



INTRODUCING
THE GURU HUB



Totters Court

Billing and payment services for heating & hot water

All you need to know

Contents

Introduction	2
What is a District Heat Network?	3
Insite and You	4
Contacting us	4
About your "Flexi Pay" System	5
The "Flexi Pay" display panel	5
Displaying "Low Credit" Screen	6
Displaying Emergency Credit Screen	6
Disconnected Screen	7
Friendly Credit Screen	8
Tamper Alarm Screen	8
Messages from Insite Energy	9
Showing your Usage	9
Display screen	10
Top up screen	10
Where is my "Flexi Pay" Unit?	11
How do I make payments?	11
How to set up your account online	12
How to register your credit or debit card online	13
How to top up your credit online	14
How to register to top up by SMS/text	14
How to top up using SMS/text	15
How to top up your credit via telephone	15
Making payments at a PayPoint location	16
Emergency Credit Feature	16
I have just topped up and my heating/hot water isn't working	17
Maintenance	17
Troubleshooting: Heating/Hot Water not working	18
If we need to visit your property due to a "Flexi Pay" system problem	18
Customers with additional needs	19
What you can do to help us help you	19
Service and Complaint Handling	20
Contacting us	20

Introduction

Welcome to Totters Court.

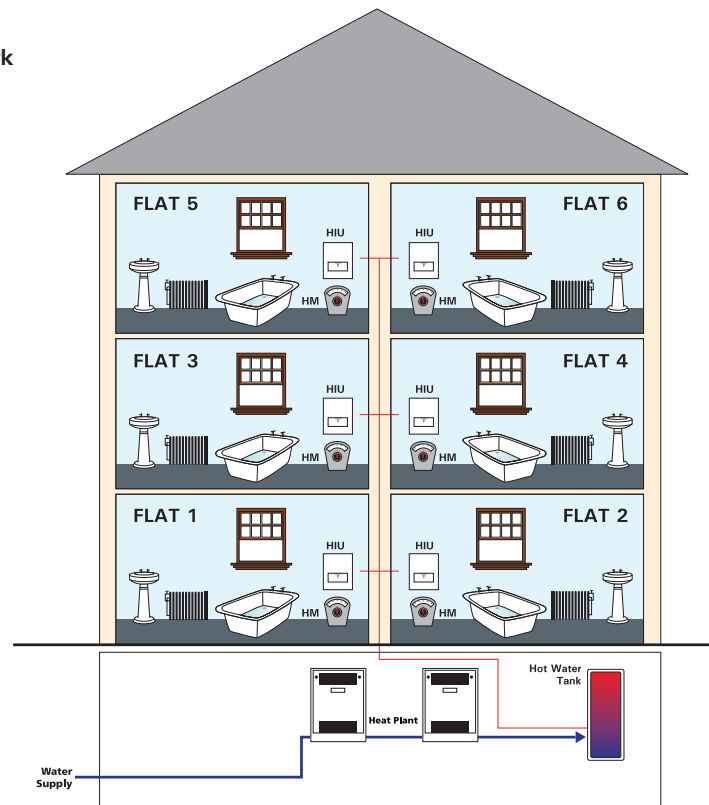
Your new home is served by a low carbon heating and hot water district heat network which is generated in a communal plant room, powered by gas boilers.

Your heating system is robust, reliable and controllable.

You can control the heat level through your thermostat and heating controls in the same way as if you had an individual gas boiler in your property.

Your hot water is provided on demand and you only pay for what you use.

District Heat Network



What is a District Heat Network?

Rather than have an individual gas boiler in every home, a District Heat Network uses a centralised communal boiler to provide heat for a whole development or for several homes in a development.

The centralised boiler is usually located in a basement or external plant room. Your heat supplier (L&Q), manages the bulk energy supply to the plant room at your development. The communal boiler turns the energy into hot water and pumps it via an infrastructure of pipes around your development, passing through a heat exchanger or HIU (Hydraulic Interface Unit) at each property.

This heat exchanger or HIU (Hydraulic Interface Unit) brings the heating and hot water into your home.

Insite has installed a smart valve in your home which links your payments to your access to heating and hot water. As long as your account is in credit, your valve will remain open and you will have access to heating and hot water. If your account runs out of credit, the valve will close. Once you make a top-up payment, it will open again.

All of this happens remotely thanks to our smart internet technology.

The amount you pay for your heating and hot water will depend on the amount you use. You will also be charged a daily standing charge which is a fixed charge per day for your connection to the district heat network. This daily standing charge is payable regardless of whether you consume any heating or hot water, as if you had a direct connection to an energy supplier.

You can find out more about how your heat tariff and daily standing charge are calculated and when they are updated in the "Understanding Your Heat Charges" information guide.



Insite and You

Insite is a metering and billing agent for many district heat network suppliers around the UK. We work on behalf of heat suppliers such as L&Q to provide metering and payment services to their residents.

Insite has been appointed by L&Q Direct to manage your "Flexi Pay" payment system.

We don't supply the energy used to provide the heating or hot water, nor do we install or maintain the heat network at the development or for your home.

Insite is not able to help with the heaters nor taps inside your home. We are also not able to help you with the maintenance of the heating system and plumbing within your property.

For maintenance queries, please contact L&Q Direct on 0800 015 6563 as Insite will not be able to help you with this.

Contacting us

If you have a query regarding your "Flexi Pay" system, are moving in to or out of the property or if you have any other issue relating to paying for your heat, you can call our Customer Service helpline on 03458 731 064.

Our opening hours are 0900-1700, Monday to Friday.

If you have an emergency where you have no heating or hot water, you can also call us using the same helpline number, 1700-2000, Monday to Friday and 0900-1700 on Saturday and Sunday.

You can also email us at customerservice@insite-energy.co.uk. Your email will be read during office hours.

About Your “Flexi Pay” System

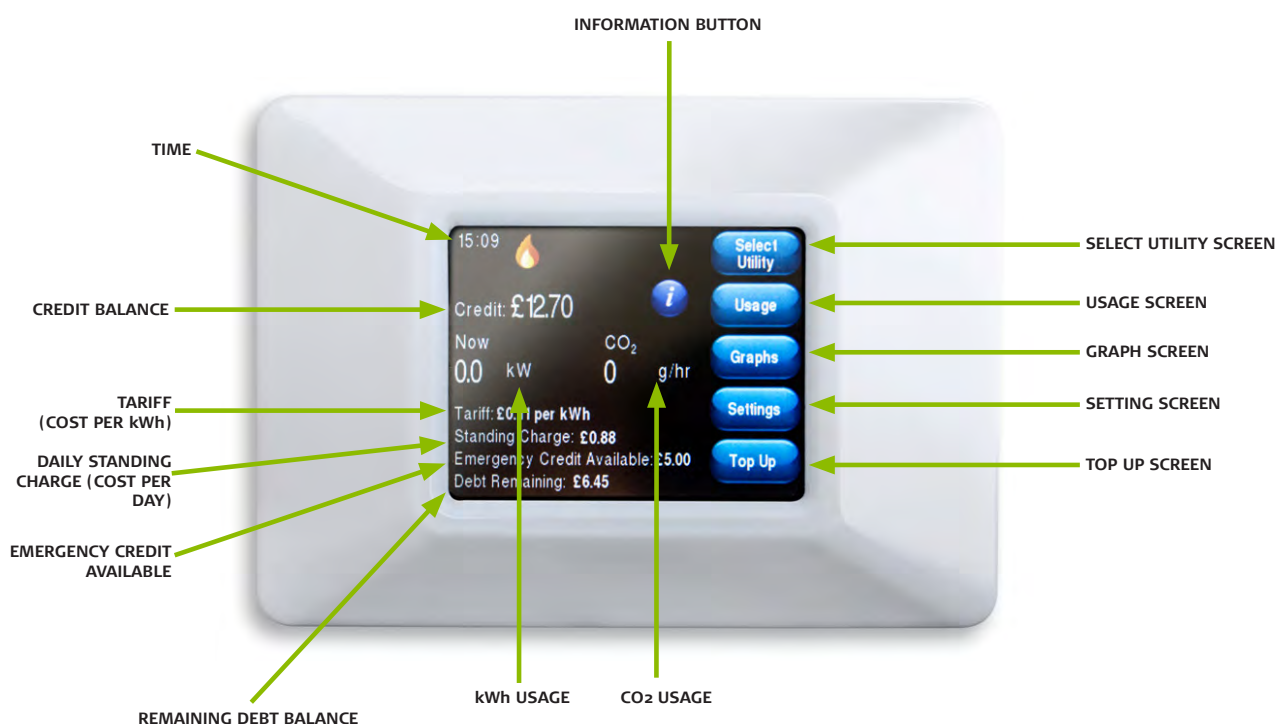
L&Q Direct has chosen the Guru Hub for your home. The Guru Hub is a popular metering solution which is linked to Your “Flexi Pay” payment system. Your Guru Hub enables you to easily monitor your use of heating and hot water and also the payments you make.

The Guru Hub is connected to Insite’s payment system via the internet, so it always knows how much credit you’ve purchased.

Reading the “Flexi Pay” display panel

Below is the main screen display: This displays your credit balance, your emergency credit limit, the kWh (unit) charge, your daily standing charge, your kWh and CO₂ usage.

Please note that tariffs may vary; those in these images are for illustrative purposes only.



Credit Low

The image below shows the 'low credit' display screen.

When your credit runs low, this message will display reminding you to make a top up payment.

If you are unable to top up immediately you can activate your emergency credit.

To activate your emergency credit press the "Activate Emergency Credit" button as illustrated below.



Emergency Credit

When the emergency credit is activated, your display screen will confirm this by displaying "Using Emergency credit". It will also display how much emergency credit you have available.

Please note that emergency credit is for emergencies only. If you have activated your emergency credit you must then top up as your supply will be disconnected once the allowance has been used up.

The amount of Emergency Credit available to you is determined by your heat provider L&Q Direct.



Disconnected

If your emergency credit reaches zero (-£0.00), your smart valve will close and your supply will be disconnected. You must make a top up payment in order to restore your supply. Please note you must be in positive credit in order to reactivate your access to heating and hot water.



Please note your daily standing charge will continue to deduct daily even if your supply has been disconnected.



Friendly Credit

Friendly Credit is a facility agreed by your Landlord whereby, on certain agreed dates, your heating and hot water supply will remain connected regardless of your account balance i.e. even if you have used all your emergency credit allowance, you will still have access to heating and hot water.

Your Guru Hub will not be disconnected on Christmas Day or Bank holidays.



Tamper Alarm

If your Guru Hub is tampered with, your supply will immediately be disconnected and the message 'Your supply is disconnected due to a TAMPER ALARM' will be displayed.

If this message is displayed please call the helpline on 03458 731 064.

Please note that your heat provider is likely to charge you the call out fee if your unit has been tampered with.



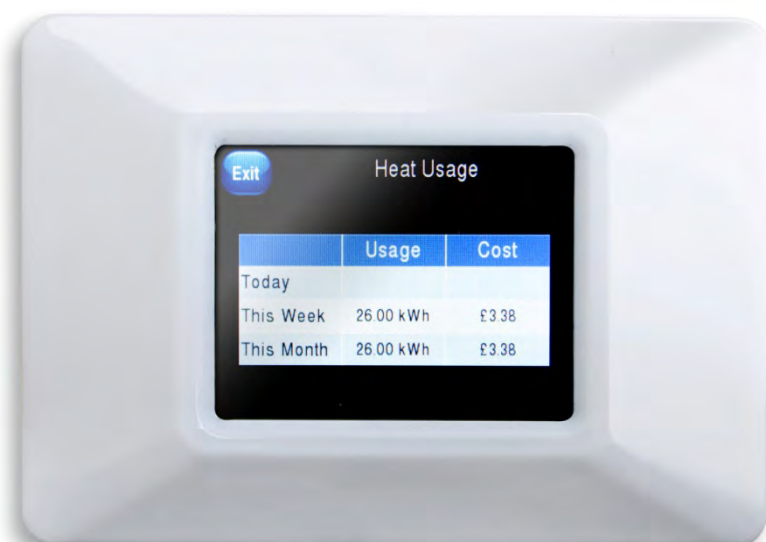
Messages from Insite

We may need to send you messages from time to time, if so the message will be displayed on the screen. Simply click "OK" to clear the message.



Usage

The Usage screen displays your kWh usage. This is the actual amount of heat you have consumed.



You can also view your usage in graphical view by pressing the "Graphs" button.

Display

You can adjust the time your display screen stays on before it automatically dimmers by simply scrolling down and pressing the desired time.



Making top up payments

Whenever you top up your “Flexi Pay” system, your Guru Hub will be credited remotely. If for any reason there is a significant delay in the credit reaching your hub remotely, you can enter it manually. Simply key in the 20 digit number which can be found on your PayPoint, SMS, email receipt or given verbally to you if you top up over the phone.



Where is my “Flexi Pay” Unit?

Your “Flexi Pay” Guru Hub unit is located [in the utility cupboard inside your property.]

How do I make payments?

The following payment options are available to you:

- **Auto Payment** (similar to paying by Direct Debit or where a low balance automatically triggers a top up payment from your account)
- **Phone**
- **SMS/text**
- **At a PayPoint location**

FIRSTLY, YOU WILL NEED TO SET UP AN ACCOUNT WITH YOUR DETAILS.



How to set up your payment account

Log onto www.pay.insite-energy.co.uk.

- Click on Your Account
- The screen shown below should appear
- Complete all fields in white.

Remember we need your mobile number if you would like to top up via SMS.

Once you have completed the online process click on Register.

You should receive an email verifying your email account.

Follow the instructions on the email by clicking in the highlighted link to register your credit / debit card.

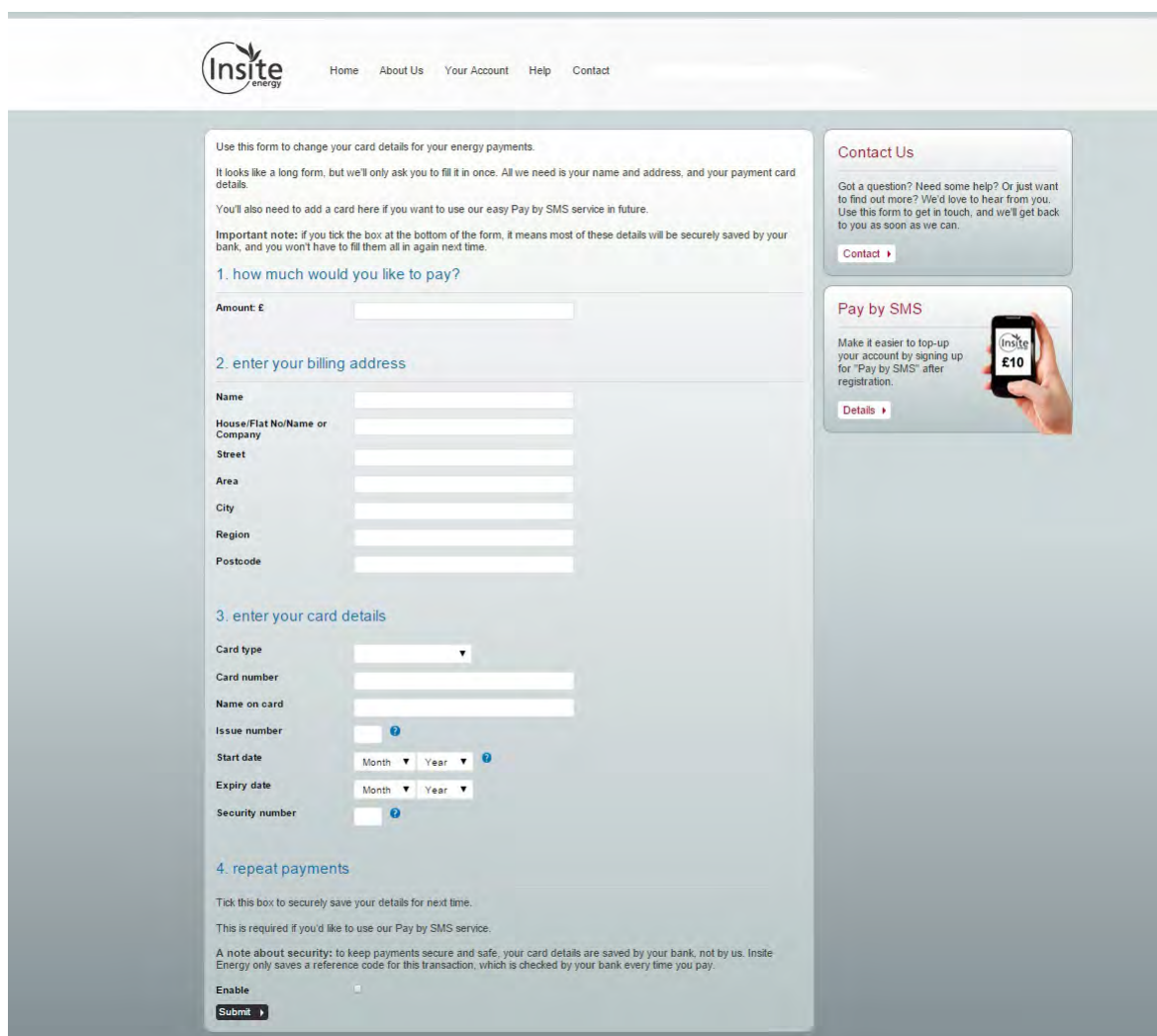
How to register your credit or debit card online

Please note this is required if you would like to use our SMS service.

To save typing in your billing address and credit card details each time you want to top up, you can opt to securely register your card details with us.

Log onto www.pay.insite-energy.co.uk

- At the top of the page go to Your Account
- Click on make a payment
- Select the amount you wish to pay by clicking on the arrow
- Then follow the steps ensuring that you complete all boxes in white



The screenshot shows the 'Pay by Card' registration form on the Insite Energy website. The form is divided into four main sections: 1. how much would you like to pay?, 2. enter your billing address, 3. enter your card details, and 4. repeat payments. Each section contains input fields for the user to provide their payment information. On the right side of the form, there are two additional sections: 'Contact Us' and 'Pay by SMS'. The 'Pay by SMS' section includes an image of a hand holding a smartphone displaying the Insite Energy logo and a £10 top-up amount.

Use this form to change your card details for your energy payments.

It looks like a long form, but we'll only ask you to fill it in once. All we need is your name and address, and your payment card details.

You'll also need to add a card here if you want to use our easy Pay by SMS service in future.

Important note: if you tick the box at the bottom of the form, it means most of these details will be securely saved by your bank, and you won't have to fill them all in again next time.

1. how much would you like to pay?

Amount: £

2. enter your billing address

Name

House/Flat No/Name or Company

Street

Area

City

Region

Postcode

3. enter your card details

Card type

Card number

Name on card

Issue number

Start date Month Year

Expiry date Month Year

Security number

4. repeat payments

Tick this box to securely save your details for next time.

This is required if you'd like to use our Pay by SMS service.

A note about security: to keep payments secure and safe, your card details are saved by your bank, not by us. Insite Energy only saves a reference code for this transaction, which is checked by your bank every time you pay.

Enable ☐

Submit

Contact Us

Got a question? Need some help? Or just want to find out more? We'd love to hear from you. Use this form to get in touch, and we'll get back to you as soon as we can.

Contact

Pay by SMS

Make it easier to top-up your account by signing up for "Pay by SMS" after registration.

Details

- Once you have completed all fields, you will be sent an email confirming your payment

A note about security: To keep payments secure and safe, your card details are saved by Paypoint.net the payment provider, not by us. Insite Energy only saves a reference code for this transaction, which is checked by Paypoint.net every time you pay.



How to top up your credit online

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your Username
- Enter your Password
- Click Login
- Go to Your Account
- Click on Make payment
- Select the amount you wish to pay by clicking on the arrow to the right of the word "amount" and click on the desired amount
- Check that the credit card details displayed are correct, then click "submit"

You will be sent an email confirming your payment.

How to register for top up by SMS/text

Once you have registered your debit/credit card and clicked on the box, please fill in the details on that page, and make sure you tick the box labelled "Allow this payment card to be used for payments via SMS"

You will need to ensure your mobile number is registered.

How to register your mobile number:

Log onto www.pay.insite-energy.co.uk

- Click on Login
- Enter your username
- Enter your Password
- Click Login
- Go to Your Account
- Under account settings enter your mobile number
- Click Save
- Under Pay by SMS - Click Register your mobile number
- You will now be sent a text message with a confirmation code
- Enter the confirmation code in the box titled SMS Confirmation Code
- Click Confirm
- You will now be sent a text message to confirm your mobile phone registration
- You are now ready to top up using SMS

How to top up by SMS/text

- Send a text to 81234 saying PAY, followed by the amount you wish to top-up
- For example: to top-up credit by £20, send a text to 81234 saying PAY 20
- You can make payments of £5 to £150 (in £5 increments)
- Texts are charged at your standard network rate

Payment will be taken from the credit/debit card you have registered for our Pay by SMS service. Each SMS that you send will be charged at standard network rates.

How to top up your credit via telephone

Please call our customer services department on 03458 731 064 during business hours (Monday – Friday, 0900 -17.00) to make a payment over the phone using your debit or credit card.

Please note the maximum amount you can top up in one transaction is £150.00.

Can I Top Up Before My Credit Runs Out?

Yes, you can top up whenever you like.



Making payment at a PayPoint location

You can make a top up payment at any location that displays the PayPoint Logo.



You can add credit using your heat payment card at any PayPoint location and top up with your desired amount. The credit will be remotely credited to your "Flexi Pay" unit.

We will notify you of your nearest PayPoint location in the letter that we send with your heat payment card.

Please look after your card, the replacement cost for a lost or damaged card is £25.00.

Can I top up before my credit runs down to zero (-£0.00)?

Yes! You can make payments whenever you like and build up a balance to cover periods when you might be away from your home.

Emergency Credit

If your credit runs out, you can use your emergency credit allowance to keep your heating and hot water working for a little while longer, until you are able to make a top-up payment.

Please note there is a maximum £5 emergency credit available to you. The amount of emergency credit used will have to be paid back next time you top up.

Emergency credit can only be activated when your meter is at zero (-£0.00) credit or below. To activate your emergency credit press the "Activate Emergency Credit" button as illustrated on page 6.

I have just topped up and my heating/hot water isn't working

Firstly, check that you have enough credit and that you have a positive balance (remember that if you have used any emergency credit it will automatically be taken from your next top up payment).

- If you have topped up using PayPoint, please check your receipt to make sure the payment was taken correctly.
- If you have topped up online, please check that you have received a confirmation email and that the information is correct.
- If you have topped up via SMS, check that you have received a confirmation text message and that the information is correct.
- Check your "Flexi Pay" Guru hub to see if your credit has been applied.
- If it hasn't please manually apply the credit by pressing the Top Up button and entering the 20 digit number which you can find on your Pay Point receipt, email or text confirmation.

If your heating is still not working, please call our customer service helpline on 03458 731 064 or email customerservice@insite-energy.co.uk. Our opening hours are shown on Page 4.

Maintenance

L&Q Direct will be responsible for the maintenance of your HIU. They will require access to it on an annual basis to carry out maintenance checks.

The controls for your heating and hot water system are located separately from your HIU. You should not attempt to remove the cover or operate any of the valves on the hub.



Troubleshooting

If you experience any problems with your heating and water supply, please read all of this section before contacting L&Q Direct or Insite Energy. This will help you contact the correct company and inform them more clearly about the issues being experienced.

If you find both your heating and hot water have stopped working, you should check that you have not accidentally turned off the power supply to your HIU.

- Check your heating controls are set properly so that your controls are allowing heat into the apartment.
- Check that the Guru Hub is working by touching the screen - the display should appear.
- If you have no heating or hot water, and you are in credit, it is recommended that you call your maintenance provider, as your HIU may have developed a fault.

If, after you have completed these checks, you are still without heating and hot water, you should contact L&Q Direct, as your HIU may have developed a fault. If you and several of your neighbours all have no heating and hot water, then the issue is most likely to be with the communal boiler.

All queries regarding your heating and hot water should be directed to L&Q Direct on 0800 015 6536.

If we need to visit your property due to a "Flexi Pay" system problem

- We offer morning or afternoon appointments for maintenance visits, we will try our best to accommodate your schedule.
- We offer you the option of choosing a password for any appointments we make. This password will be used to identify the person visiting so that you know the person who arrives at your home is one of our employees.
- We prioritise response times for vulnerable customers.

Should you need to contact us regarding an appointment you can contact us on 03458 731 064 or email customerservice@insite-energy.co.uk

Customers with additional needs

L&Q has provided us with the details of any residents at your development who have additional needs - such as being hard of hearing or visually impaired. Please feel free to let us know if you have additional requirements in communicating with us. We will do our best to help you.

You may wish to nominate another person, such as a carer, friend or relative to contact us on your behalf about your account. Please let us know if you would like this to be set up. We will not share your account and payment details with anyone else unless you explicitly ask us to do so.

Sometimes we may need to visit your home in order to carry out routine maintenance on your Guru hub. We want you to be sure of the identity of the person visiting your home, therefore for your peace of mind we can quote a password whenever we visit. You can choose your own password and change it whenever you like. All our engineers have photo identification, which they wear at all times.

What you can do to help us help you

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

- Please look after your payment card carefully as you will be charged for any replacements.
- Please allow staff access to read the "Flexi Pay" System or carry out maintenance works if it is required. Our customer service team will arrange this for a time that suits you.
- Please keep appointments made to maintain the "Flexi Pay" system, where access is required to your property. Your heat provider may charge you for any missed appointments.
- Contact us as soon as possible if you think your Flexi Pay" system is faulty.
- Let us know if you require an interpreter or assistance in your communications with us.
- Do not wilfully damage any part of the heating system within your property or outside your property.
- Keep your PayPoint receipts.



Quality of service and complaint handling

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

We will acknowledge your query or complaint on the same working day it is received and we will aim to resolve it within ten working days. If your issue requires liaison with your landlord, this may take longer.

Please let us know if you should want to nominate a third party to speak for you about your account.

Contacting us for queries, complaints and feedback

We'd like to hear from you if our service does not meet your expectations or if you have received good service that you would like to bring to our attention.

You can email our customer service team at customerservice@insite-energy.co.uk. They will acknowledge receipt of your email and refer your query to the right department or answer it themselves.

You can call our customer service team on 03458 731 064 during our office hours 0900-1700 Monday to Friday.

You may wish to escalate your query to our Customer Service Manager. Please write to us at:

Customer Service Manager
Insite
84 Long Lane
London
SE1 4 AU

When contacting us, please provide your name and address to help us deal with your query more efficiently.

Please note that we do not have a customer counter service and so we cannot accept payments or investigate queries at our office.



Contact and information

To learn more about how we can help you call

03458 731 064

Or email **customerservice@insite-energy.co.uk**

Insite Energy Ltd
Customer Service Manager
Second Floor,
84 Long Lane
London, SE1 4AU

www.insite-energy.co.uk

Printed November 2015