

Half Hourly Meter Operator (HH MOP) FAQ's - Partner Information

Q What is the service being sold?

A HH Meter Operations (COP5 and COP3)

Q What does the service include?

A HH Meter Operations service includes:

1. Sale of a HH compliant meter;
2. Meter installation service;
3. Fully inclusive maintenance;
4. Communications rental charge.

Q How much does this service cost?

A Please refer to the HH MOP sheet of your partner price book.

Q Who is this service available to?

A Any customer with a HH meter who is obligated to have a qualified Meter Operator appointed.

Q How do IMServ compare to other HH Meter Operators?

A We encourage our partners and customers to benchmark our service and price proposition. We believe we remain the most cost effective and customer centric driven Meter Operator in Great Britain and have been so for many years.

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 term for a HH MOP contract?

A IMServ's standard minimum term is 5 years.

Q What are the benefits of this HH MOP services to my Energy Consultancy and to my customer?

A

Benefits to Partner/Introducer:

- IMServ are a fully industry compliant meter operator with over 10 years of experience.

- Improvement of partner customer relationship through reduction of cost with the introduction of an independent meter operations service.
- Commission and/or Management Fees available where applicable.

Benefits to end user:

- The end user customer can save money (typically £500 per MPAN over 5 years*)
 - * Assuming the customer is paying an average of £254 per annum for HH COP5 meter operations 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 How do we invoice the customer?

A Please note that we normally provide one invoice per customer, which includes all sites. If your clients require separate invoices for individual sites, or has any other bespoke invoicing requirements this will incur an additional charge. For meter operations, the cost in year 1 will be greater as this includes the cost of a meter plus installation (these are both one off costs) as well as a fully inclusive maintenance and communications rental charge. Costs for Years 2 onwards will only include maintenance and communications rental, however these charges will be subject to an increase in line with RPI each year.

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.