

Managed Services

Delivered by the Calisen Group

Firmware Image Service and Smart
Commissioning Overview



Managed Services

The Calisen Group is introducing a Managed Services programme.

Our Managed Services programme aims to help energy suppliers to:

- ✓ Maximise the volume of your meters operating in smart mode.
- ✓ Reduce the effort involved in managing smart meters to enable you to concentrate on core business functions.
- ✓ Use our scale and experience of working with different manufacturers, energy suppliers, installers and DCC adapters to improve the efficiency and effectiveness of your smart meter roll-out.



Managed Services



Why Trust Us?

- In 2002, Calvin Capital pioneered the concept of Meter Asset Provision (MAP) and is committed to supporting the national rollout of smart meters.
- Lowri Beck has been providing metering services to energy suppliers since 1996.
- In 2019, both companies were brought together under the Calisen Group to provide combined expertise across all aspects of metering.
- Our interests are aligned with energy suppliers – we want to support an efficient roll-out and ensure smart meters remain installed for their whole lifespan.
- Between Calvin Capital and Lowri Beck, we provide services to most British energy suppliers including British Gas, Bulb, EDF, Octopus to name just a few.
- To date, Calvin owns and manages over 7m smart meters, which is continually increasing to support Energy Suppliers reach their targets.
- Lowri Beck have installed over 1 million smart meters to date.
- We have strong working relationships with all leading meter manufacturers.



Firmware Image Service

The Firmware Image Service is the first solution in the programme we've developed to support your business.

- All energy suppliers are individually responsible for updating firmware on meters they supply.
- Keeping firmware up to date can help to reduce customer-facing issues and keep meters connected to the network.

The Challenge

- Customer churn is around 18-20% per annum, meaning a rapid increase in 'unfamiliar' meters.
- It can be difficult to set up contractual relationships with meter manufacturers.
- Securely transferring firmware images and information may also be difficult.
- Complex portfolio management across a variety of meter variants and manufacturers.



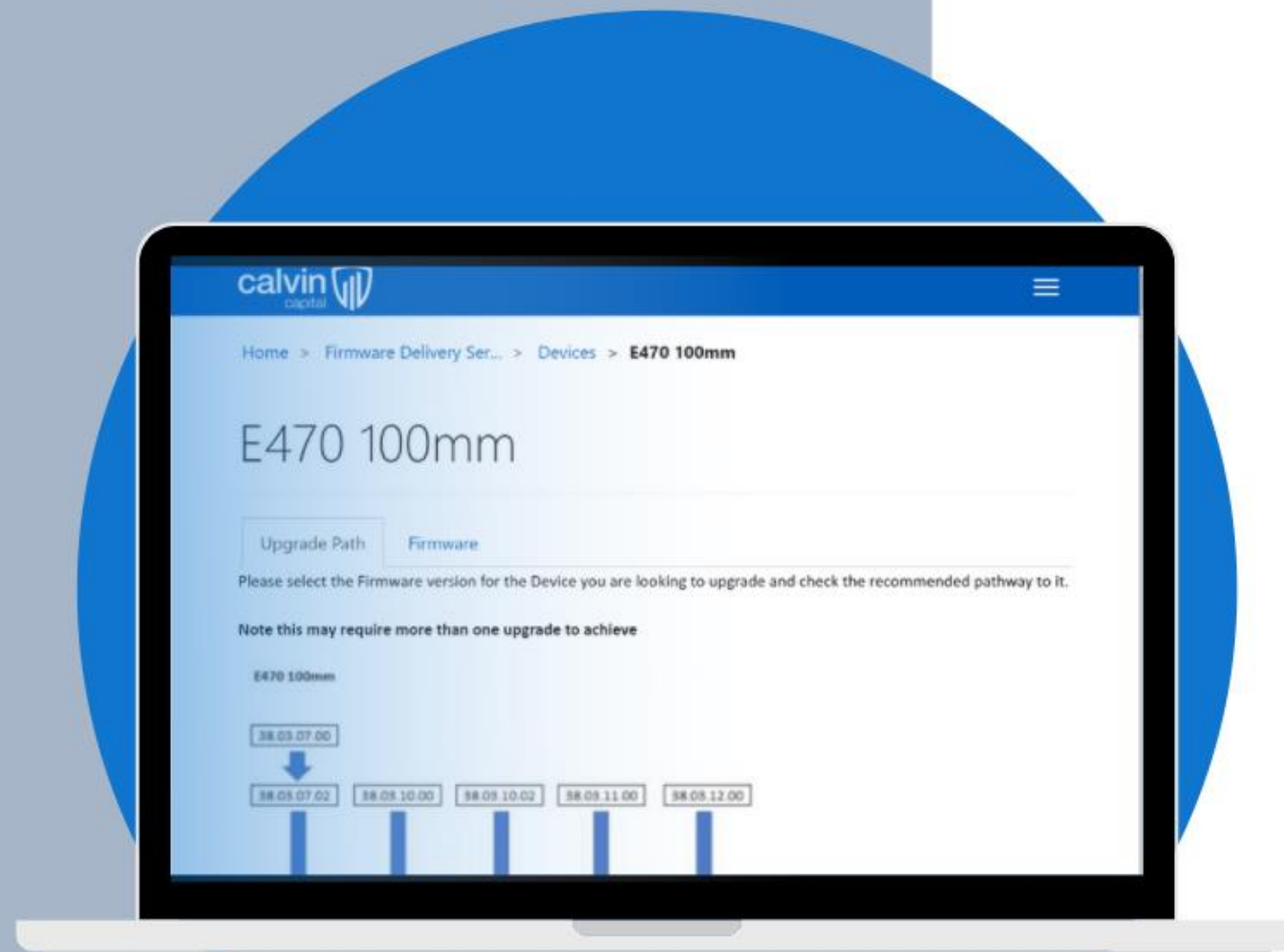
Firmware Image Service

Our Solution

We will take the pain out of accessing and maintaining firmware data.

Calvin Capital's Firmware Image Service solution (web portal):

- Allows energy suppliers to download Firmware Images and documents for multiple meter manufacturers.
- Free of charge service.
- Compliant with ISO27001 and auditable.
- Access is controlled by Calvin and secured with multi-factor authentication.
- All parties to agree to terms of use before being given access.
- Only manufacturers are able to amend uploaded data.
- Data is held in a library giving energy suppliers the ability to search and download.
- We are currently working with L&G and Honeywell to provide this data. Other manufacturers will be added soon.



Establishing Smart Communications

The Challenge

- A common industry issue is that some smart meters cannot be communicated with, either because they were not successfully commissioned or have lost connection to the Home Area Network.
- This causes significant problems for you and your customers:
 - Increased costs due to the requirement to read meters manually.
 - Your customers will no longer see real time energy usage on their IHD or Smart devices.
 - Customers need to provide manual meter readings for smart meters.
 - Reduced smart meter reads impact reads performance and settlement.
 - Reflects negatively on smart metering perception.



Establishing Smart Communications



Our Solution

- Our solution is to send a field support services operative to your customer's home to establish communication with the meter by:
 - Verifying the assets on site and their status
 - Carrying out commissioning steps
 - 'Power cycling' communications hubs
 - Exchanging batteries
- A recent trial has delivered a success rate of over 80%.
- You can avoid the cost of sending out a Smart dual fuel trained engineer, allowing them to focus on new and replacement installations.
- Lowri Beck will manage the end-to-end customer booking journey for you.
- Lowri Beck's trained operatives will manage the onsite experience with your customers. They will call your back office to initiate the commissioning process if required.
- Collect accurate information to enable commissionings, such as device GUIDs, serial numbers, location, and obstructions.



Managed Services Summary

MAP Data Portal Services

Firmware Image Service

A central portal to access firmware images and upgrade paths for multiple manufacturers

Asset Information & Technical Data

Technical meter data and usage instructions in one place

Invoices, Backing Data & Rate Card

Easy access to all the data you need to verify and manage meter rental payments

Installation Code Sharing

Access to installation codes to allow you to commission inherited meters

Performance Insight and Benchmarking

Understand how your performance compares to other suppliers

Field Support Services

Meter Commissioning/Pairing

A physical presence in customers homes to pair devices and manually operate meters

Battery Replacements, Wind-ons

Exchange batteries following alerts or issues raised by customers. Conduct wind-ons

Batch Failure/Recall Management

Booking and carrying out replacements, managing return and triaging of meters

Face-to-Face Installation Bookings

Use our field force to generate smart meter appointments

Smart Device Dispatch and Commissioning

Manage logistics and commissioning of IHDs, CADs and PPMIDs to meet customer requests



Keep In Touch

This is just the first step. We've got many more services specifically designed to help you coming soon.

Get in touch with Joe, our Commercial Director for more info at joe.unsworth@calvincapital.com

