



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

## Vulnerable customer policy

At Insite Energy, our aim is to offer our residents the best service we can. If you are elderly, disabled or require any extra help we have services available to you.

### Obligations

Insite Energy maintain a Priority Services Register (PSR) for every development, ensuring all information is reviewed and updated on a periodic basis. We may also be advised by your heat supplier that you are vulnerable. This information is used to tailor the services provided to customers. Information of the additional support available to customers is presented in our welcome brochures, on our website, and on request.

Additional support provided may include:

- Password protection on appointments,
- Heat bill nominee for supported account management
- Services for visually or hearing impaired,
- Quicker response times in case of disruption to supply.

In accordance to Heat Trust Scheme Rules, the following are considered as situations that may give rise to vulnerability:

- Age
- Physical or Mental Health
- Disability
- Visually or hearing impaired
- Low Income

Other circumstances such as bereavement and financial instability may give rise to vulnerability and will be taken into consideration on a case-by-case basis. If you are vulnerable and cannot read your meter, please contact your heat provider or managing agent who may be able to provide further support.

### How and where to register

If you feel you need access to these services, please get in touch with us so we can add you to our Priority Services Register. You can do so in the following ways:

**By telephone** – find your dedicated scheme-number on the 'My development' page ([www.insite-energy.co.uk/development-search](http://www.insite-energy.co.uk/development-search)) and enter your postcode or development name.

*Your call may be recorded and/or monitored for quality assurance and company purposes. Mobile and other providers charges may vary.*

**By email** – send an email [customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk)

**In writing** – write to us at the following address:



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Our customer services team are available weekdays 9am-8:30pm, and Saturdays 9am-5:30pm. We are closed on Sundays and bank holidays.

### **Independent advice**

If you are struggling to manage your account and wish to get independent advice from a local advice agency, please see below.

Advice agencies have extensive experience of dealing with a range of debt problems and will be able to advise you on your rights and the benefits you're entitled to

If you need independent advice, please contact one of the below advice agencies:

**Citizens Advice Bureau** – call them on 0800 144 8848

**Community Legal Advice** – call them on 0845 345 4345

**National Debt Line** – call them on 0808 808 4000

**StepChange Debt Charity** – call them on 0800 138 1111

Your local council may also be able to tell you how to get advice.