



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

Our Refunds Policy

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

Please telephone us on:

0345 872 9600

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

Or send an email to:

customerservice@insite-energy.co.uk

Or write to us at the following address:

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

Our customer service team are available weekdays 9am-8:30pm, and Saturdays 9am-5:30pm. We are closed on Sundays and Bank Holidays.

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.