

Title: **2010/11 Business Plan**

Synopsis: To document the AMO 2010/11 Business Plan

Date: 25th June 2010 version 1.0

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1. 2010-11 Business Plan

1.1. Role of AMO

- To provide a forum for the discussion of matters relating to meter operation.
- To provide a forum for the exchange of information.
- To establish working or best practices amongst members.
- To capitalise on the Members' expertise to ensure efficient development of metering services
- To nominate representatives to represent the Member's common interests on relevant bodies.
- To continue to increase the profile of the AMO in all market sectors.
- To provide or sponsor meetings, seminars, publicity or similar activities to further the objectives of the AMO.

The above is an abbreviated form of the Purpose defined in the AMO Constitution¹

1.2. Targets

1.2.1. General

Aspect	Method of Monitoring	Comment
To improve communications within the AMO, between the Committee, the Consultant and the Members, and to involve the Membership in the decision making and activities	Committee to monitor responses to requests for information	
Raise awareness of AMO and its undertakings in the industry	Involvement in outside groups/conferences	
Enrol all active gas and electricity Meter Operators/Meter Asset Managers into membership	Need to build on existing work to achieve the success required and to ensure those in membership remain. Enhance membership material for gas MAMs	
To seek representation on all appropriate Industry Groups	Assessment of the Map of Representatives	

¹ www.meteroperators.org.uk/constitution.shtml

Aspect	Method of Monitoring	Comment
Strive to avoid duplication of work in all areas	Committee to consider any perceived duplication in the industry	
Support the development of competition in all aspects of meter operation	Committee to be aware of proposed industry changes and ensure that the AMO engages with Ofgem in this respect	
Establish working or best practices as necessary for the good of metering businesses	Committee to monitor practices to ensure satisfactory performance.	
Raise safety related issues and promote best practice	Committee Review	
Support initiatives for the removal of barriers to metering competition	Committee Review	
Ensure any website development is beneficial to member companies	Committee Review	
Joint ENA/AMO meetings	Frequency of meetings	

1.2.2. Electricity Meter Operations

Aspect	Method of Monitoring	Comment
Seek representation on Elexon Committees as agreed from time to time	Assessment of the Map of Representatives	
Engage with MRASCo for MO issues	Assessment of the Map of Representatives Endeavour to establish ways of contributing more with available resources.	
Investigate developing 'passport' type qualification	Committee Review	

Aspect	Method of Monitoring	Comment
Provide support to Members and assist Elexon in achieving reduction of Non Compliances ensuring effort is concentrated on material issues	Continued review to ensure NCs are reduced and only material issues reported.	
Raise the awareness of major non-compliance/TAA issues and review methods of resolving differences and identifying solutions acceptable to all parties	Committee to monitor resolution of existing issues and reduction of new issues raised	
Actively participate in developing and improving MOCOPA® to the benefit of Members	Committee Review	
Improve Distributor & Meter Operator operational interface	Committee Review	

1.2.3. Smart (Gas & Electricity)

Aspect	Method of Monitoring	Comment
Support initiatives for the implementation of Smart metering through the AMO Smart Metering Forum	Committee Review	
Seek representation on Smart Metering Committees as agreed from time to time	Assessment of the Map of Representatives. Committee will take steps to see representatives are more pro-active.	
Provide communication between members & the ERA SRSM project	Committee Review	
Continue representation on any Ofgem advanced/smart metering groups	Committee Review	

Aspect	Method of Monitoring	Comment
Define and publish information regarding items connected to meters and the associated operational processes	Committee Review	
Appraise Metering and Communications technology interoperability (not commercial issues)	Committee Review	

1.2.4. Gas Meter Operations

Aspect	Method of Monitoring	Comment
Seek representation on Gas Committees as agreed from time to time	Assessment of the Map of Representatives. Committee will take steps to see representatives are more pro-active.	
Ensure Gas MAM Forum meets regularly	Frequency of meetings	
Investigate developing 'passport' type qualification for connections to gas meters	Committee Review	

1.2.5. Financial

Aspect	Method of Monitoring	Comment
Manage Costs within the Budget	Secretary to provide regular analysis of all other costs to the Committee	
Monitor Costs across each Market Sector	Committee to regularly review time against subject areas	
Manage Income	Secretary to provide regular analysis of Membership numbers and expected income to Committee	
Control Budget	Committee to control Budget with above information	