



METER READS POLICY

PURPOSE

The purpose of this policy is to define clear and transparent guidelines for the Reads requirement for electricity and gas meters. This policy aims to protect customers' rights while maintaining operational efficiency for Maxen Power. By establishing standardised procedures, Maxen Power is committed to maintain and transparent relationships with its business customers.

Scope

This policy applies to all business customers of Maxen Power and ensures that all entities receiving electricity & gas services are aware of, and adhere to the rules and procedures related to the provision and processing of Meter Readings.

Overview

All customers are supplied with energy by Maxen Power under a contract of supply. It is expected that customers shall fulfil their obligations to receive and pay for the energy they consume through the registered meter, as outlined in the contractual terms of supply. The customers must provide Maxen Power with their meter readings to ensure accurate measurement of consumption, which are used to calculate bills based on actual usage. If the customer fails to provide the meter reads, it is essential for Maxen Power to exhaust all means possible to acquire the meter(s) reading(s) to generate bills based on actual consumption.

Maxen Power has a dedicated 'Meter Reads Department', which is responsible for processing all meter reads on all meter points supplied by Maxen Power.

These processes include, but are not limited to, receiving and entering reads data to the customers' accounts, task actions of reads discrepancies, and following up on all subsequent issues as part of the consumption actualisations.

All issues related to billing errors are also investigated and resolved by the Meter Reads Team.

The meter reads team is also responsible for investigating and addressing all issues related to switching issues.

All processes related to meter installations, exchanges, and repairs, as well as any issues arising from reads data actualisations due to meter exchanges, are managed and resolved by the meter reads team.

Our mission is to ensure that every customer receives a bill reflecting their actual energy consumption, and they receive fair and accurate bills. Each meter reading that is received is not just a step in our process; it's a building block for success, enabling us to uphold our commitment to quality and reliability.

What are Meter Readings and How do We Receive them?

Meter readings are the measurements taken from energy meters that indicate the amount of energy consumed by customers during a specific period.

These readings are essential for generating accurate invoices that reflect each customer's actual energy usage. Our customers can submit their readings through multiple channels, making it convenient for them to participate in the billing process.

These channels include:

Reads submitted Online:

Maxen Power website is enabled for submitting Meter Reads at any time. Pictures of the meters can be uploaded by the customers after providing account reference numbers, email addresses, and contact numbers to identify their authenticity.

Phone Calls:

Maxen Power maintains an open channel for customers to report their readings directly during customer and staff interactions via phone calls, allowing immediate clarification of any issues raised and develop stronger customer relationships.

Text Messages:

Text messages are sent out to customers to reinforce the significance of submitting meter reads online on the last days of the month to submit their reads online.

Emails:

Readings are sent to reads@maxenpower.com. Customers are encouraged to provide visual evidence of their meter readings, which helps verify the Meter Serial Number(s) and confirm Meter Technical Details, along with the actual meter readings.

Reads Visits Conducted by Data Retrievers' Agents:

Maxen Power has appointed meter read agents to retrieve data as per the industry's regulations, who conduct site visits at least every three months to validate and confirm actual consumption of energy. Authorised by the industry, they carry industry-provided identification with them at all times. The data they collect is transmitted in secure electronic messages to Maxen Power's CRM.

When we Obtain Meter Readings:

Our process for obtaining meter readings begins at the end of each month, we initiate a systematic outreach campaign by sending automated emails and SMS to all Maxen Power customers, prompting them to submit their meter pictures or videos. This proactive approach is crucial for gathering the necessary data for accurate bill generation on the 4th or 5th of each month.

In addition to this monthly request, our team remains vigilant throughout the month, continuously accepting meter readings as they come in. This ongoing collection process allows customers to report their usage at any time, further enhancing the accuracy of our billing.

Upon receiving meter readings, our team engages in a detailed process to ensure accuracy in the data we collect.

We have an advanced Customer Relationship Management (CRM) in place, where we hold customer data. This system is equipped with comprehensive customer information, including historical meter readings, billing history, and account status. By entering the relevant email address or account reference, we can quickly locate the customer's account and begin processing their submitted readings.

Obligations under Terms & Conditions

As per Maxen Power's Terms & Conditions, providing and processing meter readings are both parties' responsibility i.e. supplier's and the customer's.

Maxen Power and the appointed meter agents for the supply meter points, as per the industry regulations, strive continuously to obtain regular meter readings on a cyclic basis. The customer has agreed to provide regular meter readings as per the supply agreement/contract. The customer has also agreed to allow access to our agents to read their meter(s), even if they are providing regular meter readings, as per the industry regulations/obligations.

If a customer fails to provide us with meter readings within 6 months of their supply live date or if 6 months have passed since the latest meter readings were provided, purposely obstructs the meter or does not allow our agents to access their meter(s), we reserve the right to escalate the matter further to our third-party associates that could result in obtaining legal rights to enter the premises such as warrant.

The third party will follow the process to obtain meter reads, this could lead to obtain warrant and gain force entry, under the Rights of Entry Warrant, Electricity Operator, Rights of Entry (Gas and Electricity Boards) Act 1954, section 2.

Should we require to engage a third party this could incur financial consequences for the customer, where the cost(s) of the subsequent process(es) will be passed on to the customer. The details of these costs are broken down in the following table:

List of Costs Associated with Subsequent Process	Charges
First Site Visit to Obtain Meter Reading	£75.00
Right of Entry Warrants (This includes all our fees with third party)	£500.00