



NHG restores metering with wireless KURVE

Notting Hill Genesis (NHG) needed a smarter way to reconnect heat meters that had lost communication. Estimated billing, rising energy debt, and ageing hardware were driving operational pressure and affecting resident confidence. Wireless KURVE offered a low-disruption retrofit that improved accuracy, service, and long-term compliance.

Notting Hill Genesis

18 developments, 2,028 homes

South England

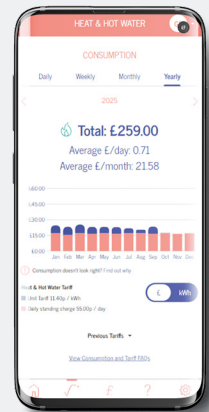
Wireless

The Challenge

NHG needed a way to:

- ✓ Restore communication to heat meters that had dropped offline.
- ✓ Eliminate estimated billing and reduce the growing burden of energy debt.
- ✓ Improve resident satisfaction with clearer data access and easier account management.
- ✓ Move away from ageing proprietary hardware that was costly to maintain and nearing obsolescence.
- ✓ Prepare its portfolio for incoming technical and consumer-protection regulations.

With traditional retrofit options requiring invasive works, fire-stopping, or full rewiring, NHG required a solution that was fast, low-disruption, and future-proof.



“ The transferable protocol hardware gives us flexibility in procurement and installation, and the set-up allows us to choose between PAYG and credit billing. [...] It’s a clever, user-friendly solution that supports both operational efficiency and customer engagement - a real win for Notting Hill Genesis and our residents.

Laura Coleman - Heat Network Operations Manager, NHG

The Solution

Wireless KURVE connects any heat meter to the cloud using LoRaWAN, avoiding wired or legacy 2G or 3G systems. Installations take around one hour per home, minimising disruption.

Once connected, residents manage their heat account through the award-winning KURVE web-app, with real-time usage data and simple online top-ups.

- ✓ 100% meter connectivity, improving billing accuracy
- ✓ Lower energy debt among households using KURVE PAYG
- ✓ Around 24% lower consumption compared to credit billing
- ✓ Half the cost and installation time of alternative retrofit options
- ✓ Improved compliance readiness and reduced reliance on ageing hardware

