

METER READING SERVICES

Empowering energy providers with data insights

We own, install and manage essential energy infrastructure assets that offer smarter energy for all.

Through smart metering, data services, and commercial solar solutions, we're building a more sustainable, smarter world for the next generation.

Tailored data collection services for a smart energy future

Truly understanding how we use our energy is the key to creating a more sustainable society. Calisen provides meter reading and data services to its energy retailer customers, providing tailored solutions that can give certainty over energy usage.

We offer a cyclical and non-cyclical service and have the ability to meet the needs of domestic and non-domestic customers with both smart and advanced metering assets.

Employing over 500+ meter readers and carrying out over 5 million site visits each year, Calisen provides the scale and capability of reliable data collection nationwide.



We have the skills and reach to deliver Meter Reading Services nationwide

Services



- Meter reading services for electricity, gas and water
- Cyclic service – monthly, quarterly, 6 monthly
- Half-hourly downloads
- Smart meter engagement and appointment booking
- Site surveys and safety inspections

Support



- 500+ meter reading field team with nationwide coverage
- 5 Regional Managers
- 42 Team Managers
- Safe System of Work in place

Multi-channel



- Nationwide field team
- Dedicated 24 hour contact centre
- Inbound / outbound services – appointment booking and customer read provision
- Lettering
- Two-way text
- Advancing digital investment

4M+

**Meter reading
visits annually**

5000+

**Meter Readers across
Great Britain**

90s

**Every 90 seconds one of
our meter readers visits a
customer's home**

Our accreditations and standards

The image displays a collection of accreditation and standard logos arranged in a grid. The logos include: ofgem; NICEIC APPROVED CONTRACTOR; GAS safe REGISTER; GREEN DEAL APPROVED; MOS CERTIFIED; ISO; NAPIT; eta ETC AWARDS LIMITED; ENERGY & UTILITY SKILLS; Alcumus SafeContractor; SEC Smart Energy Code; City & Guilds; ELEXON; PAS 2030; and RETAIL ENERGY CODE.

Calisen metering services are helping keep the nation's smart energy goals on track

Our expertise across domestic and commercial metering sectors enables us to support the UK's transition to a smarter, more efficient energy system. With strong technical capability and flexible delivery, we work alongside partners to provide reliable and future-ready smart meter solutions that drive a more connected and sustainable energy future.



Smart Meter Asset Provider



We are market leaders in owning, managing and financing metering assets across Britain. Unlocking smart energy for our customers nationwide. Secured, long-term financing facilities provide rollout visibility and stability for the life of the assets. Our established and resilient supply chain is supported by strong, long-term relationships and deep expertise.

Smart Meter Installation

Boosting the nation's smart meter rollout

- Fully accredited meter installer and Meter Equipment Management (MEM)
- 400+ strong team of proficient smart meter engineers, supported by a dedicated inbound and outbound call centre service as well as the Calisen Smarter Energy Academy





Calisen Smart 360

Reboot: Asset verification, meter commissioning, communications hub power cycling

Revive: Gas meter battery replacement

Firmware: Online portal for accessing meter firmware update

Triage: Meter removal, triage and reinstallation

Software: Data-driven insights for energy suppliers

Data Collection

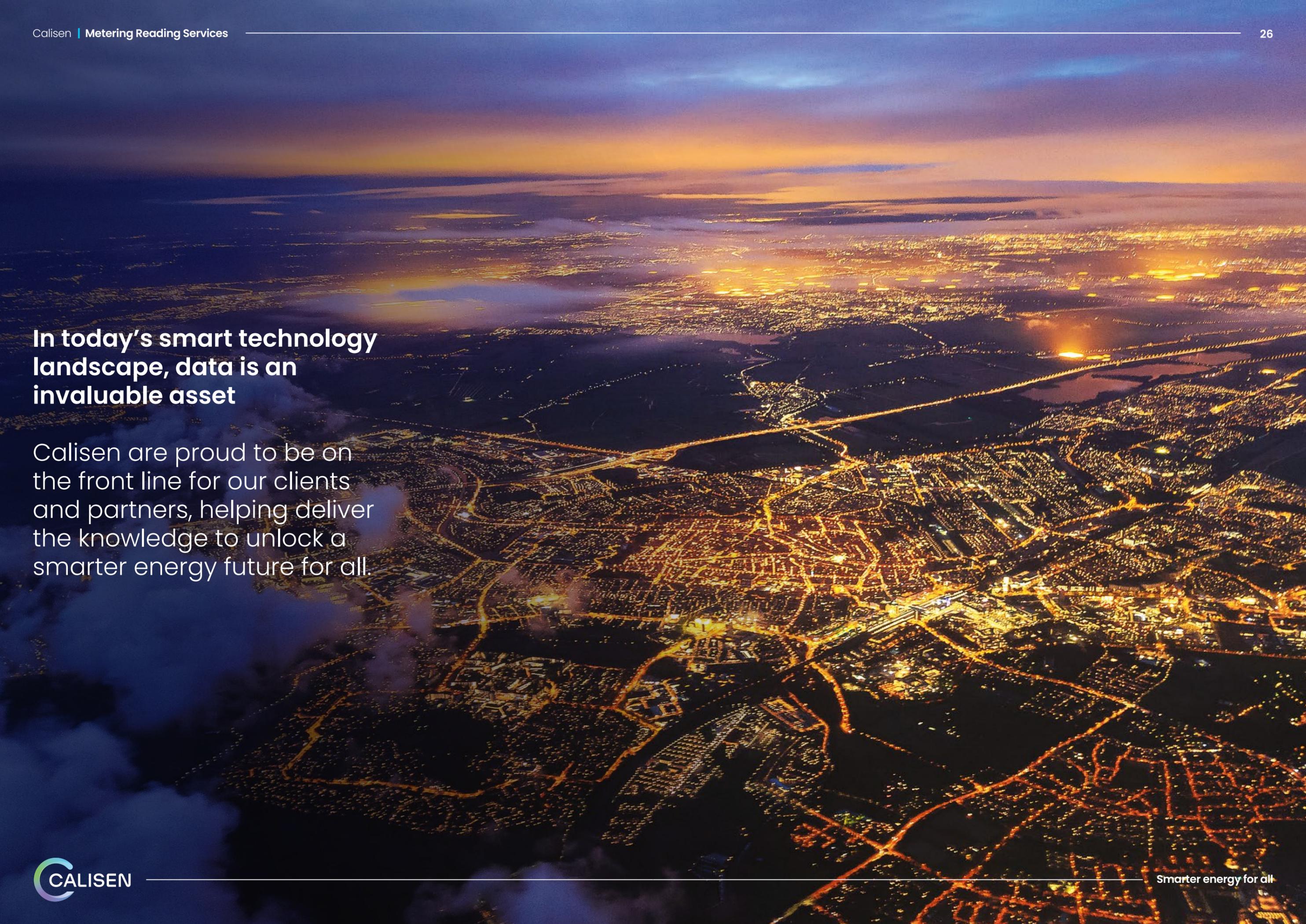
Empowering our customers with smart data

- Meter reading and data services for energy retailers across gas, electricity and water markets
- Onsite data capture
- We utilise our workforce for trials such as SMETs door knocking booking services
- National coverage enables our low-cost offering



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



An aerial night photograph of a city, likely London, showing a dense network of lights from buildings and streets. The lights reflect on the water in the foreground and middle ground. The sky is dark with some light clouds, and the overall scene is illuminated by the warm glow of the city lights.

In today's smart technology landscape, data is an invaluable asset

Calisen are proud to be on the front line for our clients and partners, helping deliver the knowledge to unlock a smarter energy future for all.

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