



Benwell House

Local authority chooses KURVE web-app for heat network metering

Formerly known as Caesar Court, Benwell House is a converted office block providing affordable residential living in Sunbury-on-Thames. The 3,609m² development is managed by Knowle Green Estates, a subsidiary of Spelthorne Borough Council.

The Details

The development comprises a mix of 55 one and two-bedroom assured tenancy apartments with active accessible amenity provisions.

KURVE can reduce capital (CapEx), operational (OpEx) and replacement (RepEx) expenditure by up to 60%, 17% and 97% respectively. Ninety-five per cent of recently surveyed KURVE customers responded positively when asked about the web-app, with one customer saying, "it's really useful in helping [them] manage [their] money and bills each month."

"Digital solutions and online payments are often seen as a risky option for vulnerable residents by local authorities and housing associations. However, results from a KURVE customer survey in January 2022, where 60% of respondents live in local authority and housing association developments, showed that 95% of users make payments online through the web-app, with the remaining 5% using our interactive voice response (IVR) phone service or paying over the counter in PayPoint outlets," said Ellie Blacklock, KURVE project manager at Insite Energy.

"This indicates that KURVE is a suitable metering system for all demographics and tenancy types, even for those who may not be as tech savvy. Roughly 40% of sites signed up to KURVE now have an element of social housing or affordable rent properties," said Ellie Blacklock.

“ Like most local authorities, Spelthorne Borough Council is facing rising energy costs, and this encouraged us to look at new, digital options for heat metering when selecting a system for Benwell House.

Besides looking for a system that would be as cost-efficient as possible to customers, we saw this as an opportunity to introduce convenient and easy to use technology. We were impressed by the cost savings of the KURVE platform.”

Akin Akinyemi, Residential Estates & Facilities Manager at Spelthorne Borough Council

Project Summary:

Client:

Spelthorne Borough Council

Location:

Sunbury-on-Thames

Properties:





55 homes

Service:

Metering & Billing

KURVE

Benefits:


-  **Helps combat the wider energy crisis for councils and their residents**
-  **95% of all KURVE customers feel positively about the web-app**
-  **KURVE is available on any internet connected device**
-  **Multiple payment methods available, with 95% of users making payments online.**

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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