

Products & Services

● About National Grid



As a recognised leader in the energy industry, National Grid plays a crucial role in bringing gas and electricity to millions of customers. Through our involvement in influential forums we are actively helping to shape forward-looking, sustainable energy policies in the UK, EU and US. We are constantly developing the support we provide to our customers, including guiding them with confidence through changes in legislation, metering policies and customer requirements.

National Grid Metering

No other company operating in our field, both MAP and MAM, is able to demonstrate the same depth and breadth of knowledge and experience as National Grid Metering.

Through our long experience of running large-scale programmes of metering deployment and operation, we know what works. We also understand the critical importance of programme planning and risk management and we are continually looking for ways in which to improve our services.

The key capability of National Grid Metering is our ability to provide a complete range of services. This gives us the ability to address all of our customers' needs promptly and accurately, whether as part of on-going contract work or in an emergency.

Alongside our capability to deal with 80% of situations which are 'business as usual', we have the capacity to handle the 20% which require innovative engineering, social or environmental solutions.

Innovation

We co-operate on a continuous basis with other industry participants, scanning the market for alternative and innovative technological solutions as they become available. We then work with our customers to bring these products to a market utilising our unique testing laboratories based in Loughborough.

● Choices



The Intelligent Choice...

Our nationwide presence is supported by 500 staff experienced in all aspects of MAM/MAP services and data provision.

Our size, combined with a national footprint and reach, means that our customers are able to benefit immediately from our established infrastructure. Whatever the scale of your portfolio, National Grid Metering can respond to your requirements, fitting into our existing capacity and drawing on our track record to assist you in mobilising as rapidly as needed.

Your portfolio is in safe hands and you will be working hand in hand with a partner able to deliver against any volume commitments.

Safety - The Expert Choice...

Safety is our highest priority and we uphold this at all times when working with our partners and suppliers.

We are proud of our heritage and world class safety record. We consistently review our procedures and protocols to guarantee excellent levels of safety, reliability, security and customer service.

To ensure the highest quality of environmental performance we have developed the MARC (Meter Assessment and Recycling Centre) for recycling assets.

The Assured Choice...

While our customers value our heritage and long track record, they also recognise our passion and our commitment to transforming the way we work and to delivering value to them.

We are making significant investment to transform our organisation as part of an on-going process, to not only satisfy but to exceed customers' requirements.

Through this blend of experience and forward planning, National Grid Metering is perfectly placed to meet any future challenges.

● Our Services



National Grid Metering currently provides the following services to customers:

Technical Consultation and Load Assessment

Prior to any work, we can provide consultative services to support your requirements on site.

Provision and Installation of Assets

We procure and install meters on behalf of our customers ranging from U6 to Rotary and Turbine in Industrial and Commercial premises.

For standard installations we ensure that the installation is completed at the customers' earliest convenience with minimal disruption.

For non standard/bespoke installations we work proactively with customers to ensure all the requirements on site are identified and all parties are aware of their responsibilities.

Project Management

We design and build the metering configuration to a high standard/ specification and liaise with the appropriate stakeholders to ensure that work is completed to the agreed timescales. These jobs are project managed to completion by our team at 35 Homer Road.

Advanced Meter Reading

Once the meter is in place, we can then install AMR onto any meter to provide accurate meter readings and help manage energy usage.

Meter Exchanges

During the time that the meter is in situ, requirements on site may change. In the event that this happens, we can arrange for the meter on site to be either upgraded or downgraded depending on the gas consumption required.

Maintenance of Assets

Ensuring that the meter/AMR device remains fit for purpose is of paramount importance to us. From the point the asset is installed, a maintenance regime is planned to ensure that the installation is replaced at the end of its useful life.

In the event of the asset developing a fault, then our operational teams arrange for work to be carried out to ensure that there is minimal disruption.

Query Management

We understand that when a customer receives a bill there can sometimes be queries in relation to their usage of gas. Our dedicated query team works with the Gas Suppliers to ensure that any query in relation to our assets is rectified as quickly as possible including site visits if required.

OFMAT

Following on from the management of queries, if the customer believes that their meter is not recording their gas consumption accurately they can request an OFMAT test (Office of Meter Accuracy Testing). We can arrange for the meter to be exchanged and sent for testing.

Adversarial Meterworks

In the event of a customer experiencing debt and refusing to pay their bills there may be a requirement for their gas supplier to terminate their gas supply. In the event of this we can arrange for the hire of an engineer to accompany the gas suppliers' representative to remove the meter.

Data Services

As a result of the installation of Advanced Metering by NGM, meter readings and consumption data is captured at agreed intervals and stored within our internal systems. This information is validated and then passed to gas suppliers to accurately bill the end consumer.

Data is also available for viewing and downloading on the dedicated website to help manage energy usage efficiently.

For more information visit:

www.nationalgrid.com/uk/metering
or contact one of our Commercial Account Managers on:

0121 424 8144 / 0121 210 3593.