

31st October 2025

Open letter to KURVE residents - response to experience survey 2025

Hello,

I'd like to start by thanking everyone who took the time to respond to our survey on your experience of using the [KURVE web-app](#) back in April 2025. Your feedback helps us understand where we need to improve and how we can make managing your energy account as simple and reliable as possible.

This year, we received a large number of responses and carefully reviewed every one. As Customer Experience Director, ensuring you get the best possible service is my top priority. This is why I want to personally update you on the key topics raised, point you towards solutions already in place, and share improvements we're making in response to your feedback.

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Customer Service

Thank you to those who shared your experiences with our customer service team. Many of you told us you were able to reach a real person quickly and get the help you needed without any hassle. We've shared this positive feedback with the team as it's the standard we want you to experience every time.

We also heard where we fell short. Some residents experienced long waits for replies, or difficulty getting through when a quick fix was needed.



To make it easier to reach us, we've recently introduced two new ways of getting in touch: **WhatsApp**, and **LiveChat** from within the KURVE web-app. WhatsApp is ideal for everyday queries like checking your balance or asking about payments. Our team aim to reply within 24-hours. LiveChat gives you the chance to speak to us directly through the KURVE web-app during opening hours, for a quicker response. These sit alongside our existing phonelines and webforms, so you can choose the option that works best for you.

You can reach us via:

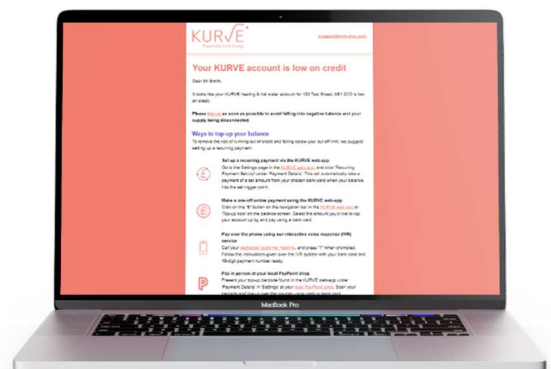
- ✓ **Email** by submitting a webform at insite-energy.co.uk/home/contact. Please select the form most relevant to your query.
- ✓ **WhatsApp** – send us a message at 0333 344 3903.
- ✓ **LiveChat** via the 'FAQ' page on the **KURVE** web-app.
- ✓ **Telephone** – enter your postcode or development name to find your dedicated scheme-specific phone number on our 'Your home' page (insite-energy.co.uk/development-search).

Our customer service team are available weekdays 9am-8:30pm, and Saturdays 9am-5:30pm. We are closed on Sundays and bank holidays.

Balance Notifications

Our email balance notifications are useful reminders to avoid running out of credit unexpectedly by letting you know when your balance has fallen below £5, or below the £0 cut-off limit. It's great to hear that for a lot of you, this feature is providing peace of mind.

At the same time, some of you shared that the emails don't always arrive. We understand how important it is to know in good time when your balance is running low. **It's important to note that a low balance**



notification won't be triggered if you do not top-up your balance to be above £5 after falling below the cut-off limit (£0).

If you still think you're not receiving email notifications as expected, please [reach out to our customer service team](#). And remember, you can always view your live balance by logging into [KURVE](#) at any time.

Mobile 'native' app requests



KURVE was designed as a web-app rather than a 'native' app, and this is for good reason. Operating a web-app keeps overall costs down for residents since it means we don't need to maintain separate iOS and Android versions. It also makes updates seamless as any improvements we make appear instantly without you needing to download a new version.

That said, we know convenience matters. You can already make KURVE behave just like an app by **saving it as an icon on your phone's home screen**. This way, you'll be able to open it with a single tap, just like any other app, and stay logged in more easily. Whether you're using an Apple iOS or Android device, we've shared some simple steps to set this up in our [KURVE how-to guide](#) (page 16) as well as below for your convenience.

For Apple/iOS devices	For Android devices
1. Type www.mykurve.com into Safari and tap the share arrow. 2. This will open a menu. Click on the 'Add to home screen' button. 3. Follow the instructions on the screen and click 'Add'. An app icon for www.mykurve.com should now appear on your phone home screen.	1. Type www.mykurve.com into Google and tap on the three dots in the upper-right corner. 2. This will open a menu. Click on the 'Add to Home screen' or 'Install' option. 3. Follow the instructions on the screen and click 'Add'. An app icon for www.mykurve.com should now appear on your phone home screen.

While KURVE won't be making an appearance in the App Store or Google Play, we are committed to making it feel just as easy and intuitive to use on your phone. For instance, when using Safari, **you can save your password using Face ID for an easier log-in**. Instructions on how to do this can be found [here](#).

Your energy tariff

It's important to explain that neither KURVE nor Insite Energy are responsible for setting your tariff. Your unit rate and daily standing charge are determined by your heat supplier, and these apply to all residents on your heat network. What we can do is make sure you have the information you need to understand them. Whenever your tariff changes, you'll receive a tariff change notification letter that explains the reasons for the increase or decrease. We also provide tariff breakdowns which show exactly what has gone into the calculation of your heat tariff. **You can find the current tariff breakdown for your scheme by entering your postcode or development name in the [search bar on our 'Find your home' page](#).**

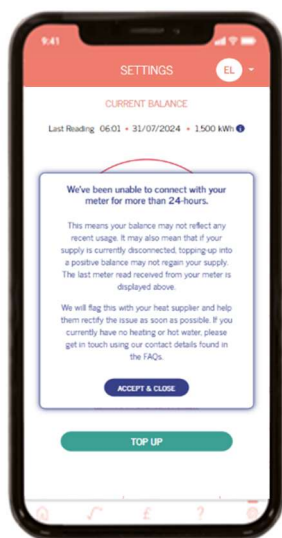


For those who want to explore the topic in more detail, our blog post '[How is my energy bill calculated? - A breakdown of heat network tariffs](#)' sets out the different elements that make up your tariff and why they are there.

We'll continue to share your feedback directly with your heat supplier so they understand how strongly residents feel about affordability. While we cannot change tariffs ourselves, we can and will keep working to make sure they are transparent and clearly explained.

Top-ups and Payment History

We know a few residents have experienced delays when topping up or found that payments don't always apply straight away. In most cases, the balance refreshes within the hour, but there are instances where this may take longer. We're currently looking at a way to improve the speed and reliability of our top-up applications.



Some of you may have also experienced, after running out of credit and resultantly being disconnected from your heating & hot water, that when you've then topped up, the prepay valve has not immediately opened. This is typically due to your meter being out of communication with our remote system. In this instance, we will raise the matter with your heat supplier, who is responsible for our connection with your energy meter, to rectify the issue as soon as possible. If this ever happens, please get in touch with us using the contact details above. You may also see the new pop-up we've just launched to help flag when your meter has been out of comms for more than 24-hours and what this could mean.

One of the easiest ways to prevent interruptions to your heating & hot water supply is by **setting up a balance-based automatic top-up**. This allows you to set a balance trigger at which a top-up will be made automatically for the amount you choose. Help on setting this up can be found in our KURVE how to video at [timestamp 8:07](#) and on page 11 of our [PDF how-to guide](#).

If you'd like to view your payment history, you can do so in the KURVE web-app. Simply go to 'Settings', select 'Payment details', and click 'View payment history'. Here you'll find a full list of payments made in chronological order including the date, amount and type of transaction.

Energy Usage Insights

Several of you told us how useful it is to see your daily energy consumption in KURVE. We're pleased this feature is giving residents visibility and helping with budgeting.

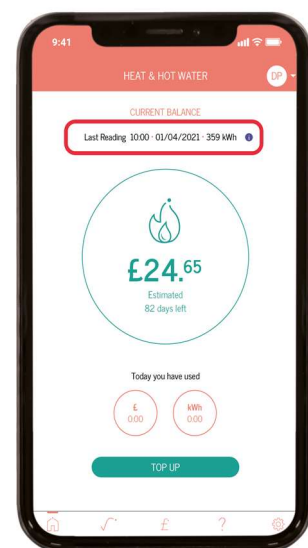
At the same time, many of you requested more detail including the breakdown of heating & hot water usage separately or being able to forecast how long your balance will last. These are helpful suggestions, however, there are some limitations we cannot change.

Your meter does not record heating & hot water usage separately, so it is not possible to display these as two different figures. However, KURVE provides daily and monthly averages in your consumption graphs, which can be a helpful way to spot patterns and track changes in your use. A simple indicator is that over the summer months when you're unlikely to be using your heating, all your usage will be for hot water. You can consider this as a 'base load' for all months of the year and anything extra being allocated to heating.

If you're looking for a forecast of spend for the year, this will be included in the tariff change notification letters you receive whenever your tariff is updated. They're based on the average household consumption at your scheme and are designed to give you a clearer idea of what your costs might look like over the year.

We know saving money on your bills is also important, so as well as providing information on [expected consumption levels](#) and [ways to reduce your energy bills](#) on our website, we've recently published a new '**Resident guide to heating & hot water**', which includes practical advice on how to get the best out of your heating system while keeping costs down. You can read it [here](#).

In terms of forecasting how long your balance will last, we provide a helpful indicator on the landing page of the KURVE web-app. Based on the last 7 days of consumption, and your current tariff, when you're in a positive balance, this will indicate roughly **how many days your current balance will last** before you need to top-up.



Knowing Who to Contact

We understand that in some cases, when an issue occurs, it's not always clear who to contact. To provide some clarity, we've published a simple overview on our **About us page, which sets out the role we play compared to your heat supplier or landlord.** To keep it simple:

- ✓ KURVE is the platform you use to manage your heating & hot water account,
- ✓ Insite Energy provides customer service and billing support,
- ✓ Your heat supplier or building manager remains responsible for the wider heat network equipment itself.



In some cases, we may also be responsible for the maintenance in your building, whether that be in the plant room or your home. To determine this, please head to your [scheme-specific microsite](#) to know who to contact.

We also saw from your feedback that there's a mixed level of understanding about how heat networks work. We're currently developing new educational materials to help explain how they operate and what this means for you as a resident. In the meantime, you may find our

'What is a heat network' video useful. Please also keep an eye on our quarterly newsletters for updates and helpful guides. You can catch up on the most recent editions [here](#).

In Conclusion

We hope this letter has provided clarity on the functionality already available within KURVE and visibility of where we've already made improvements based on your feedback. Your input directly shapes how we improve KURVE. Thank you again for taking the time to share your views.

Yours sincerely,

Ellie Blacklock

Customer Experience Director