



A guide to the technologies and applications of
Lowri Beck Services

Service Information Sheet

METERING SOLUTIONS

On-line Job Booking & Appointment Booking Services (Enterprise/JBS & Enterprise/ABS)



WHAT IS THE JOB BOOKING SERVICE & WHERE IS IT USED?

The Lowri Beck on-line Job Booking system is used by energy management organisations and individual energy & facility managers (Clients) to book meter reading, meter system installation and other meter management jobs when required on an individual tailored basis. These can be for electricity, gas or dual fuel electricity/gas and for water meter reading services as well as other utility services such as LPG and oil management. Once the job is booked it is then passed into the Lowri Beck work management system and the meter reading or meter management activity is carried out within a set time which fits into the Lowri Beck national timetable for carrying out metering services in the identified postcode area.



WHAT IS THE APPOINTMENT BOOKING SERVICE?

As well as booking the metering service job the client is also able to book an appointment for that job. By booking an appointment Lowri Beck will carry out the metering service job activity on the agreed designated day and time slot. Typical timeslots available are;

- all day
- am or pm
- 2 hour banded

WHY? BUSINESS DRIVERS

Whilst many of the metering services that are carried out on behalf of the energy management organisations or energy & facility managers are cyclic and regular activities, there are some customer driven circumstances that require an ad hoc requirement. As a Meter Operator Lowri Beck provides metering installation and maintenance services which can be booked on-line through the Job Booking system. Other specific activities requiring an individual job and time could be where the customer is querying the billing, is leaving the property or has requested a meter reading, or a meter asset inspection is required. It may be a new property or meter asset is being added or removed from a business portfolio such as with housing associations or retail businesses or with change of tenant with brewery/hotel businesses.

An on-line job booking service allows energy management organisation or energy & facility manager to make those requests by immediately booking a metering service to take place either as a standard job or with an appointment.



KEY BENEFITS

The on-line job booking and appointment booking service enables;

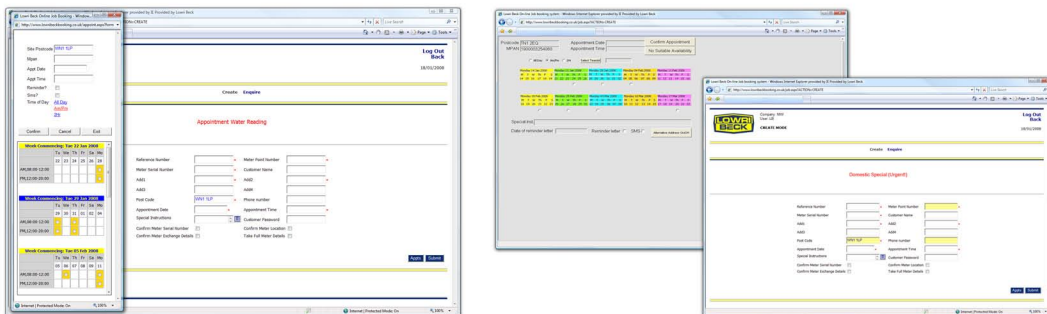
- Direct customer service control for appointment booking.
- Clients can agree appointment day and time with their customer with certainty of the resources being available.
- Cancellation and re-booking is simplified.
- Better control of appointment costs.

SYSTEMS & TECHNOLOGY

The on-line Job Booking system allows Client users to create, enquire and cancel metering services jobs. Additionally an Appointment Booking system can be included which allows for the metering services job to be allocated an appointment slot.

Each business client that uses the system is able to log on-line over the web at lowribeckbooking.co.uk, using their unique identifier and password. There is a user admin area which enables each business to manage their own users and passwords.

The Jobs screens allow the Client user to create, update or cancel job bookings. The creation of jobs is carried out from a tailored 'select job' drop down menu and the completion of a simple form with some key mandatory fields and tailored job requirements. If the job requires an appointment then the Client user can create an appointment by pressing the appointment button and selecting an appointment date and time from a selection of dates and times offered.



The system allows Client users to search through and edit stored job requests via the 'enquire' screen. Job requests can be updated by amending data on the screen and appointments can also be amended. The status of each job can be monitored and are identified by four status values;

- N – the job is new and can be updated or cancelled.
- G – the job has been generated. Changes to these records can be made by contacting the Lowri Beck help desk.
- R – the job is ready to go to the client.
- X – the job has been cancelled.