



Delivering on the Promise

It seems to me that we have talked of the holy grail of advanced metering for over 15 years now. The promise of a new landscape of connected meters that would provide useful/timely delivery of information for both consumers and the energy system as a whole.

During this time I, like many others, analysed, theorised and forecast the promised benefits. It seems fitting now that after a five year break I find myself charged with "delivering on the promise" of advanced metering. Now in the real world (away from the excel spreadsheets and business cases, that with one change of a variable, all is well) operating an online network of meters is surprisingly complicated. The systems and processes we are so familiar with in the efficient batched world of one read per month – are light-years away from the online world where Arc manages and interacts with each connected meter providing 48 transactions per day.

To be successful in this new world you can no longer focus on optimising components and wait. Advanced metering is a fluid system and demands a services approach. Arc's response to this is a Service Framework based on ITIL best practice, and a Services team of accomplished business professionals comprising of a mixture of old metering knowledge, banking systems, IT and retail service experience.

To the right is a short introduction to our Customer Services & Operations leadership team. Please feel free to contact any of us directly if you wish to find out how we can improve the performance of your "meter-to- cash" business systems.

Regards

Tony Ahern
GM Customer Service

Meet the operations team arcinnovations



Tony is General Manager Customer Services & Operations and has over 15 years experience in management and strategy development. Tony leads the commercial operations of the business covering Service Management, Commercial Contracts, Compliance and Business Systems. Tony has had significant experience in the electricity industry through work with MED, SouthPower, Orion and Meridian. Tony became involved with Arc when the company was first established and managed out of the USA under the CIC Global brand. After going overseas to pursue a rugby career, university studies and a period in a start-up services company he has returned to Arc bringing with him a comprehensive understanding of business operations across a diverse group of industries. In addition to his extensive background, Tony holds a Bachelor of Science and a Master of Commerce degree.

Tony Ahern
GM Customer Services
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Martyn took the post of Delivery Manager in September 2009, after a successful year as Project Controls Manager for the large scale deployment of Advanced Meters in the Canterbury area. He has a broad background in consultancy, project & commercial management, IT and the development and implementation of new processes and systems. He has worked in Europe and New Zealand for a variety of significant organisations including Maersk, IBM, Gen-I, Fulton Hogan and Statistics New Zealand, and for an independent consultancy firm. Martyn leads Arc's Metering & Field Services, Supply Chain and Compliance teams, and is focussed on the quality and continuous improvement of Arc's installation capabilities and deployed metering assets.

Martyn Rivett
Delivery Manager
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As leader of Arc's service support team **Luke** is responsible for working with customers to gather, analyse, develop, and document business requirements and was responsible for the successful design of the information exchange processes between Arc and its AMI customers. Luke has over eight years experience in the AMI environment working for Arc and prior to that CIC Global. Luke's extensive AMI project experience includes being a member of the project team delivering the first AMI pilot and the first commercial AMI project in New Zealand. Luke holds a Bachelor of Arts degree.

Luke Johnstone
Service Support Leader
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Guy joined Arc in September 2009. He brings over 22 years experience in the metering and electricity industry and has extensive knowledge covering many aspects of the business. Guy previously managed the national field services for complex metering for one of NZ's largest metering providers. Guy drives our metering teams, both internally and contracted and ensures Arc's services are delivered to the highest standards. Guy continues to hold his NZ Practising licence as a Registered Electrician.

Guy Marquet
Metering Manager
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Michael joined Arc as Operations Manager in 2004 having migrated to Christchurch from Sydney with his family. More recently Michael used his operational experience and industry knowledge to help drive Arc's product development efforts before moving back into a management role within the Customer Services team. Michael previously held a management role in IT for Macquarie Bank where he amassed 14 years experience, based in London and Sydney, managing the provision of complex information services. Michael is a member of the Electricity Commission AMI working group. He holds bachelor degrees in Economics and Statistics and is ITIL qualified.

Michael Peterson
Service Manager
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Penny has extensive management experience having spent most of her professional career outside of New Zealand working for large financial institutions such as JP Morgan. She is an experienced project and programme manager with an extensive background leading operational business teams through the process of change, giving her exposure to broader management practices and challenges. Penny holds a Bachelor of Science from the University of Canterbury and a Graduate Diploma in Applied Finance and Investment from the Securities Institute of Australasia. Penny is ITIL qualified.

Penny Land
Compliance Manager
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