

Residential developments

Graylingwell Park in Chichester is the largest carbon neutral development in the UK. Set over 85 acres, when complete it will comprise of a mix of 1,000 low rise dwellings and multi-family apartments.

Prior to ista taking responsibility for metering services there were issues with the effective collection of reads from meters installed in each of the dwellings. This had a knock on effect resulting in invoices not being produced for occupiers and revenue not being collected.

ista took over responsibility for services at the site in October 2015. A retrofit of existing meters was undertaken to enable collection of data on a half hourly basis.

Instant benefit was seen in an increased number of meter points billed and a significant decrease in the number of estimated reads, a trend that continued over time. ista also significantly increased the number of dwellings settling bills by direct debit, leading to an increase in revenue collected. The istaonline portal was integral to this.

As the system installed includes collection of half hourly data from the meters, this was made available to view via the MinuteView portal.



Location

Graylingwell Park, Chichester

Project

Metering, data collection & credit and prepayment billing services

Solution

Retrofit of existing meters, MinuteView and istaonline

‘ista has exceptional customer service and understanding of billing and metering and the importance of maintaining a healthy cash flow by increasing direct debits. The Residence Association has also commented on the exceptional customer service.’

Alan Wyper, Operations Director, Graylingwell Energy

MinuteView and istaonline

MinuteView and istaonline are easy to use web based solutions giving access and transparency for energy data, reporting and billing.

MinuteView collects heat, temperature, humidity and utility data, presenting it in easy to understand graphs, which can be drilled down to individual meter points. Management and monitoring are integrated into the system, with warnings delivered when pre-defined tolerances are exceeded. Locally held, historic data can also be integrated for analysis into performance trends.

istaonline provides a platform for the creation and management of tenant lists, heating and operational costs. Users can view credit and prepayment accounts, payment transactions and CRM data. Historic and current bills and energy data are also available to view for both property managers and residents.

‘Our professional approach to using open systems gives clients’ confidence that any work we undertake protects them for the future, and allows flexibility when it comes to appointing service providers.’

Arek Marut, Operations Director, ista UK



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