



Insite Energy reselected in competitive tender at prestigious London development



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📍 London

Insite Energy has been reappointed, following an initial four year contract, to manage customers' metering and billing at Kensington Row, a contemporary development of one and two-bedroom apartments in London's Royal Borough of Kensington & Chelsea.

Insite will also handle all the metering and billing at new buildings currently under construction at adjacent site Royal Warwick Square. This new development is due to be finished in the latter part of 2021, bringing the total number of apartments at the complex to 513.

Insite was chosen in a competitive tender by developer Berkeley St Edward and managing agent Rendall & Rittner. The purpose of the review was to ensure the best possible turnkey solution was in place, with optimum value and customer service.

Kensington Row and Royal Warwick Square together make up a luxury complex built around a traditional garden square. They incorporate a swimming pool, gymnasium & cinema, as well as a number of affordable shared-ownership homes managed and part-owned by Peabody.

All apartments are connected to a heat network for their heating and hot water and some also benefit from a communal cooling system. A mix of smart pay-as-you-go (PAYG) Secure Meters and credit billing is being used, meaning residents are charged only for the energy that they use and are not required to take manual meter readings. They can also quickly resolve questions and issues via Insite's dedicated customer-contact portal created specifically for the estate.

"Berkeley Group has worked with Insite Energy on a number of developments, including at Kensington Row, and we have positive experience of the high quality end-to-end service consistently provided. We'll be extending that level of service to the residents of Royal Warwick Square in the knowledge that we are getting continued good value following the competitive tender process," **said Jennifer Walchester, Senior Property & Estate Manager at Berkeley Homes.**

Insite provides equipment and services to a number of Berkeley Group developments throughout London. It also works with Peabody as Registered Provider on several schemes to ensure the appropriate solutions are deployed to meet the needs of all residents and stakeholders.

"It's a testament to the expertise of our team and the excellent value and service we offer clients and residents that we retained and extended the scope of the contract in this case, following a competitive process with others across the market," said Emily Lister, Head of Business Development at Insite Energy.

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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