



IMServ
the power behind energy efficiency

About P272

What is P272?

Under the electricity trading arrangements, the settlement process encourages suppliers to buy just enough electricity to meet what their customers consume. This process is set out in Elexon's Balancing and Settlement Code (BSC).

To make this process more accurate and efficient the industry has requested a change in legislation.

As part of the industry review Ofgem has decided that from the 5th November 2015 larger non-domestic consumers, which are currently settled on estimated profile data, must have meters installed capable of recording actual Half Hourly (HH) consumption data and are settled within the Half Hourly market. This new legislation is known as "BSC Modification Proposal 272 ('P272')".

What happens next?

Why is P272 happening?

Suppliers need to balance the energy consumed by the end user with the energy purchased from the Generators. This is known as Settlement.

The aim of P272 is to make industry settlement more accurate by using actual HH values rather than those derived from average profiles.

Access to this HH data will also help distributors better understand electricity use, so they can ensure the networks are sufficiently developed and maintained.

Elexon has estimated that sites moving to the Half Hourly market will benefit from improved billing accuracy and creates opportunity for a reduction in energy costs, such as better demand controls and Time of Use (ToU) tariffs, based on reduced or relocated demand.



Which Electricity sites are affected by P272?

If you have any electricity sites currently with a Profile Class (PC) of 05-08 you must appoint an accredited Half Hourly Data Collector and Half Hourly Meter Operator to collect data using an accredited automated meter, which is capable of recording and sending regular Half Hourly usage data.

Your Profile Class can be found on the top left hand corner of your S (supply) number. If your S number shows either 05, 06, 07 or 08, then you will be affected by the changes brought by P272. Your S number can be found on your monthly invoice.



Once migrated the electricity site will be allocated a new Measurement Class of either E, F or G within the Half Hourly Settlement market.

For those sites that cannot have an AMR meter installed and are exempt such as Non Half Hourly (NHH) Export and where applicable, Unmetered Supplies (UMS), these sites may continue to be assigned to Profile Class 8 after 1st April 2017.



When is P272 happening?

Any Profile Class 05-08 MPANs with a working AMR (Automated Meter Reading) meter and whose supply contracts are due for renewal after 5th November 2015, must be migrated to HH Settlement within 45 working days of renewal date. All sites must be migrated by April 2017.

This means your Profile Class 05-08 MPANs will need to change from Non

Half Hourly Meter Operator and Data Collection Services to Half Hourly services when your Supplier contract renewal occurs.

For those customers whose contract end date falls after 1st April 2017, the change of Measurement Class process will be completed prior to April 2017 on a date determined by your Supplier.



What is IMServ doing?

IMServ is working closely with Suppliers and customers to ensure adherence to the industry changes and to ensure the complex management of these changes are hassle and risk free by maintaining data continuity.

New Half Hourly charges for those Code of Practice (COP) 10 sites currently on Profile Classes 05-08 will not occur until your Supplier moves your MPANs to the new settlement practices.

Where IMServ is instructed by your Supplier to migrate your site to the Half Hourly trading arrangements, in adherence to the new settlement standards, it is at this point a new IMServ charge will be applied.

You can choose to either opt for the industry compliant service for Measurement Classes E, F and G for these COP 10 sites or opt for the full Half Hourly Service that COP 2, 3 and 5 receive. This will provide you with a higher level of fault management and validation failure if your profile requires.

Where your site has yet to be migrated to the new settlement standard IMServ, as Meter Operator, can support your portfolios transition to ensure both the technical hardware, software and industry compliance changes are completed with minimal impact.

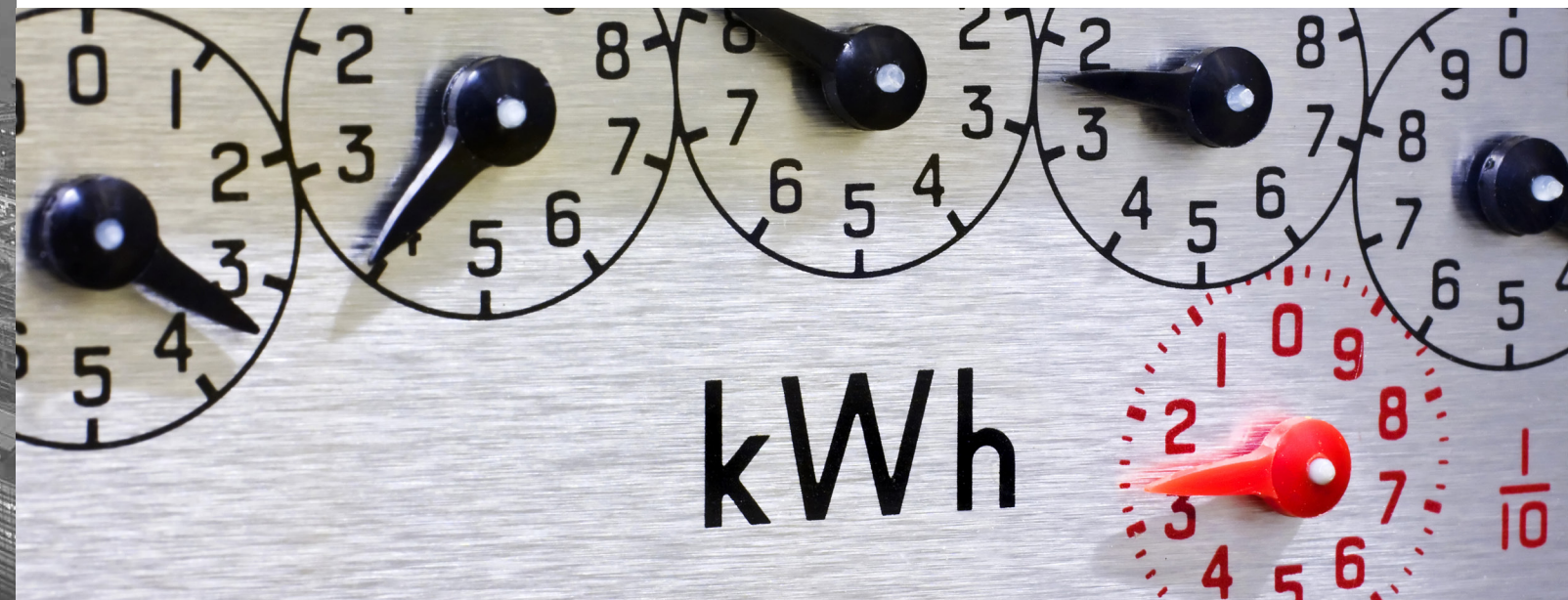
IMServ's work with the Suppliers should minimise the impact on you as the Energy User. Transactional arrangements may differ dependent on your Supplier. We will be happy to discuss further the impacts you may face.

In addition there is a risk you could lose up to 5 days' worth of consumption data due to the migration process; however where IMServ are appointed Half Hourly MOP, we will continue to provide access to your data in EDV uninterrupted.

What do you need to do?

As your current Profile Class 05-08 sites will no longer be applicable to the Non Half Hourly Data Collection Services, IMServ will offer a hassle free transfer of these sites to the Half Hourly Settlement Service along with highly competitive rates. If you do nothing your Supplier may assign a Half Hourly Data Collector on your behalf and you may lose visibility of your data and may be open to further charges to support this transition.

To maintain your independence we would strongly advise you continue to contract for your independent Data Collection and Meter Operation services from a high quality service provider, whilst discussing with your Supplier how they are going to transfer your sites to the new regulations.



Understanding the P272 services

Your P272 service can consist of three components:

- Ongoing Data Collection
- Meter Operator transfer
- Ongoing Meter Operator Maintenance

Meter Operator Transfer will be the transition phase from moving a site from the Non Half Hourly Profile Class 05-08 Service to the Half Hourly (P272) service. Depending on your sites current configuration, meter type and hardware set up it may need to be upgraded to a higher level of accuracy to support the new industry compliance. The ideal situation is that the meter and configuration have been previously installed in line with the Half Hourly market and will require minimal configuration to the new industry compliance. However, where the meter and set up is in line with the previous minimum Non Half Hourly configuration standards, an upgrade may need to be performed.

Where possible IMServ will look to recoup these costs for you from your Supplier or gain approval from your Supplier for them to pay the service charges upfront. Where your Supplier does not pay for these industry changes you may be liable for the industry upgrade transition.

Ongoing Data Collection will be the replacement industry Data Collection service after the Non Half Hourly Profile Class 05-08 service is no longer a valid industry service offering for those sites with a working AMR meter. The Non Half Hourly Service will be closed for a given MPAN only once the MPANs meter has been transferred to the new industry compliance settings. This is likely to be controlled by your Supplier and will often be tied in with your Supply renewal



date. Where you have multiple Suppliers or Supply contracts your portfolio may at any given point have a mix of Non Half Hourly Profile Class 05-08 services and Half Hourly (P272) services.

The new service will be in line with the industry changes to support a more accurate collection of energy data that will support Suppliers and their end customers in securing efficiencies, demand management and end customer benefits, such as tariff adjustments.

Meter Operator Ongoing will be the ongoing maintenance of your meter configuration and fault management in line with the new HH settlement code.



IMServ's Meter Operator Accreditations

IMServ's extensive range of communications solutions delivers the best possible outcomes when dialling meters remotely. When changing Agent, Supplier, equipment or communication methods, IMServ's fully interoperable services minimise the need for more costly manual meter reading.

IMServ has been delivering specialist Meter Operation services since 2001. IMServ are fully independent of all suppliers and manufacturers and therefore are able to supply, install and support a wide range of approved Non Half Hourly and Half Hourly industry meters and multi utility metering solutions to meet individual customer requirements.

IMServ can provide and support a wide range of communications options along with ongoing maintenance service to support the life of the contract.

Our national accredited Meter Operator service is fully compliant with the Industry Service Levels to which all meter operators must comply for a full end to end service. Above are our primary accreditations and memberships.

Further information can be supplied upon request.

IMServ's national Meter Operation Service includes the following key activities which are carried out in accordance with the Industry agreed procedures and regulations:

- Specification and supply of metering and communications equipment
- Maintenance of equipment and communications
- Site surveys
- Management of large install programmes
- Configuration of meters

IMServ's dedicated Meter Operator team use experienced qualified engineers, technical analysts and process operators to deliver the services, review and resolve faults and progress issues. In its capacity as a Meter Operator, IMServ is regularly audited by the Meter Operator Code Of Practice Association (MOCOPA) to assure compliance with the Industry Code of Practice. All IMServ meter technicians are fully qualified/ certified with:

- Fully equipped with PPE (Personal Protective Equipment)
- Health and Safety trained
- Hazard awareness trained
- Licensed Meter Operators (as per MOCOPA)



IMServ's other services

IMServ also specialises in many other areas of energy management to compliment any energy strategy.

There are to name just a few:

- Half Hourly and Non Half Hourly Data Collection
- Half Hourly and Non Half Hourly Meter Operator Services
- Data Retrieval
- Multi Utility AMR Services:
 - Electricity
 - Gas
 - Water
 - Heat
 - Steam, and more
- Export and renewables Metering
- Sub-metering and aM&T:
 - Simple applications
 - Complex multi utility application
- FTP data distribution
- Controls
- Energy Management Bureau
- Water Efficiency Consultancy



IMServ in brief

Founded in 1992 IMServ, formerly UKDCS was established to provide the UK's sole interval data collection services function. In 2009 we moved to onsite energy management to further support energy users by offering aM&T and BEMS and Control services.

In 2013 Invensys was acquired by Schneider Electric. Schneider Electric specialises in electricity distribution, automation management and energy management. The acquisition will further strengthen IMServ's business strategy and service offerings to all of its customers.

IMServ has established itself as one of the leaders within the energy industry, delivering more knowledge to more customers in more places, meeting industry targets and becoming a benchmark for excellence.

ServiceMark

Accredited from Aug'13 - Aug'16



- Independent of all utility companies.
- A market share of 43% in the half hourly data collection market.
- Certified to all relevant industry standards (HH and NHH MOP and DC) to provide assurance and ensure operational efficiency.
- Remotely monitors over 225,000 metering systems.
- IMServ EDV online portal delivers around 850,000 energy and utility management reports to its customers.
- Institute of Customer Services accreditation and viewed by our customers as Trusted Experts.
- Regularly exceeds 98% data performance targets.
- Collect some 80 billion individual units of energy data per annum. IMServ operates as an Elexon fully accredited Balance and Settlement Code (BSC) Party Agent for Half Hourly and Non-Half Hourly data collection and aggregation services.
- We offer services to a wide range of commercial energy users from various sectors as well as Energy Management Consultancies and Suppliers

IMServ's Customers

IMServ has already delivered a large number of solutions similar to your requirements. Our extensive experience in delivering energy management and carbon reduction solutions means that customers can be confident in our ability to deliver a robust service tailored to your needs.

We work with all manner of businesses and organisations of all portfolio sizes. Here are just a few companies. If you would like to read feedback from our customers please visit: www.imserv.com/resources/casestudies



Waterstones



hmv.com



CAPITA



Go-Ahead



SuperGroup Plc

Can we help you further?

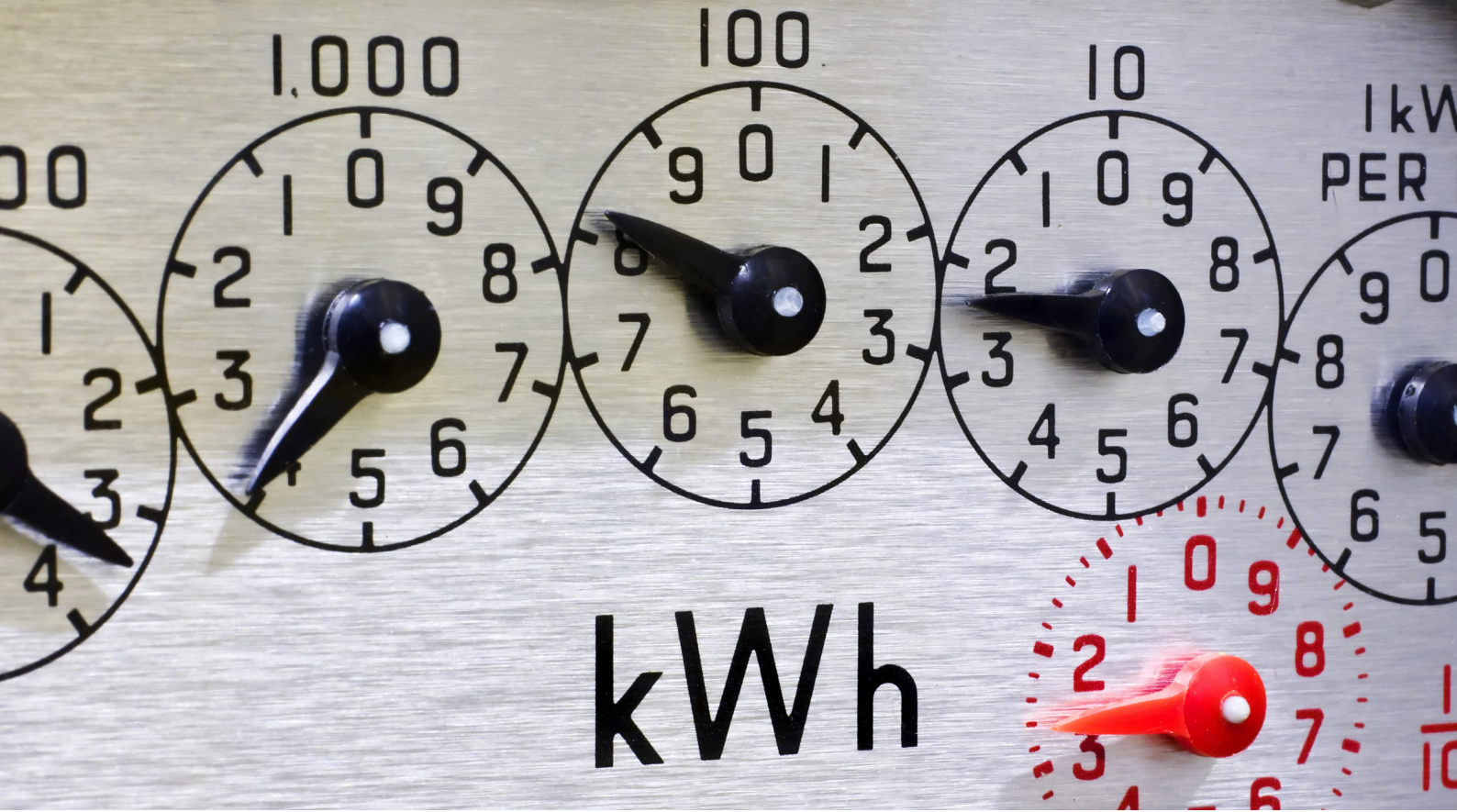
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