



Introducing KURVE, your smart metering web-app

Sydney Street



KURVE

Metering & billing services for heating & hot water

Customer Service Helpline: 0120 031 6050

Contents

View your consumption and pay for your heating and hot water on the go using the digital web-app, KURVE.



support@mykurve.com



0120 031 6050



Trustpilot



mykurve.com



Trustpilot



Welcome to Sydney Street

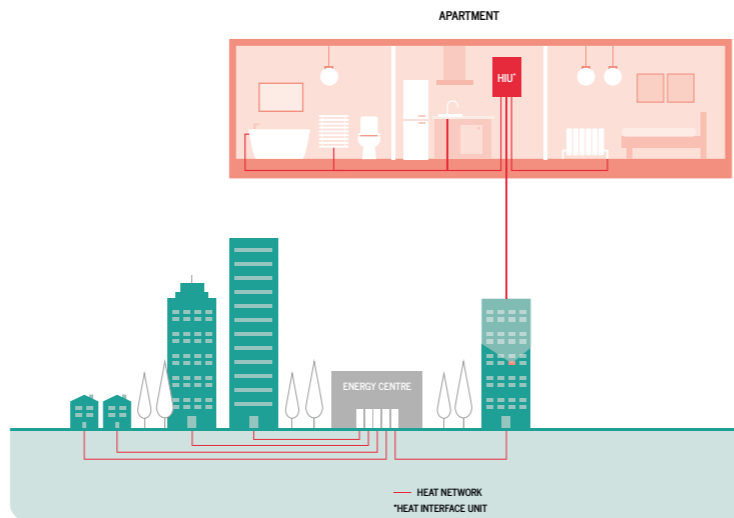
Your new home is served by a heat network. Heat networks are an efficient, low carbon method of delivering heat to buildings. Instead of every home having a conventional gas or electric boiler, there is one central plant room generating energy into heating and hot water, feeding this into all connected properties. Your heat network is managed by your heat provider, Link Group Ltd,

Communal heat networks explained

Your heat provider, or building owner, manages the energy supply to a plant room, which contains low carbon technology producing heating and hot water using air source heat pumps.

Via a network of insulated pipes, the generated energy from this plant room is delivered through a Heat Interface Unit (HIU) which is installed in each property. This method of delivery means your heating system is robust and reliable - providing heating and hot water on demand.

Your HIU is connected to room thermostats and programmers, giving you control over your energy use. A heat meter connected to your HIU also measures the amount of heating and hot water you consume, so that you only pay for what you use.



About Insite Energy & pay-as-you-go (PAYG)

Smart metering, billing and payments for heat network residents.

Insite Energy is a metering and billing agent for over 30,000 homes connected to heat networks in the UK. We work on behalf of energy providers such as Link Group Ltd to provide metering, billing, and payment services to their residents.

Link Group Ltd has chosen KURVE as your PAYG metering & billing system to be managed by us.

PAYG, also known as prepayment, is a metering & billing solution that requires you to pay for your heating and hot water before you use it. In your home, you will have an HIU installed connected to a heat meter and smart prepay valves. This means if your account falls below your cut-off limit, the prepay valves will close, suspending your energy supply. These will remain closed until either a payment is made to bring your account back into positive credit, or your emergency credit is activated, automatically restoring access to your energy supply.

KURVE is a smart metering, web-based app that enables you to monitor your energy use and manage your payments on the go. Your balance is updated every hour, processing your meter reads and any payments made in real time.

About Sydney Street

Utility:

Heating and hot water

Heat Provider:

Link Group Ltd

Metering & billing agent:

Insite Energy

Billing type:

Pay-as-you-go (PAYG) via KURVE

Available emergency credit:

£5

Your scheme cut-off limit:

£0



Your charges explained

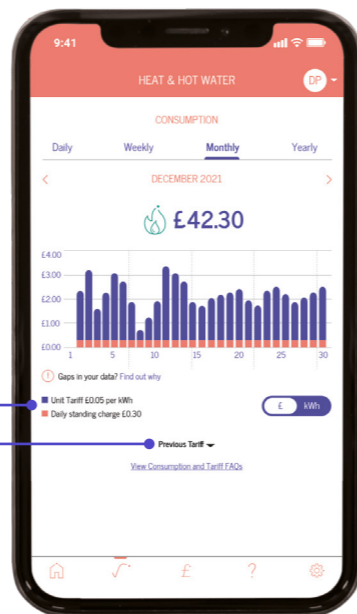
Where we have been instructed by your heat provider to apply your tariff, our goal is to set the most accurate and fair charges. You will find your current and previous tariffs underneath your consumption graphs. Utility tariffs are made up of two elements:

Daily standing charge

Your daily standing charge is the fixed charge passed on by your heat provider, which covers the cost of operating the heat network and delivering energy to your home. This is an annual fixed amount that is applied as a daily rate and is charged to all residents, deducted from your account balance at midnight, regardless of how much energy you use. This is typically comprised of three main elements:

- Metering and billing costs**
This is the cost of our services, alongside the cost of providing legally required periodic reporting to the Government.
- The **standing charge** your heat provider incurs for the **incoming bulk fuel** used to generate the energy on-site.
- Data and communication costs associated with the **smart metering technology** installed on-site.

Your standing charge may also contain the costs associated with **operating and maintaining your heat network** (this might also be included within your building's service charge)



Your current tariff

Your previous tariff if there is one

Unit charge (kWh)

Your unit charge covers the bulk cost of the energy generated in the communal plant room. It also includes any associated heat losses between the supply point and your home. Your energy consumption is measured via the heat meter installed in your home, so you only pay for what you have used. You are charged for every kilowatt-hour (kWh) consumed within your property. The energy charge is typically comprised of two main elements:

- Incoming energy price**
This is the unit charge your heat provider pays to purchase the incoming bulk fuel for your development. This is what is used to generate your heating and hot water. By bulk-buying energy for all connected properties, your heat provider is usually able to get a better price, per kWh, than the average household organising its own supply.

Please note

Your tariff is set and regularly reviewed by your heat provider to ensure the price is fair, and any fees charged do not exceed the cost of providing energy to your home. Your heat provider legally cannot make a profit from your tariff.

- System efficiency**

This refers to heat losses that occur throughout a heat network. This is measured by how much energy is lost from the point the supply leaves the plant room to the point it comes out your tap or radiator.

Your unit charge may also contain **upfront costs** of the plant room and any **future equipment replacements or repairs** needed to keep the heat network in operation (this might also be included in your building's service charge).

Where can I find my tariff in KURVE?

- ✓ Consumption screen
- ⚙ Settings screen > My info

⚠ **Unfortunately, we are unable to change your tariff unless instructed to do so by your heat provider.**

If your tariff is increasing, this will be communicated to you in writing at least 31 days prior to being applied. If your tariff is decreasing, we will provide at least 10 days written notice.



Making payments

There are multiple ways to top-up your account:

Automatic top-ups via KURVE

As a PAYG customer, you have the option to set up automatic top-ups using a selected credit or debit card. This means that when you hit your selected account balance, your account will automatically be topped up with your chosen payment amount (e.g. top up £20.00 when your balance reaches £10.00). Once set-up, you never have to worry about topping up your KURVE account or your supply being disconnected.

To set up a automatic top-up:

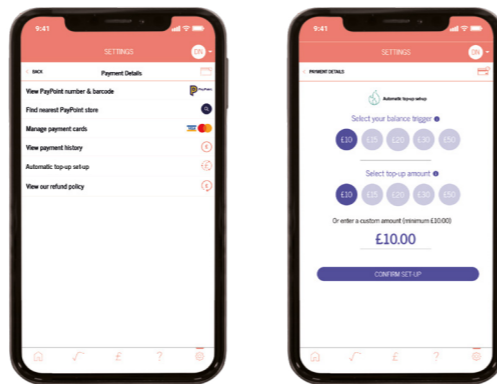
1. Go to the Settings page on [KURVE](#), and click 'Payment Details'. Then click on 'Automatic top-up Set-Up'.
2. Add a debit or credit card.
3. Select the balance trigger at which you want a payment to be taken.
4. Select the payment amount you want taken at this trigger point.
5. Click 'Confirm Set-up'.

To adjust or cancel your automatic top-up:

1. Click on 'Adjust Your Automatic top-up Set-Up' if you want to edit your trigger point or top-up amount.
2. Click on 'Cancel Your Automatic top-up Set-Up' if you want to cancel it entirely or set-up a new schedule using a different payment card.

Where can I find this in KURVE?

- ⚙ Settings screen > Payment Details > Automatic top-up set-up



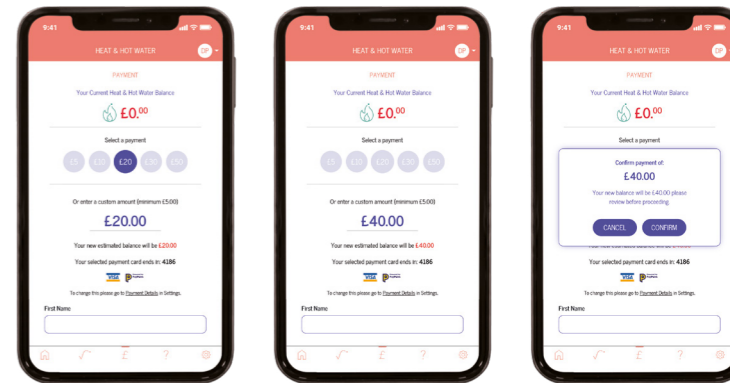
Online via KURVE

If you'd like to make a one-off payment online, you can do so within the KURVE web-app. Your balance should update within 5 minutes of making a payment.

1. To make online payments, you must have a valid credit or debit card registered to your account. You can add and remove cards in 'Settings'.
2. Click on the 'Payment' (£) button in the bottom menu on [KURVE](#) or 'Top-up now' on the balance screen.
3. Select the amount you'd like to top your account up by pressing one of the presets or entering a custom amount above £5.
4. Enter the cardholder name and CVV of the payment card in use to validate your payment.
5. Check your details are correct. Then, click 'Confirm'.

Where can I top-up in KURVE?

- £ Payment screen
- 🏠 Balance screen



- ⚠ The minimum payment amount is £5 and the maximum is £300.
- ⚠ If there are any issues with your payment, an unsuccessful message will appear with further instructions.
- ⚠ If you have a debt balance on your account, all payments will be split between your account balance and debt balance in accordance with your debt recovery rate.

Over the phone via IVR

Our telephone interactive voice response (IVR) is available 24/7/365, so you don't have to speak to an advisor to top-up your KURVE account.

1. Have your credit or debit card to hand, as well as your 19-digit payment number.
2. Call your dedicated customer helpline and press "1" when prompted.

Your customer helpline:

0120 031 6050

3. Follow the instructions given over the IVR system.

Where can I find my 19-digit payment number in KURVE?

⚙️ Settings screen > Payment Details > View PayPoint number & barcode

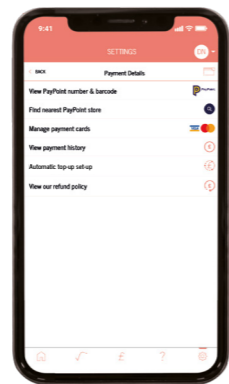
At a PayPoint shop

1. Find the PayPoint shop nearest to you.



PayPoint locations will have the PayPoint logo displayed. You can find your closest PayPoint location through their [online store locator](#) or by clicking on 'Nearest PayPoint Outlet' under 'Payment Details' on the app.

2. Go to a PayPoint shop and show your top-up barcode, which can be found under 'Payment Details' in 'Settings'.
3. Scan your barcode and pay your desired top-up amount over the counter using cash or bank card.



Payment support

📞 If you have any queries or problems making a payment, please get in touch with our helpdesk.

Your customer helpline:

0120 031 6050

Opening hours:

Monday to Friday: 9:00am-8:30pm

Saturday: 9:00am-5:30pm

We are closed on Sundays and bank holidays.

⚠️ Please note, the emergency credit available to you is £5. If activated, you must top-up your account before this credit runs out, otherwise your supply will be disconnected again.

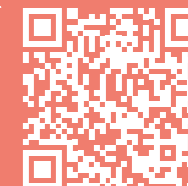
⚠️ Please also note, your daily standing charge will continue to deduct from your account even if no energy is being consumed. This means that debt can continue to accrue in case of non-payment.



Energy saving tips

- 💡 Lower your thermostats to a comfortable temperature, but keep it above 16°C to avoid damp.
- 💧 Fill up a bowl when washing up instead of filling up the whole sink or running the hot water constantly.
- 🚿 Take a shower instead of a bath, and install a water efficient shower head where possible.
- 🪟 Periodically open the windows around your home to introduce dry air which is quicker to heat up. Only keep windows open if the outside temperature is above 17°C.
- 🧺 Use a cooler, shorter wash cycle (e.g. 30°C) and dry your clothes outside where possible.

scan to read more
energy saving tips
or visit
insite-energy.co.uk/how-to-reduce-your-energy-bills



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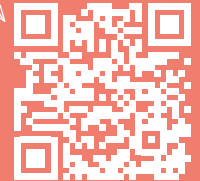


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website



or visit
www.insite-energy.co.uk