

# How KURVE helps clients comply with Heat Trust Scheme Rules

The purpose of Heat Trust is to offer protection to as many Heat Customers as possible by establishing common minimum standards in the quality and levels of protection they receive from their heat supplier. This is equivalent, so far as possible, to those offered to other energy customers under the protection of Ofgem.

KURVE is not a Registered Participant of Heat Trust, as only heat suppliers are eligible to register. However, we share the beliefs and principles as set out by Heat Trust. As such, this document outlines how KURVE helps its clients comply with Heat Trust in relation to the metering and billing of prepayment Heat Customers. KURVE is hosted and supported by Insite Energy as the metering and billing provider.



# KURVE AND HEAT TRUST - KEY POINTS

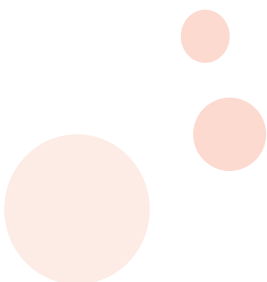


# KURVE AND HEAT TRUST

SECTION	HEAT TRUST REQUIREMENT	HOW DOES KURVE SUPPORT THIS?
8.2/8.3	Change of Tenancy (COT) procedure.	Dedicated Onboarding and COT teams to ensure Heat Customer accounts are setup swiftly. Move-in/move-out forms available on Insite Energy's website. Heat Customers can notify of changes via phone, email or webchat.
8.2/9.5	Pre-payment meter reset.	KURVE is App based, meaning all data is paired with the individual. This means that when a new resident moves in, no historic energy or personal data is passed on to the next resident. As such the need for any physical hardware reset is avoided.
8.3/16.3	Refunds within 10 business days.	From date of request and where approved, refunds are processed to the Heat Customer within 10 business days.
9.1/9.2	Heat meter installed in each property as per Heat Network (Metering and Billing) Regulations 2014.	Kamstrup Multical 403 or 603 heat meters will be installed in each property. These meters are Measuring Instruments Directive (MID) Approved Class 2.
9.3/9.4	Heat Meter Visibility.	Heat meters are installed on the outside of the Heat Interface Unit (HIU) and thus always visible. The Heat Customer also has sight of their meter reads and consumption through the KURVE App. Heat Customers are not required to submit meter reads due to the Automatic Meter Reading (AMR) System installed on site. Instructions on how to submit a manual meter read if ever required can be found on Insite Energy's website.

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9.5	Pre-payment meters – information provided on how to top-up, how Emergency Credit and Friendly-hours Credit works, and what to do if there is a fault.	<p>The welcome brochure sent to each Heat Customer contains clear instruction of how to top-up and how to use Emergency Credit.</p> <p>Within the App there are further FAQ's and tooltips to help the resident through any action they may need to take.</p>
12.1/ 12.2	Suspension and resumption of service process following non-payment.	<p>KURVE utilises the standard pre-payment process of self-disconnection. If a Heat Customer's Account Balance is above their credit threshold, they will have access to their energy supply. If their balance falls below this threshold, the prepay valve will close, shutting off their energy supply.</p> <p>To resume access, the Heat Customer must make a top-up or use their Emergency Credit. In doing so, the pre-pay valve will reopen within 1 hour and the Heat Customer's energy supply restored. All of this is explained within the welcome brochure and other supporting documents.</p>
13.4/ 14.4	Support for Heat Customers in vulnerable situations - password protection.	<p>On request of the Heat Customer, all property appointments can be protected with a password to confirm the identity of the attending engineer.</p>
15.1	Annual Account statement provided to all Heat Customers. Billing information readily available inc. energy prices, consumption, etc.	<p>Annual account statements are issued over email. Heat Customers' annual consumption is also visible within the KURVE App.</p> <p>All required Billing information is provided to the Heat Customer within the KURVE App. KURVE support environmentally friendly paperless practice, however, printed information is available upon request.</p>



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15.5	Future heat charges.	Heat Customers will receive an email or letter confirming the new tariff with 31 days' notice. Insite work with Clients to ensure heat tariffs are updated in 6-12 month intervals (no shorter).
15.6	Advice.	Multiple communication platforms available to Heat Customers - phone, website, App FAQs, email and webchat. Independent advice information is also available on Insite Energy's website.
16.2	Friendly-hours Credit – credit offered to pre-payment Heat Customers during times where helpdesk support is unavailable.	KURVE has the ability to provide 'goodwill' credit as well as override the pre-pay valve position to 'open' on request of the client.
16.2	Pre-payment card.	Whilst being able to make payments online from within the App, Heat Customers are also provided with an in-App barcode which can be used to make payments at any PayPoint outlet. If a physical payment card is requested, this can be provided.
16.5	Payment difficulties.	Any debt accrued on a Heat Customer's Account Balance can be moved to a separate Debt Balance with a Debt Recovery % Rate applied. This allows Heat Customers to continue having access to their energy supply whilst gradually paying off their accrued debt every time they top-up. Aged debt payment plans are available and visible to the Heat Customer from within the KURVE App.



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