

# How to use the 'my insite' customer portal

A guide for credit billed residents

Debt balance

£0.00

Debt recovery rate ⓘ 0%

Top up account

Automatic top ups

# 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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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 verification 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.



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## The difference between our Direct Debit payment types



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.



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.**

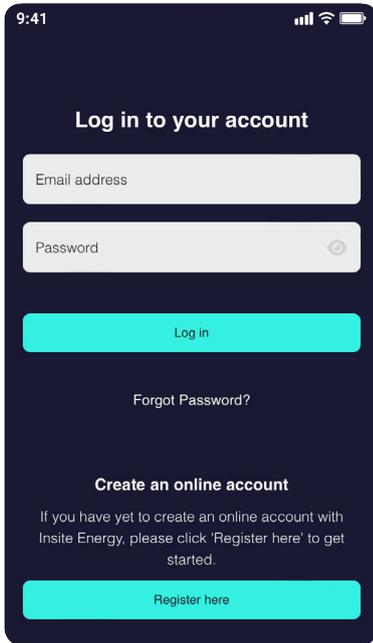
*click here to create a 'my insite' account*



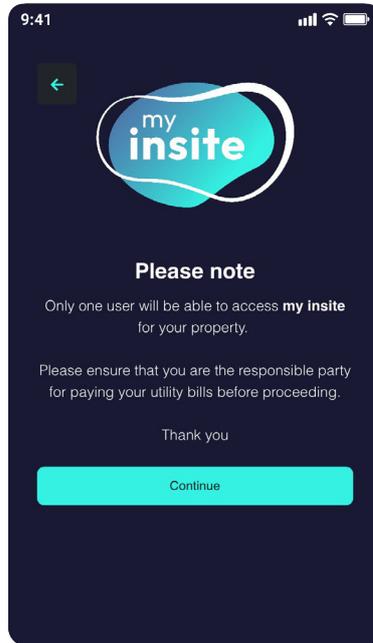
or visit [my.insite-energy.co.uk](https://my.insite-energy.co.uk)

## How to set up an account

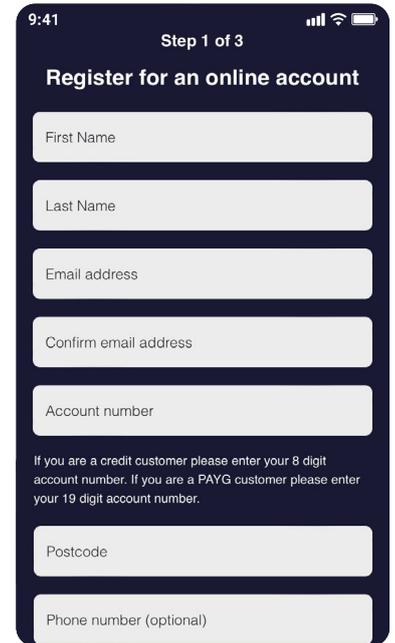
Before setting up your account, please ensure you are the responsible party for paying your utility bills.



1 Type [my.insite-energy.co.uk](https://my.insite-energy.co.uk) into your selected browser, and click on the 'Register here' button.



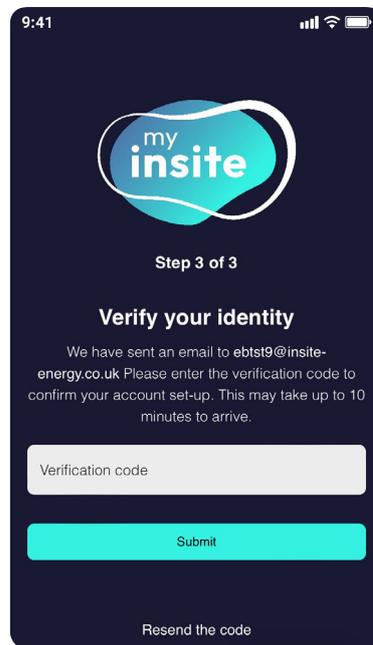
2 Confirm you understand only one user will be able to access 'my insite' for your property.



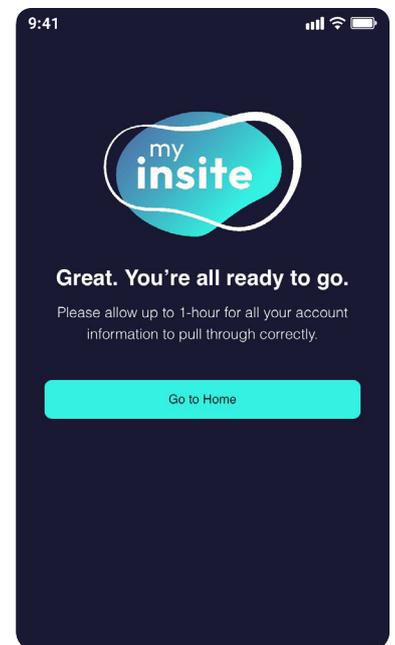
3 Enter your details. Enter your name, email address, 8-digit account number, and postcode. You will find your 8-digit account number on the top of your utility bills.



4 Set up a secure password.



5 Enter the verification code sent to your registered email address.

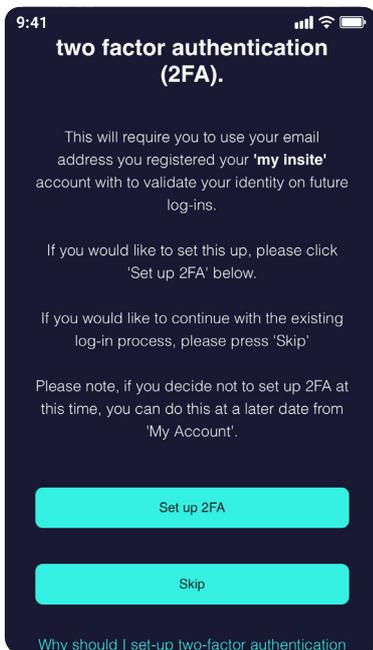


6 Once you have verified your identity, your 'my insite' account will be set up and ready to go.

⚠ Please note, you will only be able to complete registration if your details match those we have of you in our system.

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

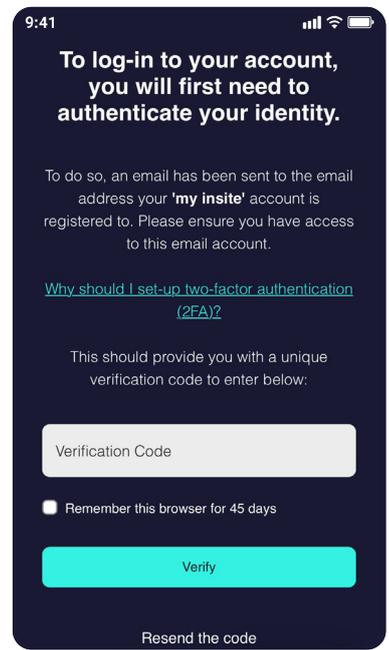
To reduce the risk of identity fraud and cyber hacking, we have implemented 2FA. This means that you provide a second means of authentication on top of your username and password. Setting this up is currently optional but may become mandatory in future.



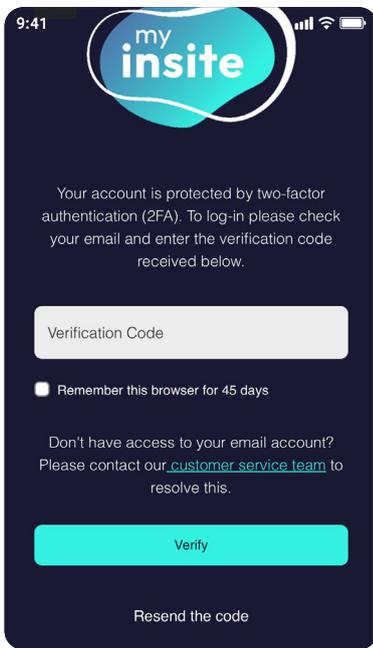
**1** After registration, you'll be given the option to set-up two factor authentication (2FA). You can do this by clicking the respective button, or simply 'Skip'.



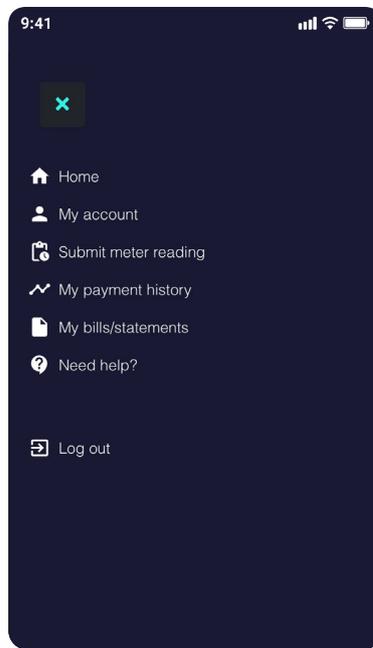
**2** This will trigger an email to be sent to your registered email address with a 6-digit code.



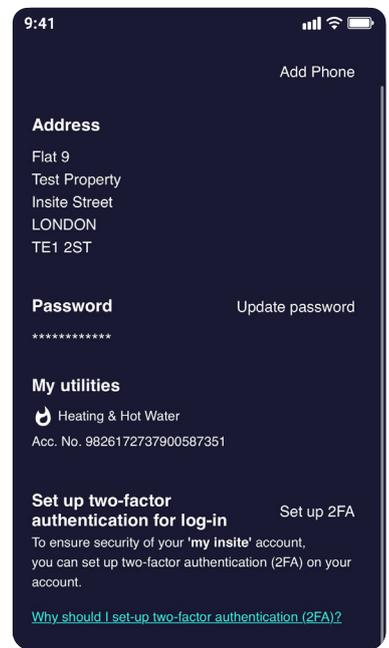
**3** Copy the 6-digit code from the email and enter it in the 'Verification code' field. You can also choose to remember your device for 45 days. Click 'Verify'.



**4** 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.



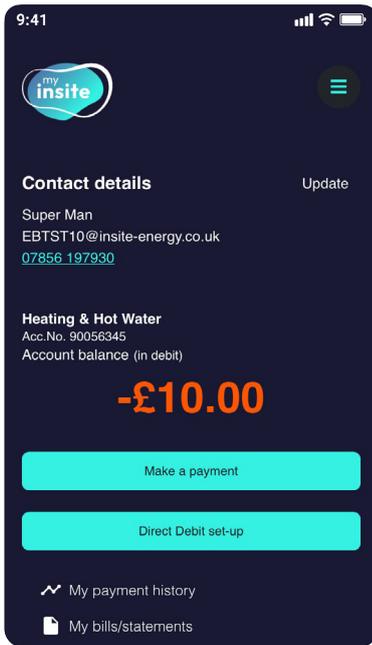
**5** If you chose not to set up 2FA at that time, you can so at any time by clicking the burger menu in the top right corner and click 'My account'.



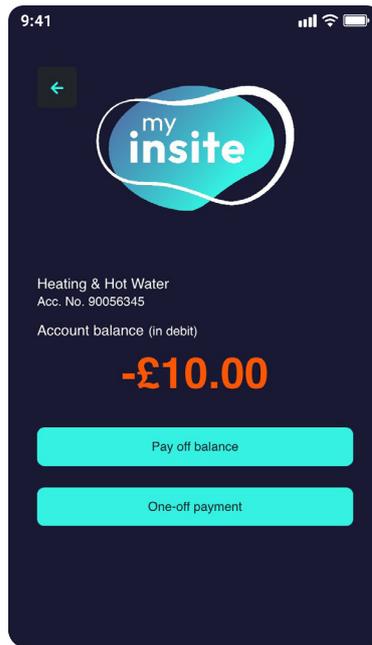
**6** Scroll to the bottom of the page and click 'Set up 2FA'. This will take you through the 2FA set-up screens.

**⚠️ 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.**

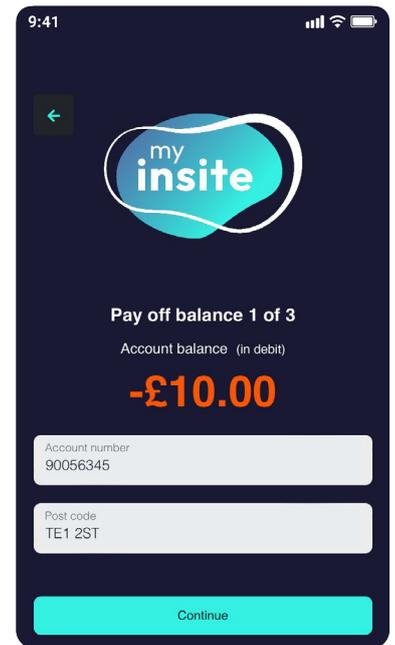
## How to make an online payment



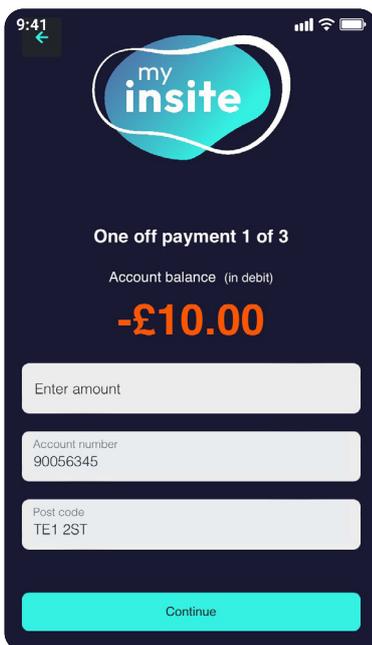
1 Click 'Make a payment' on the homepage.



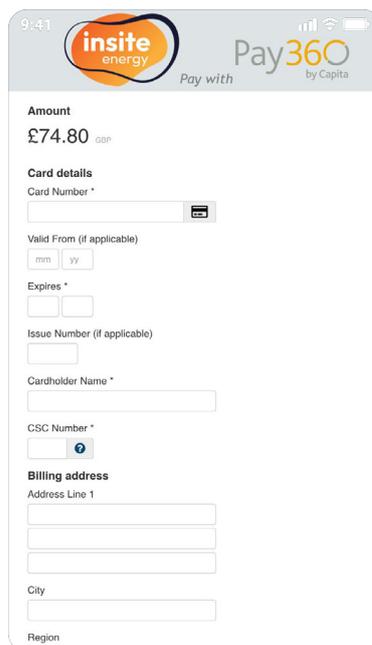
2 Select whether to pay off your balance or make a one-off payment.



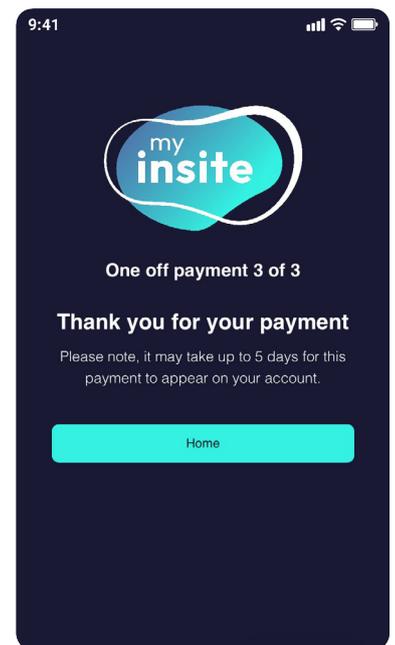
3 Confirm your account details. This will be asked regardless of the payment type you choose.



3 If you are making a one-off payment, enter the amount you'd like to pay, your 8-digit account number, and your postcode.



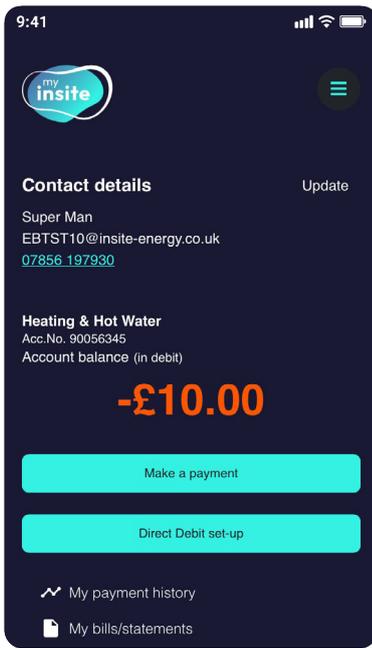
4 After clicking 'Continue', you will be taken to our bank's hosting page, where you can complete your one-off payment.



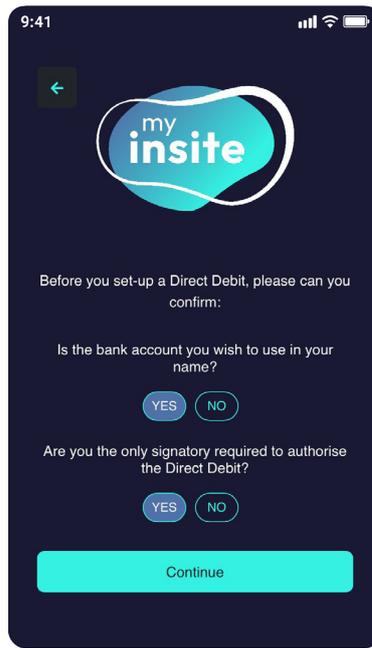
5 If the payment has been successfully taken, you will be sent to a 'Thank you' screen.

⚠ 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.

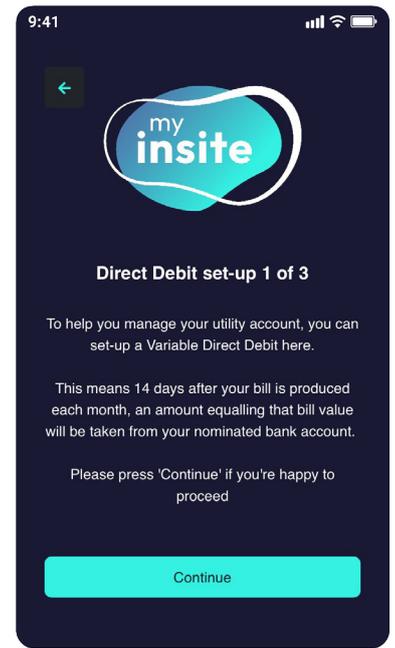
## How to set up a variable Direct Debit without arrears



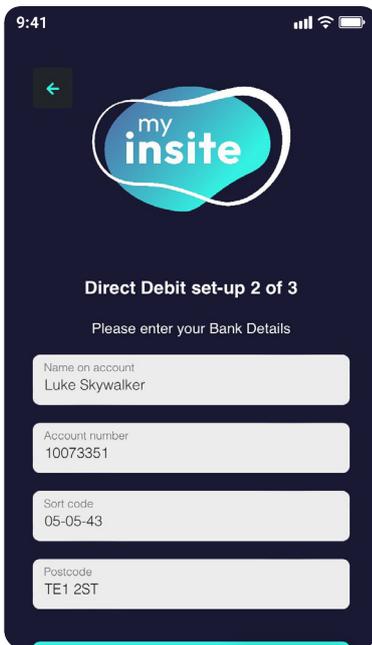
1 Click 'Direct Debit set-up' on the homepage.



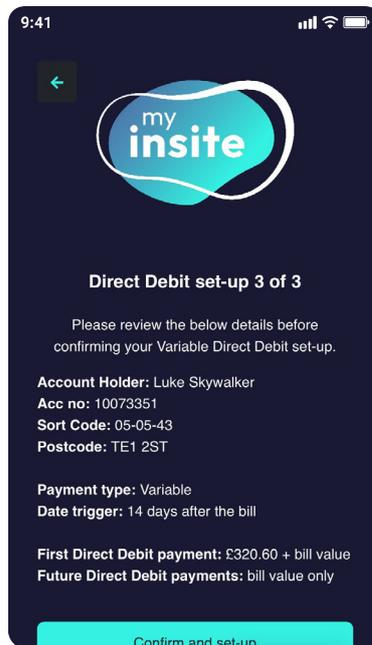
2 In order to set up a Direct Debit, you'll need to confirm that the bank account you wish to use is in your name, and that you are the only signatory required.



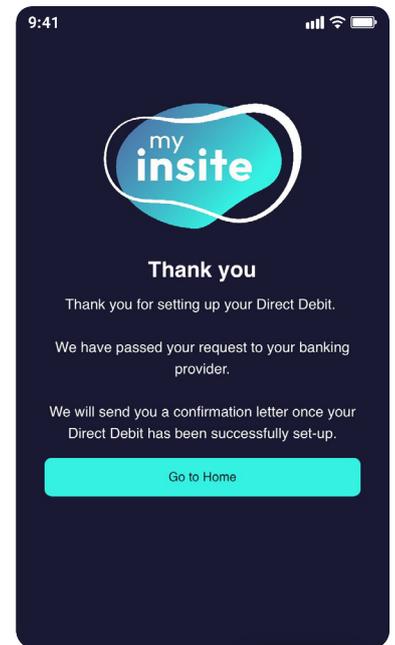
3 Please confirm that you understood the terms and conditions of setting up a variable Direct Debit for your utility account.



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



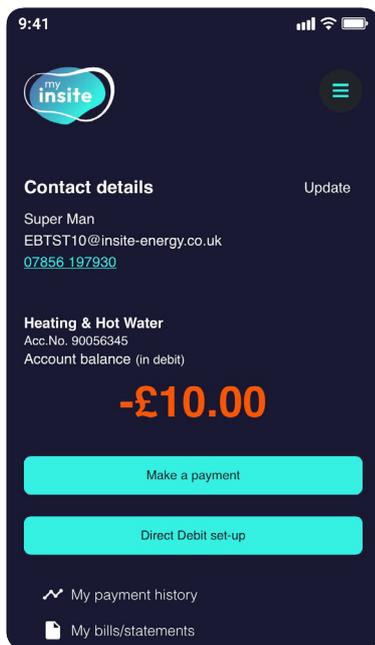
5 Confirm your details are correct.



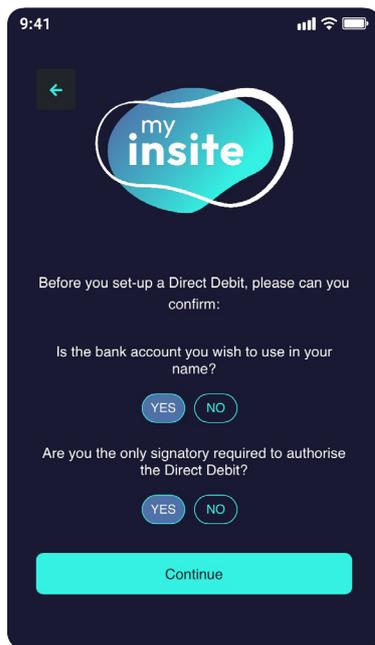
6 If the Direct Debit has successfully been set-up, you will be taken to a 'Thank you' screen.

**⚠ 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.**

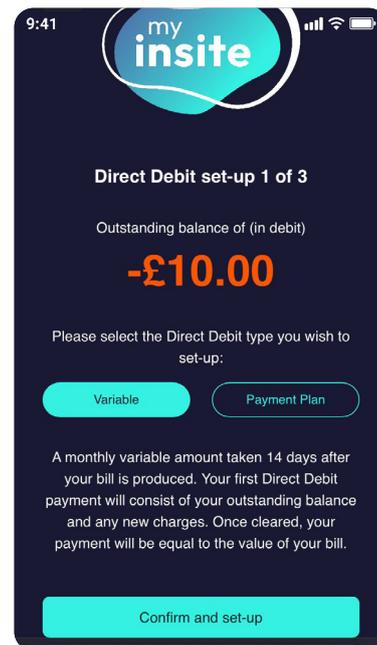
## How to set up and manage a variable Direct Debit with arrears



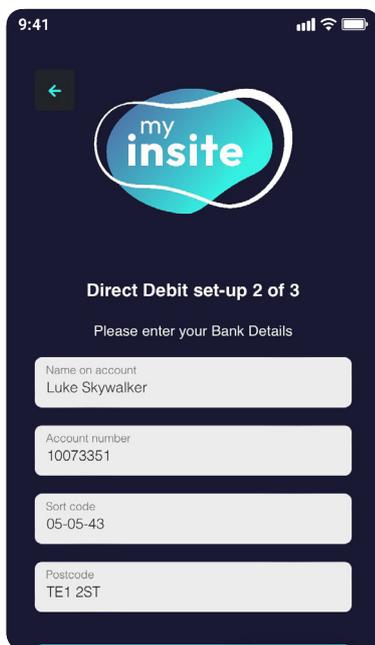
**1** Click **'Direct Debit set-up'** on the homepage.



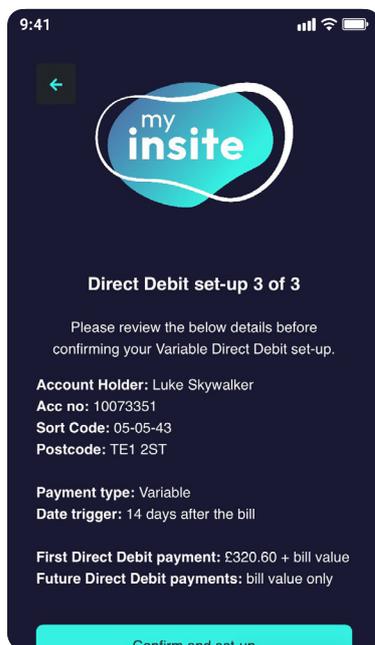
**2** In order to set up a Direct Debit, you'll need to confirm that the bank account you wish to use is in your name and that you are the only signatory required.



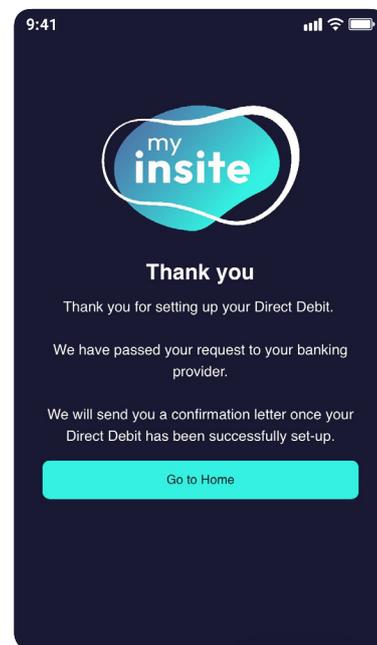
**3** Select **'Variable'**. Your outstanding balance and any new charges will be taken on your first Direct Debit payment.



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



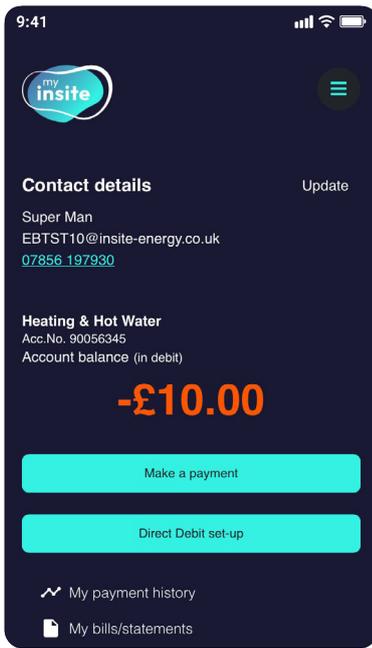
**5** Confirm your details are correct.



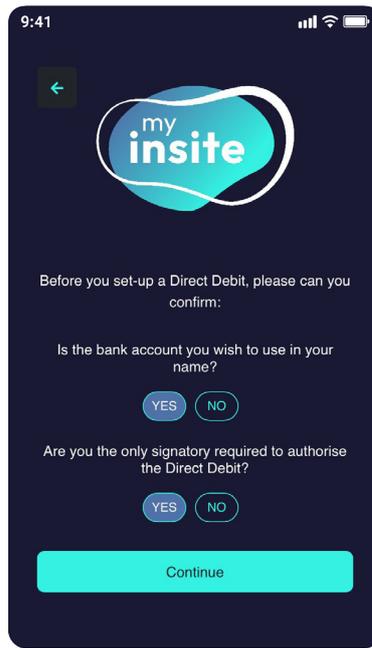
**6** If the Direct Debit has successfully been set-up, you will be taken to a 'Thank you' screen.

**⚠ 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.**

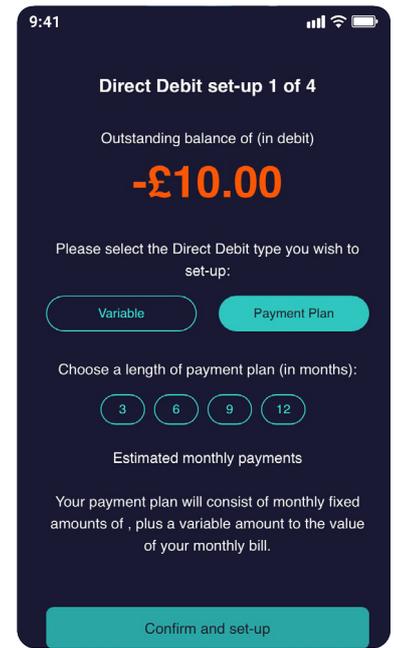
## How to set up a Direct Debit payment plan



- 1 Click **'Direct Debit set-up'** on the homepage.



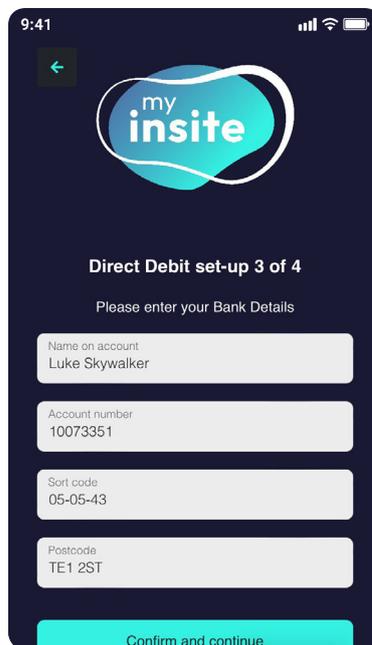
- 2 In order to set up a Direct Debit, you'll need to confirm that the bank account you wish to use is in your name and that you are the only signatory required.



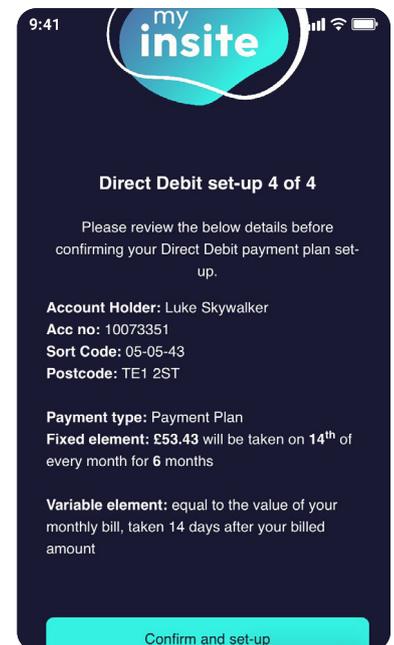
- 3 Select **'Payment Plan'**. By toggling through the monthly payment lengths, click the amount you can afford to pay each month to clear your debt.



- 4 Select the date you'd like the fixed payment amount to be taken from your selected bank account.



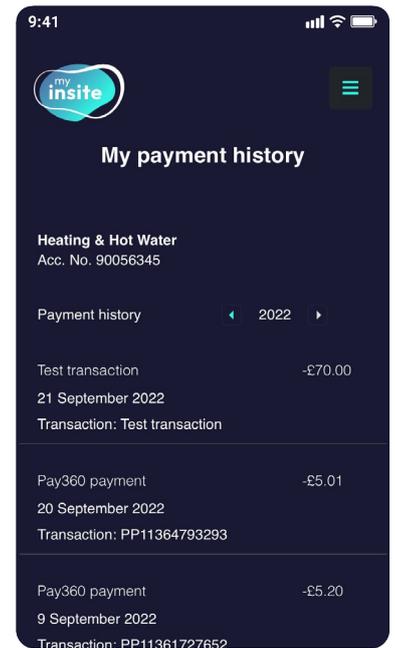
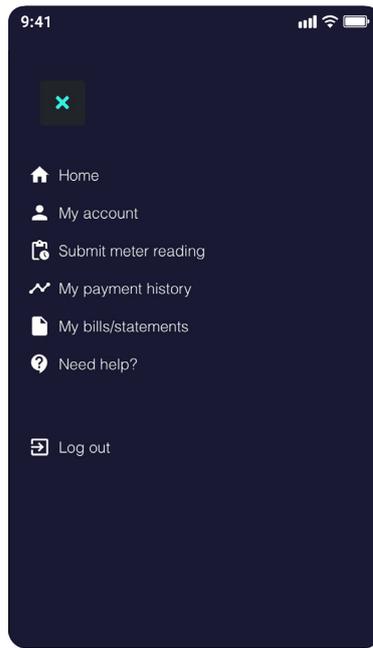
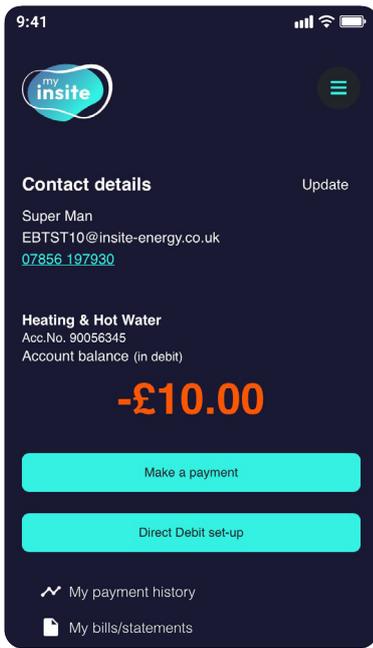
- 5 Submit the account holder's name, the bank account details, and postcode the bank account is registered to.



- 6 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.

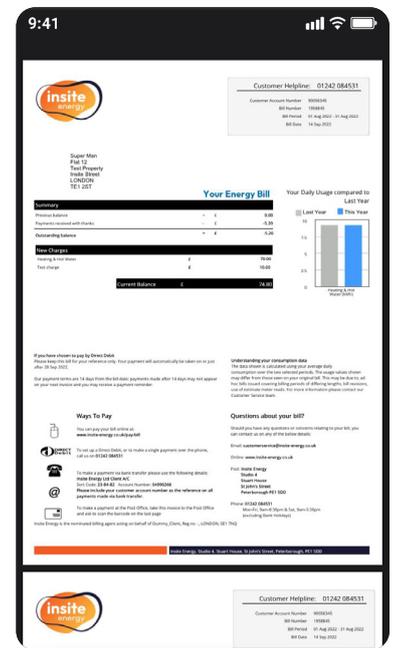
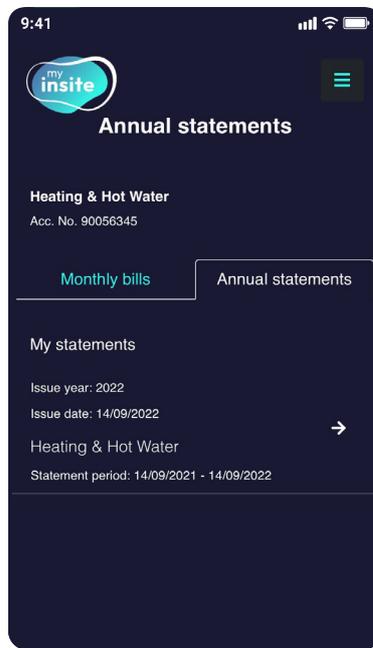
⚠ Please note, by setting up a Direct Debit payment plan, your plan will consist of a selected 3, 6, 9 or 12 monthly fixed payments, plus a variable amount equalling the value of your monthly bill.

# 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.

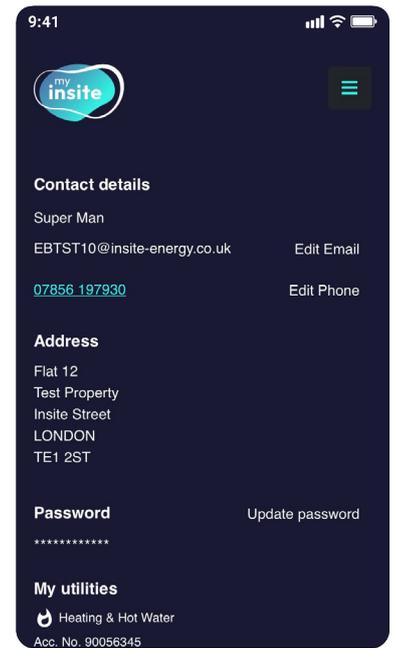
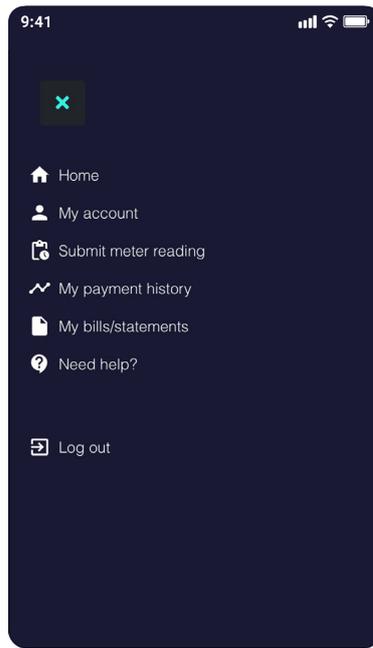
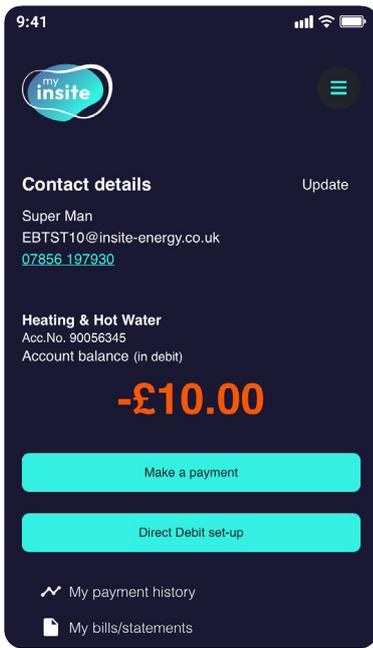
- 2 On the 'My payment history' page, you will be able to see the date, type, and amount against each payment. These are displayed in chronological order with your most recent payments at the top.



- 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.

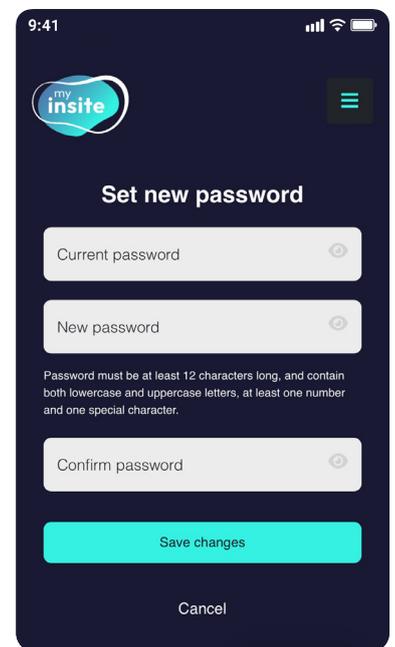
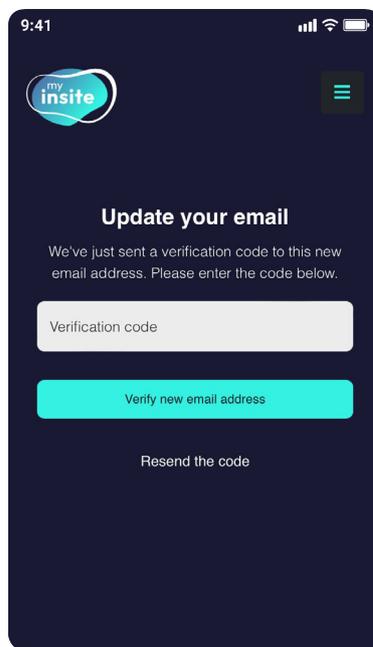
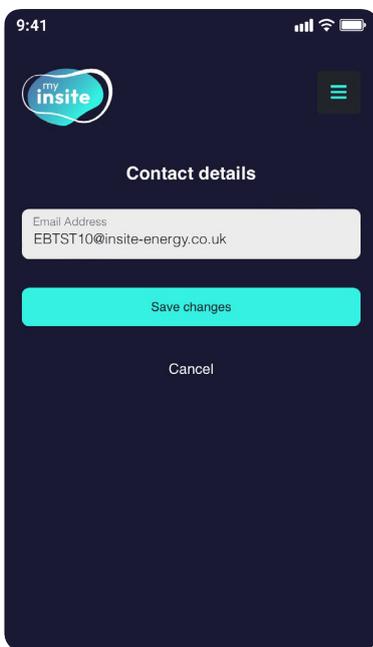
- 5 Each bill and statement can be opened, downloaded as a PDF and printed.

## How to update your contact details and password



**1** 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.

**2** 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.



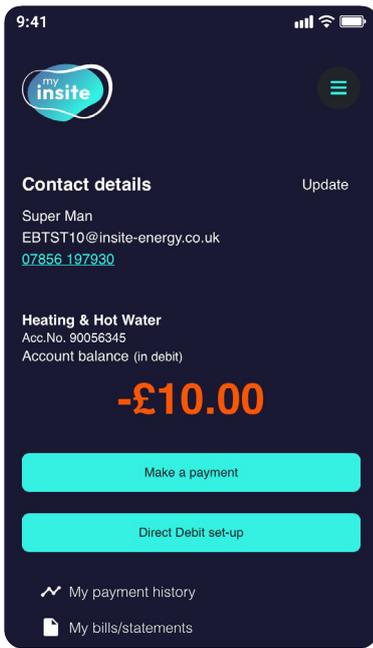
**3** After clicking **'Edit email'**, enter the new email address you wish to use.

**4** This will trigger a verification code to be sent to this new email address. To verify your request, please enter the code.

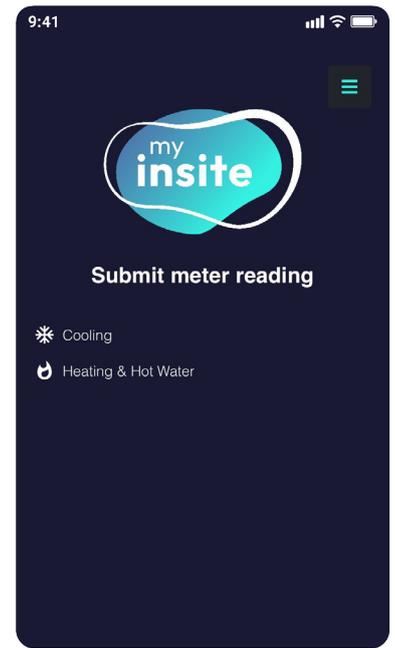
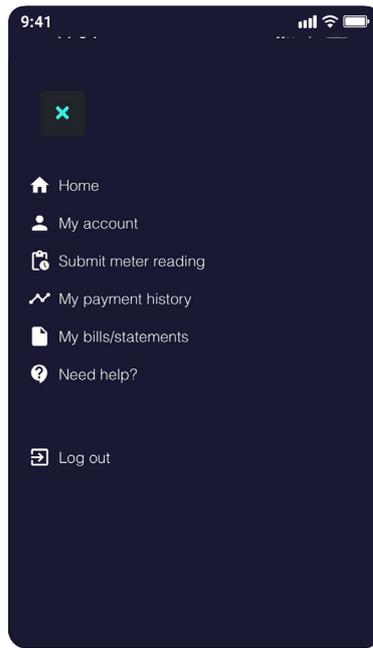
**5** You can also update your password. Simply follow the on-screen instructions.

**⚠ 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.**

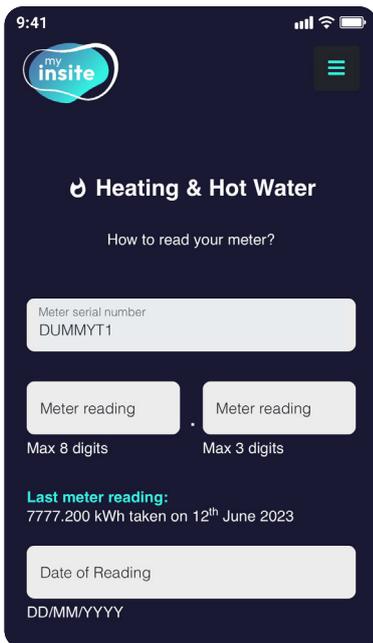
## How to submit a meter reading



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



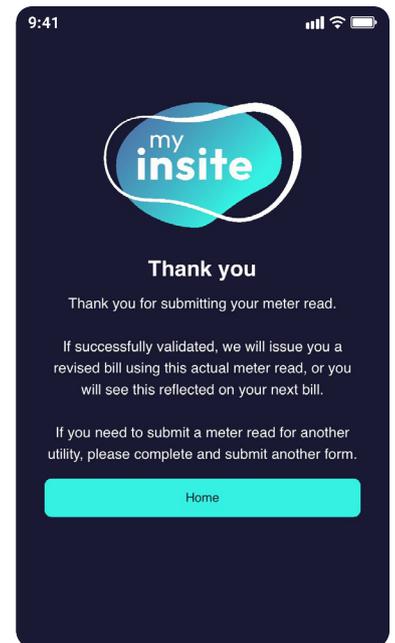
**2** If you have more than one utility, select the utility you'd like to submit a meter reading for.



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



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



**5** If your meter reading has been submitted, you will be taken to a 'Thank you' page.

**⚠ 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.**

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

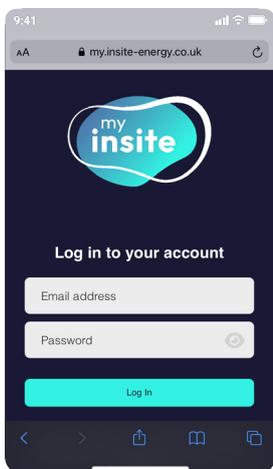
'my insite' has been developed as a web-app, making it accessible via any web-browser on any internet connected device without needing to download an app.

'my insite' was developed this way to:

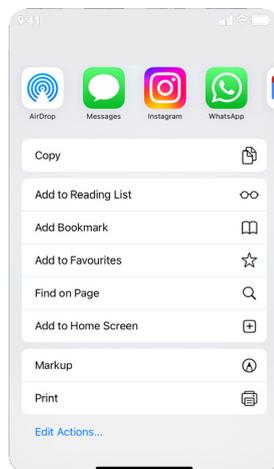
- 💰 make it affordable
- 📱 make it accessible to everyone regardless of the type of internet-connected device used
- 🔄 allow us to easily make software updates without any disruption to you.

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



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



2 This will open a menu. Click on the 'Add to home screen' button.



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

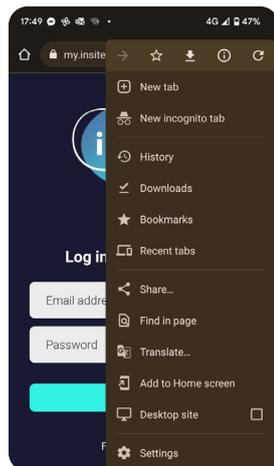


4 An app icon should now appear on your phone home screen.

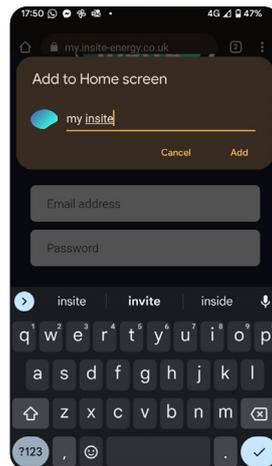
### For Android devices



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



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



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



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

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



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.

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.



scan to visit our website



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