



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.

SYCOUS MANAGED SERVICE ENSURING EXCELLENT RESIDENT CARE

Sycous supplied, installed and commissioned 85 new cold water meters and 85 new MBus electricity meters whilst also recommissioning of all of the existing heat meters.

Sycous installed and commissioned each Guru Hub II and the wider communications network infrastructure. These were installed in all residential properties, the commercial spaces, in each block, and in the plant room.

Sycous engineers completed the works wearing guru branded uniform and carried out the project in a professional and friendly manner. Receiving positive feedback from both residents and the client.

So that residents were supported through the change, Sycous created accessible correspondence, including large printed booklets. Sycous customer support team also took example statements and correspondence to resident's meetings to further explain to vulnerable residents how to manage and set up their account.

Above and beyond

Sycous were aware this was an Extra Care Scheme and communication would be paramount to success. Sycous attended an initial welcome meeting where residents could drop in at any point to learn about Sycous and ask any questions they had regarding the new equipment.

Residents were also able to sign up for the consumer dashboard and the consumer dashboard app allowing family who may support the resident to monitor energy usage. All residents, and those who support, have access to our call centre by phone and email for all enquiries.

On behalf of The Guinness Partnership, Sycous produced tailored welcome packs, guides and welcome letters that are accessible to all residents.

Example statement generated by mySycous, designed to match The Guinness Partnership branding

mySYCOUS **mySycous**

Your Payment Schedule

Your balance brought forward: £200
 Your balance due by 01/01/2020: £66.49 Debit.

Your Statement for Test Property 1

Your charges for the period of 01/01/2020 to 31/01/2020
 Your balance brought forward: £200

Service	Charge	Unit	Rate	Total
Heat	£101.03	Cold Water	£150.23	£173.90
Hot & Hot Water	£5.90	Grey Water	£15.90	£200.90
Electricity	£30.00	Gas	£2.00	£2
Daily Admin Charge	£1.00			£100.00

Supply	Meter Serial Number	Start Meter Read	End Meter Read	Consumption	Unit Rate	Price £/Unit	Total Inc. VAT
Heat	HEAT0002	1234567	1234568	1000 kWh	0.1739	£0.1739	£173.90
Cold Water	COL0002	1234567	1234568	1000 litres	0.1739	£0.1739	£173.90
Sewerage	COL0002	1234567	1234568	1000 litres	0.1739	£0.1739	£173.90
Hot & Hot Water	COL0002	1234567	1234568	1000 litres	0.1739	£0.1739	£173.90
Grey Water	COL0002	1234567	1234568	1000 litres	0.1739	£0.1739	£173.90
Electricity	COL0002	1234567	1234568	1000 kWh	0.1739	£0.1739	£173.90
Gas	COL0002	1234567	1234568	1000 kWh	0.1739	£0.1739	£173.90
Chilling	COL0002	1234567	1234568	1000 kWh	0.1739	£0.1739	£173.90
Daily Admin	COL0002	1234567	1234568	1000 kWh	0.1739	£0.1739	£173.90

Statement issued by Sycous Ltd on behalf of Teignmouth Council

GURU TECHNOLOGY TO SUPPORT NETWORK OPTIMISATION AND TRANSPARENT BILLING

Guru's Hub II utility management device was installed in each dwelling. Guru Pay was then set up giving residents a simple way to view and pay for the energy they use. Sycous used the Guru Pay API to share resident data via their own customer dashboard and customer dashboard app allowing residents and their families to view usage data.



GURU HUB II

Taking data from meters, a network of Hubs constantly monitors conditions across the entire heat network, including individual dwellings and the plant room, as well as up to four additional utilities. In this case, heat and cold water were monitored.

GURU PAY

Guru Pay allows property managers and metering and billing companies to manage tariffs, manage payments and mitigate debt risk by remotely switching customers from credit to prepayment, extending friendly or emergency credit, and enabling or disabling supply when needed. The Guru Pay API allows data collected by the Hub II to be displayed via other client systems – in this case, via the Sycous customer dashboard and customer dashboard app.



THE RESULTS

Residents able to see heat and water usage in real time via their Guru Hub II. This was especially important to residents as it provided them with clarity and transparency on their utility usage.

By introducing metering for commercial spaces, accurate bills could be calculated for the first time.

"85% of residents at Pickmere Court responded to say the new metering and billing system that was installed was satisfactory to excellent." – Pat Sandland, The Guinness Partnership.