**Our customers**

**Graphic or dot points/lines**

**Customers**

Energy and water retailers

Energy network businesses

Commercial and Industrial business

Embedded Networks

Local Government

Accredited service providers (ASPs)

**Partners**

Meter suppliers

Technology businesses

Energy specialists

Telecommunications providers

Field service providers

**Case studies - Case study – tech tracker**

**Off Peak +- safety incident identified**

**Cat M-1**

**Who we serve**

Intellihub is a large and independent metering provider that serves a broad range of retailers across the utilities sector.

We provide metering services to their household and business customers such as meter installations, remote reading, connections and disconnection and monthly billing. Our smart meters also help unlock new energy services and products.

Our meters give insights in real-time; optimise the home for solar, batteries and electric vehicles; and enable new services like demand response and virtual power plants and dynamic control of hot water.

We also work for energy distribution businesses who are turning to advanced smart metering for new and innovative solutions to access data and manage the increasing two-way flow of renewable energy on the grid.

A growing number of large commercial and Industrial businesses and local government organisations are also turning to Intellihub to help power and grow their operations.

This includes businesses across the telecommunications, manufacturing, water authorities, retail and agriculture sectors.

We also service embedded network customers across different multi-occupancy buildings such as apartments, hotels, commercial premises or office buildings as well as Accredited Service Providers who are licensed to install meters for new connecting customers.

**Our partners**

Intellihub is the only metering provider in Australia and New Zealand that provides a spectrum of world-leading meters from multiple global companies including EDMI, Landis+Gyr and Honeywell. This reduces our customers’ supply chain risk and supports innovative product development.

We also partner with several energy and technology companies that are developing new applications, products and services that support the transition underway across the energy sector.

Something about telcos – Perry

Our metering services are delivered by technicians and support staff working for about half a dozen Field Service Providers across Australia and New Zealand.

They undergo strict and regular safety and quality assurance training, certifications and auditing.

**Our customer focus**

We’ve set a goal to deliver a new benchmark is quality metering and customer service. This means being there close to where our customers need us. And new digital services that makes metering easier and supports new services inside the home.

**Tech Tracker** (case study) use as main customer service photo

Households can now track when their electrician will arrive to install their new electricity meter via their smart phone, and rate how good a job is done, through a new app designed to save time and improve service levels.

The new Uber-style Tech Tracker service puts an end to the time-consuming wait for an electrician to turn up and complete the meter installation.

It was developed in house at Intellihub and is fully integrated with xx back end/front end systems Perry/Carla

This new on demand service means customers can see who is completing their meter installation and when they will arrive to complete the job.

In most cases, they don’t need to be present for the work and photos of the completed job are sent directly to the customer. Consumers get the final say by rating the work of the meter technicians through a simple star rating.

So far more than 3,500 households have used the new service for their meter installation, with more than 98% of respondents providing a five-star rating for their meter technician.

It is being used by homes across NSW, the ACT, South Australia and Tasmania.

**Where we work**

We work across almost every corner of New Zealand and across the National Electricity Market in Australia.

Map of NZ and Australia showing where we operate.

**Solar offering in Australia**

Perry what do you think about some content on solar stuff

**TasMetering**

TasMetering is a Tasmanian focused operation that has been set up by Intellihub to deliver metering services to residential and small business customers in Tasmania.

It will provide services to Tasmanian energy retailer Aurora Energy under a long-term agreement. TasMetering is based in Hobart and led by a team with international experience across some of the world’s largest and complex advanced metering roll outs.

An expanded team of local field technicians will help deliver new advanced meters to homes and businesses across Tasmania under the agreement.

The Tasmanian Government recently committed to the acceleration of advanced meters across the state, with the aim of reaching full deployment by 2026.

Learn more about TasMetering

**Two visual showcases**

**Our customers**

Show a large number of logos of our customers

Retailers

Networks

**Our partners**

Same as just not as many