

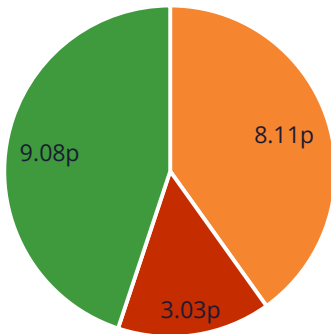
Insite Energy work on behalf of your heat provider, M&G RPF GP Ltd as GP of the M&G RPF LP c/o Savills Management to provide metering and billing services to you. Below is an explanation of your heat tariff calculations. The rates applied by your heat supplier are solely determined to recover all the costs incurred through operating a heat network, and your heat supplier does not profit from the operation of the heat network.

The wholesale energy price cap

M&G RPF GP Ltd as GP of the M&G RPF LP c/o Savills Management successfully procured a supply rate lower than the Government EBDS relief rate, and as a result you are already benefiting from a lower incoming supply cost and subsequently a lower heat tariff. Your unit charge and daily standing charge changed to reflect the new utility supply costs which have been procured by your managing agent. To ensure that your managing agent continues to recover the actual costs of operating your heat network, your heat tariff increased by 16.09p/kWh from 6th December 2023.

Your unit charge breakdown

20.23 p/kwh

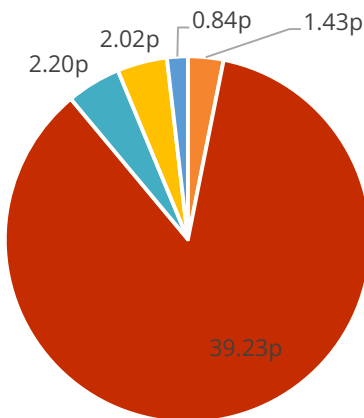


- Supplier costs
- Plant room operational costs
- System operational costs

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

Your daily standing charge breakdown

45.73 p/day



- Supplier Daily Standing Charge
- Insite Metering and Billing Charge
- Payment Transaction Charge
- Tariff review Charge
- Other fixed costs

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

Standard components of your heat tariff

Your **unit charge** 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.

