



insite Lite

Low-cost digital billing for heat networks

Monthly e-billing service for heat networks supported by secure online customer and client portals, delivering the lowest-cost high-quality credit billing service with enhanced self-serve capabilities.

What is Insite Lite?

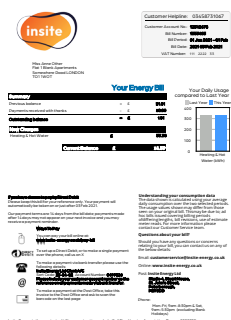
Put simply, it is our lowest cost metering and billing service ever, with services starting from £57.50 per meter point per annum. Insite Lite is a digital solution which cuts down on key monthly costs like printing bills & postage, passing these savings to the customer.



With energy costs continuing to rise, consumers are under increasing pressure to meet the cost of spiralling bills, including those on heat networks. Consequently there is growing scrutiny on all heat network costs, and landlords need options to reduce costs

whilst delivering a high standard of service to residents. In parallel over recent years, service industries have evolved self-serve & digital solutions. Assessing our own customer behaviour, it's clear that digital self-serve has a place within heat network metering and billing, with 88% of resident payments made online. In response, during 2021 and 2022, Insite Energy's digital services were enhanced to include market-leading customer & client portals, my insite and VANTAGE, respectively.

Why Insite Lite?



Insite Lite promises clients and customers the same market-leading service, delivered in a digital format with reduced costs. We've removed paper-based communications and billing (with an allowance for residents with special requirements) saving print and postage costs, and have adapted our digital contact channels to deal with Insite Lite queries and support tickets during our less busy periods, with defined SLAs.

With no single solution to rising energy costs on the horizon, Insite Lite is one option in a range of cost-reducing measures landlords can quickly deliver for residents. Please get in touch to see how Insite Lite can benefit your residents today.

Insite Lite Services

- FREE set up & onboarding service**
(incl. bespoke customer e-welcome brochure & micro-website)
- Automated collection & validation of meter data**
- Monthly credit e-bill & annual statements to all residents**
(incl. support for vulnerable residents who are not online)
- Monthly credit control & debt management e-service**
- Customer access to instant live webchat during opening hours**
- Customer access to 'my insite' for online self-serve (24/7)**
- Client access to VANTAGE containing comprehensive scheme data & reports**

Add'l. support: AMR & meter health issues, HIU & heat network maintenance, & emergency call-outs
Add'l. services: low-cost equipment rental, cost-spreading of meter hardware upgrades & retrofits

About Insite Energy

We are a national metering & billing agent with over 10 years of heat network experience, providing a range of specialist services to heat network operators across the UK, including managing agents, developers, landlords, housing associations and contractors.

To find out how Insite Energy can provide your heat network services, get in touch:



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