

Metering

nationalgrid

Industrial and commercial services



At **National Grid Metering** our commitment to health, safety and the environment is our highest held value. It is key to protecting our employees, customers, the public and the environment.

We utilise industry leading behaviour analysis techniques to inform our systems and ensure that our people are at the heart of what we do. As a business, we embrace learning and working together to make world class even safer.

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About us

National Grid Metering is the leading authority on metering services for residential, industrial and commercial gas connections.

Safe, reliable and efficient

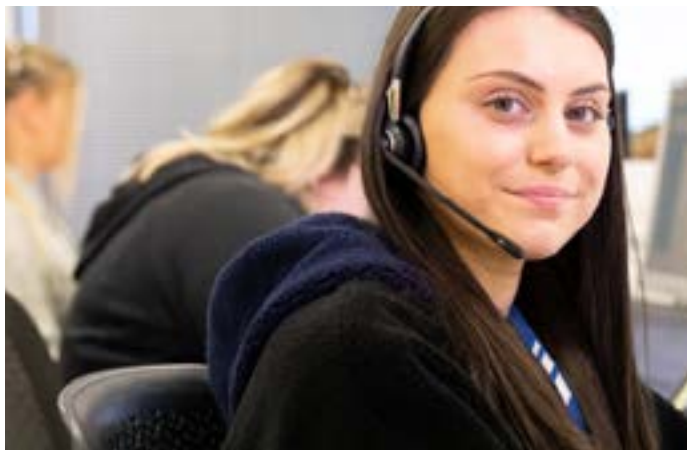
National Grid Metering maintains and manages over 8.4 million gas installations across the UK, ensuring they remain safe, reliable and efficient for homes and businesses. We support new connections and maintain existing installations.

As the largest asset manager of residential, industrial and commercial gas meters in Great Britain, we offer a broad range of metering services. In providing these, we work to the highest safety and quality standards, while using advanced engineering technologies and methods.

Outstanding customer service

Our customer service centre is award winning.

You can contact us 24/7, 365 days a year and be assured that our team is fast, knowledgeable and helpful.



Customer service centre contacts

0800 001 4340

Site maintenance and work requests

meteringworkrequest@nationalgrid.com

Siteworks

siteworks@nationalgrid.com

AMR

ngmamr@nationalgrid.com

New business enquiries

metering.commercialenquiries@nationalgrid.com

Visit our website

<https://www.nationalgrid.com/our-businesses/national-grid-ventures/what-we-do/national-grid-metering>

Visit us on Linked In

<https://www.linkedin.com/company/national-grid-metering/>

Industrial and Commercial Siteworks

With in-depth knowledge and experience, we're ready to solve the most challenging technical problems and meet complex gas infrastructure requirements. Our project managers and Gas Industry Registration Scheme (GIRS) accredited designers ensure your new commercial gas meter installation supports your business operations and responds to your changing needs.

Siteworks - utility infrastructure services

Wherever you're based, and whatever your operations, our Siteworks service is ready to meet your gas infrastructure needs.

Working with both end customers and gas suppliers, we provide a full range of metering and gas connection services at all types of industrial and commercial sites throughout Great Britain. We respond to the needs of small and large organisations alike, including complex industrial sites, and work across all pressure tiers.

Our project teams are highly experienced and Gas Industry Registration Scheme (GIRS) accredited – and their technical engineering abilities are backed up by excellent customer service.

They design and manage every aspect of commercial gas meter installation and maintenance, liaising with all relevant partners and stakeholders.

Whether you need a new business gas supply, relocation, disconnection, or upgrade or downgrade, our Siteworks service can help.

Our Siteworks service typically covers the following:

- new supply/connection
- upgrade/downgrade
- relocation
- disconnection

Contact us about your project

If you would like to speak with one of our GIRS accredited team about your project please do get in touch.

We will be able to quickly provide you with a high level assessment of budget and timescales for your project, and then follow up with a meeting at your site (where required) to kick start your project.

0121 210 3763
siteworks@nationalgrid.com



Advanced Meter Reading (AMR)



Our Advanced Meter Reading (AMR) and Daily Metering devices are designed to make monitoring gas consumption as easy as possible.

For most kinds of commercial gas meter installation, our devices let you keep track of the gas your organisation use, remotely from any location. So you have the accurate, up-to-date consumption information you need to help you control costs. We can retrofit our devices to existing metering equipment or specify them with new installations.

The hardware

To ensure long-lasting service, our AMR and DM devices have been extensively tested for durability, signal reliability and data quality. Because of their accurate performance, they are also used by the gas networks to monitor flow and pressure across the UK.

Each device is a self-contained unit, with a replaceable battery. You can choose various configurations for data frequency and different types of installation to suit your sites and meters. They complement existing building-management systems, and offer true national coverage with non-network-specific roaming SIM cards (signal boosters and aerials can be used in exceptionally remote locations, and options for telephone hardwiring devices are also available).

The data

With complete data, you can control costs, always receiving accurate, validated invoices – no more estimated readings or budget accruals.

Through our AMR portal, you can view meter readings and consumption data in a graphical or tabular format. You can also download the information in user-specific reports.

Choose to see your reading data daily, broken down into half-hourly consumption windows – or opt for other configurations such as daily, weekly, fortnightly or by month. We can send the data by the industry 'Information Exchange' or via automated email file formats. In all cases, the readings are validated before you receive them. With DM devices, the data is issued directly to Xoserve for settlement purposes.

Our support for your business

Although we've designed our hardware and processes to work seamlessly, we know you might have questions from time to time. So our AMR team is here to provide any support you need with your business gas meter installation.

In addition, we carry out regular account reviews, covering factors such as read performance, installation roll-out plans and query handling. You can also choose to have yearly maintenance visits.

Working with you on site

How we work with you while installing and maintaining your hardware is just as important as the equipment itself and the data it provides. Our technicians are trained to provide outstanding customer service, and will always arrive at your premises with National Grid-branded letters of authority and contact details.

You'll also find arranging site visits very easy. Our customer contact teams operate an efficient process for booking installation and maintenance jobs, letting you choose specific appointment windows of flexible visit times. For large projects, we run regular progress reviews, involving you as needed through catch-up meetings.

Metering modules

The safety and security of your gas supply relates to much more than the meter, and we provide everything you need.

We can design, fabricate, install and maintain the complete metering rig that carries gas from the network outlet, to the meter, and into your gas infrastructure. This essential supporting equipment includes:

- valves
- regulators
- slam-shuts
- bypass pipework
- secondary metering
- rig pipework, flexible pipework, flanges and connections
- meter housing
- paints and lubricants for maintenance
- flow computers
- chatterbox devices.



Our accreditations



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