



South Quay Plaza

Insite Energy chosen as metering provider for London Docklands development

Insite Energy has been selected to install and service pre-paid metering for South Quay Plaza, a sustainable, new-build development at London's iconic Docklands in Canary Wharf. The 628-property construction is a flagship project for Berkeley Homes Southeast London (BHSEL).

The Details

The development has been designed by renowned architects Foster + Partners and comprises of three towers, the tallest of which (Valiant Tower) is 68-storeys. The first residents moved in during the summer of 2020, with the next phase of move-ins expected in 2022.

Selected by BHSEL, Insite Energy is installing and commissioning Guru Hub II prepayment meters for heat, hot water, and cooling over the next two to three years as construction progresses, with a one-year rolling contract for metering and billing services. Insite Energy has a long and successful working history with BHSEL, having worked together on various projects since 2011. At South Quay Plaza, approximately 12% of the residencies will be managed by shared ownership provider, Legal & General, with POD Management Ltd responsible for looking after the remaining properties. Insite Energy will work closely with both organisations throughout.

To ensure residents and property managers are smoothly and successfully set up with the Guru system, Insite Energy's onboarding and client services teams have provided product demonstrations, residential surgeries, and bespoke one-to-one sessions as part of the move-in process. Insite Energy has also provided bespoke support to BHSEL, Legal & General and POD Management.

The completed development, which also incorporates 2.6 acres of landscaped gardens, will represent an important milestone as the Docklands area continues to develop.

“Insite Energy is very proud to contribute to the South Quay Plaza landmark development and to partner again with Berkeley Homes Southeast London. The accommodation provided by this development is second to none, and as a key resident touchpoint, the service provided by the Insite customer experience team will more than match expectations.”

Emily Lister, Head of Business Development at Insite Energy

Project Summary:

Client:

Berkeley Homes Southeast London (BHSEL)

Location:

Tower Hamlets, London

Properties:

628 homes

Service:

Installation, Metering & Billing
Guru Hub II

Benefits:

-  **Bespoke support to help resolve any issues**
-  **Assurance of compliance with regulations**
-  **Expansive onboarding & move-in process**
-  **Monthly review of meter & site communication**

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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