>	<p>Heat Interface Units (HIUs)</p>	<p><i>Maintenance & EScO Manager only</i></p> <p>We will endeavour to inspect all HIUs once every 2 years (unless a different recommendation under the HIU manufacturers guidelines). Alongside this, Insite will endeavour to maintain a sufficient maintenance regime. However, we would not be responsible for Heat Customer Supply Agreements.</p>
<p>11</p>	<p>Contingency and Maintenance Plans (Disaster Recovery Plans and Planned Preventative Maintenance)</p>	<p><i>Maintenance & EScO Manager only</i></p> <p>We can either review requests put forward by the heat supplier or establish a Contingency Plan (i.e., Disaster Recovery Plan) and/or Maintenance Plan (i.e., Planned Preventative Maintenance) in line with site parameters.</p>

Requirements that remain the responsibility of the heat supplier

The following Heat Trust Scheme Rules will fall to the responsibility of the heat supplier. However, as always, we will offer our professional advice and experience on any elements where requested.

Section	Heat Trust requirement	How does Insite support this?
5	Heat Customer Obligations - Heat Customer Supply Agreement	This responsibility remains with the heat supplier, unless instructed under an ESCo Manager contract.
6.1	Guaranteed Performance Standards: Temperature	This responsibility remains with the heat supplier.
6.3	Guaranteed Service Payments for not meeting Performance Standards for: <ul style="list-style-type: none"> Planned (6.3.1) Unplanned (6.3.2) Multiple Interruptions (6.3.3) 	The heat supplier will remain liable for providing Guaranteed Service Payments to Heat Customers where any failure of service has occurred.
6.5	Claiming and Payment of Guaranteed Service Payments	The heat supplier will remain liable for managing the claims and payments of Guaranteed Service Payments to Heat Customers where any failure of service has been provided.
6.6	Exemptions to guaranteed Performance Standards and payments for non-provision	Situations where Guaranteed Service Payments are not eligible.
7.5	Repair and replacement costs	The heat supplier is liable for any associated repair or replacement costs to HIUs and Heat Meters where they are the property of them. Insite will pass on any repair and replacement costs to the heat supplier in relation to HIUs and Heat Meters.
9.2	Technical requirements: Temperature control devices	Insite is not responsible for the installation of temperature control devices such as programmers and room thermostats. This would remain the responsibility of the heat supplier.
9.9	Heat Cost Allocators	Insite currently only cover service provisions for Heat Meters. However, Heat Cost Allocator requirements may be considered on request.
15.2	Billing requirements for unmetered properties	Insite only meter and bill for properties with individual meters installed in line with the Heat Network (Metering and Billing) Regulations 2014. Exceptions may be considered on request.



Section	Heat Trust requirement	How does Insite support this?
15.4	Calculating the Heat Charges: Provision of charges schedule to Heat Customers	It is the decision of the heat supplier as to whether charge schedules are shared with Heat Customers. As tariff rates may differ in relation to tenancy type, it is the heat supplier's decision as to how tariffs are set across as scheme.
18	Independent Complaint Handling	As Insite is not a Registered Participant of Heat Trust, this section does not apply to us.
19	Disciplinary Procedures	As Insite is not a Registered Participant of Heat Trust, this section does not apply to us.
20	Monitoring and Reporting	As Insite is not a Registered Participant of Heat Trust, this section does not apply to us.



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

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Insite Energy is accredited with ISO 9001, CHAS, FCA, and help clients comply with Heat Trust Scheme Rules. We are also active members of multiple industry associations.



scan to visit our website



or visit www.insite-energy.co.uk/business