

PROJECT SUMMARY:



CLIENT

UNCLE Wembley

PROJECT

Metering & Billing App

TIMESCALE:

5 Year Contract

EXECUTIVE SUMMARY

Rental company UNCLE was founded in 2015 with the vision to create Renting, as it should be. UNCLE have a commitment to treat renters like people, delivering security and a good customer experience in beautiful apartments. In 2020 they appointed us on a five-year contract to deliver the metering and billing services for their Wembley development. As the Client had opted for a third-party metering system, we worked

with them during the construction phase to ensure compatibility and connectivity.

The metering system can be set to either credit billing or prepayment and we will be providing all metering and billing services on a 12-month rolling contract. This includes meter readings, issuing bills, revenue collection, customer service and logging/distributing operation and maintenance requests.

VITAL SOLUTION

UNCLE Wembley receives power and electricity from a centralised plant room which consists of a combined heat and power engine, gas boilers and a thermal store. The client had previously specified a third-party metering system which was installed on the development during the construction fit out works. During this period our Metering & Billing specialists worked closely with the client's contractor to ensure we could accurately collect meter readings from the first day of occupation.

The development is made up of 239 privately rented residential properties in London City Centre, with 206 set up for monthly credit

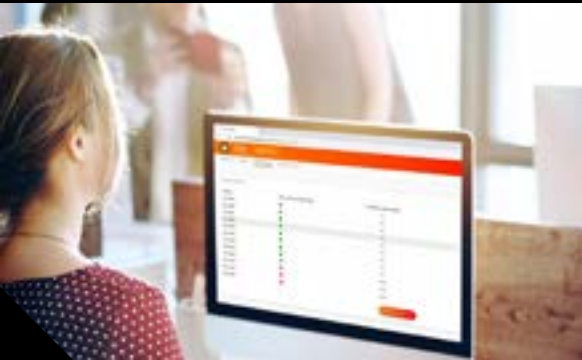
billing. 33 of the properties were created as social housing for Metropolitan Thames Valley Housing Association and had prepayment billing. As the metering system can switch remotely between credit and prepayment modes it provides an effective tool in helping residents manage debt should they find themselves in financial difficulty.

As part of our services we provide daily collection of data from the metering system and use this information to issue bills to the credit billing residents on a monthly basis, handle payment reconciliation and issue monthly reports to clients which gives them a detailed overview of their financial position.

THE BENEFITS:

- > Streamlines processes such as moving in or out of a property.
- > Residents can top up their account via a range of convenient payment methods.
- > The Glass operator portal is the ideal tool for operators and landlords as it provides financial optimisation of their property portfolio.
- > Helps operators comply with the Heat Metering & Billing Regulations.

▶ The project saw us provide metering and billing services to 206 credit billing customers and 33 prepayment customers.



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Facilitating A Positive Customer Experience

Whilst the metering and billing solution was of paramount importance, UNCLE also had a strong desire to provide a positive customer experience. As a first step to achieving this we created a visitor welcome pack which was given to each household. This guide introduces the various elements of their metering solution, explains how bills are calculated, introduces important information such as payment methods and has essential contact details.

On a day-to-day basis our customer service team are available to answer any questions residents have, record maintenance requests or help with issues such as debt recovery. We have experience of delivering customer service for third party applications and all our customer service operatives have a deep understanding of the metering systems we install.

The Operation & Maintenance services are being delivered by a third party and we have worked with them to put comprehensive procedures in place. This means that we act as first contact for any issues with hardware, recording details of all faults and passing this information to the O&M provider.

Launching the Glass App & Portal for Customers

UNCLE Wembley saw the first deployment of our Glass app and portal which was developed with the needs of both operators and

residents in mind. Glass is available on laptops, desktop, phones and tablets and, as the name implies, is designed to bring visibility to energy consumption and spend.

The app and portal were made available to all residents on UNCLE Wembley and provides visibility, control and flexible payment methods for residents. Importantly, it also has the facility to estimate usage based on historical data and weather forecasts. This gives residents the opportunity to budget with more certainty. In addition to presenting the information in an intuitive, graphical way, the app also serves as a communications channel with the operator able to deliver messages straight to the customer.

From a resident perspective, the app streamlines some of the more traditionally time-consuming aspects of the energy billing process, such as making moving in and out a simple app-based task. On this project all residents pay by direct debit, which can easily be set up via Glass and, should their energy costs for the month exceed this, they can top up their account via a range of convenient payment methods.

Bringing Transparency, Control and Compliance for Operators and Landlords

The Glass operator portal is the ideal tool for operators and landlords as it provides financial optimisation of their property portfolio. Clients can take a macro

view of their projects, looking at the performance across multiple sites, or drill down into the granular data of individual dwellings to give them full visibility of the information they need.

Managing debt is important for both clients and residents. Glass provides the tools for landlords and operators to proactively manage debt and has been an effective tool in reducing outstanding rents. The dashboard allows clients to view levels of debt, identify people who are in arrears and reach out to help. Options can range from sending reminders via the app switching to prepayment to help residents pay down arrears in a manageable way.

Glass also gives landlords the ability to analyse and monitor the usage of vulnerable residents, allowing landlords to offer support where necessary. By identifying under or over energy consumption and advising clients regarding energy efficiencies to ensure that residents get the best value for money.

The Heat Metering & Billing Regulations have made Glass a particularly effective tool in reaching legislative compliance. As it allows energy customers to only pay for the energy they consume, Glass gives users and operators the ability to view their real-time consumption data and enables operators to easily reconcile energy cost vs revenue generated.