MAKING ESSENTIAL SYSTEMS SMARTER EVERY DAY

CALISEN

Powering progress behind the scenes

The way we generate, consume and manage resources is changing.

As utility companies adapt to rising demand, decarbonisation and evolving customer expectations, Calisen provides the critical infrastructure that helps essential systems become smarter and more efficient every day.

Through smart metering, asset management and operational services, we help make essential systems smarter every day for millions of homes and small businesses across Great Britain.

We've evolved from a pure metering business into a technology-led partner



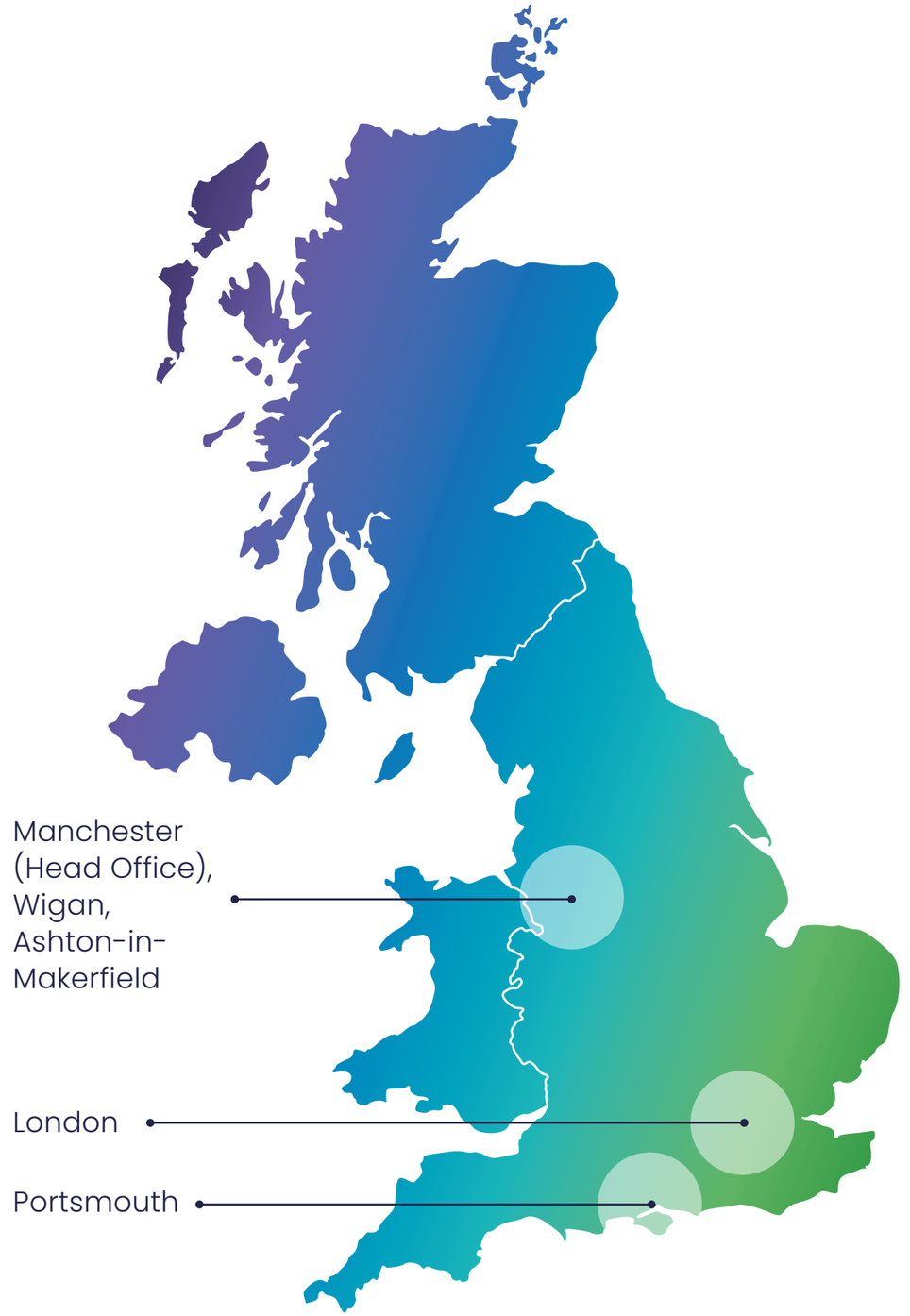
Delivering intelligence across the smart meter lifecycle

Across electricity, gas and water, Calisen delivers end-to-end smart metering services that help utility companies maximise the value of their smart metering programmes. From meter provision and installation through lifecycle management, advanced analytics, behavioural science and digital customer engagement, we combine trusted infrastructure with intelligent data to improve operational performance, reduce demand, enhance customer experience and support better-informed decisions.



CALISEN

Decades of expertise. Powering smarter utilities



For almost three decades, Calisen has been helping shape the UK's utility infrastructure. Built on the expertise of industry pioneers, we've evolved into one integrated business delivering smart metering, intelligent data and operational services across electricity, gas, and more recently water.

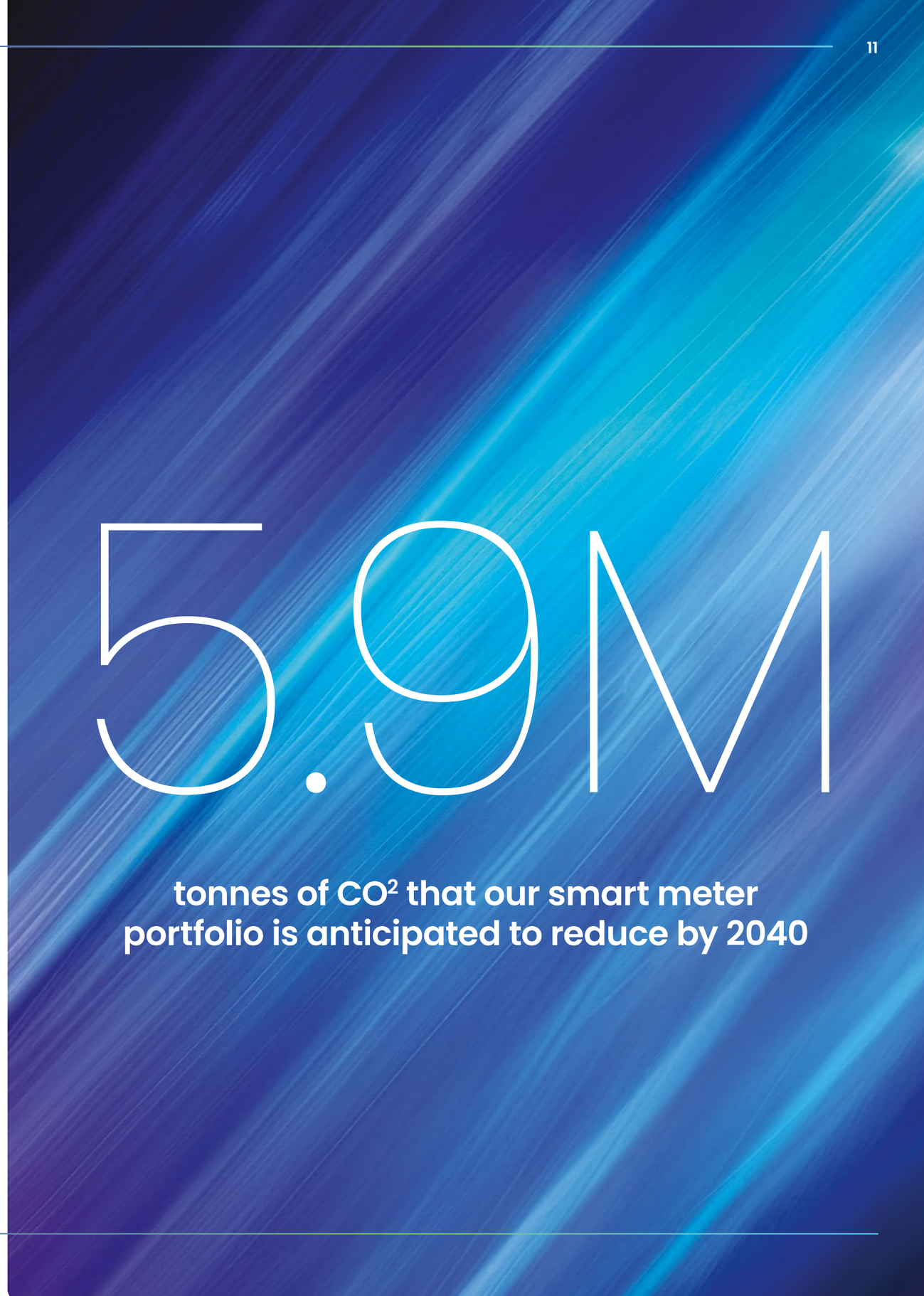
Today, we combine trusted critical infrastructure with advanced analytics, behavioural science and customer engagement capabilities to help utility companies become smarter, more efficient and more sustainable.

Powering progress behind the scenes, we provide the infrastructure and intelligence that help essential services learn, adapt and perform better every day.

Together, we're making an impact

As of 31st December 2025 our installed meter portfolio is anticipated to contribute towards a total lifetime carbon emissions reduction of 5.9 million tonnes of CO2 by 2040 resulting from household energy savings alone.

Excluding emissions from manufacture, installation or end of life. Please refer to the Calisen Sustainability Report 2025 for carbon reduction calculations and assumptions.



Smart Meter Asset Provision

Owner and manager of metering assets

Smart Meter Installation

Accredited metering installer

Meter Reading Services

Expertise across domestic and commercial metering

Meter Intelligence

Transforms smart meter data into intelligent action

Calisen Smart 360

Targeted on-site support or remote intervention

Shaping a smarter, more connected utility system

Supporting utility customers across Great Britain, Calisen delivers end-to-end smart metering services for electricity, gas and water. From meter provision and installation through to lifecycle management, Meter Intelligence and operational support, we make smart metering simple, reliable and effective.

Our integrated approach gives utility companies the confidence to focus on their customers, knowing their smart metering operations are in safe hands.

Boosting the nation's smart meter deployment



Smart Meter Asset Provider (MAP)

We own, install and manage smart metering assets, supporting utility providers with the reliable infrastructure they need to deliver smarter services. Our end-to-end approach simplifies deployment and asset management, reducing complexity while providing the confidence, flexibility and scalability required to support long-term operational performance.

Market leaders
Calisen is proud to be the market leading MAP provider.

Competitive pricing
Our fixed-term pricing has been designed to be the most competitive across the industry.

Reduced risk
Our comprehensive approach removes the risk in supply chain and meter sourcing.



of all smart meters currently installed in Great Britain, are owned by Calisen

Trusted expertise. Seamless smart meter delivery

Smart Meter Installation

Through our strong partnerships with utility companies, we are advancing our mission to deliver smart metering solutions for homes and eligible businesses across Great Britain. Built on a heritage of expertise and innovation, our team brings deep experience in smart meter deployment, operations and asset management.

National coverage
We can reach both small businesses and domestic consumers across the length and breadth of Great Britain, installing and managing both domestic and non-domestic metering requirements.

Commitment to sustainability
Calisen is moving to a sustainable EV field fleet. 20% of our vehicles are now EVs and we are working towards increasing this percentage year on year.

Professional installation
Our fully accredited and professional team, trained at the Calisen Smarter Energy Academy, will take any hassle out of the installation process.

End-to-end metering services
Calisen is Great Britain's leading metering one-stop shop for utility companies and third-party intermediaries, providing installation, maintenance, remote support and triage solutions for smart meters.

24/7 support
If you ever have an emergency or urgent concern, our team are always on hand to support you and help resolve the issue.



264K+

In 2025 we installed over 264,000 smart meters across Great Britain

Intelligent data solutions for smarter utilities

Meter Reading Solutions

Calisen provides trusted meter reading services to utility companies, delivering tailored solutions across energy, water and wider utility markets. Our flexible approach supports a range of requirements, from cyclical and non-cyclical inspections to collecting data from a wide range of meter types, helping our partners improve visibility, accuracy and operational performance.

We design our approach around meter type, location and frequency requirements, maximising every visit by collecting accurate meter data and, where required, capturing photographic records to support asset management and decision-making.

Extensive experience
When reading meters and gaining access, Calisen's knowledge and experience is second to none as market leaders.

Safe and secure
We guarantee that all of your data will stay safe and secure.

National coverage
We can reach homes and businesses across the length and breadth of Great Britain, serving both domestic and non-domestic metering requirements.

Competitive offering
Being one of the few national metering reading agents, we're able to use our density and productivity to keep our costs consistently low.





meters that we own, track and bill within our portfolio

Keeping utility networks smarter and connected

Calisen Smart 360 is a suite of value-added services for utility companies designed to bolster the maintenance and functionality of Great Britain's smart meter network. Our five core services are designed to boost the number of smart meters that are communicating correctly in order for both domestic and non-domestic customers to maximise their benefits.

- Utility providers can access Calisen Smart 360 without Calisen owning or installing the meters
- Smart 360 is available as a full portfolio or as standalone services, tailored to energy supplier or intermediary needs
- We offer end-to-end meter management so you can stay focused on your core business
- Benefit from Calisen's insights as the installer and funder of millions of smart meters across multiple suppliers and manufacturers



Calisen Smart 360

Smart Reboot

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.

1,000+ highly-trained, nationwide engineers and operatives, all supported by our BPEC-approved Calisen Smarter Energy Academy



Our accreditations and standards

IGEM

ELEXON

GAS safe REGISTER

ISO

ENERGY & UTILITY SKILLS

ASSOCIATION OF METER OPERATORS

SEC Smart Energy Code

RETAIL ENERGY CODE

Shaping a smarter, more resilient utility system

Calisen commissioned LCP Delta to explore how smart meters can play a greater role in building a more resilient, responsive and efficient utilities system.

The report identifies significant opportunities to unlock greater value from the UK's smart metering infrastructure - for customers, suppliers and the grid system.

The Value of the Opportunity

£770m – potential benefit from Conservation Voltage Reduction, helping optimise voltage across the electricity network.

£139m – potential benefit from avoided over-voltage, reducing inefficiencies across the system.

£560m – potential benefit from balancing fluctuations in supply and demand under varying conditions.

£1.5m – potential benefit via participation in the Demand Flexibility Service (DFS).

£420m – potential benefit from operational savings enabled by the smart meter rollout.

This provides a total potential annual benefit of **£1.9bn** from making better use of the smart metering system, plus an identified additional lifetime social return of **£250m** from using smart meters to identify vulnerable households.

Download the report:



CALISEN

Growing and maintaining the smart meter network the length and breadth of Great Britain

Our company history

2005
1M meters installed

2010
3.5M meters installed

2012
First SMETS1 installed

2017
First SMETS2 installed

Creation of Calvin Australia Pty Ltd.

2019
Over 11M meters installed

Acquisition of Lowri Beck

(Smart Installation MOP/MAM, NHH DCDA and DR Services)

2022
Acquisition of Utility Warehouse Home Services

2023
Acquisition of Advizzo

Acquisition of MapleCo

14M meters installed

2024
Rebrand to Calisen Metering Services

Acquisition of solar and battery businesses

15M meters installed

First 4G communications hubs installed

2025
Acquisition of Calisen by EQT, GIC, joining Equitix

Calisen launches in Germany with €100 million smart metering partnership with Octopus Group's Energy Metering Germany

Partner with Calisen to power the next generation of utilities



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