



# energybilling

## Company Guide

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## Designed With Experience

Revenue protection that is cost-effective and convenient for everyone involved

**The team at Energy Billing has worked in the industry for many years. We know what can happen, we've seen it all. That's why we've been able to make sure that our range of pre-payment and energy metering products and services truly work in real life scenarios – all the time. We've taken our years of knowledge and experience and we've applied it to the products we design ourselves.**

The simple truth is that when someone makes a payment on a pre-payment or pay as you go system, it always has to work. There can be no excuses. Failure is not an option. Understanding this, we've designed all our products to cover every eventuality. Payments made by the end user will reach their property remotely, normally within minutes via the multitude of payment methods we provide. However, in addition, each payment also creates its own back up PIN which can be entered manually should it be required. This means that no matter what happens, money can be loaded on to the system. Our systems are flexible, easy, work every time and meet our customers' needs.



Our first port of call is and always will be making sure that end users have access to heating and hot water. Everything else is secondary. We still place a great deal of emphasis on aesthetics, tamper-proofing, ease of commissioning and support, but the design of our devices starts with the area that matters most. We've made reliability a priority, and we've achieved this through our years of understanding where things can go wrong.

## Products and Services

**We believe that heating a home should be effortless for everyone involved. Whether that's utilising the pre-pay function or opting for the billing mode, everything should just work seamlessly.**

Our wirelessly operated devices that monitor residential metering systems have been designed with this in mind. They can be installed during a new build or retro-fitted into existing energy schemes with great ease, and they work effectively in the long term with no need for further interference.

The vOne is designed to work with one utility (with a multi-utility mode available) and comes with a specification beyond its price. The vThree is designed to work with up to three utilities and is a multi-functional device with a colour touch screen.

## Simple, reliable pre-payment

If you choose to use the pre-payment system then residents manage their finances by topping up their accounts using one of these options:

- The PayPoint network of 28,000 outlets
- Via standing order or direct banking
- Our 24/7 automated telephone payment line
- Our dedicated website: [www.energybilling.co.uk](http://www.energybilling.co.uk)

We also have back-up fail safe features meaning that should the amount not automatically be applied to the system for whatever reason, then residents can easily enter their payment directly into their device using the system generated PIN that's provided with every payment. There is never any risk of them not having the energy they need in their homes.

# vOne<sup>eb</sup>

We've designed the vOne to deliberately make life easier for everyone involved, whether they're implementing or using the system. Features such as dedicated 'Hot-keys' that allow users direct access to the most frequently used commands are typical of the comprehensive design of the vOne. The vOne is also a wireless automatic meter reading device (Wireless AMR) which will transmit meter reading information, eliminating the need for physical meter readings.

## Key Features

- Backlit ENE3 multifunction display
- Quick and easy to install and commission
- Monitors one utility (multi-utility mode available)
- Remotely switchable prepayment/credit mode
- Data logging (15 or 30 minute intervals)
- Low operating cost, no maintenance required
- Accepts Pulse and MBus inputs
- Credit added directly over air with PIN back-up facility
- Definable social hours
- Regular remote data reads/AMR
- Tamper detection with visible indication
- Website data tracking for client and landlord
- 'Single' or 'Multi-wallet' mode with multi-utility option



# vThree<sup>eb</sup>

Our vThree is a multi-function smart device that works well in high-rise environments. Featuring a touch sensitive, colour back-lit display, it provides users with real time and historical information on energy consumption, energy cost and related CO2. The vThree is also a wireless automatic meter reading device (Wireless AMR) which will transmit meter reading information to the energy provider, eliminating the need for physical meter readings.

## Key Features

- ENE3 code for sustainable home compliant display
- Quick and easy to install and commission
- Monitors multi utilities
- Remotely switchable prepayment/credit mode
- Touch sensitive, full colour 5" screen
- Unique standalone 'in home display mode' option
- Accepts Pulse and MBus inputs
- Credit added directly over air with PIN back-up facility
- Low operating cost
- No maintenance required
- Regular remote data reads/AMR
- Provides usage data and alerts
- Website data tracking for client and landlord

## Account Invoicing and Billing Back Office

The vOne and vThree pre-payment devices are supported by a comprehensive range of efficient back office account invoicing and billing solutions which can help recover any pre-existing account arrears and improve cash flow and scheme efficiency. Whether it's scheme utility billing or the collection of existing account arrears, we have the knowledge and experience to help you in the most effective way.



## Working With Us

One of the reasons many of our customers come back to us is because our products do exactly what our customers expect them to do. There are no hidden surprises, no false promises and no unnecessary delays. Our service and support comes directly from our desire to make the industry better, eradicating many of the avoidable problems and sharing our expertise with our customers to ensure they always have the best solution for their job.

We believe in what we do. We haven't just made pre-payment and metering devices, we've utilised our vast experience, tapped into our tried and tested methods and we've brought to the market products that actually work all the time, backed up by our continuous efforts to keep them working even in our ever-changing world.

We have been involved with District Heating schemes for many years and we've helped to create dozens of reliable systems that have efficiently heated homes, and have also provided revenue protection and cashflow management. We want to use our experience to help your next project.

We care about ensuring that energy providers get a system installed they don't have to worry about and end users get a device they can rely on. That's what we do all the time, and that's what we pride ourselves on doing well.

Whatever stage of your project you're at, please get in touch with us to see how we can help you.

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