

Our Business



Our Business

Morrison Data Services is the UK's leading utility data services business, differentiated by the scale and capability of its national workforce. This provides regulatory assurance and innovative solutions to energy and water retailers in rapidly changing markets.

Our success to date is based on the following key competencies:

- ▶ Large scale processing of regulated data to industry compliant standards
- ▶ Large scale, multiskilled, flexible national workforce
- ▶ National, high density data collection
- ▶ An ability to adapt to change in an ever-evolving market place
- ▶ Development of large scale, multi-product relationships with clients

MGroupServices

As a part of M Group Services, Morrison Data Services has access to enhanced capabilities across our group in utilities, transport and communications, with our skilled and competent workforce in excess of 8,000 people which contributes towards a turnover of almost £1 billion and growing.

What We Do

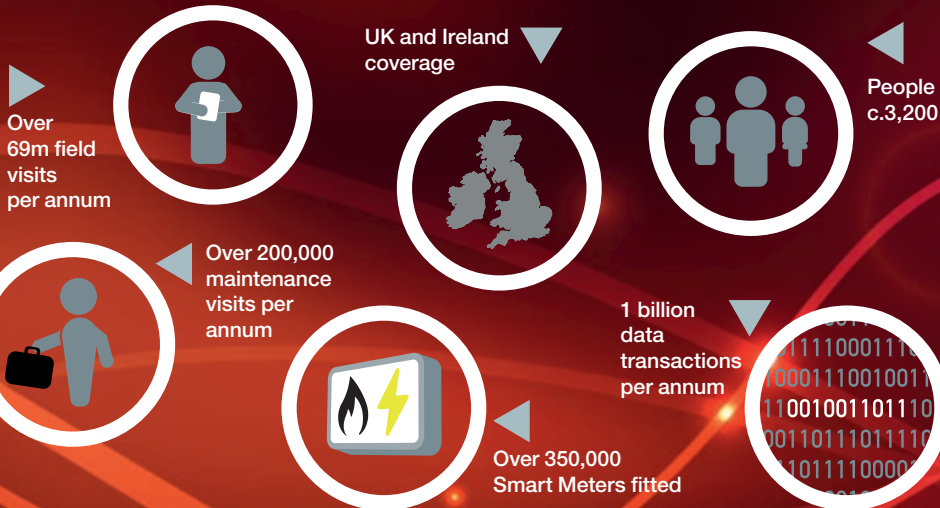
As part of our growth strategy we have become the market leader in Data Managed Services with a unique ability to leverage our 3,000+ strong field force to both enable and enhance our offerings to energy and water retailers.

As an organisation, we understand the need to continuously evolve in order to meet the ever changing needs of our clients.

Who we work for

Avantigas	DONG Energy	First Utility	npower	SSE
Affinity Water	Economy Energy	Flow Energy	OneSelect	Statoil
BES	Ecotricity	Gazprom	Opus Energy	Telefonica (CSP)
British Gas	EDF Energy	Green Energy	Ovo Energy	Total Gas & Power
Bulb Energy	Elexon	Haven Power	People's Energy	Thames Water
Business Stream	Energy Assets	Irish Water	Regent Gas	TOTO Energy
Capita	Engie	Limejump	ScottishPower	Utility Warehouse
Clear Business Water	ENI	Macquarie	SGN	Wales and West
CNG	E.ON	Energy Leasing	Siemens	Waterplus
Corona	ESB	Marble Power	South East Water	YU Energy
D-ENERGi	Extra Energy	National Grid	Spark Energy	

Key facts



Our Core Services



Utilities Data Retrieval

Energy Data Collection

Field Data Collection, Meter Reading and Meter Inspections represent an important part of our service offering and are core to our future strategy.

We offer a cost effective and flexible national data collection service in an evolving marketplace. Our national workforce of over 2,500 people are divided into multiple levels of expertise, and are all vetted to British Standard BS7858. Leveraging our national workforce, we have the ability to reach every doorstep in the UK within a few hours.

Our Services include:

- Meter Reading/Data Collection - Domestic, SME, I&C
- Customer driven appointments or appointment campaigns
- Must read / Must inspect services to optimise Industry settlement performance
- Pre-installation and Meter asset surveys
- Collecting consumer / property data
- Gas "wind-on", "decomm / recomm" and emergency Prepayment meter services
- Electric Meter - Half Hourly Download services
- Battery Exchanges
- Revenue Protection Services
- Attend non-communicating Smart Meters to undertake basic triage
- Meter Modem exchanges
- Property Services, including Inventory Management
- Non-utility data collection

Utilities Data Retrieval

Water Data Collection

One of the leading Water Meter Reading, Data Capture and Data Managed Services

We provide the full scope of water meter reading and associated Data Services throughout the UK and Ireland. These activities include the entire range of revenue collection requirements for water companies and retail organisations in the regulated and deregulated water market.

Our industry leading service delivers demonstrable efficiencies that reduce cost and improve the accuracy of domestic, commercial and industrial customer billing. We also offer sales investigation services, confirming the status of property occupancy and asset data validation.

Our National service provision includes:

- Meter reading & data collection services for domestic & non-domestic premises
- Meter data management
- Leakage reporting
- Client revenue protection
- Meter replacement activities
- Sales Investigation



Data Integrity

We gather data in the field via our robust handheld devices and transfer it back to our servers electronically.

All data we retrieve is stored within our secure data centre ensuring complete security and integrity of our clients' data.

Multi-skilled workforce



Fully vetted and DBS checked



2,500 field staff



52 million

Visits per annum



Key facts

4 million meters managed - efficient management of the data helping to ensure that our clients' billing cycle is optimised to guarantee accurate revenue collection.



Geographical coverage throughout the UK & Ireland. A field force of over 400 personnel

17 million meter readings - providing our clients with a comprehensive solution that rapidly delivers the most accurate data in line with their customers' expectations

17 million



Data Managed Services

Data Processing & Analytics

Morrison Data Services are the largest provider of data management for the utilities sector, providing industry regulated accredited services.

We manage over 34 million records across a range of services, for more than 30 separate clients and handle in excess of 1 billion transactions annually.

Our services include:

Industry Regulated Data Flow Management

- NHHDC - Non Half Hourly Data Collection
- NHHDA - Non Half Hourly Data Aggregation
- NHHMoA - Non Half Hourly Meter Operations
- MAM - Gas Meter Asset Data Flow Management
- HH DC, DA and MOP (P272) - Electric Profile Class 5-8 meters service

Meter Asset Provider (MAP) Data Flow Services

Smart Data Retrieval

Other

- All work will comply with GDPR
- Gas Portfolio Management
- Half Hourly Download management
- Helping Elexon to compile electricity consumption profiles for the industry

We have the capacity to provide integrated Data Managed Solutions, tailored to our clients' individual requirements.

Ensuring data security is at the core of our operations. We ensure the integrity and security of customer information by designing security into our systems and processes. This is further supported through the use of secure data centres. Our Data Management services are delivered with a comprehensive quality assurance commitment. Business management processes are certified to ISO 9001 and information security management systems are certified to ISO 27001 providing complete security assurance.

Support for New Entrants in the Energy Utilities Sector

Universal Supplier Solution (USS)

In collaboration with our strategic partners Utiliteam (www.utiliteam.co.uk), USS facilitates low cost entry into and continued support in the complex and competitive UK energy market. Our joint industry expertise and uniquely combined experience has enabled us to develop a complete solution for those operating in the industry.

Our all-inclusive USS supports new market entrants into the UK energy market through access to years of industry expertise and experience, required software, pre-approved licence and a fully managed service. This means that all the various industry obligations are combined into a single package of set rates, allowing our clients to focus on things they really need to, whilst we look after the rest.

Unlike all other commercially available solutions, our solution includes all Supplier Data Flow Management Services including NHHDC, NHHDA, MOP/MAM data management and all the necessary system updates as inclusive elements within the USS package.

As part of the service package Morrison Data Services will:

- Register your customers
- Provide a full meter reading service
- Provide additional metering services
- Manage all relevant industry data obligations
- Provide all necessary hardware, software and licenses
- Provide extensive support and industry expertise
- Manage Data Exceptions

Our People

Our people,
Newcastle, Noida
& Nottingham

17+ years
industry
experience

Fully
industry
accredited

Portfolio
size
>34m
records
managed
annually

Industry Regulated Data Flow Management

UNIVERSAL
SUPPLIER
SOLUTION

YOU
the energy
supplier

MDS
ADDITIONAL
SERVICES

NHHDC - Industry
Data Collection
NHHDA - Non
Half Hourly Data
Aggregation
Dual Fuel Core
USS System

Energy
Purchasing
Energy Balancing
Customer
Acquisition
Billing

Revenue Assurance
Data Retrieval
(Smart & Pedestrian)
Additional Metering
Services
Meter Asset Surveys
Must read/Must inspect
Services for settlements
performance

Meter Maintenance & Installation Services

Utilising our national multi-tiered workforce, Morrison Data Services has the capacity to provide a range of Meter Maintenance Services and I&C Electric Meter installations. Additionally we also provide Smart Metering installation services and are supporting one of the big six in their Smart Meter rollout.



Maintenance Services

We are able to provide a low-cost maintenance offering, to complement the technical services provided by our engineers. Services currently provided to our clients include:

- Electric I&C Installation
- Smart Metering Services
- Emergency and non-emergency maintenance visits
- End-to-end I&C Services including Smart Meter Reading
- c.300 engineers in the field by the end of 2018

Our experience in Smart Metering deployment since 2014 gives us real insight into industry challenges. This is supported by our ISO 9001:2015 Quality Management Standard accreditation.

Smart Support Services

Morrison Data Services can help minimise the implementation costs of the Smart Meter rollout and enhance the customer journey. We do this through the reduction of aborted visits by collecting and validating essential site data in advance of sending a technical engineer.

Our solution includes:

- Verification of meter point details
- Physical location and characteristics of the meter
- Identifying potential technical obstacles at the installation point (e.g. shared and metal-clad cut-outs)
- Technical validation (meter and communications)
- Doorstep appointment booking potentially as part of a meter reading visit



Managing the unknown in the Smart Meter rollout

Our multifaceted approach to services include;

Improving first time fit rate

What we do -

Using data, analytics and field services to segment and improve knowledge of the portfolio.

How we do it -

- Using and supplementing existing data sources to drive channels of action (install, no install, special treatment)
- Pre-surveys
- Photographs as data

Improving conversion of the opportunity

What we do -

Leveraging field capability to improve data quality and face to face tactics to improve conversion.

How we do it -

- Contact details collection
- Accessibility reviews (contact times etc)
- Doorstep booking
- Jeopardy or non attendance visits

Reducing strain on resourcing

What we do -

Removing the non-technical element of the delivery to leave installers installing

How we do it -

- IHD delivery
- Non Comm's inspections
- Missing asset investigations
- Aerial installations
- Maintenance visits



“We have strong competencies and a proven track record in Data Management and Data Collection. This can be used to deliver advantage through evolving utility markets.”

Simon Best, Managing Director

ProtectMyProperty .co.uk

ProtectMyProperty are not only the largest provider of Locksmith Services to the Utility Industry but are also one of the UK's leading experts in security for both home and business. We install and maintain a range of tailored property security systems including:



Intruder Alarms

Installation
Maintenance & Repair
24/7 Alarm Monitoring Services



CCTV/Security Systems

Installation
Maintenance & Repair
Remote & Self Monitored Solutions
Integration with Other Systems
i.e. CCTV & Intruder



Revenue Protection

Locksmiths
Non-Destructive Entry
Dog Handling



Smart Meter Communication

Enhanced Communications
Aerial Installation



Electro-Technical



Minor Electrical Works



Work at Height



General Installation & Construction

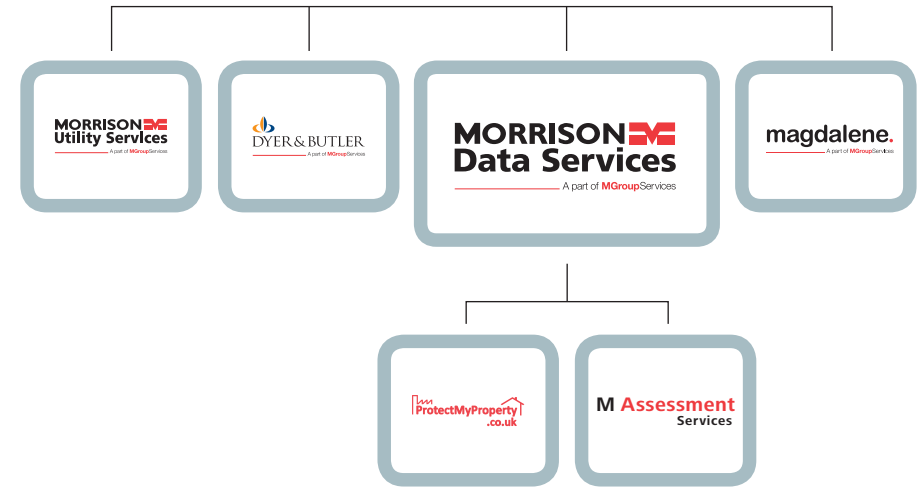


Testing & Commissioning



Full Mainland UK Coverage

MGroupServices



- M Group Services has over 8,000 UK based employees and growing
- A turnover of over £1 billion and growing derived from a range of essential infrastructure services across the regulated sectors of utilities, transport, telecom and data
 - Our size, scale and investor backing enable us to invest to grow

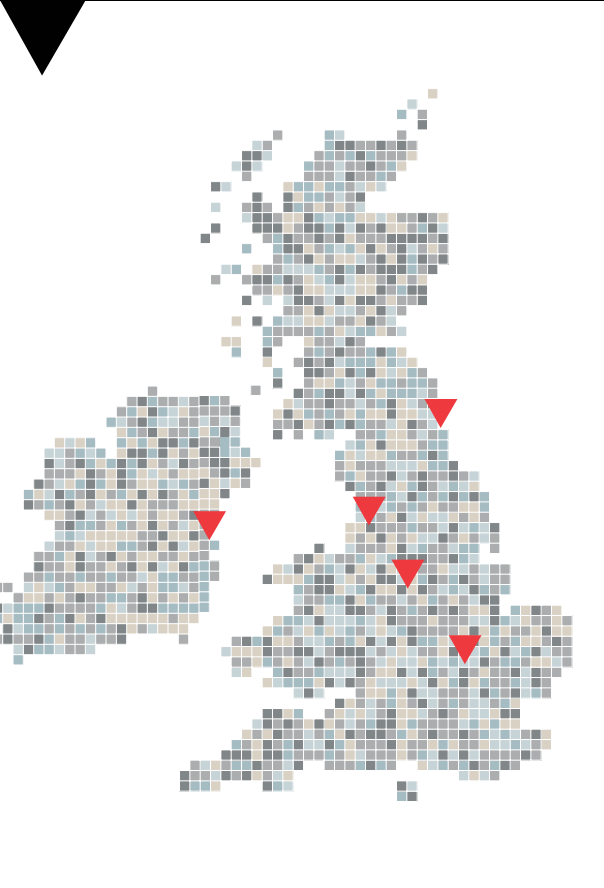
Accreditations, Affiliations and Registrations

- Institution of Gas Engineers and Managers
- British Standards Institute
- Gas Safe Registered
- MAMCoP
- ASPCoP
- MOCOPA
- OAMI Registered
- AMO
- NICEIC
- Achilles UVDB
- Environment Agency

ISO Accreditation

- ISO 9001:2015 – Quality Management System
- ISO 14001:2015 – Environmental Management System
- OHSAS 18001:2007 – Occupational Health and Safety Management System
- ISO 22301:2012 – Business Continuity Management
- ISO 27001:2013 – Information Security Management System

Nationwide Coverage



Morrison Data Services

Newcastle upon Tyne - Head Office

14 Silver Fox Way
Cobalt Business Park
Newcastle upon Tyne
NE27 0QJ
Tel: 0191 201 3500

Oldham - Field Operations

159 Huddersfield Road
Oldham
OL1 3PA

Dublin - Field Operations (Ireland)

Bracetown Business Park
Clonee
Dublin 15

Nottingham - Data Support Centre

Concord House, Nottingham Road
New Basford, Nottingham
NG7 7FF

Stevenage - M Group Services

Head Office

Abel Smith House, Gunnels Wood Road
Stevenage
SG1 2ST

sales.info@morrisonds.com

www.morrisonds.com