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## Billing and Tariffs on Woodberry Down - FAQ

### **Q: Why have Insite overcharged some residents?**

Overcharges are related to the incorrect application of tariffs previously. NHG have asked Insite to review all the accounts and manually apply the adjustments. Please note that all amendments will reflect on residents' Vital accounts once the contract begins.

If there are any inconsistencies or residents are not happy NHG can still liaise between the two companies to query things and iron out any issues. Whilst Insite are leaving WD, they are still one of our contractors on other NHG sites.

### **Q: Some residents report they've received request for payment letters rather than an actual bills?**

Unless a customer makes a specific request for a paper bill it's likely that Insite have issued it electronically and it's gone to the customers online portal where it can be downloaded. We appreciate that a request for payment letter is confusing if you do not have access to the portal or emails etc and may not have seen an actual bill. We will advise how to request a paper bill from Vital below.

### **Q: What should residents do about final demand letters and bills that have recently been sent by Insite?**

In order for accurate account data to be passed over from Insite customers were able to make a final payment to Insite by 31/10/23 in accordance with the Insite letter they have received.

However, there must be a point where Insite can no longer take payments and all balances will be transferred to Vital. Customers are advised to wait until they receive their Welcome Pack from Vital and begin setting up their new account. If any payments are made to Insite after the cut-off date (which can sometimes happen) NHG will help residents to retrieve the payment and make sure it is credited back and added to their Vital account.

Please note, billing is one of the last parts of the process when you transfer a contract over. This is because we want to capture the most up-to-date data.

#### **Notting Hill Genesis**

Bruce Kenrick House  
2 Killick St, London, N1 9FL

Phone 020 3815 0000  
Email [info@nhg.org.uk](mailto:info@nhg.org.uk)



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**Q: When is the cut-off date for payments to Insite?**

Cut-off date was confirmed as 31/10/23. If a customer attempts a payment after that date, it should fail. But if any did make it through a secondary transfer will take place to balance customer accounts.

**Q: Why have we changed billing contractor?**

Our billing contract with Insite was coming to an end and therefore it was put out for tender.

The new five-year contract was won by Vital, with the option to extend to 10 years if they perform well. The benefit of this length of contract is that we will grow and develop systems together, and residents will get to know them.

The change to billing contractor has happened across 9000 of our heat networks, at 38 sites simultaneously. A handful of residents on the NHG board were involved in the consultation.

**Q: Can residents still contact Insite until the change over?**

No, many accounts will be sealed by Insite and will no longer be held on their system. So going forward it will be Vital that will be the point of contact, but customers will be informed of this when they receive their welcome packs.

**Q: How can we ensure residents receive regular bills in the format they prefer?**

When residents receive their Welcome Packs from Vital and are setting up their new account, they can request either paper or electronic billing (paperless). NHG will review these requests in our contract meetings with Vital to make sure that they are updating this list on a regular basis. This list is called a 'Priority Service Register' and will be an Ofgem regulation when they become the heat regulator.

**Q: Why has there been a delay in Vital sending residents their Welcome Packs?**

Unfortunately, there have been some admin issues in the background, relating to customer lists and names, which needed to be corrected before Vital could update their systems. We apologise for the delay and can advise that Vital aim to send out the packs next week.

We are transferring over a lot of data, and we have to make sure that it is as accurate as possible. The positive is that this process has allowed us to pick up on errors or anomalies that we may not have seen before and going forward means better and cleaner data.

### **Q: When can residents expect to receive their first bill from Vital?**

Residents can expect to receive these by the end of December, and it will be for an extended period to cover the last billing period from Insite up to December.

### **Tariff Changes**

It has been brought to our attention that some of the letters we sent residents included incorrect tariff charges. This has evidently caused confusion and we apologise for this mistake. To confirm, this is not reflective of what is actually being charged.

Residents' bills will reflect the charges below:

New Tariff (including VAT)
Variable charge: 17.1p kWh
Fixed Daily charge: 50p per day

### **Tariffs are now universal.**

The same charges will now be applied across all our sites, where previously they differed, to be fairer to our residents. This also means we are less likely to make errors in our letters as all our communication will be the same.

### **When will the new decreased tariff charges come in?**

New tariffs will charge from the 1st of December 2023. We apologise that the letter you received referred to an increase, this was an admin error and should have been spotted. To confirm, your correct tariff last year was 17.85. The decrease in charges from the 1<sup>st</sup> December 2023 means your tariff will be 17.1p per kilowatt.

### **How is the Energy Bill Discount Scheme (EBDS) applied to residents' bills?**

In our letter to residents in October 2023 we explained that NHG had received the Energy Discount from the Government and that we were passing on this benefit to our residents.

Without the discount NHG pay <b>16.85p</b> per kilowatt for gas.
With the discount, NHG pays <b>8.175p</b> per kilowatt for gas.

So, rather than 17.1p, the tariff would be 37p per kilowatt, an almost 20p discount per kilowatt.



This discount is only guaranteed until the 31<sup>st</sup> March 2024. If the government does not continue to give us this discount after the above date, the rate will go back up to the 16.85p per kilowatt.

### **Direct Debits**

#### **Q: Why has my Direct Debit with Insite been cancelled?**

There is a cut-off point for the transfer of data from Insite to Vital which means Insite direct debits will be cancelled.

#### **Q: How do residents set up a new direct debit with Vital?**

Residents can set up a new direct debit with Vital when they contact them to set up their account (once they have received their Welcome Packs).

Vital are aware that there is going to be a billing gap, from the point where they pick up from Insite and start their own billing.

#### **Q: Will there be an extended billing period whilst the changeover takes place?**

Yes, there will be. It is likely residents will receive one bill covering November and December. It will go back to monthly billing thereafter. Also, important to note that there will be two different tariff rates charged on this bill (period pre and post 1<sup>st</sup> Dec) as the new tariff starts from 1<sup>st</sup> December 2023.