



Pickmere Court

Crewe, Cheshire

Extra Care development for elderly residents comprising 85 dwellings, as well as a handful of small commercial units

THE CHALLENGE

The Guinness Partnership were concerned by high network losses and poor performance of existing meters and HIUs at Pickmere Court.

Further to this, while an MBus network was in place, it was not working correctly, resulting in irregular reports. The commercial spaces on site did not have separate metering from residential spaces. Both of these factors left The Guinness Partnership in a position where they had to estimate resident bills.

Residents were concerned by the lack of reliability and lack of visibility when it came to billing.

As a result, The Guinness Partnership engaged FairHeat to retrofit an intelligent multi-utility metering and billing system at Pickmere Court to facilitate the metering and billing of heat, but also electricity and cold water. There was also a requirement for the system to be user-friendly for the elderly.

FAIRHEAT EXPERTISE GUIDED IMPROVEMENTS FOR RESIDENTS AND THE CLIENT

FairHeat carried out a site audit to provide options for improving the performance of the heat network and improving the metering and billing provision for residents.

FairHeat recommended that Guru's Hub II technology should be installed across the site, capturing usage data for accurate metering and billing and also providing residents with a simple way to view and pay for the energy they use.

As part of the engagement, FairHeat carried out the project management of the install, provided support to on-site staff for maintaining and commissioning the HIUs and meters, and also attended customer feedback sessions with residents to ensure the system put in place worked well and was as user-friendly as possible.

