



The Silk District

KURVE heat network billing app delivers quality and value at new Whitechapel development

The Silk District, developed by Mount Anvil, provides both pay-as-you-go (PAYG) and credit billing options via KURVE, the UK's first digital smart metering web-app for heat networks.

The Details

Phase One of The Silk District comprises of 436 residential properties spread across three high and lower-rise buildings linked by streets and gardens, with additional amenities including a café, roof terrace and cinema room.

Developed by Mount Anvil, the project is on track for completion by the end of 2021. 116 of the new homes are managed by housing association L&Q, with the remainder privately owned. All will use KURVE for their metering and billing, with monthly credit billing for the private residents and pay-as-you-go (PAYG) for the L&Q properties.

Using the KURVE web-app, L&Q's residents can control their heating, access their consumption history, and make payments quickly and easily, whenever and wherever they like, using any internet device. This is the first time KURVE, which launched in 2019, has been used for credit billing.

At around £600 per unit, the cost of hardware installation is a major barrier to take-up of conventional hard-wired smart meters. KURVE is designed to make smart metering services more accessible and affordable for heat network users. Providing easy access to real-time usage data can generate a reduction in customer energy consumption of around 20% and is a legal requirement in most cases. It also helps network managers to quickly spot, diagnose and remotely fix any issues affecting the efficiency of the stem, avoiding user complaints, engineer call-outs or prolonged energy waste.

“At Mount Anvil we're always focused on delivering both quality and value to residents. KURVE gives us the advanced smart meter functionality we wanted in a really user-friendly way and without the need to install costly metering devices in each home. It's just what we needed. In the past, we've struggled to justify the expense of PAYG smart metering, but KURVE has changed the cost-balance equation significantly. We made substantial savings at The Silk District, given the size of site.”

Phil Oades, Estate Manager at Mount Anvil

Project Summary:

Client:

Mount Anvil

Location:

Tower Hamlets, London

Properties:





386 homes

Service:

Metering & Billing

KURVE

Benefits:

-  **Excellent customer service**
-  **PAYG and credit billing available**
-  **Easy access to real-time usage data**
-  **Quickly spot, diagnose and remotely fix issues**

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: