

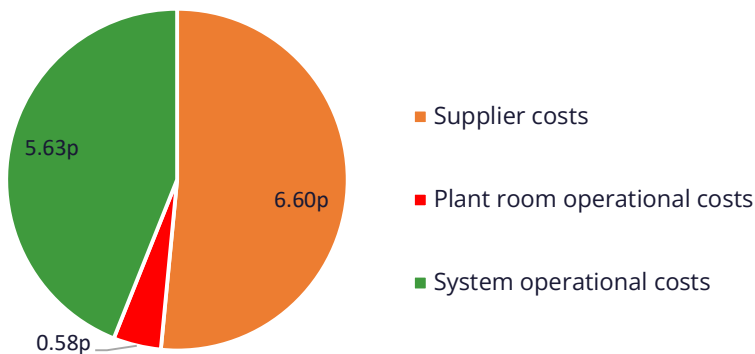
Insite Energy are the appointed ESCo Manager working on behalf of your heat provider, Telford Homes. Below is an explanation of your heat tariff calculations. The rates applied by your heat supplier are solely determined to recover all the costs incurred through operating a heat network and your heat supplier does not profit from the operation of the heat network.

### Your new energy tariff broken down

Following a reduction in the incoming supply rates and improved efficiency of the network, following planned preventative maintenance, your unit rate has decreased by 11.55 p/kWh and your daily standing charge has decreased by 4.89 p/day. Your latest tariff was set on the 01/04/2024 and will be reviewed again periodically, based on the financial position of the heat account. Please see below a full breakdown of all costs that form both your heat unit rate and daily standing charge.

### Your unit rate breakdown

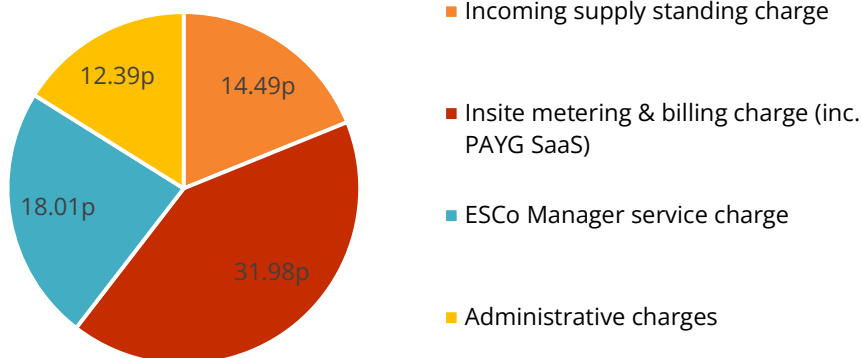
12.81 p/kwh



The average operational costs for a heat network equates to 56% of the unit charge breakdown.

### Your daily standing charge breakdown

76.87 p/day



**⚠ Please note, your heat supplier does not profit from the operation of your heat network**

### Standard components of your heat tariff

Your **unit rate** covers the bulk cost of the energy generated in the communal plant room. It also includes any associated heat losses between the supply point and your home. Your energy consumption is measured via the heat meter installed in your home, so you only pay for what you have used. You are charged for every kilowatt-hour (kWh) consumed within your property.

Your **daily standing charge** is the fixed charge passed on by your heat provider, which covers the cost of operating the heat network and delivering energy to your home. This is an annual fixed amount that is payable every day by all residents regardless of how much energy they use.

Depending on your heat provider, the costs associated with running and maintaining the heat network will either be included within your building service charge or your heating and hot water daily standing charge.

