

# Get ahead of the competition

with specialist Meter Operations and Data Collection



**IMServ has been working closely with utility companies since 1992, providing a complete range of Half Hourly (HH) and Non Half Hourly (NHH) metering and data services, delivered at competitive prices.**

We can assist your organisation in meeting settlement requirements by delivering daily interval data that improves the accuracy of your customer billing.

Our Supplier customers are able to avoid industry settlement fines with help from our accredited data services which meet industry settlement requirements.

Established in 1992, we are experienced experts in what we do. To date our energy monitoring services cover 25% of the UK's entire electricity consumption with over 275,000 metering points.

# Keeping you up to date on your customer portfolio

Staying abreast of the stream of industry changes is a challenge for many organisations. With our extensive industry expertise we can guide you on implementing regulatory change and achieving compliance.

Our Supplier customers receive end-to-end support from focused Customers Relationship Manager (CRM) who support query management and provide proactive updates on your customer base. IMServ is an accredited member of the Institute of Customer Service, which recognises our strength in providing expert technical support.

As part of our customer service delivery you will also receive comprehensive reporting detailing data performance, meter installation volumes and the status of your portfolio.

## Nationwide Meter Operations

We install, commission and maintain a range of HH and NHH meters. Our breadth of metering expertise ensures your customer portfolio has metering in place, even in complex and difficult environments.

We use certified meter manufacturers and our meters are installed under our installation accreditations, including MOCOPA.



Our UK wide Field force delivers metering services to all UK customer sites and is SMiCOP compliant. IMServ is proud to hold comprehensive industry accreditations and is a fully accredited Balancing and Settlement Code party agent on behalf of ELEXON for HH and NHH Data Collection and Aggregation services.

As well as managing new meter installations, we also offer Meter Adoptions to support your new business acquisitions, by minimising meter replacements, customer impact and ensuring continuous data provision.

## Improve billing accuracy

Our Data Collection services deliver highly precise meter readings, to improve the accuracy of your customer billing.

With specialist systems to process industry flows and validate incoming usage data, our HH and NHH services ensure a high level of accuracy when processing and aggregating your customers' data. All this combined with UK based back office support to deliver an end-to-end energy data management solution to your organisation.





### **End-to-end support**

Focused single point of contact  
and proactive customer service

### **No upfront payments**

Payment for services monthly in  
arrears

### **Specialist solutions**

Leading experts deliver HH and  
NHH metering and data services

### **Expert industry guidance**

Successfully implement industry  
change for full compliance

### **Avoid settlement fines**

High data performance meeting  
industry settlement standards



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