

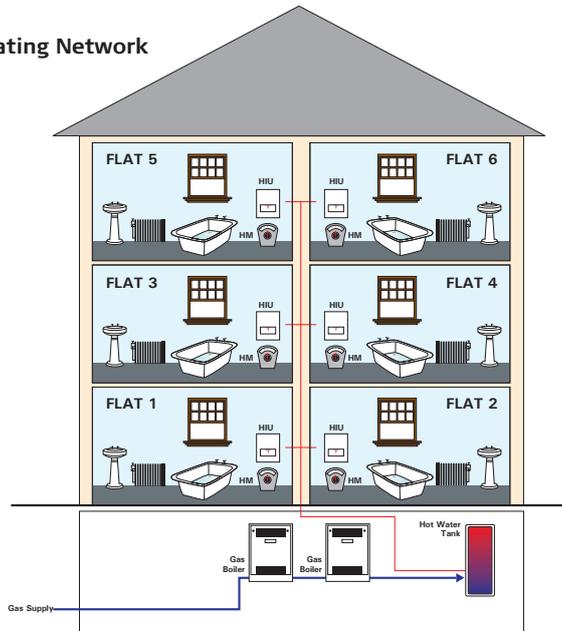
Cawnpore Street

Heating & hot water services
All you need to know

Introduction

Welcome to Cawnpore Street. Your new home is served by a communal heating system. Your heating system is robust, reliable and controllable. Just as if you had a gas boiler in your flat, you can control the amount of heating through the heating controls. Your hot water is provided on demand.

Direct heating Network



Insite Energy have been appointed by Wandle Housing Association to remotely read your heat meter, send out heating bills and collect payments.

The amount you pay for your heating and hot water will depend on the amount you consume according to your heat tariff plus your daily standing charge. Heat tariffs and the daily standing charge reflect the cost of producing heat. You can find out more about how the heat tariffs and daily standing charge are calculated and when they are updated in your "Guide to understanding Your Heat Tariff".

Each month, you will be sent a bill covering your actual heating and hot water consumption and the charges for each unit of energy. We will read your heat meter remotely every month, so you will generally have an actual rather than an estimated bill.

If you have a query regarding your heating bill, are moving into or out of the property or any other issue related to paying for your heat, you can call our helpline on 0345 873 1067

Credit Metering

Understanding your heating and hot water bill

Each month, Insite Energy will send you a bill based on your actual consumption of heating and hot water. Each month we remotely read your heat meter, which measures the combined amount of heating and hot water used. We will use that meter reading to calculate an accurate bill.

Your bill contains useful information, which you will need to make payments .





9826 1727 0000 0000 0200 176

Bill Enquiries and
Customer Service

Customer Helpline: 0345 873 1067

Customer Account Number	123456
Bill/ Invoice Number	0018
Bill Period	30 Aug 10 - 14 Sep 10
Bill Date	20 September 10
Payment Due	06 October 10
VAT Number	991 3898 60

Mr A Sample
10 Stoney Street
London
SE1 9AD

Dear Mr Sample,

Your Energy Bill

Summary		
Previous balance	= £	0.00
Payments received with thanks See page 2	- £	nil
Outstanding balance	= £	0.00

New Charges		
Supply of Heating & Hot Water See page 2	£	8.54
TOTAL NOW DUE	= £	8.54

Total Amount Due →

Payments

Payments		
payment received -	£	0.00
TOTAL PAYMENT	=	£ 0.00

If you have chosen to pay by direct debit, please keep this bill for your reference only. Your payment will automatically be taken on or just after 06/10/10

If you would like to pay your bill at the Post Office or by using Payzone, take you bill down to your nearest Post Office or Payzone agent who takes 'bill payments'.

Date your Direct Debit
will be collected

Insite Energy Ltd, 10 Stoney Street, London, SE1 9AD

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How to pay for your Heat

We take a variety of forms of payment for your heat. When you first move into the property we will discuss with you how you would like to pay for your heat.

The payment options are:

1. Paying by direct debit, where we will automatically take a payment each month, equal to the energy consumed on the site.
2. Pay each bill via the telephone. To make monthly telephone payments, call 0345 873 1067
3. Pay each bill via the internet. Log onto www.insite-energy.co.uk. Once you have input your customer number, you will be linked to a secure website which will take payment via debit or credit cards.
4. Pay the bill in cash at any Payzone outlet which accepts bill payments. Take your bill to any shop displaying the Payzone sign and the shop keeper will take payment on your behalf. You will need the barcode printed on your bill.
5. Pay the bill in cash at any Post Office. Take your bill to any Post Office and the Post Office will take payment on your behalf. You will need the barcode printed on your bill.

You can change payment method at any time. Please call us on 0345 873 1067 to discuss changing your payment method.

It is important that you pay promptly each month. Failure to pay for your heat could result in your heat supply being disconnected. If you are having difficulty paying please contact us immediately.

If you are having difficulty paying your bill, we promise to:

- Deal with you in a courteous and confidential manner;
- Suggest a repayment plan to deal with any arrears;
- Give you advice on how to lower your heat consumption.

What to do if you have a fault with your heating

If there is a problem with any aspect of your heating system please call Customer Services at Wandle Housing Association on 0800 731 2030 between 9am–5pm Monday to Friday.

Insite Energy is not responsible for:

- The maintenance of the heating system within the property. These are maintained by your Landlord.
- The electricity supply or water supply to your property.

What can you do to help us help you

There are a few things you can do to help avoid any problems:

- Please have your customer number to hand when you contact us, this can be found on the top of your bill.
- Let us know if you require an interpreter or assistance in your communications with us.
- Pay for the heat you consume and any associated standing charges.

Quality of Service and Complaint Handling

At Insite Energy customer service is really important to us. We want to ensure that we handle any customer queries or complaints quickly and effectively. We keep a record of telephone calls, waiting times and maintenance incidents so we can constantly check and improve on our performance.

We also provide a variety of options to communicate with customers, for example, if English is not your first language we can put you through to one of our multi language customer team members or we can contact you by email or letter. If you would rather someone else speak for you, we can allow an authorised third party to manage your account.

Along with our high level of customer service, Insite Energy also provides a clear complaint handling policy to all our customers. We aim to resolve most complaints at first point of contact and deal with all complaints within 28 days.

Contacting Us

Here at Insite Energy there are three easy ways to contact us:

You can email our friendly and professional customer service team at **customerservices@insite-energy.co.uk**

You can call our customer telephone service on 0345 873 1067 which is available Monday to Friday 9am to 5pm on any business day of the year.

You can also send us a letter to:

Customer Service
Insite Energy Ltd
10 Stoney Street
London
SE1 9AD

When contacting us, please provide your name, address and customer number (found on the top corner of your energy bill) to help us deal with your query more efficiently.

In most cases queries and complaints should be resolved by our customer services team, whether you contact them by telephone, email, web query or letter. All our staff are based in the UK and are trained to a high standard to resolve your call.

We promise to:

- Acknowledge your query or complaint within three working days and, if it's a simple query provide a clear response within the same time.
- Immediately initiate a detailed internal enquiry about your query or complaint if this is more complex.
- Send you a full written reply within ten working days of receiving your query or complaint.
- If we are not able to resolve your query within this time, we will provide you with a plan which sets out the steps and time we expect it to take.

Sometimes we get it wrong or our service does not meet your expectations. If you are not happy with the way your query has been dealt with, you may take your query or complaint to the Customer Service Director.

You should do this by completing our customer complaints form, available from our customer service team, and sending it to:

Customer Service Director
Insite Energy Ltd
10 Stoney Street
London
SE1 9AD

The Customer Service Director (or alternate Director if he/she is not immediately available) will respond to your query and complaint within ten working days clearly setting out the company's final response.



Contact and information

To learn more about how we can help you call
0345 873 1067
or email info@insite-energy.co.uk

Insite Energy Ltd
10 Stoney Street
London SE1 9AD

www.insite-energy.co.uk

For more information about Fontenergy visit
www.fontenergy.com
For more information about Rydon visit
www.rydon.co.uk