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www.switch2.com

## Switch 2 & Lowri Beck Case Study

### Specialist Heat Metering Services for Data & Billing Settlements



All our operatives are equipped with robust handheld terminals with GPRS, GSM and GPS capabilities for data capture in the field.

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**Lowri Beck and Switch2 Energy Solutions working in partnership to enable efficient repair exchange, replacement and reading of Hot Water and Heat Evaporation Allocation Units, for Bristol City Council.**

The work undertaken by Lowri Beck and Switch2 Energy Solutions involved visiting in the region of 3,000 properties under the direct control of Bristol City Council within the Bristol postal code area. Lowri Beck operatives conducted a variety of appointments including repairing, exchanging, replacing and reading hot water and Heat Evaporation Allocation Units (EVAP). Within each property Lowri Beck operatives ensured a hot water and EVAP unit is installed. Depending upon the size of the property determines the number of EVAP units required.

Hot water and EVAP units are unique in the method of recording energy usage. The hot water unit is located near the hot water inlet supply to the property; each EVAP unit is fitted with a test tube filled with a tinted liquid and a unit gauge. The test tube is read in correlation with the unit gauge allowing the gas consumption to be recorded.

Together Lowri Beck, Switch2 and Bristol County Council decided upon the scheduled format for the project. The annually rolling project takes place over an initial 4 week period with an additional 2 week period for recalls and appointments. One week prior to the project commencement date, posters are distributed around the flats advising the tenants of the forthcoming visits, this process is reiterated for weeks 2 to 4 until all blocks to be visited are completed.

Utilising experience and knowledge from previous years Lowri Becks operatives are provided with comprehensive data and spreadsheets allowing the work to be Completed. Final inspection by the project manager allows weekly bulk job outcomes to be recorded, monitored and dispatched. Several years of experience has allowed Lowri Beck to develop a detailed and comprehensive process enabling a successful completion of the variation of work a project like this entails.



EVAP meter reading and maintenance

#### Switch 2 Overview

Switch2 Energy Solutions have over 40 years of resident facing experience and in the areas of meter reading, billing, planned and responsive maintenance for Communal and District Heating schemes. Our experience includes the handling of resident enquiries with regards to heating systems, billing enquiries, cash collection and pre-payment queries.

#### Lowri Beck Overview

Lowri Beck Services is an independent business support services company. It has been providing metering & data services based around its nationwide meter reading and data collection services to utilities and businesses since 1996.

Lowri Beck Services has the capability to capture data from anywhere in Great Britain via electronic terminals from site visits, telephone calls to the dedicated data centre, paper documentation and websites. Metering Services are provided for Gas, Electricity, Water, Heat, Oil & LPG covering residential, commercial & industrial customers. Both manual and automated meter reading services are available as part of the metering solutions capability. Our portfolio of work also covers a variety of metering services in the electricity and gas market where we provide meter asset provision, meter installation and meter maintenance services to the utility companies.