

## Lowri Beck Meter Reading Services



### Who are Lowri Beck?

Lowri Beck are an UK independent business support services company providing metering solutions and are independently owned and Ofgem approved. With over 100 years of combined management experience in the utility industry, they have been providing meter reading services to the UK Electricity, Gas and Water Suppliers for over 20 years and now have a UK nationwide field force of over 700 meter readers.

### How is Bristol Energy using Lowri Beck?

Bristol Energy will be using Lowri Beck to collect meter reads from customers twice a year. This may be in addition to the meter reads customers submit directly to Bristol Energy. Accurate meter reads are required to ensure Bristol Energy bills you accurately.

### How will Lowri Beck contact me for a meter reading?

There are two ways in which Lowri Beck may contact you for a meter reading

- One of Lowri Beck's Meter Readers may visit your property to obtain a physical reading
- If Lowri Beck cannot access your meter when they visit your property, one of the contact centre agents may contact you for a meter reading over the phone.

### When Lowri Beck leave a telephone message for you

Lowri Beck support a lot of organisations with meter reads. Therefore, when they telephone you, if you answer, they will know they are calling on behalf of Bristol Energy and will introduce themselves

as that. If you do not answer the phone, an automated message is left and Bristol Energy will not be mentioned and a more generic message will be left.

## **How will I recognise a Lowri Beck employee?**

- All Lowri Beck employees will take the time to explain to you who they are, the purpose of the visit and that they are representing Bristol Energy when they arrive.
- All meter readers will be wearing a neat Lowri Beck uniform and will be displaying an ID badge.
- If no one is at home when they call, all Lowri Beck employees will leave a card to let you know they have visited.
- If your meter box is located outside, a Lowri Beck employee will read it without disturbing you and will leave a card to let you know your meter has been read.
- Lowri Beck meter readers use their own vehicles with metallic, magnetic Lowri Beck signs to applied to their front doors.

## **How often will my meter be read?**

Lowri Beck will read your meter twice a year, but if you want to provide us with your own meter readings you can call Bristol Energy or email us at [metereads@bristol-energy.co.uk](mailto:metereads@bristol-energy.co.uk).

## **Will Lowri Beck try to sell to me?**

No, Lowri Beck will only try to contact you to take a meter reading.

## **Why will Lowri Beck contact me?**

Lowri Beck will contact you if they have been requested to obtain a meter reading. They may also visit you if your meter is due a safety inspection.

## **Will I need to be home?**

- If your meter is inside the property you will need to be home to provide access to your meter/s
- If your meter is outside your property, the Lowri Beck meter reader can obtain a reading without you being present.

## **When will Lowri beck contact/visit me?**

Lowri Beck Meter Readers may visit you - Monday to Friday 8am – 8pm and Saturday 8am –4pm. You may be contacted by one of the Lowri Beck contact centre agents - Monday to Friday 12pm – 8pm and Saturday 9am to 1pm.

