FMBusinessDaily

Next-generation smart metering puts heat network residents in control

7 months ago

The UK's leading provider of metering and billing solutions for heat networks, Switch2 Energy, has launched the G10 Smart Metering Hub – its most advanced smart metering system yet – designed to improve efficiency, transparency, and cost savings for UK heat networks.

The next-generation device introduces a new standard in heat network technology, giving residents greater convenience and control over their energy use while providing landlords and operators with powerful tools to optimise heat network performance. Designed to give customers on residential heat networks the equivalent experience to those with direct gas and electricity.

Featuring real-time monitoring, improved data accuracy, and flexible payment options, the G10 ensures fair and transparent billing, helping to reduce waste and drive cost savings.

With an intuitive touchscreen display, residents can easily navigate their energy usage, check their balance, and access smart budgeting tools designed to help them stay in control of their heating costs.

The patent pending smart metering hub also introduces first-of-its-kind contactless top-up via NFC (near field communications), allowing payments through Apple Pay and Google Pay, alongside multiple other payment options. This allows tenants to easily manage their heating costs, helping them stay in control and avoid unexpected bills. Real-time tariff and credit management, all remotely controlled, means that both landlords and residents benefit from a more streamlined and responsive billing process.

The G10 Smart Metering Hub is designed for open access with unparalleled flexibility and ease of use, allowing operators or their agents to manage their heat networks with maximum efficiency. Through its open API Software as a Service (SaaS), the G10 offers seamless integration into existing CRM and billing

systems, providing a smooth transition and continuous compatibility with any billing provider.

Operators have the option to manage the system remotely via the G10 portal, where they can view live screens, adjust tariffs, manage credits and disconnection rules, as well as diagnose and resolve issues without the need for onsite visits. This innovative platform not only enhances operational flexibility by allowing for remote top-ups, tariff adjustments, and system reboots, but also enables operators to monitor and interact with up to four utility meters, providing access to detailed consumption data.

Richard Harrison, CEO of Switch2 Energy, said: “For too long, residents on heat networks have faced a lack of transparency and control over their heating costs, often paying over the odds for energy they cannot monitor or manage effectively.

“With unpredictable and rising energy prices putting even greater strain on households, the need for smarter, fairer solutions has never been greater.

“The G10 puts power back into the hands of residents and landlords – giving them real-time visibility of their energy use and the ability to make informed choices to lower their costs. At the same time, it enables heat network operators to drive efficiency, access real world data, reduce waste, and improve overall system performance.”

For landlords and housing providers, the G10 delivers unparalleled visibility over heat network performance. With its ability to display data from up to four utility meters – including heat, electricity, gas, and water – operators gain a holistic view of energy consumption. This enables them to identify inefficiencies, detect faults earlier, monitor resident well-being, and improve overall system reliability.

With heat networks coming under Ofgem regulation from 1 April 2025, bringing stricter requirements for fair and transparent billing, Switch2’s latest product ensures that landlords and local authorities can remain fully compliant while delivering best-in-class service to residents.

Available from 15 April, the G10 represents a major step forward in smart metering technology, making sure heat networks are cost-effective, efficient, and ready for a low-carbon future.