



## Large Scale Meter Recovery Programme

### Overview

A major meter recovery initiative was undertaken to restore automated data transmission across a significant portion of the metering estate. The goal was to re-initiate 2,900 meters, ensuring that consumption readings could be automatically transferred to the data company. This work was essential for improving billing accuracy, operational efficiency and customer service.

### Action

The programme followed a consistent, technology-enabled workflow designed to maximise efficiency and accuracy.

Our technicians started each shift by connecting the belt box (aerial and receiver) to their mobile device via Bluetooth and launching the Temetra app. The app displayed all meters requiring recovery on a map, with each marker showing the address and meter details.

The teams navigated towards each meter by vehicle or on foot. The majority of meters connected automatically as the technician passed by, confirmed by an audible notification. Once connected, the technician accessed the meter settings, performed a reset, verified the details and saved the configuration to the correct profile. If a meter did not connect remotely, the technician opened the boundary box or chamber lid and attempted a manual connection. When successful, the same reset and verification process was completed. In optimal conditions, such as a street with 15 meters in close proximity, a technician could complete the entire run in around one hour.

### CLIENT:

Netmore  
Yorkshire Water

### PROJECT LOCATION:

Sheffield

### PROJECT DESCRIPTION:

A major meter recovery initiative was delivered to restore automated data transmission across a significant section of the metering estate. The programme successfully re-initiated 2,900 meters, enabling consumption data to flow automatically to the data company once again. Using a consistent, technology-enabled field process, technicians efficiently located, connected, reset and verified meters, applying manual interventions where remote connections failed. Despite challenges such as limited connectivity in internal and multi-occupancy properties, strong performance was maintained throughout. The project improved billing accuracy, reduced reliance on manual reads, enhanced network visibility, increased



Some meters remained unresponsive even when the technician was standing directly above them, despite multiple attempts made to connect. In this case, the technician captured a screenshot of the error and attached it to the job record. Internal meters and flats often presented distance-related challenges, sometimes requiring 5–10 minutes of attempts without success.

## Challenges

The team experienced a number of challenges throughout the process, such as limited connectivity for internal meters and multi-occupancy buildings, meters with persistent connection failures and no permanent fix and variable job duration depending on signal strength and meter condition. Despite these difficulties, the team maintained a strong performance and consistency across all recovery tasks.

## Benefits

Completing 2,900 meter recovery jobs delivered significant operational and customer-facing benefits:

- Restored automated data flow reducing reliance on manual reads and lowering operational costs.
- Improved billing accuracy, ensuring customers receive fair and timely bills based on real consumption.
- Enhanced network visibility enabling better demand forecasting, leakage detection and asset planning.
- Reduced customer complaints as automated reads minimise estimated bills and associated disputes.
- Strengthened regulatory compliance supporting accurate reporting and performance metrics.
- Increased operational efficiency with field teams able to complete high-volume recovery work quickly and consistently.

operational efficiency, and supported regulatory compliance, delivering clear benefits for both customers and the organisation.

