

Non Half-Hourly Automated Meter Reader (NHH AMR) FAQ's

Q What does the service include?

A NHH AMR service includes:

1. Sale of a NHH compliant meter
2. NHH Meter installation service
3. Fully inclusive maintenance
4. Communications rental charge
5. Daily data collection service with register read to NHH supplier

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 commercial and industrial customer with the need for a NHH AMR, Meter Operator and Data Collector.

Q How do IMServ compare to other NHH AMR Providers?

A We believe we remain the most cost effective and customer centric driven NHH AMR provider in Great Britain and have been so for many years.

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

A Yes for monthly read sites. Once a supplier has appointed IMServ as data collector for a NHH site where we are also meter operator they cannot charge the end customer for the same service. We recommend new NHH 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 detailing the prices that apply to each element of the service, plus a schedule listing which meters the service applies to.

Q What is the contract length of term for a NHH AMR contract?

A IMServ's standard minimum term is 5 years.

Q How frequently will I be invoiced for the service?

A You will be invoiced for the sale and installation of the meter once installation has taken place. All other charges will be invoiced annually in advance. IMServ will use the billing address provided at the time you sign your contract, if these details change at any time then please let us know as soon as possible on 01908 257529.

Q How will I be invoiced?

A Please note that we normally provide one invoice per customer, which includes all sites. If you require separate invoices for individual sites, or have any other bespoke invoicing requirements this will incur an additional charge.

Q What are the benefits of this NHH AMR service?

- A**
- IMServ is a fully industry compliant NHH AMR provider with over 10 years' experience.
 - Secure data independent of the supplier.
 - Risk of lost data or gaps in data greatly reduced by maintaining a separate data collector independent of the supplier.
 - A NHH AMR service independent of the NHH supplier will greatly reduce complexity in the long term by ensuring ownership of the meter assets remains with the client which in turn means uninterrupted secure access to energy consumption data independent of the supplier.
 - The end user customer benefits from an independent NHH AMR service reducing reliance on their suppliers for data