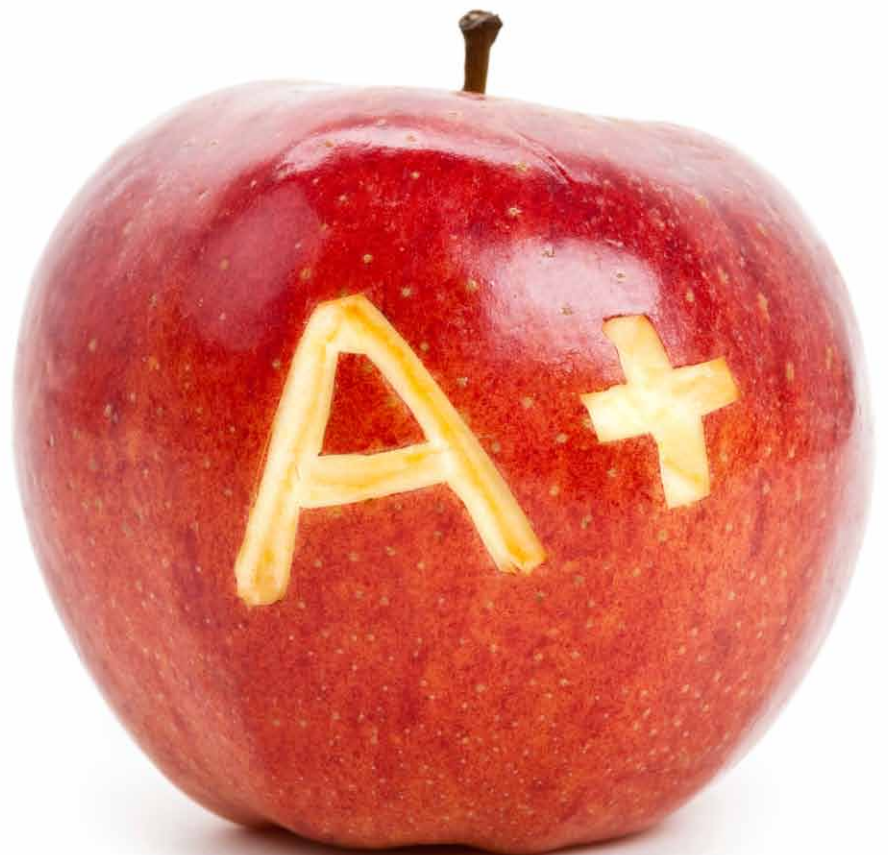


# Becoming Smarter



# Smart meters will transform your business

Smart metering presents some big opportunities and challenges. Reliable accurate readings together with meter operation and rich consumption data will simplify existing costly processes. The emergence of smart grids will see a shift in the roles and responsibilities between existing market participants. Your organisation needs a quick way to understand their impact on policies, operations and information systems before the mandated smart meter rollout in 2012.

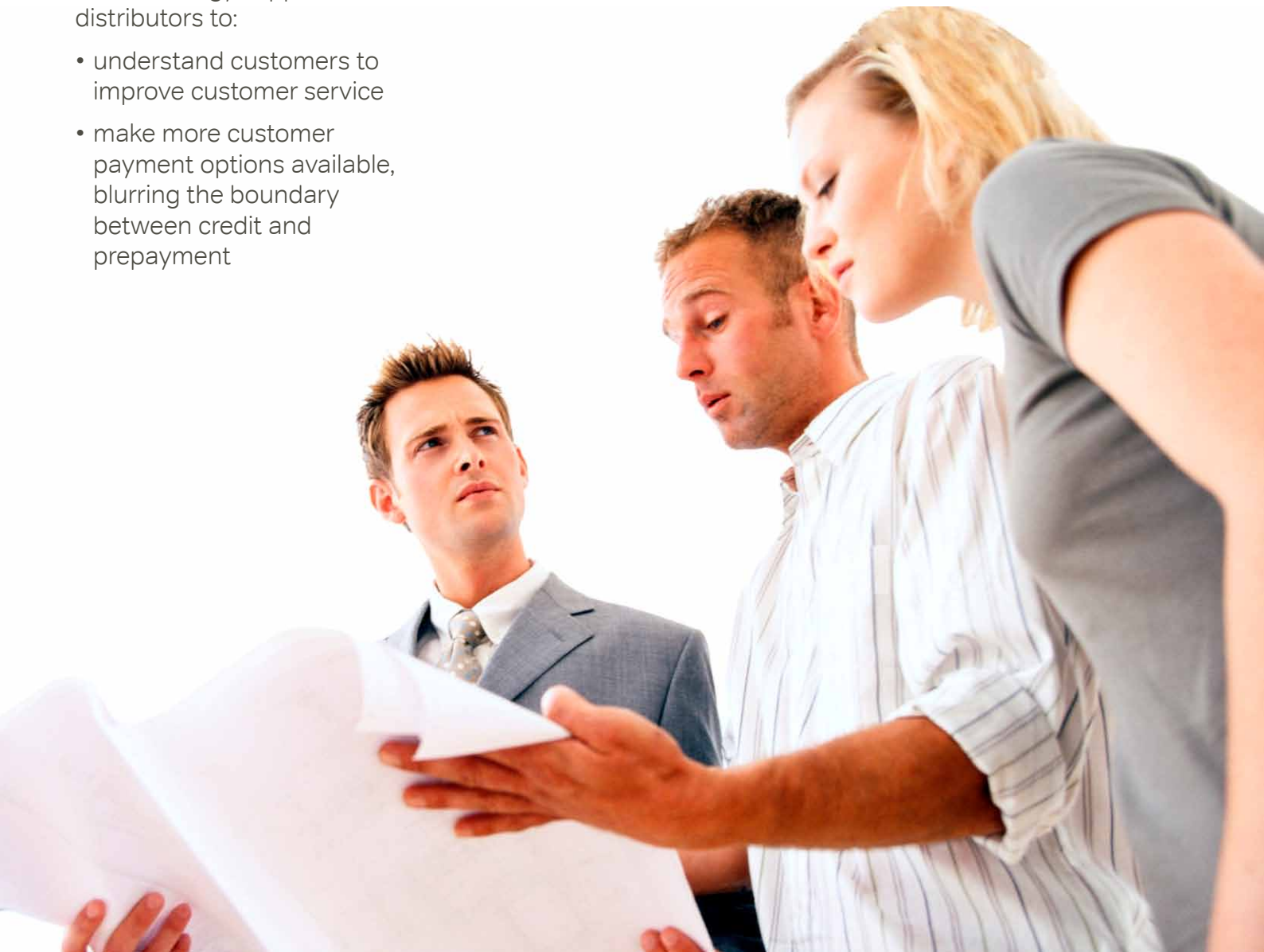
The data and functions available on smart meters will enable energy suppliers and distributors to:

- understand customers to improve customer service
- make more customer payment options available, blurring the boundary between credit and prepayment

- obtain early notification of the occurrence and location of network outages
- introduce demand-side management and control of embedded generation

It's great working with Logica because you know any problems you encounter will be little ones

Dave Mountford  
Smart Metering Project Manager  
npower

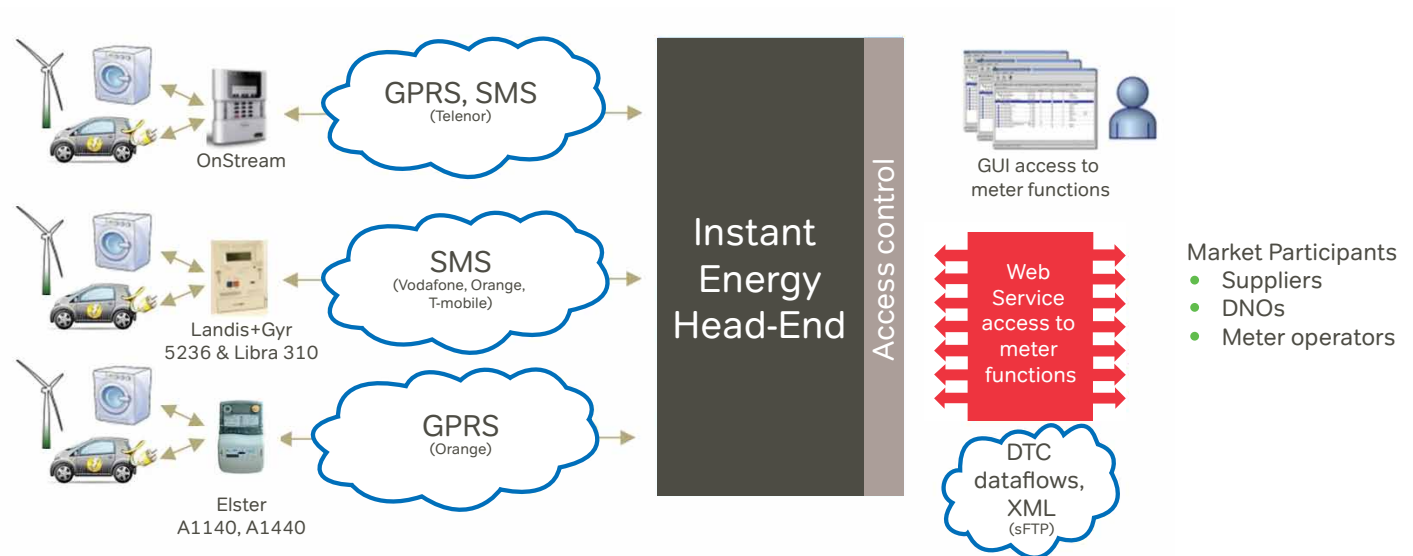


# Logica's Smart Data Service

## OUR SMART DATA SERVICE

Logica's Smart Data Service is based on our award-winning Instant Energy head-end and prepayment solution. We are helping suppliers and meter operators gain the benefits of smart metering today whilst preparing their business for the future. We are helping them to hone their customer engagement and installation processes, both of which are critical to ensure a positive consumer experience of smart metering.

Our service offers prepayment with links to PayPoint and Payzone. It enables radically-reduced cost-to-serve for traditional prepayment customers through our rich smart-prepayment functionality. With us, you could go a step further and think about new innovative tariffs including time of use pricing for the energy you supply.



We'll soon provide distributors with access to smart meter data and functionality in support of their Low Carbon Network Fund (LCNF) trials.

## AN ESTABLISHED SERVICE THAT IS EVOLVING TO RESPOND TO THE EMERGING NEEDS OF THE MARKET

Operating for over 5 years, our established service supports the majority of domestic smart meters currently installed in Great Britain. Our service is growing at a rate of over 20,000 meters per month and we handle more than 4 million communication messages per month.

Our service is very flexible and offers a variety of service solutions from self service access to Service Level Agreement (SLA) based managed data services.

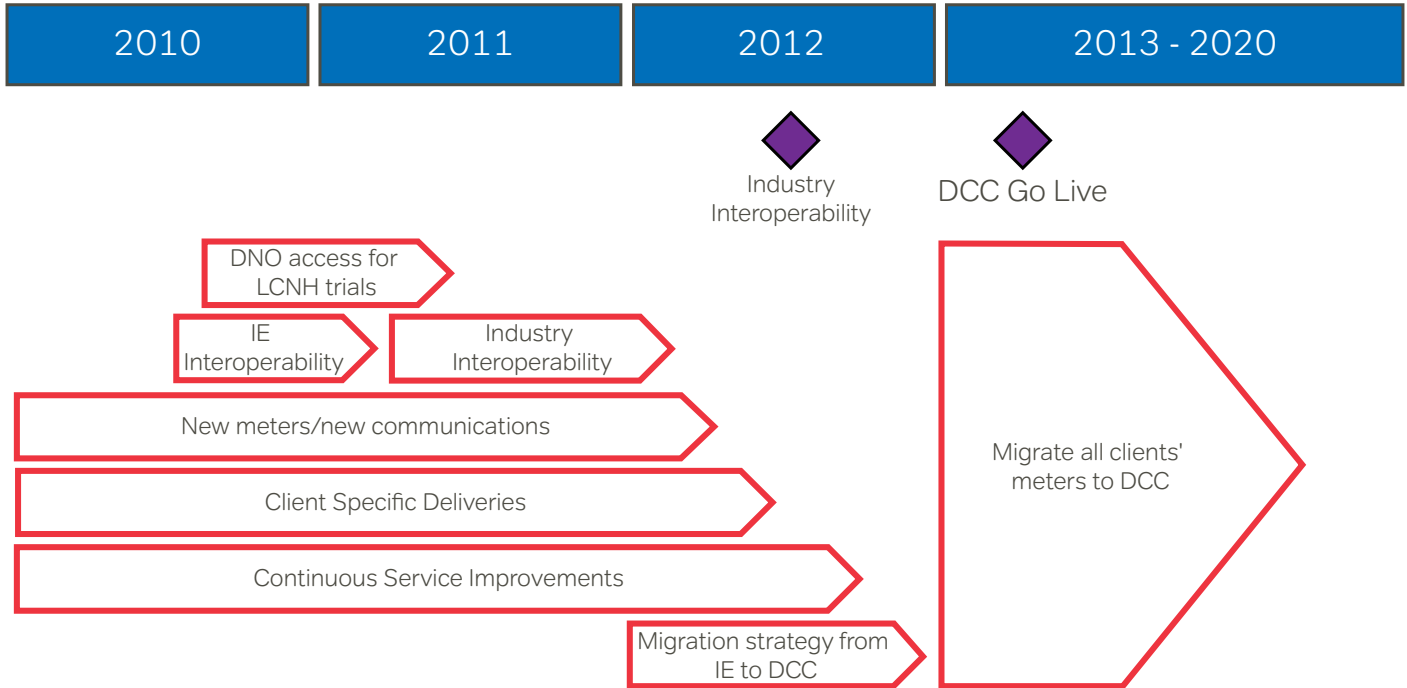
### The Ramesys Technology Award for Social Contribution

The Instant Energy system is designed to enhance customer experience while greatly improving operational efficiency. 'Intelligent' meters enable a supplier to control and gather information from the meter when required. It allows customers to add credit to their pre-payment meter without using a credit device, removing the need to leave their home. By replacing existing pre-payment metering technology this will lead to reductions in costs, improved customer experience and reduced fraud. The developers are undisputed leaders in this field.



# Roadmap

Our Smart Data Service roadmap recognises that smart metering is rapidly changing and is regularly updated to respond to the evolving needs of the industry prior to establishment of the DCC service. Investment focuses on integrating new meter and communications technologies and providing the scalability and reliability required for pre-DCC roll-out programmes.

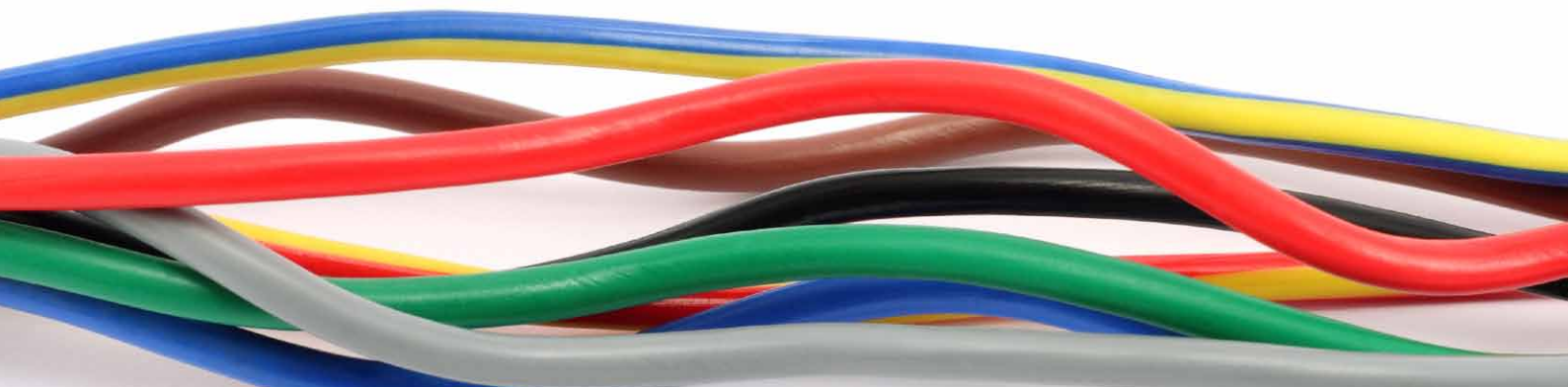


## Roadmap Items:

- New meters - Onstream single phase 3 terminal meter, Onstream 3-phase, L&G Phase 3, EDMI, Iskraemeco, PRI
- New Communications - Arqiva, BT, O2
- Continuous Service Improvements - Performance, Security, Business Processes, Business Reports, Service Monitoring

We love Instant Energy. It's by far the most superior of any head-end we've seen and its really user friendly.

Sean Davies - Smart Metering Trials Senior Administrator, npower





6 Supported meters

| Function               | Fuel        | Comms                             | Scheduled data retrieval initiate via meter | Configuration/tariff changes | Remote enable/disable | Alerts/Tampers | Prepayment | Message display | Notes                     |
|------------------------|-------------|-----------------------------------|---|------------------------------|-----------------------|----------------|------------|-----------------|---------------------------|
| Landis & Gyr 5236      | Electricity | In meter                          | ✓   | ✓                            | ✓                     | ✓              | ✓          | Via IHD         |                           |
| Landis & Gyr Libra 310 | Gas         | Via paired 5236 electricity meter | ✓   | ✓                            | ✓                     | ✓              | ✓          | See notes       | Single wallet PP via 5236 |
| OnStream EB08          | Electricity | In meter                          | ✓   | ✓                            | ✓                     | ✓              | ✓          | ✓               |                           |
| OnStream GB08          | Gas         | In meter                          | ✓   | ✓                            | ✓                     | ✓              | ✓          | ✓               |                           |
| Elster A1140           | Electricity | External ASL H308                 | ✓   | ✓                            | ✓                     | ✓              |            |                 | 3 phase, CT operated      |
| Elster AS1440          | Electricity | External ASL modem                | ✓   | ✓                            | ✓                     | ✓              |            |                 | 3 phase                   |
| Iskraemeco ME22P       | Electricity | In meter                          | ✓   | ✓                            | ✓                     | ✓              | ✓          |                 |                           |



# Smart functions

| Function                 | Description  |
|--------------------------|--|
| Installation             | Automatic installation and configuration of meters   |
| Scheduled data retrieval | Scheduled retrieval of index and/or half-hourly readings at specified intervals (daily, monthly etc.)  |
| On demand data retrieval | On demand retrieval of meter readings and other values (e.g. debt)                                     |
| Power quality data       | Retrieval of power quality data (e.g. reactive and apparent power, maximum demand etc.)                |
| Tariff set up            | File-based loading of tariff configurations and rates provided by the supplier                         |
| Tariff load              | Individual or group setting of tariffs, either immediately or on a future date, enabling price changes |
| Tariff types             | Support for block and standing charge, time of use and prepayment tariffs                              |
| Enable/disable           | Remote enablement/disablement of meters  |
| Meter data management    | Storage of all retrieved index, half-hourly and event data   |
| Messaging                | Sending of messages to In Home Displays (IHDs) associated with single meters or groups of meters       |
| Change of tenancy        | Support for change of tenancy in line with emerging industry processes                                 |
| Change of supplier       | Support for change of supplier in line with emerging industry processes                                |
| Alerts                   | Selective reporting of meter alerts via screen or data flows.  |
| Access rights            | Support for separate access rights for suppliers, meter operators and distributors                     |
| Interfaces               | Access via web-delivered user-friendly screens or published web service interface                      |
| Prepayment – vending     | Crediting of meters via PayPoint, Payzone or the Instant Energy GUI                                    |
| Prepayment – parameters  | Management of meter specific or standard debts and debt recovery routes                                |
| Prepayment – holidays    | Maintenance of non-disconnection holiday calendars   |
| Prepayment - IDs         | Management of supplier IIN and customer PANs   |

The functionality supported by Logica's Smart Data service is dependent on the meter.

It's been a pleasure to work with every single Logica person I have come into contact with - Logica must have a very good interview process

Con O'Se, Metering Programme Manager, Bord Gáis Networks

# Our end-to-end services

We can bundle our Smart Data Service with a range of other services to provide you a 'provide you with a one-stop-shop:



MAP/MAM

- **Meter Asset Provision (MAP)/Meter Asset Management (MAM):** bundled installation, rental and maintenance amortised over the duration of the contract and charged on a per meter/per month basis



Communications

- **Communications:** provision of communication contracts including GPRS/SMS single mobile network operator contracts, multiple mobile network operator-enabled SIMs and SmartConnect PICO cells



Interoperability

- **Interoperability:** in addition to the basic interoperability available to our clients, we are currently lobbying to provide an interoperability service that will enable all smart meters to remain smart on change of supplier, reducing costs and protecting consumers



Additional Services

- **Additional services:** includes the Smart Office, a Software-as-a-Service (SaaS)-based Business Process Management (BPM) environment for constructing innovative products and services.

## Benefits

- commercial interoperability for consumers switching supplier between Logica Smart Data Service clients
- single interface access to multiple meter types and communication technologies
- customer engagement channels including messaging via IHDs
- radically reduce cost-to-serve for traditional prepayment customers using rich smart prepayment functionality
- innovative tariffs including time of use pricing
- expand customer payment options with links to PayPoint and Payzone
- support your meter installation engineers using our experienced helpdesk service team
- maximise learning of the impact of the smart meter rollout on your business operation by mimicking the proposed DCC solution

Friendly yet professional relationship, working as a team, resulting in positive outcomes overcoming some challenging situations

Andrea Matthews  
Smart Metering Trials Manager  
npower

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Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at [www.logica.com](http://www.logica.com)

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