VOCON ENERGY LIMITED

Delivering Smart Metering at Scale

Executive Summary

As the UK energy sector continues its transition towards smarter, more efficient energy management, energy suppliers need delivery partners who can provide high-quality installations, excellent customer experiences and dependable operational performance.

VOCON Energy delivers nationwide smart metering services for gas and electricity suppliers, combining accredited engineers, flexible deployment capability and a customer-focused approach to support large-scale smart meter programmes. Our services cover installation, exchange, maintenance, fault resolution and support for both credit and prepayment customers.

CLIENTS:
(Current & previous)

- SMS plc
- Sureserve
- Energise

KEY INFO:

- Nationwide coverage
- 94% compliance rate
- 24/7 response
- 4-6 week onboarding
- 75,000 installs to date (since 2020)

Client Challenge

Energy suppliers face a range of challenges when delivering smart metering programmes, from meeting rollout targets and managing regional peaks in demand to maintaining a positive customer experience and resolving meter faults efficiently. They must also ensure installations meet industry standards and compliance requirements, while providing appropriate support for both standard and vulnerable customers.

To overcome these challenges, suppliers require a reliable and scalable delivery partner capable of responding to changing demand while consistently maintaining high standards of quality, compliance and customer satisfaction.

Our Solution

VOCON Energy provides a complete smart metering delivery solution across the UK. Our services include:

- Gas smart meter installations
- Electricity smart meter installations
- Dual fuel meter exchanges
- Meter maintenance
- Fault diagnosis and resolution
- Support for credit and prepayment customers

All work is completed by fully trained and accredited engineers operating to industry standards and client requirements.

Operational Delivery Framework

Smart Metering at Scale

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Delivery Approach

Skilled Engineering Workforce

VOCON Energy's engineers are trained to:

- Deliver quality installations first time.
- Manage complex metering scenarios.
- Support customers in sensitive situations.
- Represent supplier brands professionally during customer interactions.

Flexible Resource Model

VOCON Energy supports:

- Regional rollout programmes.
- Business-critical projects.
- Demand surges and seasonal peaks.
- Planned and reactive maintenance work

End-to-End Support

VOCON Energy delivers the full smart metering lifecycle:

- Installation
- Exchange
- Maintenance
- Fault attendance
- Follow-up works

Customer Benefits

Every smart meter installation helps customers take greater control of their energy usage and enjoy a more convenient, informed experience. By replacing traditional meters, smart meters enable customers to:

- Receive accurate bills based on actual energy consumption, eliminating the need for manual meter readings.
- Monitor energy usage in real time through an in-home display and better understand their consumption patterns.
- Manage prepayment accounts more effectively.
- Access future smart tariffs and emerging energy innovations.

Through these benefits, smart meter installations help increase customer confidence and deliver a better overall customer service experience.

Business Outcomes & Value Proposition

By partnering with VOCON Energy, energy suppliers benefit from a reliable, scalable and customer-focused delivery model designed to support smart metering programmes nationwide.

Scalable Nationwide Capability

- Flexible engineering resources to support regional and nationwide programmes.
- Responsive deployment to meet changing demand.

Reliable, Quality-Led Delivery

- Skilled, accredited engineers delivering consistent quality and industry-standard compliance.
- Dependable performance with a focus on quality and accountability.

Streamlined Operations

- A single delivery partner for installation, maintenance and fault resolution.
- Streamlined programme management and reduced coordination.

Enhanced Customer Experience

- Professional, brand-led engineer visits and clear customer communication.
- Support for vulnerable customers and complex metering situations.

Through this integrated approach, VOCON Energy enables energy suppliers to deliver smart metering programmes confidently, efficiently and at scale.