

The background of the top section is a photograph of a row of modern, multi-story houses with grey and white siding and large windows. In the top left corner, there is a white rectangular box containing the Siemens logo and tagline.

SIEMENS

Ingenuity for life

Heat Energy Services Pay-As-You-Go Platform

www.siemens.co.uk/heatenergyservices

Siemens: trusted partner for innovative safe and compliant solutions

Siemens prepaid experience is not solely limited to the heat market - we support hundreds of thousands of smart meters in the UK and across the world that are tailored to specific and complex market requirements. Our PAYG platform was developed by a skilled team with years of industry experience and learnings from multiple customers. Siemens continues to operate the prepayment infrastructure on behalf of UK gas retailers, providing a service to around three million customers.

Increased affordability through cloud technology

Our PAYG solution is delivered through an AWS cloud environment. The solution is designed to be meter agnostic and integrate with open protocol systems.

The development of our solutions is driven by one primary aim: to minimise CAPEX costs for customers throughout the lifecycle of a project.

Service Offering

Siemens' PAYG solution is meter agnostic

with a level of operational flexibility achieved using data flows from the vast majority of pedigree heat meters.

The solution reduces upfront costs by removing the need for a high-cost, in-home display; instead providing data through the consumer's smart phone. Realising this approach is not suitable for all consumers' lifestyles, Siemens can provide displays as an alternative.

Siemens' solution can greatly improve your cash flow by ensuring end customers prepay for their heat. End customers are given the ability to monitor and manage their account remotely using PayPal and PayPoint top-ups; a feature that improves customer budgeting and creates a positive experience.

The solution also has a friendly credit configuration that overrides the disconnection facility during weekends or public holidays, minimising inconvenience for the end customer. The auto export function also allows the platform

to integrate seamlessly with most credit billing packages and service providers. Companies who adopt a prepaid system typically find debtor days are drastically reduced. Siemens IT support infrastructure maintains the highest levels of system operation and accessibility, always.

Improved Customer Satisfaction

Siemens PAYG solution improves the customer's experience of using and paying for heat. The system delivers timely information related to end customer heat use and accurate, up-to-date information related to their billing and usage profiles.

Project management

On-time and to-budget project delivery is safeguarded by Siemens' accredited project management system: PM@Siemens. Our project managers bring engineering excellence, technical and product knowledge, and an uncompromising focus on Zero Harm to every project they manage.

"Siemens PAYG platform, using cloud technology, brings ability, agility & affordability"