# 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 pre-payment 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.

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# ista SmartPay
## Heat and Hot Water Prepayment

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ista SmartPay

# ista SmartPay – Leading Prepayment Solution for Heat and Hot Water

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.

The prepayment balance is shown in real-time on the engaging display. Instantly updates after a top-up.
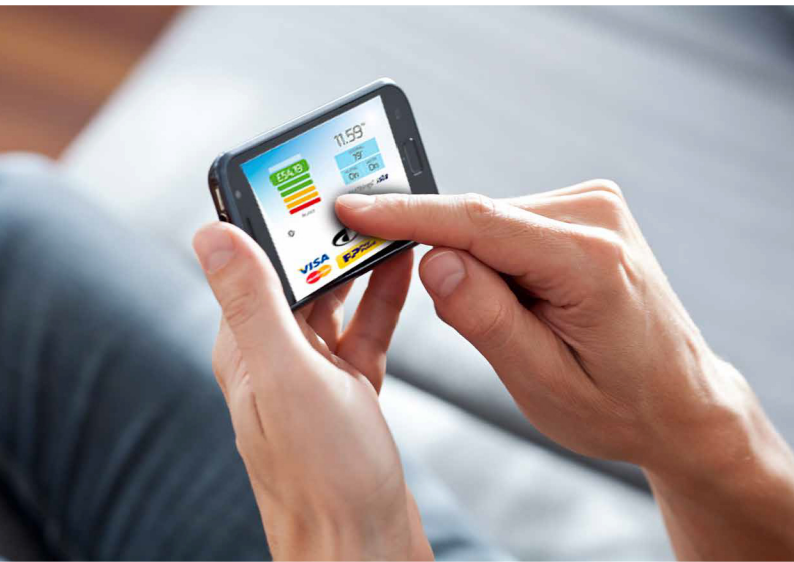
### i   Complete Billing & Control

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

## Billing Portal – Accurate Billing and Management

ista SmartPay connects securely to our on-line billing portal. Our payment portal is hosted by IBM and allows tenants to make secure payments via all major credit and debit cards. These payments are transmitted in real-time to the apartment prepayment units.

### 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.



## In-Home Display – Display Credit Information to Tenants

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 appartment. The screen is wall mounted and wirelessly linked to the prepayment unit, providing flexibility in positioning within the appartment. 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.
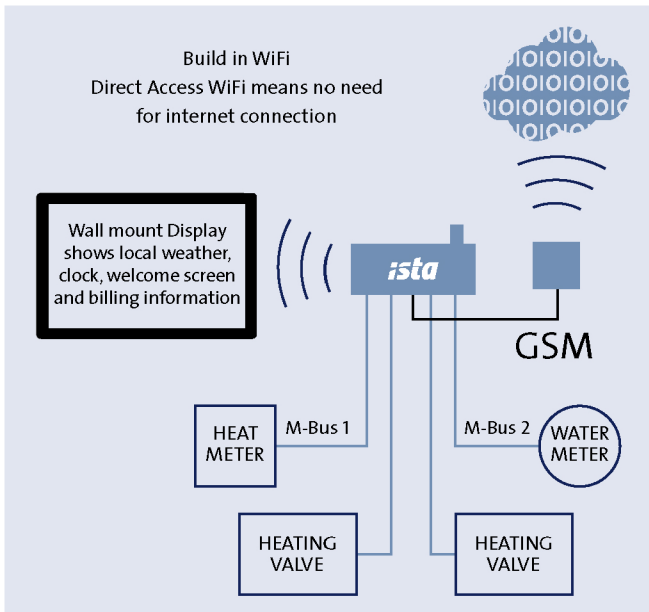
### ista Heat Meter

ista heat meters are competitively priced, accurate, easy to install meter allowing meter reads to be securely passed up to the cloud and to our billing system.

### ista Water Meter

ista hot water meters complete the installation but are optional for the prepayment system, depending upon connections and pipe-layouts.

## Easy Installation



Build in WiFi
Direct Access WiFi means no need for internet connection

Wall mount Display shows local weather, clock, welcome screen and billing information

GSM

HEAT METER — M-Bus 1    M-Bus 2 — WATER METER

HEATING VALVE    HEATING VALVE

All the PPUs, SECURELY connect to the online ista billing platform, which is shown to support pre-payments and top-ups.

Paypal
Visa / mastercard
Directdebit
paypoint

### i  Your benefit

- Easy installation in new stock and retrofit
- Automated valve maintenance & remote diagnostics
- Data securely sent to smart in-home display or your smart phone
- Receive important messages about your account on your display
- Accurate, real-time utility information transmitted by smart meters

V:    remote valves         HM:   ista smart heat meters
PPU:  pre-payment control unit    WM:   ista smart water meters