



Seamless connectivity for your KURVE metering & billing set-up by using a fixed internet connection with a failover 4G multinet roaming SIM, to achieve uninterrupted data communication.







WHAT IS A FIXED INTERNET CONNECTION (FIC)?

A Fixed Internet Connection (FIC) with 4G network failover ensures a stable remote link between your PAYG metering system and our billing and payment infrastructure. Regardless of the network set-up, FICs guarantee continuous communication for efficient metering & billing operations, offering extra security and reliability.




RISKS OF NOT HAVING A FIC WITH A STATIC IP ADDRESS

-  IMPACT ON THE CUSTOMER
-  IMPACT ON THE HEAT SUPPLIER



Inability to reconnect meters automatically, leading to unhappy customers

-  • Unhappy customers as they may be disconnected when they shouldn't be.
-  • Customers will be unable to apply emergency or friendly-hours credit. This could make the pay-as-you-go (PAYG) system non-compliant with regulations and industry best practice.
-  • Incur unnecessary costs for an engineer to attend site and manually override individual prepay valves.
-  • Increase in customer complaints.




Increased debt risk due to inability to bill customers during outages

-  • Customers may be hit with an unexpected amount of debit applied to their KURVE balance after accounts are automatically reconciled once the system is in communication again.
-  • Increase in customer complaints.
-  • Unable to collect funds during outages may impact your ability to pay the incoming fuel bill, depending on the outage duration and the number of affected customers.


Inability to close prepay valves resulting in free heat

-  • Unable to collect funds during outages, which, depending on the duration and the number of customers affected, could impact the ability to pay the incoming fuel bill.
-  • Customers who fall into debt may then have access to heating & hot water effectively receiving free heat.

Customers are unable to view energy consumption during outages

-  • Customers unable to view their hourly consumption within the KURVE web-app over the period of site outages.
-  • Decreased visibility on consumption could result in less energy conscious decisions negatively impacting energy bills and customer satisfaction.
-  • Increase in customer complaints.

Unnecessary time and effort put towards resolving repeat 4G router issues

-  • Incur unnecessary site costs to investigate and resolve 4G router issues.

BENEFITS OF A FIC WITH A STATIC IP ADDRESS

Ease of install: Utilise existing on-site fiber connections for dwellings, lifts, CCTV, and BMS.

Permanent and reliable: Hardwired solutions remain unaffected by site signal changes.

Minimise effort: Avoid time spent repeatedly investigating network issues.

Fewer complaints: Connected meters, enhanced consumption visibility, and accurate prepay valve status improve customer energy account management, minimising disruptions.

Future-proofing: Align with current and upcoming regulations promoting meter adoption and prompt repairs, particularly for issues impacting heating and hot water access.

HOW TO INSTALL A FIXED INTERNET CONNECTION (FIC) WITH STATIC IP ADDRESS

Various types of FICs can be installed depending on your site's infrastructure. The most robust, reliable, and cost effective connection is Full Fibre to the Premises (FTTP), where a fibre-based router connects to the optical network termination (ONT). Here is an overview of the FTTP setup and a timeline to resolve potential issues before the metering system setup is complete and customers move in.

FULL FIBRE TO PREMISES (FTTP) INSTALLATION

WHEN TO DO IT*

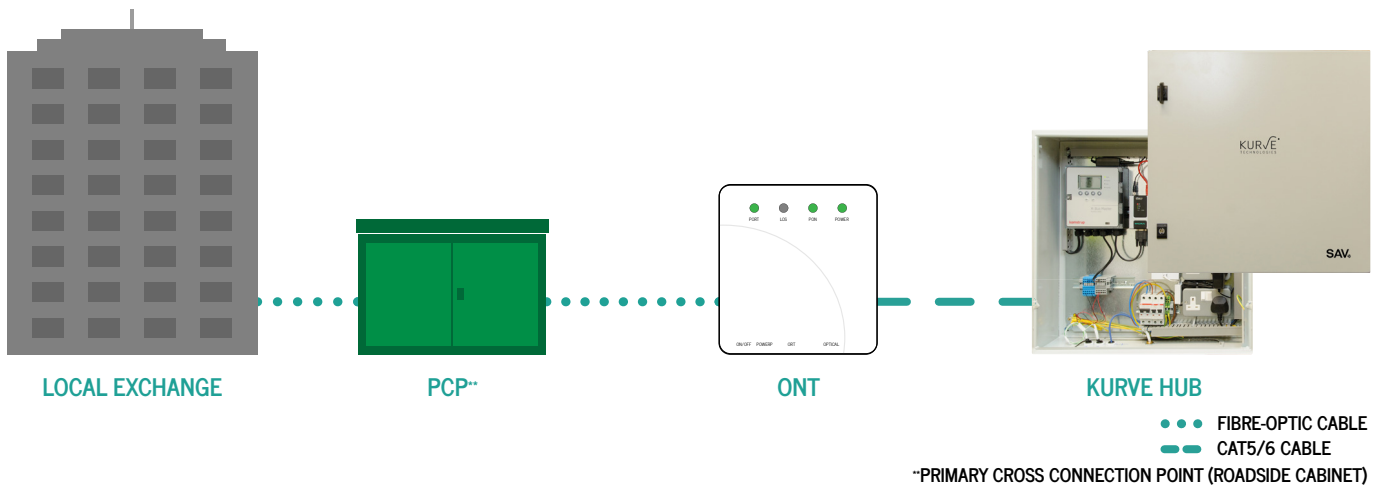
- 1 • Instruct the Internet Service Provider (ISP) about your FIC requirements, ensure a static IP address is ordered, and request activation of the live connection.
 - The ISP setup will include the installation of a dedicated ONT point, where the router will be connected. The ONT must be installed near the KURVE Hub, as KURVE engineers cannot move copper phone lines or fibre cables.
- 2 • A KURVE engineer will configure the ONT to the router within the KURVE Hub.
 - The KURVE engineer will also test the internet connections on both fixed lines and 4G backup, create meter schedules, and test the M-Bus network.
 - If any issues are identified, they will be communicated to your Mechanical & Electrical (M&E) contractor to allow time for rectification.

6-8 weeks before commissioning

4-6 weeks before commissioning

*Allows for any issues to be resolved before metering network is set-up.

FTTP SET-UP



⚠ Regardless of the most suitable FIC solution, always ensure it is set up with a static IP address.

OTHER FIC SOLUTIONS

- ✓ **On-site Internet solutions** uses existing on-site Internet solutions, such as Hyperoptic or local area network (LAN). This involves leveraging free ports at the local exchange provided by an ISP and bridging them to a router.
- ✓ **ADSL/ADSL2+** uses a copper-based ADSL line, and is only implemented when no other options are available.

KEY ABBREVIATIONS

- BMS** Building Management System
- ISP** Internet Service Provider
- ONT** Optimal Network Termination

🔍 NEED HELP?

Please get in touch with Insite Energy for advice on which FIC to use for your site set up, and installation.

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