General observations

Chloe works in the Complex Crew Specialist team

Take all of the work away from the schools - manage it for them

Sometimes paper invoices go missing/don't come through

Stakement of account on portal rather than waiting 5 days from SSE after requesting

Validating invoices: uses a CRM, check the meter readings follow on, contract rates and VAT.

Speaks to the supplier on behalf of schools

1000+ meters 12% of the portfolio

get frequent debt reports - every 2 weeks

portal - downloading invoices

Quarterly billing - not a date that they're all produced on - spread out

New portal - LOA needs to be added - problems adding, notifications not received, not getting invoices on time

to be able to download statement of accounts would be useful (currently 5 working days to receive it via email)

if we could bulk upload meter readings that would be good

clients often ask for a re-bill

Schools email meter readings to them, added to spreadsheet, email this to SSE

Recommend customers to send meter reads at end of each month

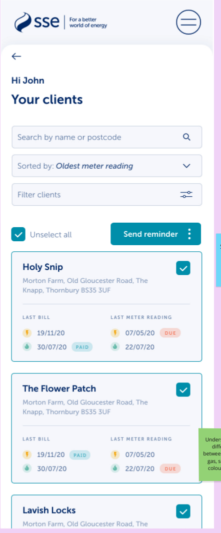
Roughly 1000 meter reads per month sent to SSE

Trusts can be under the same account but have different sites

sometimes trust gets billed, sometimes the individual school gets billed. it depends on how they've set that up

clients pay direct to SSE

TPI-Meter-readings-active


sse | For a better world of energy

Hi John

Your clients

Search by name or postcode

Sorted by: *Oldest meter reading*

Filter clients

☑ Unselect all

Send reminder

Holy Snip ☑
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

LAST BILL		LAST METER READING	
19/11/20		07/05/20	DUE
30/07/20	PAID	22/07/20	

The Flower Patch ☑
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

LAST BILL		LAST METER READING	
19/11/20	PAID	07/05/20	
30/07/20		22/07/20	DUE

Lavish Locks ☑
Morton Farm, Old Gloucester Road, The

Would be good to search by account number, name and meter point

Filter by meter reading (due) would be useful.

When they've last paid is really useful

We don't tend to search by postcode

Filter is good by account number, or meter point number

Like the idea of being able to send that nudge - no issues

Send reminder could ping an automated email

they don't store clients email addresses within the portal

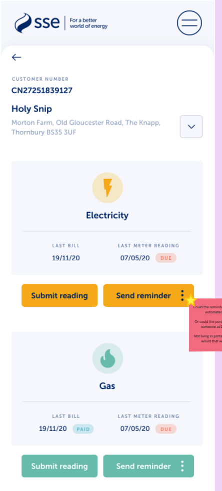
Question over sending emails from SSE to stop clients moving straight to them

Good that we have considered email styles for TPI.

Flagging if it's due is useful

Understand the difference between elec and gas, so icons / colours work.

TPI-customer-info


sse | For a better world of energy

CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity

LAST BILL	LAST METER READING
19/11/20	07/05/20 DUE

Submit reading | Send reminder

Gas

LAST BILL	LAST METER READING
19/11/20 PAID	07/05/20 DUE

Submit reading | Send reminder

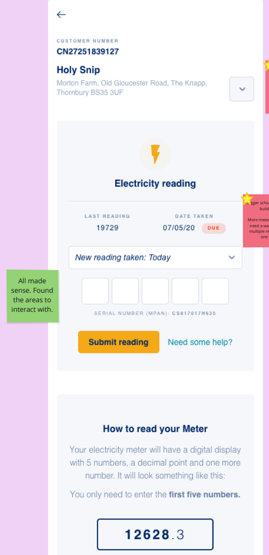
Could the reminder just be automated?

Or could the portal notify someone at Zen?

Not living in portal so how would that work.

automated reminders might work well for them

TPI-add-a-reading-electricity


CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading

LAST READING	DATE TAKEN
19729	07/05/20 DUE

New reading taken: Today

SERIAL NUMBER (MPAN): CS817017H635

Submit reading | Need some help?

How to read your Meter

Your electricity meter will have a digital display with 5 numbers, a decimal point and one more number. It will look something like this:

You only need to enter the **first five numbers.**

12628.3

Missing multiple sites dropdown :

Got it eventually

Bigger schools multiple buildings.

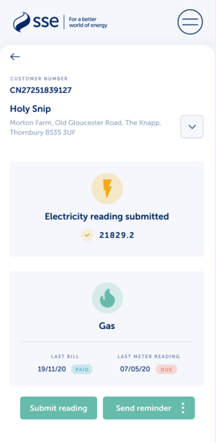
More meters so would need a way to put in multiple readings for one site.

Would we list out five fields with 5 serial numbers?

All made sense. Found the areas to interact with.

Zen send reminder to trust > trust reminds multiple schools > someone takes reading

TPI-confirmation-1


sse | For a better world of energy

CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading submitted
✓ 21829.2

Gas

LAST BILL	LAST METER READING
19/11/20 PAID	07/05/20 DUE

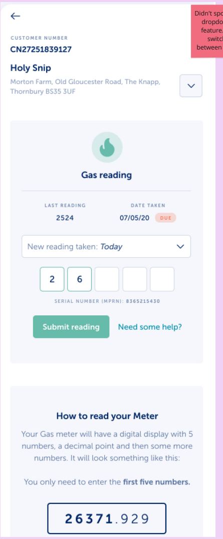
Submit reading | Send reminder

The majority do the readings at the same time

If trusts have eg 3 schools under 1 trust, they might send readings on different days

Trusts - Zen emails trust, trust forwards email to schools

TPI-add-a-reading-gas


CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Gas reading

LAST READING	DATE TAKEN
2524	07/05/20 DUE

New reading taken: *Today*

2 6

SERIAL NUMBER (MPRN): 8365215430

Submit reading | Need some help?

How to read your Meter

Your Gas meter will have a digital display with 5 numbers, a decimal point and then some more numbers. It will look something like this:

You only need to enter the **first five numbers.**

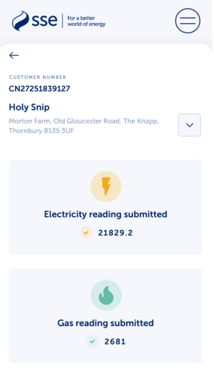
26371.929

Didn't spot this dropdown feature. To switch between sites

If they were on the same account number they would need to change account number

I guess that the dropdown arrow would be different sites

TPI-confirmation-2


sse | For a better world of energy

CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

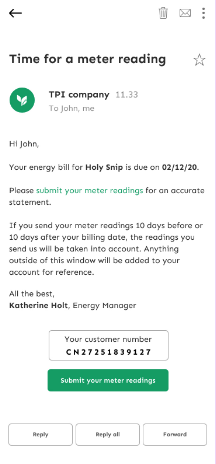
Electricity reading submitted
✓ 21829.2

Gas reading submitted
✓ 2681

This type of feature could be a selling point for clients at the contract phase - being billed accurately is a big win for some

Bill validation team download invoices. It would be useful for them to be able to see if a meter read was due when they log into the system

Email to TPI client


Time for a meter reading ☆

TPI company 11.33
To John, me

Hi John,

Your energy bill for **Holy Snip** is due on **02/12/20**.

Please submit your meter readings for an accurate statement.

If you send your meter readings 10 days before or 10 days after your billing date, the readings you send us will be taken into account. Anything outside of this window will be added to your account for reference.

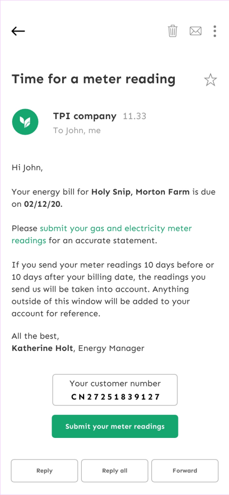
All the best,
Katherine Holt, Energy Manager

Your customer number
CN27251839127

Submit your meter readings

Reply | Reply all | Forward

Sometimes clients send meter readings without the serial number so it can be hard to know what meter reading relates to


Time for a meter reading ☆

TPI company 11.33
To John, me

Hi John,

Your energy bill for **Holy Snip, Morton Farm** is due on **02/12/20.**

Please submit your gas and electricity meter readings for an accurate statement.

If you send your meter readings 10 days before or 10 days after your billing date, the readings you send us will be taken into account. Anything outside of this window will be added to your account for reference.

All the best,
Katherine Holt, Energy Manager

Your customer number
CN27251839127

Submit your meter readings

Reply | Reply all | Forward

The level of service matters to our customers - we can class this as a selling point - customers get frustrated that meter readings aren't used

Bigger schools can have more than one meter - send a table of meter readings to fill out

It would be really helpful as it's quicker for the school to get the readings acctoss

Would that direct them straight to the portal

Work on behalf of school, issues with invoices validation, negotiate prices, meter removal.

Zeneragy

Invoices go to zenergy first. they validate and then send them over.

They check meter readings, VAT, check contract rate.

Mainly education sector. Have started to branch out.

Meters with SSE 1697 12% of portfolio

Normally quarterly do have access to the portal.

New portal -- issues?
- LOA has to be added
- When was it added
-confusing

Download invoices from the portal. To save time as post is slow.

Would be good to download account statements.

People pay direct to SSE. Some on DD.

Some can't be on DD because it's paid by council.

Currently send Meter readings in bulk to SSE via email.

Schools will email meter readings to Zenergy.

They then pass that on.

They ask the clients to send the readings at the end of the month. Ready for the next bill.

Some clients send meter readings some don't. So they aren't submitting all 1697 all the time.

General observations

General observations

Positives

Negatives

In the SSE portal every day

Thinking of creating their own app to collect data, this could do it for them

Don't proactively chase people for meter readings. Reactive responses

Easy for customers to complete the reading submissions but I think it's easier for brokers to email big Excel sheet - big education piece needed by SSE on benefits of new approach

Bolton management utilities.

Block management market. Blocks of offices or flats.

Look into communal areas, like hallways / car parks.

They work to get that supply into contracts.

tenants set up residential management company.

So there can be a third party involved in setting up accounts.

About 95% of customers
High volume of meters
Low readings

Vast majority with SSE.

Understand the process / credit ect.

Long standing partnership with SSE

Act as go between between supplier and client.

Resolve billing queries

Some suppliers have individual account managers

Can supply meter readings

some clients do that, some don't

Compare VAT and bill is right

Uses portal all the time to see copy bill. (every day)

Can take a long time for this to happen.

They encourage clients to use the portal

Current portal is a bit clunky.

All clients could have access to portal if they wanted

A lot of customers will go direct to SSE for readings.

Some not doing readings often enough because places are spread out. and small amount of usage

They manage 10,000 meters. A couple of thousand they will do readings for

Currently just supply a spreadsheet of readings to supplier.

Clients supply readings > Andrew sends that on

Ad hoc get readings and then pass that on.

Don't currently seek out the readings unless there is a query with the bill.

easier for customers to send to TPI rather than log into account

If client queries bill based on estimate, they ask client to send readings, forward this to SSE< and ask SSE to re-bill

Big job to add a bunch of meter readings. Trying to get clients to do their own.

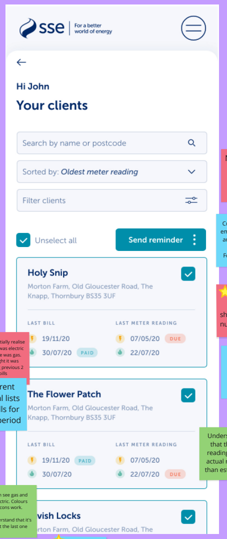
Not an automatic thing.

If client has 100 meters you have to go in and add every individual meter. It doesn't get done automatically. Each one has to be approved. It takes time

Some clients only take a reading once a year as such small usage

In client's eyes it's easier to email TPI instead of going through portal. They need to be shown it's easier to do direct

TPI-Meter-readings-active



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Hi John

Your clients

Search by name or postcode

Sorted by: *Oldest meter reading*

Filter clients

☑ Unselect all

Send reminder

Holy Snip ☑
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

LAST BILL	LAST METER READING
19/11/20	07/05/20 DUE
30/07/20 PAID	22/07/20

The Flower Patch ☑
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

LAST BILL	LAST METER READING
19/11/20 PAID	07/05/20
30/07/20	22/07/20 DUE

vish Locks ☑
rton Farm, Old Gloucester Road, The

Is this client-based

Is this a list of meters for that client?

How many meters?

Liked where we can see that they've paid or not: they can miss paying a bill

Didn't initially realise one bill was electric and one was gas. Thought it was showing previous 2 bills

Current portal lists all bills for that period

Having it like this is okay if you don't have many sites

Can see gas and electric. Colours icons work.

Understand that it's just the last one

Need to see history of which bills have been paid - may miss one out

Would want to see which bill has been paid, sometimes some get in arrears. eg October paid / July outstanding

Presume that these are the sites? Worked out that this is customers

Currently, we just see the sites and not the client

The list is either clients or sites

He would want to see a list of sites, distinguished by address and MPAN number. Could distinguish by account number as well

Not entirely sure what he is looking at.

Currently send email from CRM and track that.

For reminders

Would have 50 or 100 meters for a client. See Holy Snip 100 times in this list

Should probably show account number here.

Clients include multiple meters, could be 100 meters

We don't have clients details within portal

Concerns about how the email would look, would they know it's from us - SSE or TPI

It would be handy to send email - do they know it's from us?

We use our CRM to track emails

Listing readings and last readings.

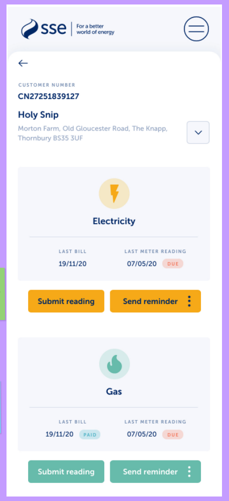
Does it send a message to someone?

Understood that these readings are actual rather than estimate

Understood what Due meant

Might want to click on last meter reading and see what it was

TPI-customer-info



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CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity

LAST BILL	LAST METER READING
19/11/20	07/05/20 DUE

Submit reading | Send reminder

Gas

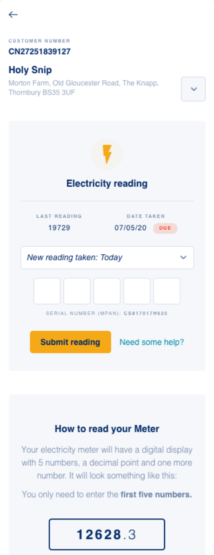
LAST BILL	LAST METER READING
19/11/20 PAID	07/05/20 DUE

Submit reading | Send reminder

It looks like something I'd use at home

Didn't get this far

TPI-add-a-reading-electricity



CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading

LAST READING	DATE TAKEN
19729	07/05/20 DUE

New reading taken: Today

☐ ☐ ☐ ☐ ☐

SERIAL NUMBER (MPAN): CS817017H635

Submit reading | Need some help?

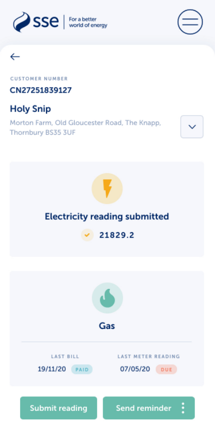
How to read your Meter

Your electricity meter will have a digital display with 5 numbers, a decimal point and one more number. It will look something like this:

You only need to enter the **first five numbers.**

12628.3

TPI-confirmation-1



sse | For a better world of energy

CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

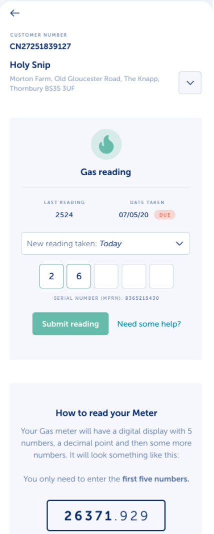
Electricity reading submitted
✓ 21829.2

Gas

LAST BILL	LAST METER READING
19/11/20 PAID	07/05/20 DUE

Submit reading | Send reminder

TPI-add-a-reading-gas



CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Gas reading

LAST READING	DATE TAKEN
2524	07/05/20 DUE

New reading taken: *Today*

2 6 ☐ ☐ ☐

SERIAL NUMBER (MPRN): 8365215430

Submit reading | Need some help?

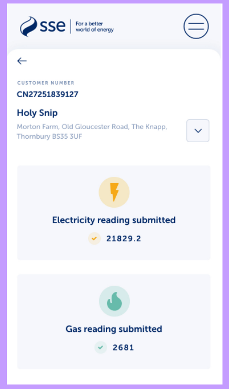
How to read your Meter

Your Gas meter will have a digital display with 5 numbers, a decimal point and then some more numbers. It will look something like this:

You only need to enter the **first five numbers.**

26371.929

TPI-confirmation-2



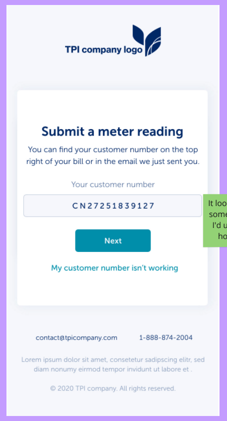
sse | For a better world of energy

CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading submitted
✓ 21829.2

Gas reading submitted
✓ 2681



TPI company logo

Submit a meter reading

You can find your customer number on the top right of your bill or in the email we just sent you.

Your customer number

CN27251839127

Next

My customer number isn't working

contact@tpicompany.com 1-888-874-2004

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et .

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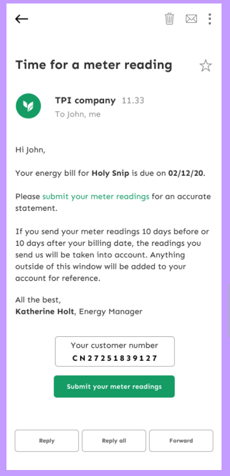
It looks like something I'd use at home

smaller clients might work better. Less meters to read.

Some clients might not want reminders

Automated probably sounds like a bad idea

Email to TPI client



Time for a meter reading

TPI company 11.33
To John, me

Hi John,

Your energy bill for **Holy Snip** is due on **02/12/20**.

Please submit your meter readings for an accurate statement.

If you send your meter readings 10 days before or 10 days after your billing date, the readings you send us will be taken into account. Anything outside of this window will be added to your account for reference.

All the best,
Katherine Holt, Energy Manager

Your customer number
CN27251839127

Submit your meter readings

Reply | Reply all | Forward

Likes option to add TPI logo

We 're considering making an app for meter readings

Might work well with smaller clients

I like that - it will encourage some to get readings

Is there anyway to control which clients receive this - some may not want reminders

Clients may not act on this

Broker - manage property management companies manage blocks of flats - communal supply

Sometimes a residents committee can provide this

Low usage but a lot of meters

SSE know the industry quite well - preferred supplier (but no sole supplier)

If a company has 100 meters, they may have different start dates - we recommend using one supplier and one contract

Check rates - does estimate fall within parameters? check VAT

clients may only take readings once-a-year

We have 10000 meters that we manage 80:20 split go direct _ they don't take readings very often

We resolve billing queries

System set up to submit readings - some do it direct. copy bills

We react to clients providing meter readings

We've just started to use portal to do meter readings

They want the billing to be as accurate as possible (but they don't take meter readings)

Providing a spreadsheet - we submit this every month (adhoc)

We use the portal everyday - we want to access a copy bill

Takes up to two weeks to get access > add meter no. and LOA and get approval

Portal: Bit clunky to use

General observations

20+ in industry (eon) consultant / energy manager

All communications come to Kenny

Energy Manager - in charge of all aspects of water, energy, electric and broadband

1500 properties

Commercial and residential properties

Close contact with Account manager - met a number of times. Great relationship and prefer to go to SSE

residential and commercial

in touch with SSE on a daily basis

regulations, contracts, upgrades, telephone calls, correspondence from tenants

Paying invoices on vacant flats - up to tenants to continue with SSE/or not

Moves them back to SSE if people move out

Vacant properties are paid by Pearl and Coutts. Then when tenants come in residential pay

missing invoices, upgrades

We get everyone on SSE if possible (not 100%)

We can have one supply to a multi-tenanted property - P&C recharge out

When service charged out - causes problems down the line .

1500 properties and 3000 clients/residents

350-400 with SSE

MID approved sub-meters -> SIM cards send data to data co

Changed to MID (measurement input device) approved sub meters with SIM cards which collect data)

Emails a contact with pictures and ask them to fill in the details on the account

Changing meters to AMR or paying on estimated invoices

Whenever someone goes on site - they get meter readings

Sending a read-a-day using photo to stop discrepancies (photographic evidence)

Effectively charge tenants on their data. But don't send this to SSE

No one has picked up on the need (or lack of) to login - magic links

Photos of meter reads uploaded and stored on their system

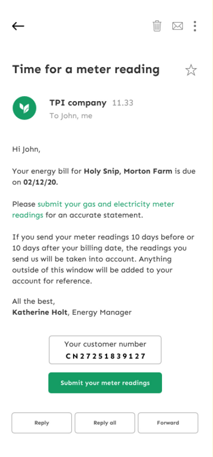
Average one meter read per day to SSE

Need photo so there's no discrepancies. Photographic evidence

Hundreds and hundreds of photos of meter reads stored on phone

Sends photos to SSE contact who inputs into system

TPI-email


Time for a meter reading

TPI company 11.33
To John, me

Hi John,

Your energy bill for **Holy Snip, Morton Farm** is due on **02/12/20.**

Please submit your gas and electricity meter readings for an accurate statement.

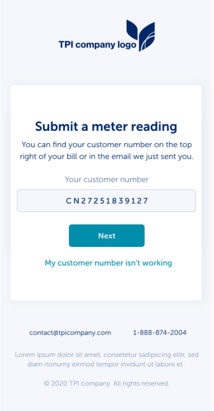
If you send your meter readings 10 days before or 10 days after your billing date, the readings you send us will be taken into account. Anything outside of this window will be added to your account for reference.

All the best,
Katherine Holt, Energy Manager

Your customer number
CN27251839127

Happy to click on here

customer-log-in



Submit a meter reading

You can find your customer number on the top right of your bill or in the email we just sent you.

Your customer number: CN27251839127

contact@tpicompany.com 1-888-874-2004

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et .

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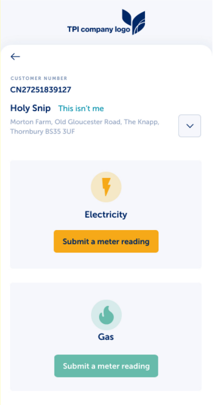
Noticed customer number pre-filled

The option to forward this on to a tenant to submit meter reading is great. No need to login

customer-info



CUSTOMER NUMBER
CN27251839127

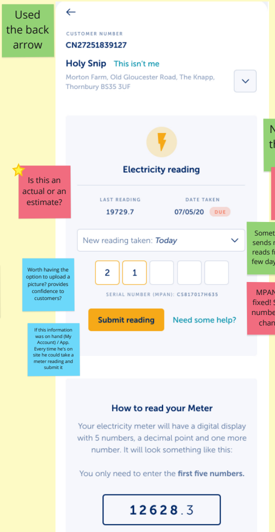
Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Everyone skips this - should we improve the visibility of this

Noticed both gas and electricity options

customer-add-a-reading

Used the back arrow


CUSTOMER NUMBER
CN27251839127

Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading

LAST READING: 19729.7
DATE TAKEN: 07/05/20 DUE

New reading taken: *Today*

2 1

SERIAL NUMBER (MPAN): CS817017H635

How to read your Meter

Your electricity meter will have a digital display with 5 numbers, a decimal point and one more number. It will look something like this:

You only need to enter the **first five numbers.**

12628.3

Is this an actual or an estimate?

Preference is app but functionality to save link to the homepage. If login details saved then it functions like an app

Worth having the option to upload a picture? provides confidence to customers?

If this information was on hand (My Account) / App. Every time he's on site he could take a meter reading and submit it

Noticed the Due label

I wondered what the due button did..

Sometimes sends meter reads from a few days ago

MPAN - is fixed! Serial number can change!

Easy to use

Sites set up with individual account numbers

Site reference number

account numbers for each landlord, then under each of those are site ref numbers per address

I would still take a photo purely for us... we can have multiple meters on site

Multiple meters on site. SSE might only be asking for one of those meters. Whilst we're there we might as well get all of them

Thinks an app would work better - would set up property managers

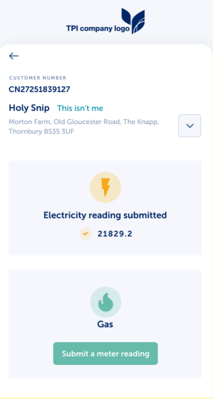
PMs can submit reads there and then

Open to human error - what are the checks that SSE have

Are there any flags to catch incorrect submissions

Hasn't submitted a reading on the current SSE portal. Sends photos via email

customer-confirmation-1

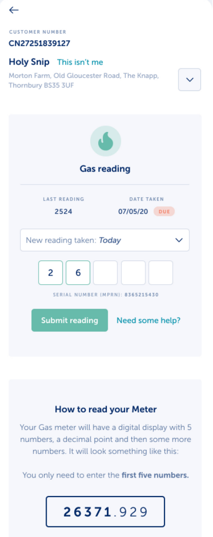


CUSTOMER NUMBER
CN27251839127

Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading submitted
✓ 21829.2

customer-add-a-reading-gas


CUSTOMER NUMBER
CN27251839127

Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Gas reading

LAST READING: 2524
DATE TAKEN: 07/05/20 DUE

New reading taken: *Today*

2 6

SERIAL NUMBER (MPRN): 8365215430

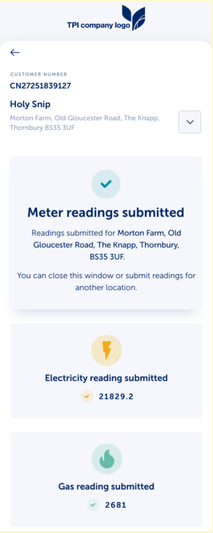
How to read your Meter

Your Gas meter will have a digital display with 5 numbers, a decimal point and then some more numbers. It will look something like this:

You only need to enter the **first five numbers.**

26371.929

customer-confirmation-2



CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Meter readings submitted

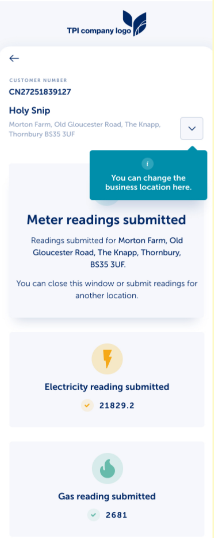
Readings submitted for **Morton Farm, Old Gloucester Road, The Knapp, Thornbury, BS35 3UF.**

You can close this window or submit readings for another location.

Electricity reading submitted
✓ 21829.2

Gas reading submitted
✓ 2681

customer-confirmation-2b



CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

You can change the business location here.

Meter readings submitted

Readings submitted for **Morton Farm, Old Gloucester Road, The Knapp, Thornbury, BS35 3UF.**

You can close this window or submit readings for another location.

Electricity reading submitted
✓ 21829.2

Gas reading submitted
✓ 2681

General observations

Oxford City Council

Look after contracts/billing for all council properties

Roll-out of smart meters: 60% completed

80
hou
centres, public loos, temporary accommodation, scheduled housing, cemeteries,

sometimes are readings don't make it into the system - no feedback if upload has worked

Midway through contract admin... so council is no longer responsible for

SSE contract covers small/medium sized properties

Receive EDI billing - specialist software validates, inputs to system

every 2 years contract renewal

Some council teams are good at taking meter readings - others not so much... need to arrange site visit

Normally get evidence - just in case there's a re-bill

Big drive to get smart meters

Photographic evidence is sometimes asked for

Complicated site: tower blocks where readings aren't done for a long time - big discrepancies

Different sites managed by different local teams

Council are named account holder in temporary accommodation to avoid changing contracts

portal for getting bills and smart meter upgrades - we can update our DB for corporate reporting

query management would be useful - flags where readings haven't been updated

Meter location could be a nice to have feature

Log change of occupiers - currently having to send a spreadsheet through in email. Don't know if it's received

Ability to upload proof of payment if there is an queries

We do a bulk BACS payment

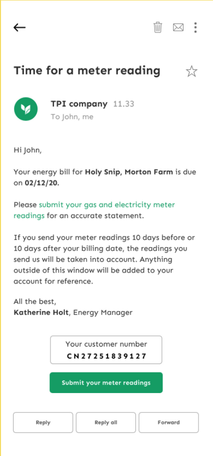
600 invoices can form a BACS payment...

Payments not always allocated properly

online forms getting away from Excel would be a lot easier - saves us having to cross-reference

autopopulate and streamline

TPI-email



Time for a meter reading

TPI company 11.33
To John, me

Hi John,

Your energy bill for **Holy Snip, Morton Farm** is due on **02/12/20.**

Please submit your gas and electricity meter readings for an accurate statement.

If you send your meter readings 10 days before or 10 days after your billing date, the readings you send us will be taken into account. Anything outside of this window will be added to your account for reference.

All the best,
Katherine Holt, Energy Manager

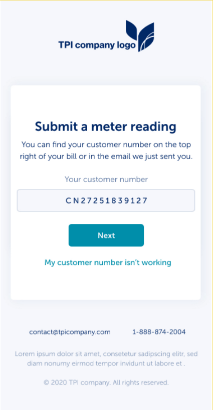
Your customer number
CN27251839127

Doesn't tell you what site - although Holy
nip is referenced! - Missed it

Do I log in?

We've got 9 group accounts with 600 sub-accounts

customer-log-in



Submit a meter reading

You can find your customer number on the top right of your bill or in the email we just sent you.

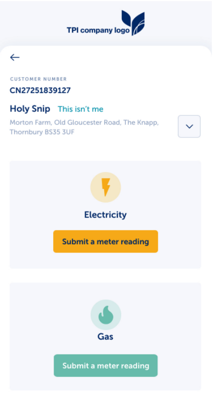
Your customer number
CN27251839127

contact@tpicompany.com 1-888-874-2004

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et .

© 2020 TPI company. All rights reserved.

customer-info



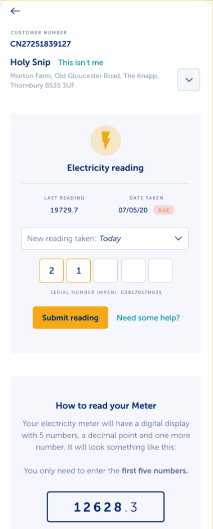
CUSTOMER NUMBER
CN27251839127

Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

What does the dropdown do?

Serial number very small - we know definitely it's the right no

customer-add-a-reading



CUSTOMER NUMBER
CN27251839127

Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading

LAST READING: 19729.7
DATE TAKEN: 07/05/20 DUE

New reading taken: *Today*

2 1

SERIAL NUMBER (MPAN): CS817017H635

How to read your Meter

Your electricity meter will have a digital display with 5 numbers, a decimal point and one more number. It will look something like this:

You only need to enter the **first five numbers.**

12628.3

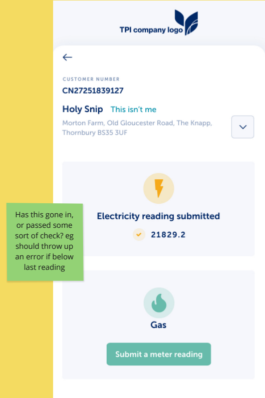
one address can cover 8 blocks = 8 meters

We do enter reading on a different date

Team takes a photo and sends it over

Has this gone in, or passed some sort of check? eg should throw up an error if below last reading

customer-confirmation-1



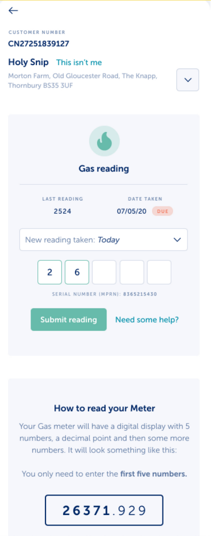
CUSTOMER NUMBER
CN27251839127

Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Electricity reading submitted
✓ 21829.2

We use the customer number or the MPAN to identify a site

customer-add-a-reading-gas



CUSTOMER NUMBER
CN27251839127

Holy Snip This isn't me
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Gas reading

LAST READING: 2524
DATE TAKEN: 07/05/20 DUE

New reading taken: *Today*

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SERIAL NUMBER (MPRN): 8365215430

How to read your Meter

Your Gas meter will have a digital display with 5 numbers, a decimal point and then some more numbers. It will look something like this:

You only need to enter the **first five numbers.**

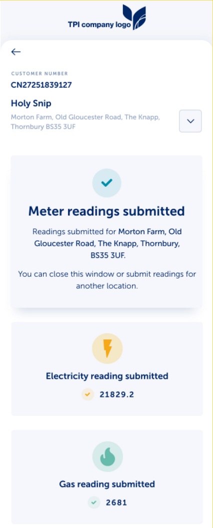
26371.929

There are occasions where you are getting 5 different emails for 5 different sites

presumably this is due soon otherwise you'll end up with an estimate?

It would be good if the system would auto-populate all the information

customer-confirmation-2



CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

Meter readings submitted

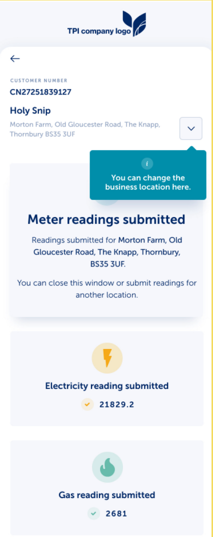
Readings submitted for **Morton Farm, Old Gloucester Road, The Knapp, Thornbury, BS35 3UF.**

You can close this window or submit readings for another location.

Electricity reading submitted
✓ 21829.2

Gas reading submitted
✓ 2681

customer-confirmation-2b



CUSTOMER NUMBER
CN27251839127

Holy Snip
Morton Farm, Old Gloucester Road, The Knapp, Thornbury BS35 3UF

You can change the business location here.

Meter readings submitted

Readings submitted for **Morton Farm, Old Gloucester Road, The Knapp, Thornbury, BS35 3UF.**

You can close this window or submit readings for another location.

Electricity reading submitted
✓ 21829.2

Gas reading submitted
✓ 2681