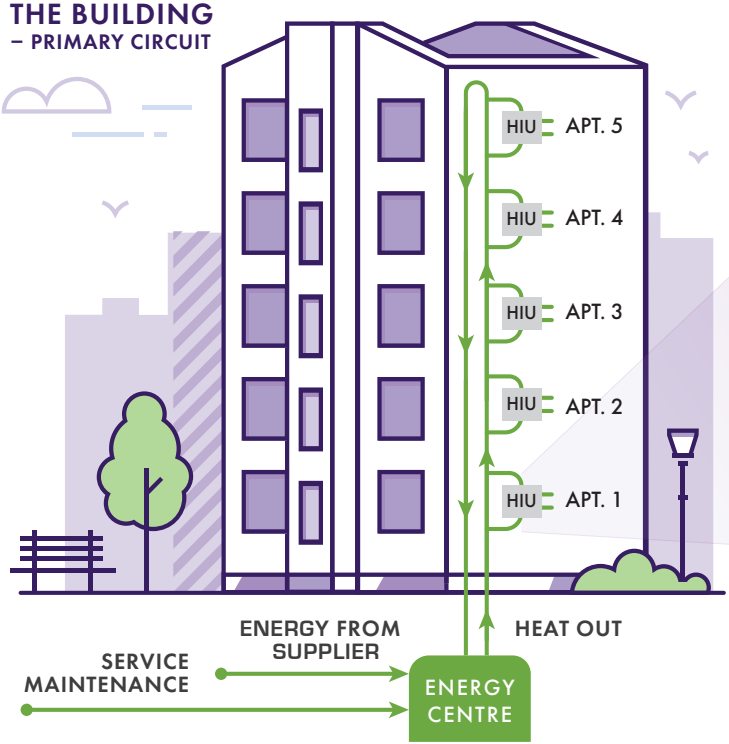# iKnoWatt

## Prepayment solution for heat networks

Heat networks are the solution of choice for supplying heat efficiently to large apartment blocks and are playing a key role in the UK's transition to net zero.
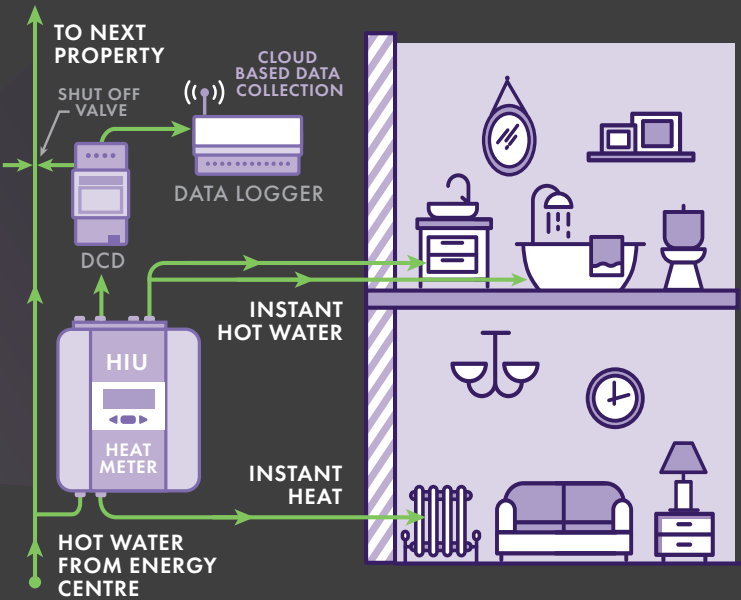
These low-carbon systems offer a wealth of financial, social and environmental benefits, allowing residents to access heat and hot water instantly, whenever they need it.

Heat networks are particularly feasible when serving social housing and proven to reduce energy costs for those on benefits or within fuel poverty.

The prepayment solution is becoming increasingly popular, as it provides residents with complete control over budgeting. We've also found that providing consumption visibility encourages residents to make informed decisions towards reducing their energy usage, avoiding waste.

## THE BUILDING
### – PRIMARY CIRCUIT

HIU — APT. 5

HIU — APT. 4

HIU — APT. 3

HIU — APT. 2

HIU — APT. 1

SERVICE MAINTENANCE

ENERGY FROM SUPPLIER

HEAT OUT

ENERGY CENTRE

## APARTMENT 1
### – SECONDARY CIRCUIT

TO NEXT PROPERTY

SHUT OFF VALVE

CLOUD BASED DATA COLLECTION

DATA LOGGER

DCD

HIU

HEAT METER

INSTANT HOT WATER

INSTANT HEAT

HOT WATER FROM ENERGY CENTRE

## How it Works

Instead of individual gas boilers, each apartment is fitted with a Heat Interface Unit (HIU), which transfers heat into the home and can be adjusted to suit personal preferences. Each HIU is fitted with a heat meter which accurately records the amount of energy consumed.

A data logger gathers information from the heat meter and sends it to our DataCollector software, which processes the data and updates individual balances on the iKnoWatt Portal. If a balance reaches £0, emergency credit is automatically applied, and the resident is notified.

Once a balance is negative having exceeded emergency credit, the portal communicates with the data logger onsite and instructs the Debt Control Device (DCD) to isolate the supply.

## PayPoint

## The iKnoWatt Solution

A collaboration of PAYG technology and risk management, iKnoWatt is a prepayment solution designed to work specifically with heat networks, providing two-way communication between the resident and the Heat Supplier.

Acting as a hub within the home, iKnoWatt allows residents to only pay for what they use. They won't receive paper invoices and are only required to top up as and when required.

- Top up easily by phone, online or in store via PayPoint
- View real-time usage and 12 months of consumption history
- Set threshold alerts for minimum or negative balance, isolated supply and payments made
- View account notifications from the heat supplier
- Make conscious decisions towards reducing energy usage
- Apply friendly credit when required

## iKnoWatt Portal

Our easy-to-use online Customer Portal provides complete control over budgeting and managing energy consumption. Accessed anywhere from any device, the portal allows residents to:

- View real-time usage and 12 months of consumption history
- Review their energy spend and current balance
- Find information on their tariff
- Make a payment
- Set alerts for when they've consumed over a certain amount, or if they're low on credit

**iKno**Watt **>**

**data**energy

To find out more, please contact your account manager or submit an enquiry form via our website.

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