



Smart Metering

Accurate Billing
Convenience
Control



Putting you in control of

Smart Metering provides accurate meter readings, solving the old problems of infrequently read meters and estimated bills. Remote meter reading ensures that your payments can be based on actual usage and eliminates the risk of error associated with manual reading. Your meter will be automatically read every month without fail (most business customers with conventional metering are read at best quarterly), so your payments reflect your usage.

Once Smart Metering is installed, you will no longer be inconvenienced by the meter reader calling or you being asked to read the meter yourself – especially significant if your business has meters in remote locations or you have special security measures in place.

As well as accurate information on our statements, we can give you access to the daily pattern of electricity usage at your premises.

Smart Metering puts you in control – enabling you to take fast, effective action to cut wastage and minimise consumption, reducing your energy costs and carbon footprint.



Choose the Data Package to suit your business

Installation Package

Haven Smart Metering is designed to give you 12 automatic accurate readings a year so your payments accurately reflect your consumption. This option is ideal for customers who require high quality hassle free billing on a simple electricity contract.

Control Package

At this level Haven Smart Metering provides detailed energy consumption data the following day. Secure access to your data is provided by the web and reporting can be structured to reflect your business organisational picture. This option is ideal for customers who need instant access to their consumption data.

Questions and Answers

- Q** When will the smart meter be installed?
- A** Depending on installation rates normally 6 to 8 weeks after the supply has transferred to Haven Power. The dates will be confirmed by the meter installer when they contact you.
- Q** Will the power be turned off for the meter installation?
- A** For most customers it is necessary to turn off the supply for a short period, up to 1 hr. This will be discussed when the appointment is arranged, to minimise any disruption to your business.
If necessary we can arrange for this to be done after hours for an additional charge.

your electricity use

Q What happens if I move to different premises?

A Let us know in advance and we can arrange for the supply to be de-energised at your existing premises when you move out – the Smart Meter allows us to do this remotely. We can also arrange for a Smart Meter to be installed at your new premises.

Q I've opted for the installation package initially. Can I subsequently upgrade to receive a Control package?

A Yes, just call your account manager on their direct number and we can switch in the new package.

Q Will the meter have to be removed if I change supplier?

A If your new supplier is able to offer an equivalent service, we can arrange for them to have the option of taking over the meter.

Q Will a meter reader visit in the future?

A Once Smart Metering is installed you will no longer be inconvenienced by routine meter reader visits. This is particularly significant where access to your premises is restricted. However, we have a regulatory requirement to check the safe operation of the meter every 24 months.

Q What happens if mobile reception is poor at my premises?

A The meter engineer will check reception as part of the installation procedure. We find that even where voice communications is difficult the GSM/GPRS data services do operate satisfactorily for metering purposes. In cases of very weak reception the engineer will fit a booster aerial and there will be a small additional charge for this which will be invoiced as part of your electricity account

Q What happens if I need to change the appointment time or date?

A Please contact the metering provider as soon as possible to rearrange. They will provide their contact details when they initially call you to arrange the installation. If you have any difficulty getting through please call your Haven Power account manager.

The Smart Meter Process

Once agreed as part of your contract we will tell our meter provider that a Smart Meter is needed at your premises.

Once your transfer to Haven Power is complete we will contact you to arrange a suitable date for the meter installation.

The metering provider on installation will also remove the existing meter and arrange safe return to its owner.

After installation of your Smart Meter you can look forward to bills based on accurate data.

If you have opted for the Control package we will arrange web access for you to gain access to your consumption data.

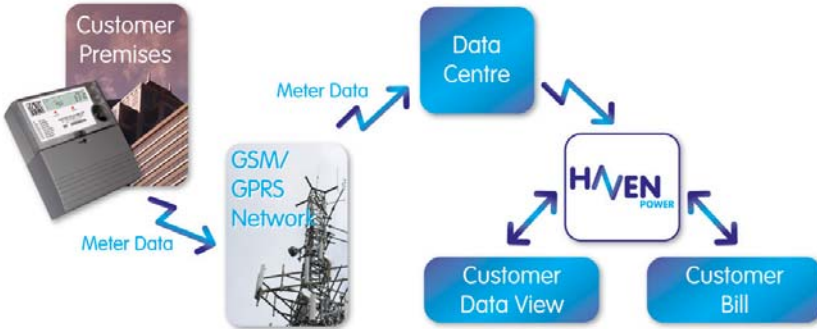
How Smart Metering works

Smart Metering uses tried and tested modern certified meters to replace the conventional manually read meter at your premises. Once the meter is installed the Smart Meter records your usage in each half hour of every day, registers the readings and transmits this information daily to a central data centre via the GSM or GPRS mobile phone network. The centre then provides Haven Power with

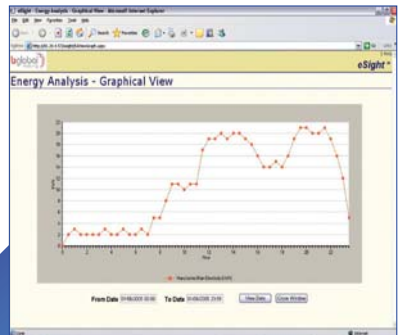
your register readings every calendar month so we can bill you in line with the terms of your supply contract and give you direct access to your usage information.

If you have opted for the Control package data can be viewed online within 2 days of usage. The small additional cost for this package can be agreed as part of your supply contract negotiation.

Remote Radio Connection



Easy to View On-line Data



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