

## Residential developments

ista is working with the developer of 33 one bed student apartments in a city centre location. A requirement for this development was that utility services were provided to manage the cost and payment of energy within the student sector. ista's proposal was to provide SmartPay, an innovative prepayment billing solution.



SmartPay combines industry leading smart meters and a world class billing system supporting online and retail terminal payment services. Using the latest in wireless M-Bus technology, data is collected from meters and automatically sent to ista's billing and reporting systems.

Easy to use in home displays were wall mounted in each apartment to show the prepayment balance, consumption data, and important messages and alerts in real time. This gave the students full visibility and control over their usage. SmartPay also connects securely to an online billing platform where students can make payment via major credit and debit cards, and set up automatic payments when their balance reaches a specified level. Payment is also supported by Direct Debit, telephone and at any PayPoint location.

The introduction of SmartPay for this student accommodation project has ensured billing and payments are managed carefully in advance, giving full clarity of costs and allowing the students full control over their expenditure. The time and money that would have been spent chasing payments is also saved by the property managers, with a reduction in debt from 68% to 12% in the four month period since SmartPay was introduced. Both the students and property managers have been able to manage their utilities with ease.

### Location

City centre student accommodation

### Project

Prepayment billing services

### Solution

SmartPay

# Benefits of SmartPay

ista SmartPay combines industry leading smart meters and a world class billing system supporting online and retail terminal payment services.

## Leading prepayment solution for heat and hot water:

- Future proof and flexible service for the visual management of utilities.
- Easy installation of new meters or retrofit of existing systems.
- Accurate, real-time utility information transmitted by smart meters.
- Data securely sent to in-home display or smart phone.
- Smart budgeting and payment options for tenants.
- Option for property managers to remotely switch between classic prepayment mode or to a credit system.
- Ability to set individual value policies to manage emergency credit, even setting different values dependent on outside temperature or the time of year.
- Ability in the future to provide additional information to the tenants through the in-house display such as weather, news and communication from the landlord.



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