



Murphy Young & Lowri Beck Case Study

Multi-Utility Data Capture Services for Utility Management



We have a dedicated help desk for operatives to call if they experience difficulties locating or identifying a meter

Lowri Beck Services
Mayor's Quay
Swan Meadow Road
Wigan, WN3 5BB

T: 01942 771700
marketing@lowribeck.co.uk
www.lowribeck.co.uk

The content of this document is subject to change without notice and does not form part of a proposal or offer from Lowri Beck. All trademarks are acknowledged.



Lowri Beck and Murphy Young working in partnership to enable efficient data capture of gas, electricity and water usage on a monthly basis.

The nature of work undertaken by Lowri Beck on behalf of Murphy Young is a unique contract where combinations of gas, electricity and water meters are read at the same large site for a single commercial customers. A single site can consist of in excess of 100 meters.

Prior to a new batch of work being issued, a designated Murphy Young operative pre-visits the site preparing the meters to be read, this includes labelling and identifying each individual meter. Given the volume of meters per site, it is essential this work is carried out effectively allowing for productive meter readings to be gained after the activity has taken place.

To overcome potential access problems and easily locate all meters onsite on a monthly basis, Murphy Young provide detailed individual site plans. The plans includes access instructions and the locations of all meters and have proved a valuable reference point along with a dedicated helpdesk for the operatives to call if they are having difficulties locating the meters.

Together with site plans, Lowri Beck's unique work management and allocation systems allow Lowri Beck to organise the jobs in a priority-based format. Lowri Beck's handheld technology allows the use of GPS to aid navigations and allows the meter operative to receive special instructions relating to the work.

This thorough procedure allows for a reductions in 'no access' codes used and abandoned visits making a productive and efficient process for all parties involved.

Initially, Lowri Beck undertook approximately 40 monthly jobs in Scotland, and due to the success of the work, Lowri Beck and Murphy Young implemented a roll out of sites covering the North West, North East, Midlands and Yorkshire, and are currently undertaking in excess of 700 job requests per month, with a gradual monthly increase.



An operative pre-visits individual sites to prepare the meters to be read

Murphy Young Overview

Murphy Young provide comprehensive property and project management support services to both 'blue-chip' and smaller private clients. The group has a wide range of skillsets at its disposal increasing competitiveness and driving service levels.

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.