



# Benwell House Improves Heat Affordability

Spelthorne Borough Council needed a cost-effective way to manage heat network billing while supporting residents through rising energy prices. A smart metering & billing approach helped improve affordability, transparency, and long-term value for both the council and their residents.

Spelthorne Borough Council

55 homes

Sunbury-on-Thames

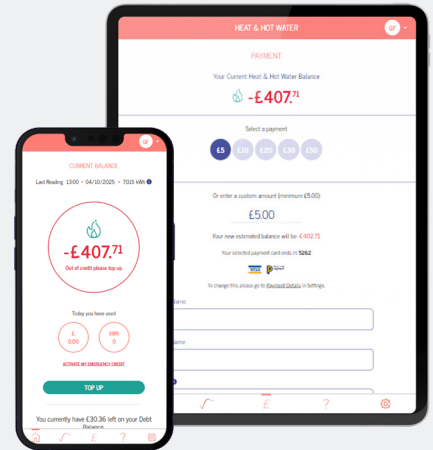
Wired M-Bus

## The Challenge

Like most local authorities, Spelthorne Borough Council is facing rising energy costs. Key pressures included the need to:

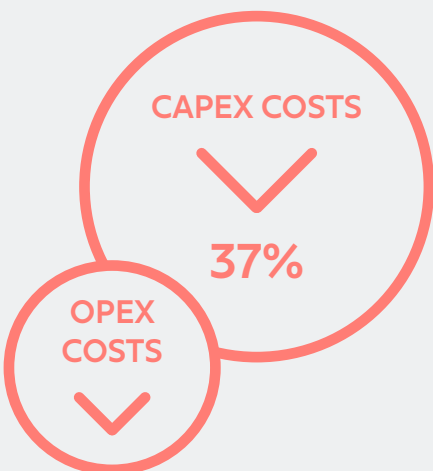
- ✓ Protect residents from increasing energy prices through fairer, well-managed heat charges.
- ✓ Manage both upfront installation costs and ongoing operational costs to ensure long-term affordability.
- ✓ Reduce administrative overhead while managing public-sector budgets.
- ✓ Ensure systems were accessible and easy to use for residents with varying levels of digital confidence.

This encouraged the council to look at new, digital options for heat metering when selecting a system for Benwell House



Besides looking for a system that would be as cost-efficient as possible to customers, we saw this as an opportunity to introduce convenient and easy to use technology. We were impressed by the cost savings of the KURVE platform.

Akin Akinoyemi - Residential Estates & Facilities Manager, Spelthorne Borough Council



## The Solution

To meet local authority cost pressures and protect residents from rising energy prices, Spelthorne Borough Council selected a PAYG metering and billing platform delivering **37% lower installation costs** than alternative PAYG systems, alongside reduced ongoing operational expenditure. This ensured affordability not just at install, but throughout the life of the scheme.

Although digital systems are often considered a risk in affordable housing, evidence from local authority and housing association schemes shows **95% of users make payments online**. Combined with interactive voice response (IVR) and PayPoint options, digital PAYG has proven accessible across demographics, while helping KURVE PAYG users achieve around 24% lower energy use than credit billing.