

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

Q What is the service being sold?

A NHH AMR

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 day+1 access to data via our EDV Webtool and register read to NHH supplier.

Q How much does this service cost?

A Please refer to the NHH AMR sheet of your price book.

Q Who is this service available to?

A Any commercial and industrial customer with NHH meter who is obligated to have a qualified NHH AMR provider appointed.

Q How do IMServ compare to other NHH AMR Providers?

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 NHH AMR provider in Great Britain and have been so for many years.

Q Will the supplier remove the current NHH data collection charges from my clients supply bills when they contract with IMServ directly?

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 What are the benefits of this NHH AMR service to my Energy Consultancy and to my customers?

A Benefits to Partner/Introducer:

- IMServ are a fully industry compliant NHH AMR provider with over 10 years of experience.
- 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.
- 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.
- Commission and/or Management Fees available where applicable.

Benefits to end user:

- Secure independent and day +1 access to data independently of the supplier.
- Powerful EDV (Energy DataVision) webtool provided as standard.
- Risk of lost data or gaps in data greatly reduced by maintaining a separate data collector independently of the supplier.
- Extremely competitive service and possibility of having all your HH, NHH, Gas, Water and sub metered data hosted in one place.
- The end user customer benefits from an independent NHH AMR service reducing reliance on their suppliers for data
- Who are the contracting parties? 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.

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.

Q How will my customer be charged?

A For NHH AMR, 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, communications rental charge and data collection charge. Costs for Years 2+ will only include maintenance, communications rental and data collection will naturally be lower, however these recurring charges (after year 1) will be subject to an increase in line with RPI each year.

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

A All details IMServ require to prepare an end user contract are contained within our MOP template which we provide on request. This should be completed and returned to IMServ with the request for each new client contract.

Q What happens next?

A The Introducer 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 What happens when IMServ receive the contract?

A The contract is processed and countersigned and a copy of the agreement will be returned to you.

Q What happens next?

A Following contract signature as outlined above, our Service Management Team will manage the process, working with your customer's energy supplier to arrange all of the necessary industry appointments which govern the implementation of metering and data services. Whilst IMServ will endeavour to assist in obtaining these appointments as quickly as possible, it is always subject to the co-operation of the customer's supplier to appoint IMServ and until these appointments are received, IMServ is not permitted to provide the service (including the installation of meters).

Q What does the Introducer receive?

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

Q Where can I get more information?

A Please contact the Customer Care Team on [01908 257529](tel:01908257529) or by email at Customer.Care@imserv.com. In addition, larger Introducing Partners receive a weekly portfolio summary report which will list all MPANs in your portfolio. This will also give you visibility of MPANs with signed contracts awaiting service delivery.