

# METER READING & FIELD SERVICES

Olameter is a leading supplier of comprehensive outsourced meter reading and field services, providing the knowledge, experience and technology to fully manage the complete meter reading process from meter to cash.



With extensive experience in training and managing field staff, designing meter reading systems, optimizing meter routes and managing all aspects of field operations, Olameter has helped clients of all sizes to enhance efficiencies, reduce unsuccessful read percentages, improve data integrity, and increase revenue.

Providing accurate consumption data for billing on the prescribed timeline is critical to your cash flow and end-use customer satisfaction. We

realize the significant implications that inferior service and poor quality in meter reading has on your business, and ensure we provide our clients with the highest level of quality services and data available within the industry today. At Olameter, we pride ourselves on the level of service provided to our clients as well as the vision we bring to this critical function.

Olameter offers a comprehensive service encompassing:

- Provision of highly-trained directly-employed FSRs
- Route Analysis/Optimization
- Consumption Diversion Programs
- Optional Digital Camera Program
- Data Management and Analysis
- Customer Support Program

## METER READING & FIELD SERVICES

Olameter is committed to providing the highest levels of quality service and support throughout our relationship with the client.

### ROUTE OPTIMIZATION

In an effort to create the most efficient read order for your data collection requirements, Olameter's meter reading service includes route analysis and optimization. Our mandate is to ensure that day-to-day work loads achieve maximum efficiencies, creating greater effectiveness of operation and reduced read-to-bill windows, thus improving your cash flow while reducing your associated departmental costs.

### THEFT DETECTION

Included as part of our daily in-field procedures, our Field Service Representatives (FSRs) are trained in the detection of potential consumption diversion. Working closely with your key personnel, a program is developed which reports, verifies and resolves these illegal, unsafe conditions, thus improving your company's overall cash flow while reducing the associated bad-debt ratio.

### DIGITAL CAMERA PROGRAM

Olameter's Digital Camera service eliminates unnecessary redundancies and high costs associated with the manual check read/audit process. When a meter reading entered by an FSR fails the predetermined hi2/lo2 parameter, the reader can instantly capture a digital image of the failed meter, which can later be viewed and verified by your CSRs, without the need to perform in-field verifications. This option ensures that meter reading data is ready to bill immediately upon receipt. This program also includes images of faulty/damaged metering applications, unsafe conditions, and suspected consumption diversion.

### DATA MANAGEMENT

Olameter's *ucData* program is a comprehensive meter data management tool designed to maximize the efficiency of any meter reading services department. As a universal meter reading interface program, *ucData* provides the ability to create, correct and maintain meter reading files and produce them in the appropriate format, using specifications for the handheld system of choice. In addition, *ucData* allows for efficient multi-service meter reading, comprehensive reporting, and extensive performance management.

### CUSTOMER SUPPORT PROGRAM

At Olameter, we are committed to providing the highest levels of support throughout our relationship with our client. The outsourcing of such an important service as meter reading dictates that you will need access to professional support to ensure smooth operation and ongoing performance. Olameter provides a web-based support system for our clients to log, prioritize and track any issues related to Olameter's provision of services.

### ADDITIONAL FIELD SERVICES

Olameter's highly-trained Field Service Representatives are also able to provide numerous field services as stand-alone offerings or in any number of combinations. These include:

- Meter installations and change-outs
- Disconnects/reconnects
- Notice delivery
- In-field collections
- Finals and check reads
- Load limiting device installation and removal