

## FAQs

### How long after installation will data be available on the portal?

Data will be available to view on the customer portal about one month after your AMR device has been installed.

### At what time each day will my data be available on the portal?

You can view data from the previous day, at around 12:00 midday.

### Will I need to record physical readings with AMR?

The AMR device will deliver readings on a daily basis, so you will not need to take physical meter readings. However, in the unlikely event of a fault, we may ask you to take a physical meter reading.

### Will the AMR equipment require maintenance?

To ensure optimal performance, we will arrange for the AMR device and meter to be inspected annually at no additional cost. This is a legal obligation. In the unlikely event that issues are experienced, we will work with you to resolve these at your convenience.

### How will faults with AMR equipment be identified?

Every month we carry out 'tolerance checks' to ensure that your AMR device is working correctly, in line with your usual monthly consumption. We will investigate any readings that fall 'out of tolerance', and in this instance, we may contact you to arrange for an engineer to attend your site to assess the device. Should you have any concerns around the accuracy of your AMR please contact us.

### What happens if 'drift' occurs?

The AMR counts the pulse of the meter. If this is overcounting or undercounting, the AMR reading will not match the reading on the on-site meter/corrector. This is known as 'drift'.

To resolve this issue, an engineer would visit your site to re-synchronise the AMR device with the other devices and send us the relevant closing and opening reads. They would also check that the meter/corrector is working correctly.

### How do you validate my AMR reading?

Our system validates the accuracy of your AMR readings against various factors. For example, your Annual Quantity (AQ), which is the amount of gas we expect your meter to consume annually.

### What happens if I change supplier?

Ørsted only provides AMR services to customers who have a supply agreement with us. If you change supplier, the AMR device will remain in position for future use or we can arrange its removal at your request. However, once your contract with us ends, you will not receive data.

### What happens if there is an emergency on-site with AMR installed?

As with all gas emergencies, call National Grid on **0800 111 999**.

### Get in touch

0800 056 8101

[customer\\_services@orsted.co.uk](mailto:customer_services@orsted.co.uk)

[orstedbusiness.co.uk](http://orstedbusiness.co.uk)

### About Ørsted

- Ørsted is the global leader in offshore wind power; we are an oil and gas producer and a leading energy supplier to the industrial and commercial market.
- Headquartered in Denmark, we have been in the UK since 2004. The UK is now our primary market for offshore wind power production.
- We have invested around £6bn in the UK, and plan to double this investment by 2020.
- We are committed to innovation, taking a lead in driving down the costs of wind power and developing innovative solutions for our energy customers.

### Flexibility solutions

Ørsted is constantly investing in innovation to help customers manage consumption more intelligently, in order to save costs and generate revenue through greater flexibility.

# Ørsted Automated meter reading and your online account



# Automated Meter Reader (AMR)

AMR records data from your meter and sends this to your online account. You can then access your account online, to see how much energy is being used and when, across all of your sites.

If you don't have an online account yet, please register at: [orstedportal.co.uk](http://orstedportal.co.uk)



1

Your meter generates a pulse for each unit of energy that passes through it.

2

The AMR device records and counts the units.

3

This information is then transferred from the AMR unit to Orsted's server.

4

Orsted transfers this information to your account, and it is also used to calculate your invoice.

## The benefits of AMR

### Easy to use

With AMR you can view detailed consumption data online, 24/7/365 via our customer portal.

### Control

You can view half-hourly consumption for the previous day, week and month, for individual and multiple sites. You can easily monitor opportunities for improved efficiency, and control your energy forecasting and budgeting.

### Save time

After AMR is installed and operational, meter readings will be collected remotely, saving you time and hassle.

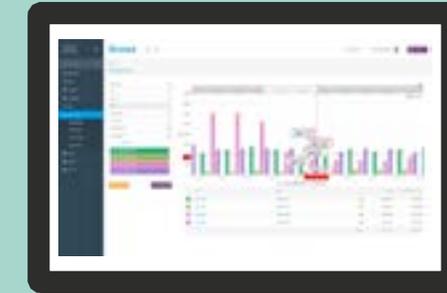
### Accurate invoices

With AMR, precise information is used to calculate your invoice, ensuring the highest levels of accuracy.

**CRC reporting** for the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme.

### Reduced carbon footprint

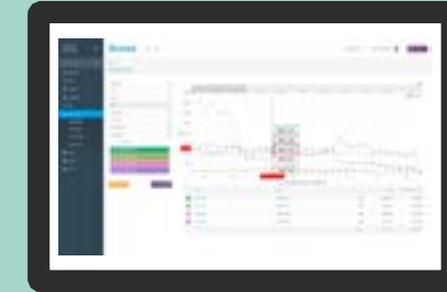
With fewer manual readings, we are working together to reduce carbon emissions.



View consumption data at half-hourly, daily, or weekly level



View consumption costs (£) for the previous month



View consumption in kWh for the previous month



Customisable dashboard gives you the information you need at your fingertips

### All of your account information online

As well as consumption data, the customer portal provides a wealth of other useful information and time saving features.



### Accounts information

See transaction history, download invoices and contracts.



### Manage queries

View query history and work with us to resolve any issues.



### Go digital

Reduce carbon emissions and save paper by signing up to paperless billing.



### Access 24/7/365

Connect via your mobile, tablet or laptop, anywhere, anytime.



### Personalise your dashboard

Display the information that's most relevant to you.