

Smart Meter Health

Get the best out of smart

The 'Smart Meter Health' firmware management solution utilises n3rgy software to access smart meter data. With this data, our platform intelligently suggests firmware upgrade paths and detects device communication problems across your smart portfolio.

Benefits

- Maintenance of a well-managed, compliant, and optimally performing portfolio
- Enhance the customer experience and maximise retention
- Increase compliance and reduce early removal fees
- Maximise workforce use for new smart installs
- Prepare for market-wide half-hourly settlement reform



The process

Our state-of-the-art meter testing lab is used to develop SMS-recommended upgrades for optimal, compliant firmware.

01

Collect data using n3rgy platform (SMETS & AMR)

- The n3rgy Software-as-a Service (SaaS) platform enables the collection of smart meter data regardless of the energy supplier, meter operator or connection to the property.
- Our inventory and diagnostic services enable energy suppliers to manage millions of meters by automating the monitoring, diagnosing, and rectifying of issues within their meter estate.

02

Analyse firmware and communication status

- Our platform accesses the meter firmware and identifies upgrade requirements.
- As part of this process, the communication status of the meters can also be analysed.

03

Traffic-light system status (based on SMS testing and known production issues)

- Within the platform a visual traffic light system is used to identify the firmware status for each meter point.
- Purpose-built testing lab with over 200 testing bays and our production experience with all meter manufacturers enables SMS to recommend firmware upgrade paths and recovery steps.

04

Full report with comprehensive analysis and next steps at MPXN level

- Capability to run inventory reports outlining the status of all or selected meter points.
- The report will run checks on meter communication and firmware status for each meter point selected.
- Receive an automated portfolio overview direct to email either weekly or monthly.

05

Supply firmware images and recommend route to improvement

- Access to all firmware images from all meter manufacturers.
- Alternative routes to target firmware for devices with certain HAN conditions.
- Quickest and safest recommended upgrade paths to optimum, compliant firmware.
- Guidance on recovery steps for non communicating meters.

Non-paired

- Targeted remote commissioning
- Customer-led pairing
- Data collection for non-SMS assets
- Commission visits

Installed not commissioned

- Guidance on adaptor next steps
- Liaising with meter manufacturers
- Repair visits - Powercycle

To find out more about Smart Meter Health, contact:

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