



# Automated Meter Reading Service

**Automated Meter Reading (AMR) enables consumers to keep track of their energy use and helps them make decisions on when and how they use energy.**

The Advanced Metering Mandate requires all large gas consumers (those using more than 732,000 kWh p.a.) to have Advanced Metering or an AMR device installed on their gas meter by April 2014. All remaining industrial and commercial meters are required to have Advanced Metering or AMR devices installed by 2020.

To support our customers, we offer an AMR service which includes:

- A dedicated AMR team within our industrial and commercial business
- This dedicated AMR team manages all operational interactions including;
  - New AMR installations
  - Read and query management
  - Website administration
  - Management reporting
- Dedicated AMR installation teams will ensure that appointments are co-ordinated with the site/premises and all work is carried out efficiently
- The utilisation of roaming communications to maximise the opportunity for the delivery of data
- A number of different levels of data provision are available to meet your requirements
- A dedicated web portal which offers online access to downloadable consumption data at both site and portfolio level
- Industry standard formats for AMR requests are utilised using our dedicated AMR system.