



Metering & billing of KURVE at Greenside Views

Greenside Views, a newly completed development in Mitcham, Southwest London, became the first live site for KURVE, Insite Energy and SAV Systems' pioneering low-cost digital PAYG solution.

 **Lotus Trident**

 **89**

 **Mitcham, London**

 **Metering & billing**

THE CHALLENGE

A costly choice for housing providers

For housing providers, choosing the right metering & billing setup is a balancing act. Not only do they need to manage energy debt, but also enhance the resident experience, all without overspending.



Most providers are left choosing between credit billing or pay-as-you-go (PAYG).

- Credit billing is cheaper to install but often results in high levels of resident debt, creating financial risk and administrative burden.
- PAYG helps reduce debt by ensuring residents pay upfront, but it typically comes with higher capital costs due to complex hardware and installation requirements.

With budgets under pressure and expectations rising, housing providers need a PAYG system that delivers reliable, user-friendly metering without the financial strain.

OUR APPROACH

A digital-first PAYG solution

KURVE was developed to make smart metering more accessible for heat network users, without compromising on service, data access, or resident experience. The perfect fit for Lotus Trident's development in Mitcham, London.

By removing the need for hard-wired in-home displays, KURVE dramatically reduces installation costs.

Residents can also view their consumption, top up, and manage their account from any internet-connected device via digital web-app. For housing providers, this means fewer site visits, lower hardware spend, and a more transparent billing process.

“The savings are genuinely impressive. There is no trade-off with taking the more affordable option as one might normally expect. Not having to fit hard-wired in-home displays is a huge advantage and we're getting a great level of energy data. The real value to residents lies in the fact they can easily access their energy usage data and manage their account anywhere, from any internet device. It's transparent, straightforward, and convenient. In the first few weeks since KURVE was implemented, I'm pleased to say it has gone very smoothly with no issues.”

Arjun Shah
Lotus Trident

What's included

- 📱 DIGITAL PAYG PLATFORM
- 👤 RESIDENT ONBOARDING
- 🔑 END-TO-END SET-UP
- 💰 DEBT MANAGEMENT SUPPORT

OUR SOLUTION

The impact of going digital

KURVE delivered tangible benefits for both Lotus Trident and the residents of Greenside Views, proving that smart PAYG metering doesn't have to come at a premium.



Why it worked for Lotus Trident

By choosing KURVE, Lotus Trident avoided the high costs typically associated with PAYG systems. The digital-first setup removed the need for in-home display units and complex wiring, resulting in initial investment savings equivalent to £33k across the 89-home development.

Cost savings compared to traditional PAYG systems:

59%

lower capital
expenditure (CapEx)

19%

lower operational
expenditure (OpEx)

97%

lower replacement
expenditure (RepEx)

Why it worked for their residents

Residents gained easy access to their heating & hot water usage and account compared to traditional PAYG systems management from any internet-connected device. The system is transparent, straightforward, and convenient, giving users more control over their energy spend without the need for physical top-ups.