MINI GUIDE

How to use the 'my insite' customer portal

A guide for credit billed residents

Debt balance

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Top up account

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Automatic top ups

insite energy

A guide to our customer portal 'my insite' for credit billed residents

Insite Energy's new customer portal, **'my insite'**, allows you to manage your energy account on any internet connected device. Once you have created an account, you can check your balance, manage your payments, and much more.

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How to set up an account

Set up your account in three simple steps. All you need is your personal details and your 8-digit account number.

How to set up two-factor authentication (2FA)

This optional security feature allows you to use a second means of identity verifcation to reduce the risk of identity fraud and cyber hacking.

How to make an online payment

Whether you're at home or away, through **'my insite'** you can make a payment to your utility account from any internet connected device.

How to set up variable Direct Debit without arrears

Take control of your balance by setting up a variable Direct Debit, where a payment equalling the bill value will be taken each month.

How to set up variable Direct Debit with arrears

Keep your account out of debt by setting up monthly payments equalling the bill value, and paying off your outstanding balance.

How to set up a Direct Debit payment plan

Through a payment plan, you can pay off your debt in manageable instalments over a time period of up to 12 months.

How to view your payment history, bills and statements

Reviewing your payment history is easy as well as viewing your monthly bills and annual statements.

How to update your contact details and password

If you need to update your contact details, you can do so directly within **'my insite'**. You can also change your password.

How to submit a meter reading

Most meter reads are updated automatically, but if you would like to provide us with a manual update, you can do so easily within the web-app.

How to add 'my insite' as an icon on your device

'my insite' is a web-app, and is not available for download. As such, we have included instructions on how to add it as an icon on your mobile device.





my.insite-energy.co.uk

customerservice@insite-energy.co.uk

The difference between our Direct Debit payment types



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A variable Direct Debit will take a payment equalling the bill value each month from your chosen payment card. If you have debt, the outstanding amount will be added to your first payment.

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A **payment plan** allows you to select a 3, 6, 9 or 12 monthly fixed amount to pay off your debt. A variable amount equalling the value of your monthly bill will be added each month as well.

To set up a variable Direct Debit or payment plan, please use the app.

To set up a fixed Direct Debit, please give our helpdesk a call.

> click here to create a 'my insite' account



or visit my.insite-energy.co.uk

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★ Trustpilot





How to set up an account

Before setting up your account, please ensure you are the responsible party for paying your utility bills.

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Please note Only one user will be able to access my insite for your property.	
Please ensure that you are the responsible party for paying your utility bills before proceeding.	
Thank you	
Continue	
Confirm you understand only one user will be able to access 'my insite' for your property.	(
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A Please note, you will only be able to complete registration if your details match those we have of you in our system.

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Step 1 of 3

customerservice@insite-energy.co.uk

my.insite-energy.co.uk

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to go.

account will be set up and ready

How to set up two factor authentication (2FA)

To reduce the risk of identity fraud and cyber hacking, we have implemented 2FA. This means that you provide a second means of authentication on top of your username and password. Setting this up is currently optional but may become mandatory in future.





When you next log-in you will be taken to a new 2FA screen. A 6-digit code will be sent to the email again. Enter this in the 'Verification code' field.

(insite)	customerservice@insite-energy.co.ul
Let's get y	ou set up with two-
factor	r authentication
Dear resident.	
To successfully set-up two-fa please verify your identity by	ctor authentication (2FA) for your my insite account, rentering the below code in the web-app.
Your verification code:	
479441	
If you didn't make this reque customerservice@insite-er Kind regards,	st. please contact our helpdesk, by emailing nergy.co.uk.
Team Insite	
Stuart	Sent by: Insite Energy House, St John's St, Peterborough PE1 5DD

This will trigger an email to be sent to your registered email address with a 6-digit code.



If you chose not to set up 2FA at that time, you can so at any time by clicking the burger menu in the top right corner and click 'My account'.



Copy the 6-digit code from the email and enter it in the 'Verification code' field. You can also choose to remember your device for 45 days. Click **'Verify'**.

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Test Property	
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LONDON	
TE1 2ST	
Password	Update password

My utilities	
Heating & Hot Water	
Acc. No. 9826172737900587351	
Set up two-factor	Set up 2FA
authentication for log-in	
To ensure security of your 'my in	site' account,
account.	ication (2PA) on your
Why should I set-up two-factor au	uthentication (2FA)?

6 Scroll to the bottom of the page and click 'Set up 2FA'. This will take you through the 2FA set-up screens.

A If you did not receive a code, check your junk folder or click 'Resend code'. If you still haven't received it, contact our customer services team.



How to make an online payment



A Please note, if you make a one-off payment to your account that is more than the balance that needs to be paid off, the remainder will be added to your account as credit.

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How to set up a variable Direct Debit without arrears

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Submit the account holder's name, the bank account details, and postcode the bank account is registered to.

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Before you set-up a Direct Debit, please can you confirm:
Is the bank account you wish to use in your name?
YES NO
Are you the only signatory required to authorise the Direct Debit?
YES NO
Continue

In order to set up a Direct Debit, you'll need to confirm that the bank account you wish to use is in your name, and that you are the only signatory required.







A Please note, by setting up a variable Direct Debit for your utility account, 14 days after your bill is produced each month, an amount equalling that bill value will be taken from your nominated bank account.



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screen.



How to set up and manage a variable Direct Debit with arrears





In order to set up a Direct Debit, you'll need to confirm that the bank account you wish to use is in your name and that you are the only signatory required.

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outstanding balance and any new charges will be taken on your first Direct Debit payment.



A Please note, by setting up a variable Direct Debit while you have debt, the outstanding balance and any new charges will be added to your first Direct Debit payment. Once cleared, your monthly payment will be equal to the value of your bill.



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How to set up a Direct Debit payment plan





In order to set up a Direct Debit, you'll need to confirm that the bank account you wish to use is in your name and that you are the only signatory required.



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• Please enter your Bank Details
Name on account Luke Skywalker
Account number 10073351
Sort code 05-05-43
Postcode TE1 2ST
Confirm and continue

5 Submit the account holder's name, the bank account details, and postcode the bank account is registered to.



3 Select '**Payment Plan**'. By toggling through the monthly payment lengths, click the amount you can afford to pay each month to clear your debt.



Confirm your details are correct by clicking the button. If the Direct Debit has successfully been set-up, you will be taken to a 'Thank you' screen.

A Please note, by setting up a Direct Debit payment plan, your plan will consist of a selected 3, 6, 9 or 12 monthly fixed payments, plus a variable amount equalling the value of your monthly bill.

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How to view your payment history, bills and statements



1 To view your payment history, click '**My payment history**' either from the bottom of the homepage, or from the menu in the top-right corner (the three horizontal lines).

To view your monthly bills and/or your annual statements, click 'My bills/ statements' either from the bottom of the homepage, or from the menu in the top-right corner.





3 On the 'My bills/statements' page, you will be able to toggle between your monthly bills and annual statements. All bills and statements are displayed in chronological order with your most recent bill and statement at the top.

Under 'Monthly bills', you will be able to see the month each bill covers and the amount due.

Under 'Annual statements', you will be able to see the date each statement was issued and the time period it covers.



2 On the '**My payment history**' page, you will be able to see the date, type, and amount against each payment. These are displayed in chronological order with your most recent payments at the top.

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1			ant Number 90056346 Bill Number 1958846 Bill Pernal C1 Aug 2002 - 31 Aug 2002 Bill Date 14 Sep 2002
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Previous balance	- t	8.00	Last Year This Y
Payments received	adhdasis . E		
ountanding balan			25
New Charges	- /	76.00	
Test charge		16.00	
	Current Bulance	24.00	
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over an edg 2022. Our payment lerms on your next invision	In yog og verken send. Tingen andre mones ofter Yosan pagment will automatically be taken om of just ant 14 dags from tilte bill daker, pagments made alber 14 dags may net appear, and you may reserve a pagment reminder.	Understanding your con The data shown is calcul comunition over the to may offler from those to hoc bills issued covering use of estimate meter in Customer Service Sean.	numption data and using your average daily on solector period. The stage values show on snyuer original (AII, Thin may be due to, billing periods of Althoing lengths, bill revo ads, ther more information phase contact o
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5 Each bill and statement can be opened, downloaded as a PDF and printed.

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How to update your contact details and password



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to use.

To view the details we have saved to your account, click '**My account**' from the menu in the top-right (the three horizontal lines). If you want to change your email address or phone number you can click 'Update' from the home page.

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If you click through from the menu you will see a list of the details we have stored against your account. To change your details, click 'Edit email' or 'Edit phone number' as required.

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Contact details	
Email Address EBTST10@insite-energy.co.uk	
Save changes	
Cancel	
After clicking 'Edit email', the new email address y	, enter ou wish



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- This will trigger a verification code to be sent to this new email address. To verify your request, please enter the code.
- 9:41
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 Image: Set new password
 Image: Set new password

 Current password
 Image: Set new password

 New password
 Image: Set new password

 Confirm password
 Image: Set new password

 Save changes
 Cancel

 Source new password. Simply follow the on

screen instructions.

▲ To let us know you are moving home, please complete and submit our 'Moving out' form found in the 'Contact us' page within the menu.





How to submit a meter reading



To provide us with an actual meter reading, click '**Submit meter reading**' from the menu on the top-right corner (the three horizontal lines).



3 Enter your meter reading and date the reading was made. You can also provide a photo of your meter reading.



If choosing to take a photo or upload an image, ensure your meter is well lit and the image isn't blurry.



If you have more than one utility, select the utility you'd like to submit a meter reading for.



▲ Please note, you will be able to see whether your charges are based on an actual (A) or estimated (E) meter reading on the second page of your bill. If you believe your actual meter reading to be incorrect, please submit a manual meter read using the method above or get in touch with our customer services team.

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How to add 'my insite' as an icon on your device?

Copy

Add to Reading List

Add Bookmark

Add to Favourites

Add to Home Scree

This will open a menu.

Click on the 'Add to

home screen' button.

Markup Print

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'my insite' has been developed as a web-app, making it accessible via any web-browser on any internet connected device without needing to download an app.

'my insite' was developed this way to:

- S make it affordable
- **To** make it accessible to everyone regardless of the type of internet-connected device used
- llow us to easily make software updates without any disruption to you.

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Depending on whether you have an Apple (iOS) or Android device, you can save **'my insite'** as an app icon on your phone by following the relevant instructions below:

For Apple/iOS devices

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		nyite		
	Log in	to your a	ccount	
Er	Log in	to your a	ccount	
Er	Log in nail addres	to your a	ccount	0
Er Pa	Log in nail addres	to your at	ccount	0
Er Pa	Log in nail addres	to your a ss Log In	ccount	0

Type **my.insite-energy. co.uk** into Safari and tap the share icon.

For Android devices



Type my.insite-energy. co.uk into Chrome and tap on the three dots (upper-right corner).



This will open a menu. Click on the 'Add to Home screen' or 'Install' option

CarlCer	Add to Home Scieen	Adu
	my insite	C
_	https://my.insite-energy.co.uk/	
An icon w	vill be added to your Home Screen so you can	
Insit	te insisted	
Insit q W	te insisted ertyuio	F
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Insit q w a	te insisted e r t y u i o s d f g h j k	1
Insit q w a	te insisted e r t y u i o s d f g h j k z x c v b n m	l I

on the screen and click

'Add'.



An app icon should now appear on your phone home screen.



Follow the instructions on the screen and click 'Add'.



An app icon should now appear on your phone home screen.

A Please note your device or operating system may differ from the above instructions. If so, please investigate the right method for your device.



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Insite Energy take care of metering and billing for heat network utilities across 30,000 homes nationwide on behalf of your heat provider. We connect to the energy meter in your property remotely, accurately measuring your consumption so you only ever pay for what you use.

> scan to visit our website

- www.insite-energy.co.uk/home
- ≤ customerservice@insite-energy.co.uk
- Insite Energy, Studio 4 Stuart House, St John's Street, Peterborough, PE1 5DD

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.











ar visit

www.insite-energy.co.uk/home