



## Smart Focus Solutions

IMServ will be offering a full range of Smart solutions for challenging environments which include;

### **Shared Cut Out Services**

The shared cut out services include the provision of two or more customers sharing the same distribution fuse, which supplies their electricity through individual meters.

### **Metal Clad Cut Out Services**

IMServ cater for the metal clad cut outs and carry out bespoke risk assessments, as well as site surveys to enable a greater volume of meter exchange changes quickly and efficiently, without the need to engage local DNOs which can often delay the install.

### **Asbestos**

IMServ understand how to manage asbestos appropriately and customer concerns to give a positive customer interaction; their Asbestos service provision includes a qualified, trained Meter Technician surveying a potential recognised asbestos site and undertaking a best practise site survey and risk assessment.

Where there is no asbestos risk, a smart meter can be installed on the first visit. In cases where a potential asbestos risk is identified, IMServ will follow industry practises and work with the registered DNO to resolve the issue. At all times IMServ will follow a duty of care service provision where our Meter Technicians have been trained to the highest standard.



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## Smarter planning, rollout and operations

At IMServ, we realise the Smart rollout will not always be a straightforward install for a significant number of customers, businesses and sites. Installing a Smart meter in a number of problematic sites will be challenging - reports of up to 30% of the 51M will bring install challenges.

Some of the industry meter installation challenges to name just a few include multiple dwelling units (MDUs), converted buildings, asbestos sites, business-residential buildings that share the same fuse and the ability to install a meter in an inaccessible area.

Control of the cost base will be critical. That means minimising premises visits and making sure installations, replacements and repairs are done right first time, even in the most challenging environments. There is a window of opportunity to get surveys done and schedule meter installations. Therefore, it requires the most effective management of field operations, using the highest level of meter installation expertise.

With over 20 years of metering heritage across the half and non-half hourly market, as well as specialist sub-metering knowledge, IMServ have extensive experience in dealing with sites and customers that require a specialist skills' set.

Through a focus on problematic, hard to install household and small business sites which require a high level of expertise and skills' set, IMServ offer a dedicated service to resolve legacy issues that will come about as a result of the Smart meter transition.