

## Half Hourly Data Collection/Settlement (HH DC) FAQ's - Partner Information

**Q What is the service being sold?**

**A** HH data collection

**Q What does the service include?**

**A** HH data collection only

**Q How much does this service cost?**

**A** Please refer to the HH data collection sheet of your price book.

**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 supplier remove the current DC charges from my clients supply bills when they 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 services to my Energy Consultancy and to my customer?**

**A**

Benefits to Partner/Introducer:

- 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.

- The end customer will see that the introducing partner has saved them money by selling them an independent data collection service, this will strengthen the relationship.
- Commission and/or Management Fees for your business can be used where applicable.

Benefits to end user:

- 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.
- End customer saves money (typically £435 per MPAN over 5 years\*).
  - \*Assuming customer is paying an industry average of £21 per month for HH data collection/settlement services.

**Q Who are the contracting parties?**

**A** The contracting parties are IMServ and the end user customer.

**Q How frequently is the customer invoiced for the service?**

**A** The customer will be invoiced for the sale and installation of their meter after IMServ has installed and commissioned the meter. All other charges will be invoiced annually in advance. IMServ will use the billing address provided at the time the contract is entered into by your customer. If these details change at any time then please let us know as soon as possible on [01908 257529](tel:01908257529).

**Q What does the Introducing Partner receive?**

**A** Guaranteed day +1 access to their customer's HH data.

**Q What do we need from the Introducer to prepare an end user contract?**

**A** Registered company name, registered address, invoice address, company registration number, contact name, phone number, email address, MPAN number, supplier name.

**Q How long does it take to produce an end user HH Data Collection only agreement?**

**A** Three working days or less.

**Q What happens next?**

**A** The Introducing Partner presents two copies of the contract to their customer to check and sign. Once signed by the customer the contract should be returned to IMServ.

**Q How long does it take for IMServ to process and countersign the signed agreement?**

**A** We endeavour to obtain countersignature within 3 working days.

**Q What happens next?**

**A** After signing your contract, our dedicated Service Management Team will manage the process, working with your energy supplier to arrange all of the necessary industry standard flows which govern the implementation of metering and data services. This process is outside IMServ's control and is governed primarily by your supplier and by any existing service providers. Consequently it is dependent on their co-operation and can take up to 10 working days. You should be aware that IMServ is not permitted to start delivering the service until these industry flows are in place. Once we have these important industry flows in place we will begin collecting your data. If you have any questions you can contact our Customer Care Team on 01908 257529.

**Q What does the Introducing Partner receive?**

**A** A weekly status report for larger introducers giving visibility as to the stage we are at in the installation process. The Introducing Partner will also receive commission and or management fees where they have been agreed in advance with IMServ.

### **Please Note**

Commissions and management fees are only payable where agreed in advance and where the service has been delivered, invoiced and paid for by the end user.