

Half Hourly Data Collection/Settlement (HH DC) FAQ's

Q What is the service being sold?

A Half Hourly (HH) Data Collection (DC)

Q What does the service include?

A Half Hourly data collection only

Q How much does this service cost?

A Please email sales.support@imserv.com with your requirements for a formal quote

Q Who is this service available to?

A Any HH customer who is not already subject to a direct data collection agreement with another HH data collector

Q Will the current DC charges from my supply bills be removed when I contract IMServ?

A Yes. Once a supplier has appointed IMServ as data collector they cannot charge the end customer for the same service. We recommend new DC customers check the first supply bill or two to ensure the supplier data collection charge has been removed as an extra precaution

Q What is included within the contract?

A IMServ's standard terms of business set out the terms upon which IMServ will provide the service together with a cost summary and schedule listing which meters the service applies to

Q What is the contract length of term for a HH DC contract?

A IMServ's standard minimum term is 5 years

Q What are the benefits of this HH data collection service?

A Secure, independent and day +1 access to data independently of the supplier. Risk of lost data or gaps in data greatly reduced by maintaining a separate data collector independently of the supplier