



Meter Reads Policy | Ver. 3.0

Purpose

The purpose of this policy is to define clear and transparent guidelines for the Reads requirement for electricity and gas supply points (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 fair 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. Maxen Power is obligated as a supplier to chase customers to obtain meter reads 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 Technical Department' which is responsible for processing all meter reads on all meter points supplied by Maxen Power, as a supplier of energy to micro, small and medium-sized businesses.

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

All issues related to Agreements and Billing Errors are also investigated and resolved by the Meter Technical Department.

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

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 we receive 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 issue arising and fostering 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 can be sent to reads@maxenpower.com or support@maxenpower.com, offering flexibility. 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 reading 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 systems. We have our settlements team in place to work on the validation of the reads obtained and audit the failed read notifications obtained from our agents. This is further elaborated in the Meter Technical Department SOP.

When Do We Obtain Meter Readings?

Our process for obtaining meter readings begins at the end of each month.

On the 26th or 27th of each month, we initiate a systematic outreach campaign by sending automated emails 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 and integrity in the data we collect.

We utilise our Customer Relationship Management (CRM) system to access customer accounts. This system is equipped with comprehensive customer information, including historical meter readings, billing history, and account status. By entering the relevant email address or call reference, we can quickly locate the customer's account and begin processing their submitted readings.

Online Consumption Data

Maxen Power has an active online consumption data portal which provides its customer the access to view their reads and consumption data up to 12 months under Standard License Condition 47.

Customers can request a secure and dedicated username/password to login through our website www.maxenpower.com and navigate through the support tab towards “know your consumption” menu.

The customers can simply fill out the form and meter technical department member will get in touch with them, or they can request their data by emailing: datarequest@maxenpower.com.

Obligations Under Terms & Conditions

Maxen Power and our agents/associates, appointed at 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 on the supplier.

In the Event of Non-Compliance

Maxen Power, as a supplier and our data retrieval agents, attempts all reasonable steps to obtain an actual meter reading from the customer.

If we, Maxen Power, and our field service agents are unable to obtain an actual meter reading from the customer after exhausting all reasonable possible steps, the supply point may become eligible for a Third-party Meter Readers Agency intervention, also known as Must-Read visits. We may apply for the Right of Entry Warrant to obtain an actual meter reading if all other attempts fail.

Maxen Power has the right to pursue the meter reads by obtaining a warrant through the magistrates, under the Rights of Entry Warrant, Electricity Operator, Rights of Entry (Gas and Electricity Boards) Act 1954, section 2.

Financial Implications

The above-mentioned process will incur financial consequences for the customer, where the cost(s) of the subsequent process(es) will be passed on to the customer. This is further elaborated in the Procedure for Must Read SOP. The details of these costs are broken down in the following table:

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

Disclaimer: *This policy is subject to biannual review and may be updated at any time as deemed necessary to reflect regulatory requirements, industry developments, organisational priorities, and operational needs.*