

Lumen proposed vision

Automated infrastructure management and optimised utility recovery

Our vision is to make utility infrastructure increasingly self-managing through reliable technology, proactive operations and intelligent billing, reducing losses, improving recoveries and delivering measurable value for property owners and tenants.

Cutting edge means connecting the full process, from a meter reading to a resolved fault and its billing impact. People focus on exceptions and decisions that need judgement, enabling a scalable, commercially sustainable service.

1 Hosting and technology

Provide secure, resilient, vendor-neutral meter hosting, with continuous monitoring of connectivity, data completeness and reading quality. Integrate different meters and systems into a dependable shared data environment.

Evaluate emerging metering, communications and analytics technologies through practical trials. Translate findings into clear recommendations and thought leadership, helping clients invest in technology that delivers measurable value.

2 Infrastructure management

Detect and prioritise faults, water leaks and unexplained electricity losses early. Reconcile supply and consumption to distinguish potential physical losses from missing readings, meter faults and legitimate usage.

Automatically create work orders, engage suitable technicians and track attendance, costs and repair evidence. Use post-repair readings to verify recovery and reopen unresolved issues.

Enable automated work signoff and contractor settlement where evidence meets agreed criteria and pre-approved limits. Route safety certification, uncertain results and exceptions to the responsible person.

3 Billing and recovery optimisation

Automate validated billing runs and reconcile charges to source data. Detect unbilled consumption, incorrect allocations and under-recovery to recover amounts properly due while providing accurate, transparent tenant bills.

Model eligible tariff structures and consumption patterns to improve recovery and identify savings. Apply approved changes consistently and verify their financial impact.

Proactively explain unusual bills and resolve queries and corrections. Give tenants personalised advice on reducing waste, peak demand and utility costs.

Across all three areas, one connected record links properties, meters, tenants, tariffs and work orders. Portfolio-wide insights prioritise interventions and investment, and verify improvements across sites. Automation operates within agreed permissions, with traceable decisions and human review where needed. Measure success through data availability, fault resolution time, verified loss reduction, billing accuracy, recovery performance and realised savings.