

insite
metering & billing

Cure inefficiencies

How to spot and fix unhealthy
meters

What is meter health?

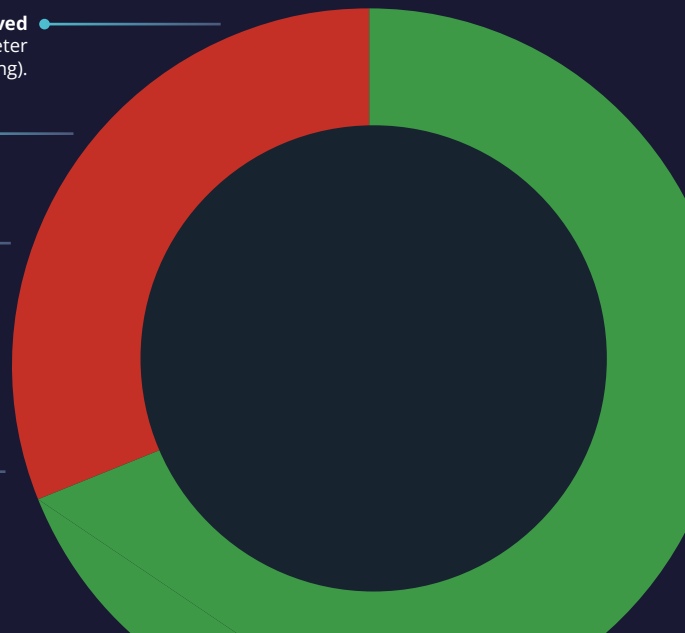
From accurate billing to reliable monitoring, healthy meters are vital to your heat network's well-being.

Definition of meter health

Meter health is a measure of how well your heat network's meters are performing. It looks at whether they're capturing, reporting and reflecting real energy use.

When meters are unhealthy (reasons listed below), they can misdiagnose consumption, delay support, or disrupt accurate billing. We monitor their vitals to catch problems early and prescribe the right fixes to restore full function.

- No data received**
Our systems haven't received any data from this meter in the last 7 days (PAYG) or 31 days (credit billing).
- Phantom consumption (PAYG only)**
The supply is marked as off (e.g. due to lack of credit), but the meter still shows energy use above 3kWh/day.
- No consumption recorded**
No energy use has been recorded for 7 days (PAYG) or 31 days (credit billing).
- No recent meter read (credit billing only)**
We haven't received a meter read in the last 31 days.
- Not yet live**
The meter's serial number isn't known in our system, so no data is being captured.



Why meter health matters

Meter health is more than just good practice, it's essential for compliance and control.

Benefits of healthy meters

Healthy meters aren't just a nice to have, they'll be essential in helping you meet regulatory requirements. With Ofgem now overseeing heat networks, operators and suppliers will soon need to meet stricter standards for billing accuracy, data quality and system performance. Meter health gives you the insights and evidence to stay compliant, reduce risk, and run your network with confidence.

Without healthy meters, you can't monitor performance or make targeted improvements, and that means missing out on key benefits:



Accurate consumption data.



Lower operational costs.



Regulatory compliance.



Transparent reporting with clear data.



Reduced disputes and fewer complaints.



Improved network efficiency.



Revenue protection and strengthen cashflow.



Stronger customer trust.

Regulations are raising the bar

Regulations already require heat suppliers to install sufficient meters to measure consumption for each final customer:



Where there is more than one final customer in a building supplied by a district heat network, or by communal heating, the heat supplier must ensure that meters are installed to measure the consumption of heating, cooling or hot water by each final customer.

Regulation 4(4) of the Heat Network Metering & Billing Regulations 2014

But that's just the baseline. The upcoming Heat Network Technical Assurance Scheme (HNTAS) will go further, requiring networks to send meter data regularly, meet performance KPIs, and demonstrate compliance through independent certification.

How to cure unhealthy meters

Spot the symptoms, treat them, and return performance.

How to restore meter health

Ensuring meters are healthy requires a combination of monitoring, remote troubleshooting, and on-site intervention. Proactive maintenance helps prevent faults, ensures accurate billing, and keeps your heat network running efficiently.

1. Remote diagnostics

Use our client portal, VANTAGE, or a similar software to identify meter issues remotely and quickly.

2. Remote resolution

Attempt fixes remotely through your metering & billing, or maintenance, provider.

3. On-site intervention

If remote fixes fail, deploy a heat network engineer. Access to the resident's property may be needed.

4. Monitor recovery

Track the meter's performance post-fix to confirm data is flowing and consumption is accurate.

Where to find meter health data in VANTAGE



1. Log into your VANTAGE account at insite.valytica.com.



2. Navigate to the 'Meter health' report via the left-hand menu, or click on the 'Meter health' pie chart.



3. Scroll sideways on the tables to view reasons for unhealthy meters. This data can also be exported to a CSV file.

Please note, winter can make cooling meters show low usage, but you can use the top-right filters to view only heat meters.

CASE STUDY

Increasing accurate bills by 117%

A housing association struggled with meter accuracy and billing across their heat network. Partnering with Insite Energy, they improved efficiency, billing accuracy, and resident satisfaction.

Challenges:

- Limited property access issues required smart solutions.
- Complex data demanded streamlined processes to boost billing accuracy.

Solutions:

- Assessed, repaired, and calibrated meters efficiently.
- Improved resident access and communication, tackled new faults.

Outcomes:

- Fixed 70% of faults, completed 102 emergency repairs.
- Billing accuracy rose from 34% to 74%, boosting cash flow.



HNTAS is coming. *Are you ready?*

The Heat Network Technical Assurance Scheme looks to set technical standards to make sure heat networks meet minimum performance and reliability levels.

- ✓ Get your network's operational efficiency to 60-75%.
- ✓ Start using CIBSE CP1 (2020) as a benchmark.
- ✓ Install meters across the network to monitor and spot inefficiencies.
- ✓ Consistently deliver reliable heating with minimal downtime.

Get 'HNTAS-ready' with Insite Energy

Don't wait for regulations. Contact us for a **consultancy report** - a full audit of your network's meters, data connection and set up, to improve compliance, efficiency and reduce costs.

Or, join our **next training session** to get up to speed on heat network compliance and HNTAS.

Contact us

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