



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

Refund policy

If at any time you require a refund from us, Insite Energy, following a payment made into your utility account, the first thing to do is get in touch with our customer services team.

How and where to request a refund

If you want to request a refund, you can do so in the following ways:

By telephone – find your dedicated scheme-number on the 'My home' page (<https://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

In writing – write to us at the following address:

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

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

Step-by-step refund procedure

Once your refund request has been received and approved, we will aim to process your refund within five (5) working days.

Once complete, the refund will be returned to the payment method from which payment was originally received.

Please note, receipt of refunds varies depending on your payment provider.