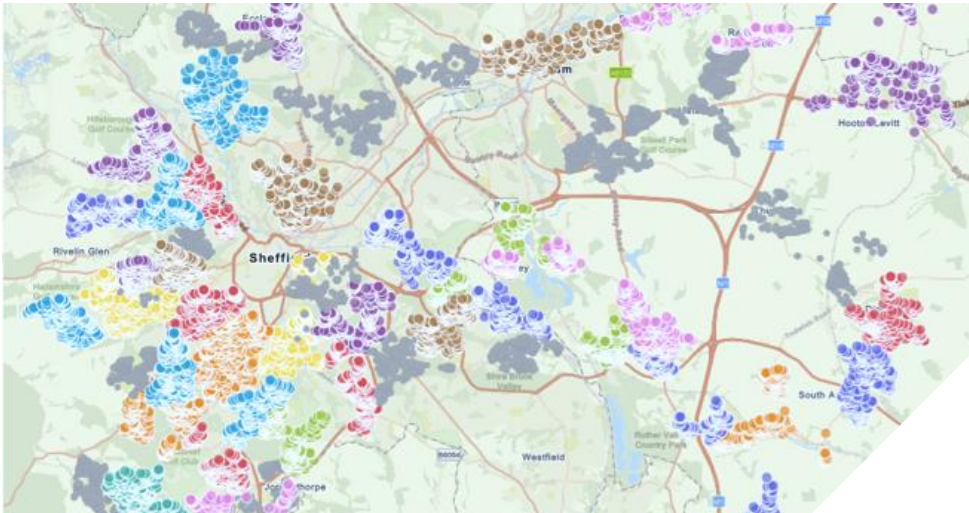




Large Scale Meter Maintenance Programme

Overview

This project is delivering a meter triage programme across Sheffield for Netmore targeting 31,523 meters with a goal of improving communication performance by 60–65%. A structured, technology-led approach combined efficient field operations with digital diagnostics to identify and resolve faults.

Key activities include force-join attempts, obstruction clearance and network enhancements such as riser installations.

Bespoke mobile data capture tools and real-time Power BI dashboards enable accurate reporting, live performance tracking and full transparency. A digital risk assessment platform ensures strong health and safety compliance throughout delivery.

Enhanced customer engagement, supported by clear communication and a 24/7 contact line, improves the overall experience. The programme delivers increased efficiency, improved billing accuracy and restored reliable data flow.

Action

The programme follows a consistent, technology-enabled workflow designed to maximise efficiency and accuracy. Our meter triage service is built around a smart, efficient and safety-led approach. We attend sites in a geographically intelligent sequence to minimise travel time and maximise productivity, before capturing detailed onsite data to identify the root cause of meters failing to send readings.

These comprise force-join attempts on non-communicating meters using the Netmore methodology and client NFC tool, alongside physical triage conducted in the field via the VOCON Field App (or other agreed applications). Activities also include clearing obstructed meters and chambers and collecting diagnostic data during each site visit, with near-real-time data sharing where formally agreed.

Network and installation improvements form a key component of the workstream. This includes riser installations (up to

CLIENT:

Netmore

Yorkshire Water

PROJECT LOCATION:

Sheffield

KEY DETAILS:



Target volume of 31,523 meters



60-65% improvement target



Provision of installation error reporting



Rapid 3-4 day onboarding

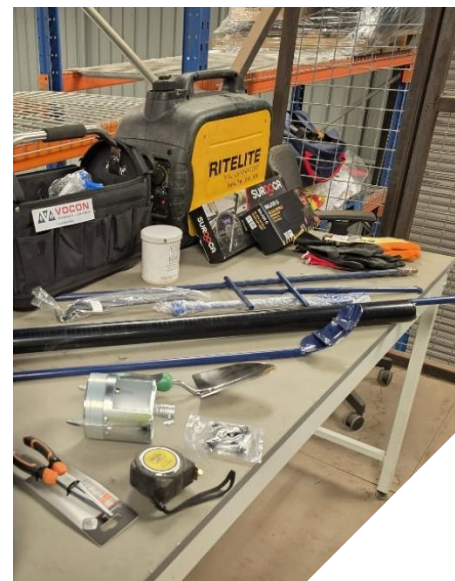


approximately 1,000, subject to direction) to enhance signal propagation, particularly for meters in pits.

Reporting will identify incorrectly installed meters, supported by device details and photographic evidence, with an overall target of achieving a 60–65% improvement in connectivity across visits.

New-Starter Packs

We are working closely with Netmore to design and deliver a practical and effective new-starter pack for meter triage operatives. The pack brings together the essential tools, guidance and safety expectations needed from day one, ensuring every operative is fully prepared and aligned with the standards required in the field. This collaborative approach has helped create a more consistent, confident and safety-focused start for all new team members.



Survey Forms

VOCON Energy developed bespoke digital forms within its mobile app to meet Netmore's data capture requirements, with the first version deployed to engineers within hours. The forms guide structured surveys, capturing key data such as meter details, depth, obstructions, signal strength and site conditions. Each survey automatically assigns meters to predefined reporting categories. All captured data feeds directly into Power BI dashboards, providing a seamless, real-time view of field activity with no manual intervention.

**Vocon/Netmore**
Survey Template

Thursday, June 11, 2026 12:46:11 PM

User	Form start	Form complete	Location
Leon Barlow	6/11/2026 12:40 PM	6/11/2026 12:41 PM	19 Kendal Ave, South Yorkshire, Sheffield, England, S25 4HQ

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Surveyor Name	Leon Barlow
Which Batch Are you Working On?	22
Address	
Can you locate the meter?	Yes
Serial Number on Record for this Address	
DevEUI on Record for this Address	
Meter Bucket on Record for this Address	60-84%
Can you access the meter?	Yes
Is there a temporary obstruction on the chamber	No
Is there a permanent obstruction in the chamber	No
Does the meter reading show all zeros (e.g. 0000)	No
Scan Serial Number	
If the Serial Number scanned does not match the Serial Number on Record for this address. Please check you have scanned the correct QR code on the meter, and / or are in the correct location. Only once you have double checked these should you select no to the following question	
Confirm Serial Number assigned to this address matches the serial number that has been scanned	Yes
Is the chamber flooded?	No
Is there Mud/dirt (debris) in the chamber	No

Risk Assessments

VOCON Energy has underpinned Netmore's health and safety performance by developing a bespoke online Risk Assessment platform that operatives are required to complete daily. This digital process ensures that every task begins with a clear understanding of hazards, controls and safe working practices, keeping Health & Safety firmly at the forefront of operational activity. By embedding this routine into day-to-day workflows, VOCON has helped create a more consistent, proactive and accountable safety culture across the programme.

**Vocon/Netmore**
Risk Assessment

Thursday, June 11, 2026 12:46:11 PM

User	Form start	Form complete	Location
Nathan Giles	6/11/2026 8:57 AM	6/11/2026 8:59 AM	6 Loxley Rd, South Yorkshire, Rotherham, England, S60 8AW

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Your Name	Nathan Giles
Do you have any other individuals working with you?	No
I can confirm that my vehicle is parked safely and in accordance with HIT (Handbrake applied, In Gear, Wheels Turned)	Yes, I can confirm
Do you feel you are sufficiently trained and knowledgeable to complete the risk assessment?	Yes
Please select all the potential risks (even if they are already mitigated) as part of the risk assessment.	☒ Inadequate Lighting ☒ Slips, Falls, or Trips ☒ Adverse Weather ☒ Manual Handling
Are you fit to undertake the task, taking into account physical/mental attributes such as fatigue?	Yes
Are you comfortable with the working environment to safely carry out the task?	Yes
If working alone, does anyone know of your general location?	Yes
Is the work being completed likely to impact the public and their safety?	No
Do you have the right PPE for the task? PPE must be in date (where appropriate), fit for purpose and in good condition.	Yes

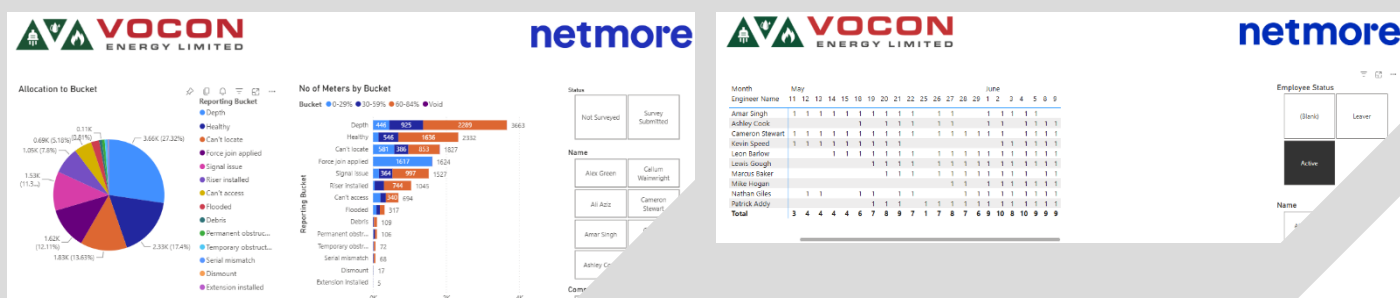


Power BI Dashboards

To ensure full transparency throughout the surveying contract, VOCON Energy developed a suite of bespoke Power BI dashboards, giving Netmore real-time visibility of scheduling, progress and results on a daily basis.

The dashboards provide a comprehensive operational picture, including an interactive map view displaying completed and scheduled works by engineer, daily completion rates and riser installations, meter outcomes categorised by reporting bucket and risk assessment completion tracking to ensure ongoing compliance.

Rather than relying on ad-hoc reporting requests to VOCON, Netmore can access live project data at any time, empowering their team to monitor performance, identify trends and make informed decisions independently. This self-serve approach reduces administrative overhead on both sides and ensures that project stakeholders always have an accurate, up-to-date view of contract progress without delay.



Challenges

Customer

Customer interaction during the triage works can prove challenging at first, as the team were effectively cold-calling households. It quickly became clear that engaging customers in a positive, confident manner was essential to gaining trust and cooperation. By sharing clear information about the project, presenting proper ID badges and ensuring our fleet carries recognisable VOCON and Netmore livery, we have strengthened customer confidence and improved the overall service experience.

No Waters

As part of the riser installation section of the contract, VOCON recognised early challenges around customer communication and took proactive steps to improve the experience. Learning from initial feedback, we have introduced clear customer contact sheets and established a bespoke 24/7 support line, giving residents a direct route to raise any concerns about their water supply. These measures have strengthened trust, improved responsiveness and ensured customers felt supported throughout the works.



Benefits

Completing 22,500 meter triage jobs to date has 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 triage work quickly and consistently.

