

WELCOME TO THE ERA OF METER INTELLIGENCE

A new era of intelligence

The transition to cleaner, cheaper energy is accelerating, and it's crucial we don't lose pace. With the rapid increase in consumer demand for low-carbon technologies, it's vital we have a reliable, fully functioning smart meter network.

Smart meters are the critical bit of kit that make the most of electrified transport, heating and solar power.

The new Meter Intelligence platform from Calisen helps energy suppliers proactively monitor their smart meter portfolios, pinpoint communication faults, and remedy any issues before they impact the network and customers.

A smart meter isn't smart if it's not communicating

Right now, over 3 million smart meters across the country are not sharing the vital data that they harness – preventing customers from tapping into the latest flexible tariffs, monitoring their energy usage and making the most of their low-carbon technologies. This communication blind spot is restricting the true potential of the smart meter network.

Since May 2026, tightened regulation requires energy suppliers to take all

reasonable steps to remedy non-communicating smart meters within 90 days. While taking steps to ensure more meters are communicating is the right thing to do, and benefits us all, there is a danger that a 'quick fix' is replacing the meter, rather than identifying the underlying cause.

We need a faster, more reliable way to understand smart meter communication issues, prioritise action, and keep more units operating in smart mode.

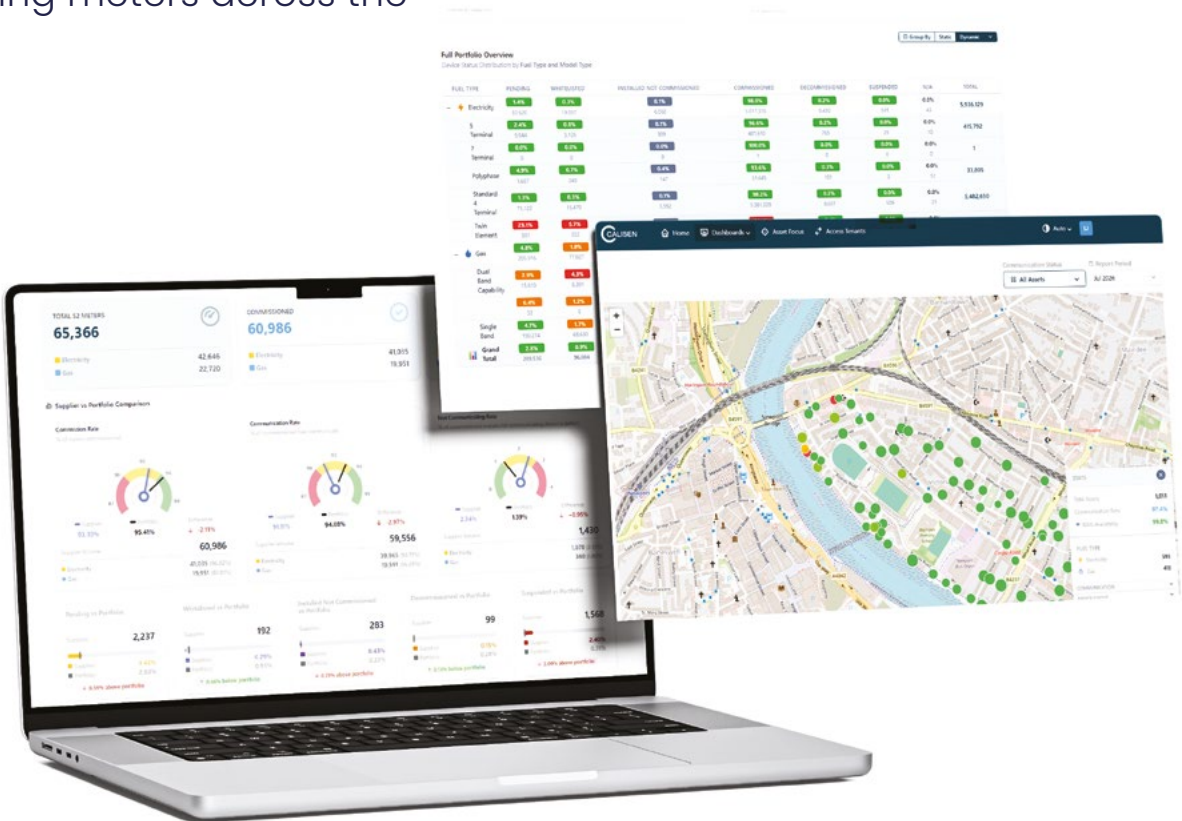


Eliminating this blind spot is key to Great Britain's smart energy future

Meter Intelligence from Calisen has been engineered to keep smart meter portfolios communicating. Drawing deep insight from millions of meters across Great Britain, our first of its kind software transforms data into clear, actionable intelligence.

The platform pinpoints non-communicating meters across the

network and identifies a range of possible causes of communication failures. This ensures that the right fix can be deployed as rapidly as possible. This could include targeted physical maintenance, provided by our Calisen Smart 360 service, or remote, automated fixes that remove the need for a home visit.



Together we can achieve total visibility of assets nationwide

At Calisen, we believe in the power of making the most of the smart meter performance data we have available. Meter Intelligence delivers high-value data, anonymised benchmarking, meter verification, and advanced analytics, giving you full visibility of your own portfolio and how it compares to averaged performance across the wider network.

This industry-wide data sharing empowers energy suppliers to:

- Identify supplier-specific issues as well as broader market patterns
- Analyse performance by device, firmware, communications hub, and geography
- Prioritise interventions based on the likely root cause, the operational impact and proven fixes from similar cases



Let's build a smarter utilities network that works for everyone

Meter Intelligence from Calisen is a pioneering development, giving unique insights into the workings of Great Britain's largest smart meter footprint. It is the only platform that can give the intelligence needed to get the smart meter network communicating properly. More operating smart meters means better overall grid management and less pain for customers, unlocking measurable operational benefits:

- Reduce non-communicating meter backlogs before they become a larger problem

- Improve half-hourly performance for settlement
- Reduce unnecessary site visits and lower operational costs
- Empower more customers to enjoy the full benefits of smart metering, including access to flexible and more efficient tariffs

As an industry, together, we can build a smarter utilities network that works for everyone.





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