Description of System – Flexible and Future-Proof

ista SmartPay provides our customers and tenants with a future proof and flexible service for the visual management of their heat consumption. Operated in either a classic prepayment mode for the management of debt or remotely switched to a credit system, our service provides ultimate flexibility. Each mode provides the consumer with useful information to monitor, manage and control their energy use.

Sophisticated communication technologies

Fully integrated to our extensive range of ista heat and water meters the system uses sophisticated communication technologies to ensure that balance and credit are maintained real-time and when required remotely switching off heat on individual consumer level.

Our modern design enhances the system and provides a simple and easy to use ergonomic interface. Built on modern mobile technologies the consumption and balance information within the apartment prepayment unit is displayed securely on an installed apartment wireless screen and simultaneously to smart phones and tablets. This mobile backbone provides flexible methods of balance top-up along with more traditional, through nationwide retail vending.

ista SmartPay combines industry leading heat and water smart meters, remote control of electronic valves, a world class billing system supporting online and retail terminal payment services, allowing landlords to offer tenants a leading prepayment solution for heat and hot water.

More comfort for the tenants

ista SmartPay has a wall mounted in-home display wirelessly connected to the control box to allow tenants to access their energy account balance at any time. ista provide multiple types of top-ups through either a secure web site or through point-of-sale outlets with PayPoint. The account data can also be accessed securely on a smart phone, computer or tablet in the home and whilst on the move, allowing occupants to stay in control of their utility accounts.

 baño ísta SmartPay

Complete Billing & Control

- Secure credit management for landlords with lower risk
- Smarter budgeting and payment options for tenants

The prepayment balance is shown in real-time on the engaging display. Instantly updates after a top-up.
To assist the tenants with their accounting, the in-home display shows the credit and debit information for the amount of heat and hot water consumed by the apartment. The screen is wall-mounted and wirelessly linked to the prepayment unit, providing flexibility in positioning within the apartment. To improve engagement, a welcome screen can also be included that defaults to local weather and time. This facility provides the landlord with an interactive tenant messaging function.

**Automatic ista billing and reporting system**
The system means an end to estimated bills. Meter reads are automatically sent to the ista billing and reporting system, updating in real-time the credit or pre-payment information. This system has the added benefit of allowing the tenants to top-up via secure web services or via point-of-sales outlets.

**Easy payment**
We also provide the ability for tenants to securely register and store a payment card. When the apartment balance goes below a tenant-defined threshold, an automatic payment is deducted from the card. This ensures that the tenant always has a sufficient balance for their heat usage. The tenant is informed by SMS or email of a low balance keeping them fully informed of their heat demand and usage.