



Elevate your connectivity

The benefits of installing a fixed internet connection with a static IP address

Seamless connectivity for your pay-as-you-go (PAYG) system with Insite Energy's innovative solutions. Embrace the advantages of a Fixed Internet Connection (FIC), complemented with a failover 4G multinet roaming SIM, to achieve uninterrupted data communication.

What is a fixed internet connection (FIC)?

A Fixed Internet Connection (FIC) with 4G network failover ensures a stable remote link between your PAYG metering system and our billing and payment infrastructure. Regardless of the network set-up, FICs guarantee continuous communication for efficient metering & billing operations, offering extra security and reliability.

Risks of not having a FIC with a static IP address

- Impact on the customer
- Impact on the heat supplier

Inability to accurately bill residents moving in.

- Depending on the outage duration, customers may face large amounts of debt upon system reconnection, causing confusion and financial strain.
- Without meter reads from move-in and move-out dates, charges may be inaccurate, leading to potential revenue loss. This could impact your ability to pay incoming fuel bills, depending on the outage duration and volume of affected customers.
- Residents not yet in pre-pay mode may benefit from free heat resulting in potential financial losses for you.

Tariff application issues during outages.

- Tariff decreases cannot be applied during outages, meaning customers do not benefit from lower tariffs, which could lead to dissatisfaction and complaints.
- Tariff increases cannot be applied during outages, resulting in an under-recovery of funds. This could impact your ability to pay incoming fuel bills, depending on the outage duration and the number of affected customers.

Manual payment application and an inability to apply friendly-hours credit.

- Manual application of payments, requiring residents to be at home to top up their pre-pay meters may frustrate customers, leading to dissatisfaction and complaints.
- Inability to apply friendly-hours credit may result in non-compliance with regulations, affecting customer relations.
- Manual intervention and regulatory non-compliance may result in complaints.

Inability to track network usage.

- Inability to track usage hampers ability to monitor and optimise network efficiencies.
- Without accurate consumption data, tariff calculations may be incorrect, leading to potential revenue loss for the heat supplier.
- Inability to identify sources of heat losses and faults in the network results in reduced system efficiency and higher carbon emissions over time, impacting sustainability efforts and potentially increasing operational costs.

No remote visibility of prepay hub.

- Balance displayed on 'my insite', Insite's customer portal, will differ to what the customer sees on their prepay hub.
- Limited remote visibility means meter issues cannot be spotted, resulting in site inefficiencies and customer complaints from a poor customer experience.

Benefits of a FIC with a static IP address

Ease of install:

Utilise existing on-site fibre connections installed for dwellings, lifts, CCTV, and BMS.

Permanent and reliable:

Hardwired solutions remain unaffected by site signal strength changes.

Minimise effort:

Avoid time spent repeatedly investigating network issues.

Fewer complaints:

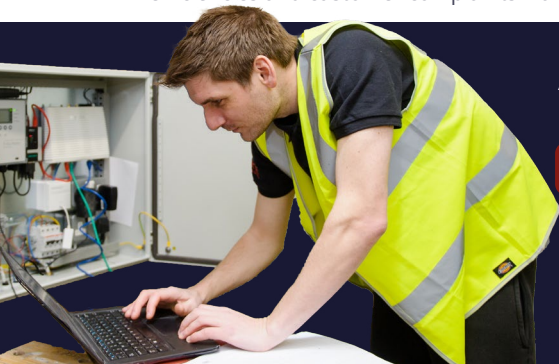
Avoiding debt, enabling automatic payment applications and remote account visibility, and the ability to apply accurate tariffs improve customer satisfaction.

Enhanced consumption monitoring:

Complete consumption visibility aids identifying heat loss sources to help determine where to improve network efficiencies, and reduce your carbon footprint over time.

Future-proofing:

Align with current and upcoming regulations promoting meter adoption and prompt repairs, particularly for issues impacting heating and hot water access.



Achieve secure and reliable metering & billing operations!

Request a quote for installing a FIC tailored to your heat network.

Contact us

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About Insite Energy

Leaders in the UK's heat network sector since 2009, we enhance network operations with unmatched solutions, providing metering, billing, and maintenance services. Advocates for customer protection and champions of operational efficiency, we're a reliable partner for heat network operators and suppliers.



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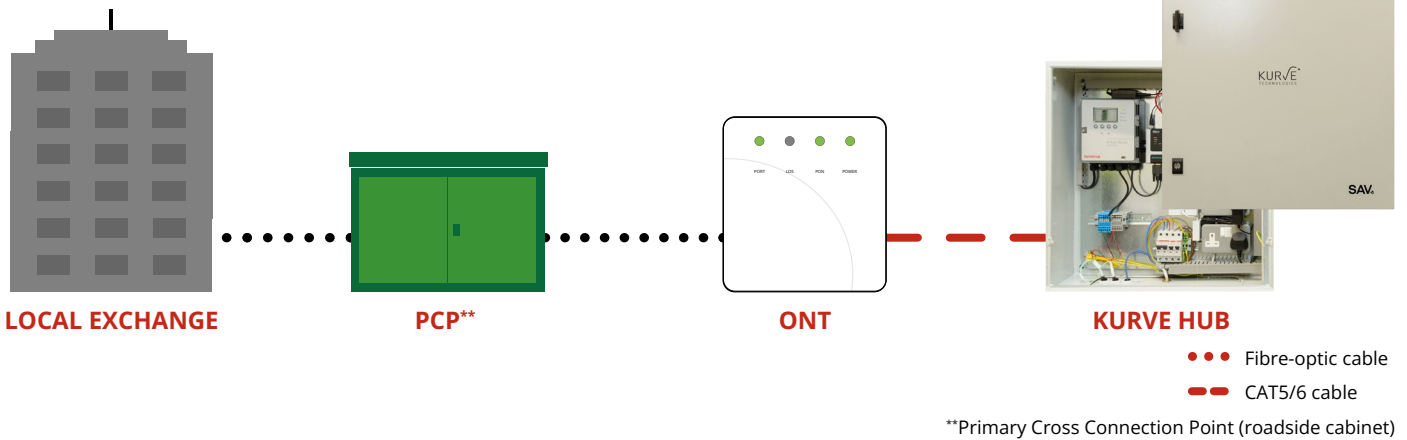
How to install a fixed internet connection (FIC) with a static IP address

Various types of FICs can be installed depending on your site's infrastructure. The most robust, reliable, and cost effective connection is Full Fibre to the Premises (FTTP), where a fibre-based router connects to the optical network termination (ONT). Using KURVE as an example metering system, here is an overview of the FTTP setup and a timeline to resolve potential issues before the metering system setup is complete and customers move in.

📞 Please get in touch for advice on which FIC to choose for your site setup.

Full fibre to premises (FTTP) installation for KURVE	When to do it
1. <ul style="list-style-type: none"> Instruct the Internet Service Provider (ISP) about your FIC requirements, ensure a static IP address is ordered, and request activation of the live connection. The ISP setup will include the installation of a dedicated ONT point, where the router will be connected. The ONT must be installed near the KURVE Hub, as KURVE engineers cannot move copper phone lines or fibre cables. 	6-8 weeks before commissioning
2. <ul style="list-style-type: none"> A KURVE engineer will configure the ONT to the router within the KURVE Hub. The KURVE engineer will also test the internet connections on both fixed lines and 4G backup, create meter schedules, and test the M-Bus network. If any issues are identified, they will be communicated to your Mechanical & Electrical (M&E) contractor to allow time for rectification. 	0-6 weeks before commissioning

FTTP SET-UP FOR KURVE



Other FIC solutions

- On-site Internet solutions** uses existing on-site Internet solutions, such as Hyperoptic or local area network (LAN). This involves leveraging free ports at the local exchange provided by an ISP and bridging them to a router.
- ADSL/ADSL2+** uses a copper-based ADSL line, and is only implemented when no other options are available.

Key abbreviations

- BMS** Building Management System
- ISP** Internet Service Provider
- ONT** Optimal Network Termination

⚠️ Regardless of the FIC solution chosen, always ensure it is set up with a static IP address.



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