

CALISEN SMART 360

The energy landscape is changing fast

Consumers and regulators are demanding a smarter, greener, cheaper future.

There are 3.3M non-communicating smart meters across Great Britain

Keeping our smart meter network communicating is key to getting smarter energy to all. To help meet this challenge, Calisen is committed to helping suppliers meet the government's proposed 90-day smart meter recovery target. Plus, changes to the UK's electricity market means that the billing settlement window will reduce from the current 14-month period to 4 months. Calisen Smart 360 has been designed to solve any smart meter issues, fast.



Keeping Britain's smart meter network connected

Calisen Smart 360 gives energy providers flexible access to solutions that enable and retain smart meter communications, for both domestic and non-domestic customers, without the need for us to own or install the meters. With end-to-end management, industry insights from millions of installs, and services designed to be non-intrusive, we help suppliers focus on their customers while keeping meters on the wall whenever possible.



We've transformed from a pure metering business into a smart energy infrastructure company



We're constantly growing our workforce to meet the challenge of non-communicating meters and the 4G roll-out

500+ meter reading operatives nationwide

90+ upskilled Smart 360 agents

400+ meter installers

Calisen Smart 360 core services



Smart Reboot

Use our nationwide teams to help quickly and simply resolve issues with non-communicating smart meters. We can verify assets and their status, carry out commissioning steps, 'power cycle' communications hubs, exchange communication hubs and exchange SIM cards and modems for automated meter reading (AMR) meters.



Smart Revive

Extend the lifespan of gas meters with a quick and easy battery replacement.



Smart Firmware

An online tool that simplifies and accelerates the way smart meters receive their firmware updates.



Smart Triage

If a problem can't be solved remotely or on-site, the meter can be removed and diagnosed fully to assess the appropriate next steps.



Smart Software

Our software package gives energy suppliers rapid access to insight on all of their smart meter data.

Smart Reboot



Benefit from our wide experience of resolving communications issues with a range of combinations of meters and communications hubs.

Key Smart Reboot benefits:

- Asset verification
- Meter commissioning
- HAN join
- Communications hub power-cycle
- Communications hub and modem exchange

Customer Engagement

- We manage a multi-channel campaign to book customer appointments directly using outbound calls, digital and two-way text
- Energy supplier agents and customers can book appointments directly using booking portals and APIs
- Our Smart 360 field team carry out warm calls to carry out activity without an appointment
- Certain jobs can be done without the customer present if the meter is external

Onsite Activity

- Activity is carried out by Calisen's trained Smart 360 field agents
- Our process allows communications hubs to be exchanged without needing a fully-skilled meter installer as the main fuse does not need to be removed
- Field teams raise referrals or escalations for metering and revenue protection issues as needed to the energy supplier, the DNO or other parties
- Additional onsite tasks, such as gas meter battery replacement or IHD installation, can be completed alongside communications hub replacements

Commissioning Support

- We use our own field hardware to trigger service requests for communications hub exchanges, via supplier apps or DCC adapter integration
- Energy supplier hardware can be used, but this may reduce efficiency and add complexity
- Our back-office technical and commissioning teams provide full support to the field team

Smart Revive



The lifespan of a gas meter can be extended by a quick and easy battery replacement.

- Our field team will replace the batteries in your gas meter portfolio
- Activity can be carried out to your targeting priorities, e.g. meters over 'x' years old
- Safe transportation and storage of new and old batteries
- Batteries can be replaced alongside other activity (e.g. 4G communications hub roll-out) to maximise cost efficiency
- Disposal and recycling of batteries managed in

- accordance with legislation
- Procurement of range of batteries managed
- Calisen can contribute to the cost of batteries for Calisen MAP meters
- Full reporting suite to track activity and understand extended meter life

Benefits

- Revive can help boost the volume of communicating smart meters in the network
- The simple process is a cost-effective solution to maintaining legacy metering units



Smart Firmware



An online tool that simplifies and accelerates the way smart meters receive their firmware updates.

- We host firmware images and hold information for Landis+Gyr, Honeywell, Kaifa and GWi with more to be added
- Clients receive automated e-mail notifications when new firmware is uploaded
- Access is secure and controlled via an ISO27001-compliant portal
- Images and files are uploaded directly by the manufacturer
- This service is free of charge

Benefits

- All firmware information is in one place, so there's no need to manage multiple manufacturer channels
- Manufacturer information is displayed in a consistent format, leading to reduced energy supplier effort
- The platform has been designed to make upgrading metering assets as quickly and simply as possible



Smart Triage



If a problem can't be solved remotely or on-site, the meter can be removed and diagnosed fully to assess the appropriate next steps.

- We can rapidly assess the status of returned meters in accordance with manufacturer guidelines
- Units can be categorised as: reusable, damaged, potential warranty, unusable due to customer data, or requires further triage/reset
- Calisen can manage the warranty return process with assets and logs directly to the manufacturer

- Jobs are scalable to meet varying needs – from large asset backlogs to smaller regular BAU batches

Benefits

- Our fully outsourced model allows energy suppliers to focus on core activities
- Our rapid response will be designed around your specific requirements
- The service saves on 'no fault found' fees from Manufacturers
- We aim to cut the costs associated with 'off the wall' assets



Smart Software



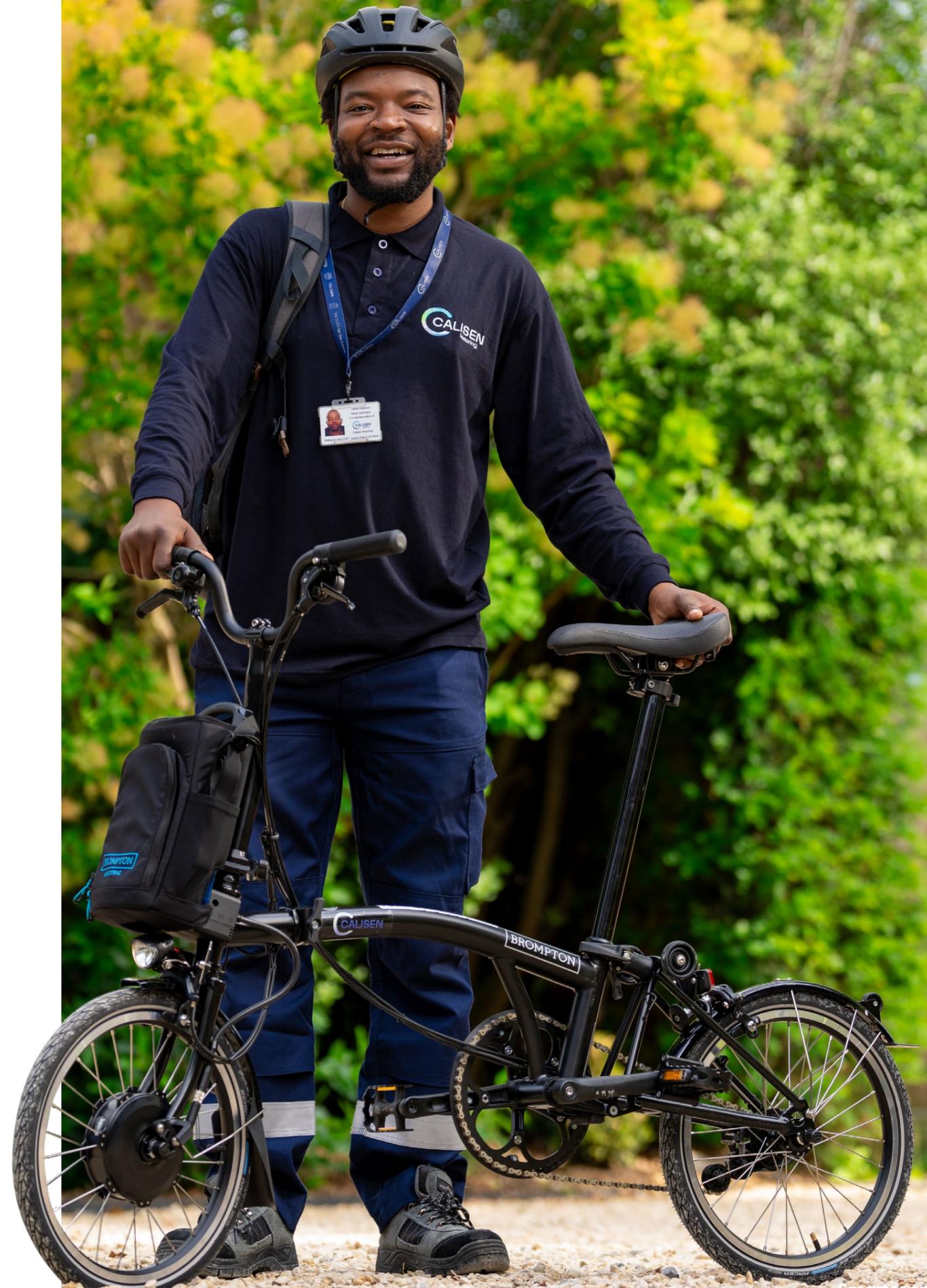
Our software package gives energy suppliers rapid access to all of their smart meter data, helping them stay in control.

- The software empowers our customers with smart meter insights, including comparison data and an overview of consumption
- We provide clients with personalised tips to help them understand energy more sustainably

- The system helps deliver targeted communications with enriched and cleansed customer data sets.

Benefits

- Each customer can tailor their experience to their needs
- The advanced software can help improve the efficiency of operations across your organisation
- Having full control of all of the data that matters can rapidly drive down costs



Our mission is simple: to bring smarter energy to all

We own, install and manage essential infrastructure assets. Through smart metering and data services, we're building a more sustainable, smarter world for the next generation.

We're committed to pushing the boundaries of what's possible, to deliver the infrastructure and technology needed to power our world more sustainably.

16M+

meters that we own, track
and bill within our portfolio

277K+

**In 2024, we installed over
277,000 smart meters
across Britain**

~40%

**of all smart meters in the
UK currently installed,
are owned by Calisen**

Calisen are uniquely positioned to deliver the scale required for smart meter communications support

Calisen Smarter Energy Academy

- Development and delivery of training and upskilling courses that include communications hub exchanges

Scalable workforce

- By upskilling over 90 data readers to date, our talent pool can be deployed over multiple skill levels, making our workforce highly adaptable

Internal recruitment team

- Recruiters specialised to the needs of the role with existing networks in the right areas

Extensive expertise

- Experience of resolving issues with multiple combinations of meter types, manufacturers and communications hubs in different situations across domestic and non-domestic sites



Sign up to Calisen Smart 360 today

Join the growing list of energy suppliers and service providers that are trusting us to get them smart-ready and prepared for any regulatory changes that lie ahead.

Find out more about how Calisen Smart 360 can support your business.

[Get in touch »](#)



Partner with us today and join the race to net zero



**Joe
Unsworth**

**Commercial
Director**

T 07866 120 819

E joe.unsworth@calisen.com



**Lisa
Preston**

**Associate Director,
Commercial (Metering)**

T 07890 647968

E lisa.preston@calisen.com



**Nick
Lomax**

**Proposition Development
Manager**

T 07570 867744

E nick.lomax@calisen.com



**David
Grimshaw**

**Business Development
Manager**

T 07968 627746

E david.grimshaw@calisen.com



www.calisen.com