

# Metering

WMU

February 2018



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# Metering

## Why

The wholesale Metering standard is an integral part of Hafren Dwfrdwy wholesale operations and provides further clarification in respect of the policy.

## Who

All wholesale Metering activities within Hafren Dwfrdwy will be managed in accordance with this standard and its supporting processes, practices and procedures. The standard applies to, and is the responsibility of all employees.

## Scope

The objective of this standard is to set out the company's approach to metering in relation to non-household customers. We need to ensure we understand the impact on the wholesale Metering department, regularly measure and report compliance and ensure that corrective actions are established and delivered where the desired level of performance is not present.

## **1 Market Codes**

Latest version of Market Codes can be found on [www.mosl.co.uk/open-water/codes](http://www.mosl.co.uk/open-water/codes) (30/09/15)

Hafren Dwfrdwy will comply with the service level agreements as set out in the Market Codes.

### **1.1 Meter Installation**

#### **1.1.1 Meter installation performed by Hafren Dwfrdwy (Process B1)**

On receipt of a meter installation request, Hafren Dwfrdwy will arrange an appointment with the retailer or where permission has been granted by the retailer; directly with the non-household customer as per our appointment standard, in order to complete a site survey to establish feasibility or practicality. In certain circumstances this visit will not be required and Hafren Dwfrdwy will notify the retailer if we deem the installation to be infeasible / impractical.

On completion of the site visit Hafren Dwfrdwy will either;

- Install the meter without delay, during the site visit, where the installation is standard.

Or;

- Agree a date with the retailer to come back to install the meter following further investigation

For standard installations, Hafren Dwfrdwy will complete the installation within 22 business days of receipt of request.

For non-standard installations, Hafren Dwfrdwy will notify the retailer within eight business days of receipt of the request;

1. Installation has not taken place and an explanation as to why its unfeasible
2. Installation has not taken place and an explanation as to why its impractical
3. Installation has not taken place and we further provide a quotation for charges to install a meter

For non-standard installations and if the retailer accepts our quotation within three months of date of issue, Hafren Dwfrdwy will perform the installation within 22 business days of receipt of quotation acceptance.

Where the retailer does not accept our quotation within three months from the date of issue, the quotation may lapse and we may require this process to be restarted.

Within five business days of meter installation, Hafren Dwfrdwy will notify the Market Operator of the details of the meter, in accordance with the Market Terms.

### **1.2 Meter Accuracy**

#### **1.2.1 Meter accuracy testing performed by Hafren Dwfrdwy (Process B3)**

When Hafren Dwfrdwy receive a request from an arbitration tribunal or trading disputes committee and when we are in receipt of the relevant information provided or otherwise on our own initiative, Hafren Dwfrdwy shall notify the retailer and any other wholesaler, where applicable that it intends to carry out a meter accuracy test.

If Hafren Dwfrdwy are in receipt of a request for a meter accuracy test; within three months of having tested the same meter, we may decline the request and provide the results of any other meter accuracy test conducted within the previous three Months.

### *Establishing the work*

To establish the work required to carry out the meter accuracy test, Hafren Dwfrdwy may visit the eligible premises by prior arrangement with the retailer or with the non-household customer directly, where consent has been given from the retailer, as per our appointments standard.

When Hafren Dwfrdwy have received a request from an arbitration tribunal or trading disputes committee to carry out a meter accuracy test, we will conduct that visit and carry out the survey within 10 business days.

### *Completing the work*

Hafren Dwfrdwy shall visit the eligible premises and remove the meter for external testing at an approved centre. In instances where the meter is removed a replacement meter will be fitted.

Where the request has come from a retailer, a site visit shall take place within 22 business days of the original notification.

Where the request has come from the arbitration tribunal or trading disputes committee, a site visit shall take place within 22 business days of the completion of the survey to complete the work.

When in receipt of the results of the testing, Hafren Dwfrdwy will notify the retailer and any other requester within 20 business days of the removal of the meter.

Within five business days of any removal of a meter for testing and installation of a replacement meter, Hafren Dwfrdwy shall notify the Market Operator.

Depending on the outcome of the test results Hafren Dwfrdwy shall notify the Market Operator of any adjustments which need to be applied.

## **1.3 Meter Repair or Replacement**

### **1.3.1 Meter repair or replacement performed by Hafren Dwfrdwy (Process B5)**

Hafren Dwfrdwy will seek to organise a visit to the premises by prior engagement with the retailer or with the non-household customer directly where permission to do so has been granted by the retailer.

Hafren Dwfrdwy will repair or replace the faulty meter, associated equipment, or furniture installed within 22 business days from the date of notification, or inform the retailer if it considers the meter to be working properly.

Within five business days of the date of any meter removal and installation, Hafren Dwfrdwy will notify the Market Operator of the new meter details.

## **1.4 Change of Meter**

### **1.4.1 Request from the retailer for a change of meter performed by Seven Trent (Process B7)**

The retailer shall make a request to Hafren Dwfrdwy for a change of a meter by submitting the relevant form - on this form the retailer can confirm whether it wishes to be given advance notice of any wholesaler visit to the premises. We may decline the retailer's request, providing a reasonable justification for why the request has been declined.

Hafren Dwfrdwy may choose to visit the eligible premises by prior arrangement with the retailer or directly with the non-household customer if the retailer has granted permission to do so, as per our appointments standard.

On the visit Hafren Dwfrdwy can either;

- Arrange for the meter to be removed and the installation of the replacement meter without delay, and in any event within 22 business days of its receipt of the request

Or;

- Where change of meter shall be nonstandard; we shall, within 10 business days of receipt of the request from the retailer, give reasons and provide the retailer with a quotation for our charges. This quotation will be valid for three months.

Where the change of the meter is a non-standard one and the retailer has accepted the quotation within three months, we shall continue with meter installation within 22 business days of quotation acceptance.

Within five business days of the date of the removal and installation, Hafren Dwfrdwy will notify the market operator of the new details, in accordance with the market terms.

#### **1.4.2 Hafren Dwfrdwy wish to change the meter (Process B10)**

If Hafren Dwfrdwy wish to install a new meter or to change a meter installed, we shall notify the retailer and the non-household customer, giving 22 business days advance notice. The notification shall include; SPID (Supplier Point Identification) and meter reference number, proposed model and location, together with the reasons for requiring the installation or change of meter. The retailer shall notify Hafren Dwfrdwy by exception where it wishes a meter of a different model and/or in a different location to that proposed by ourselves.

Hafren Dwfrdwy shall arrange with the retailer, or with the non-household customer directly where permission has been granted for the work to be completed.

Within five business days of the change of meter, Hafren Dwfrdwy will notify the market operator of the new details, in accordance with the market terms.

#### **1.4.3 Retailer request for wholesaler to carry out meter read for a non-market meter pending transfer or allocation of a supply point. (Process B11)**

In this instance the retailer will complete and submit a relevant form to Hafren Dwfrdwy. Following receipt of this, we shall carry out the meter read.

Within two business days of the date in which the meter read was undertaken, Hafren Dwfrdwy shall notify the Market Operator, in accordance with the market terms.

### **1.5 Cross Border Meters**

#### **1.5.1 Installing Cross Border meters necessary for the calculation of primary charges for Sewerage Services. (Process B15)**

The installation of the new cross border meter in relation to the sewerage services supply point shall be carried out by the relevant water undertaker. Hafren Dwfrdwy shall seek to procure that the relevant water undertaker shall notify the wholesaler of its intention to install a new cross border meter. Hafren Dwfrdwy will notify the retailer upon becoming aware of the water undertakers intent to install a meter.

Hafren Dwfrdwy shall seek to procure that within five business days of the meter installation, we have obtained the details of the meter.

Within five business days of the receipt of the meter details Hafren Dwfrdwy shall notify the Market Operator, in accordance with the market terms.

#### **1.5.2 Testing, repairing, and replacing Cross Border meters necessary for the calculation of primary charges for sewerage services (Process B16)**

Where the retailer becomes aware that the cross border meter is faulty or may not be recording consumption accurately, it shall notify Hafren Dwfrdwy by submitting the relevant form within two business days of becoming aware.

Hafren Dwfrdwy shall contact the relevant water undertaker and shall seek to procure that it repairs, replaces, or tests the meter as appropriate. We shall send a copy of this request to the retailer.

Hafren Dwfrdwy shall seek to procure that the relevant water undertaker will arrange for the cross border meter to be repaired, replaced, or tested as appropriate within a timescale agreed with us.

In the event of a repair or replacement, Hafren Dwfrdwy shall seek to procure that within five business days of the meter replacement we have obtained the meter details from the undertaker.

In the event of testing of a cross border meter, Hafren Dwfrdwy shall seek to procure that the water undertaker will notify us of the test results within 20 business days of the testing.

Within five business days of the receipt of the meter details Hafren Dwfrdwy shall notify the Market Operator, in accordance with the market terms.

### **1.5.3 Exchanging Cross Border meters necessary for the calculation of primary charges for sewerage services (Process B17)**

Hafren Dwfrdwy shall seek to procure that the relevant water undertaker will agree the exchange of the cross border meter with ourselves. We will then notify the retailer on becoming aware of the water undertakers intent to exchange the meter.

Hafren Dwfrdwy will seek to procure that within five business days of the meter replacement, the water undertaker will provide us with the new meter details.

Within five business days of the receipt of the meter details we shall notify the Market Operator, in accordance with the market terms.

## **2. Hafren Dwfrdwy Metering**

*This section refers to standards Hafren Dwfrdwy hold above the Market Codes*

### **2.1 Meter Installation**

Where practicable, all non-household properties are required to be metered. Hafren Dwfrdwy do offer a Free Meter Option (FrOpt) which will cover the costs of a standard meter and standard installation. Hafren Dwfrdwy can refuse your request to install a meter if it is deemed to be impractical to do so. This may be because:

- Site is deemed unsafe;
- There is more than one supply of water to the property;
- The property is on a shared supply;
- The pipework inside the property is inaccessible, obstructed or in poor condition;
- The company is not able to find a suitable place to fit the meter internally or externally; or
- The premises has access to communal facilities or a shared hot water supply.

Hafren Dwfrdwy will choose the meter type and location in line with Hafren Dwfrdwy's strategy.<sup>1</sup>

Hafren Dwfrdwy will choose the meter type and location in line with Hafren Dwfrdwy's strategy. If the retailer requests a non-standard meter or installation, Hafren Dwfrdwy will contribute the costs of the standard installation, anything above this will be charged to the retailer as per quotation.

If the property is more than 50 metres from our main, we must install the meter at the start of the supply pipe (usually at the highway boundary).

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<sup>1</sup> Allowances Standard for details of any available contribution offers that are applicable to meter installations.

Water Meters are the property of Hafren Dwfrdwy and under section 175 of the Water Industry Act 1991, retailers and non-household customers are not authorised to remove or interfere with our meters, or instruct another entity to do so. It can be a criminal offence to interfere with, wilfully damage or remove the meter or associated equipment and can result in a large fine if convicted. If a meter is removed unlawfully and the non-household customer refuses to have it refitted, Hafren Dwfrdwy can fit an external meter at the property. If we have to do this, the non-household customer would be liable for the cost.

The meter should also not be obstructed or boxed in as this may prevent us being able to take a reading or carry out any maintenance work. If this happens, we may have to remove or cut away the boxing so that a meter reading can be taken.

## **2.2 Meter Replacement**

Hafren Dwfrdwy will not replace a meter at our cost if the touch pad, or cable to touch pad, is broken, only if meter cannot be visually read safely.

## **2.3 Meter Accuracy Testing**

If a meter accuracy test is requested by the retailer and tests confirmed the meter to be inaccurate, Hafren Dwfrdwy will not charge for the test. If it has over-recorded we will look to refund the amount as per our 'Allowances, Assessment Requests and Incentive Application' Standard. If it has under-recorded we will not claim anything back. If the meter is accurate a charge will be applied for the test. If we have requested the accuracy test there will be no charge for this.

## **2.4 Data Loggers**

### **2.4.1 Requesting a Data Logger (Process B7)**

When a Retailer / non-household customer wants to fit a Data Logger to a meter they must inform Hafren Dwfrdwy of their intent to do so.

Data Loggers allow the customer to take their own readings from the meter monitors their consumption and any signs of leakage. In order to fit a Data Logger to an existing meter, that meter must be pulse output enabled. A pulse output Cyble is a cable which allows the customer to fit the Data Logger to the meter.

When a non-household customer requires a pulse output Cyble fitting to an existing meter or requests for a new meter installation, the retailer must follow the 'Retailer requested change of size, model or location of meter' process as defined in the Wholesale Retail Code and complete the relevant form.

Where a new meter is required; this can be chosen from the Wholesale Service Catalogue Meter Menu, along with the suitable Pulse output Cyble listed under the heading of Cyble Sensors.

Not all meters are compatible with having a pulse output Cyble attached to the meter. The meters which are not compatible with having a pulse output fitted are listed below and in these cases a new meter will need to be installed.

- Frost
- Fusion
- Neptune
- Pont a Mousson
- Sensus
- Smartmeter
- Soc – a – Mousson

Some early Kent meters prior to 1996 in the smaller range cannot accept a pulse output.

#### **2.4.2 Installing loggers on Hafren Dwfrdwy assets**

Retailers, third parties or customers may request to install a data logger on a Hafren Dwfrdwy asset.

#### **2.4.3 Approving an application**

Hafren Dwfrdwy will need to install a pulse unit before the data logger or other device can be fitted. There is a charge<sup>2</sup> for installing a pulse unit, which may vary depending on the size of the meter.

If a meter is not pulse enabled, it will need to be exchanged in order to allow the data logger to be installed. Hafren Dwfrdwy will exchange the meter and install the pulse unit on the new meter, in order to allow the data logger to be fitted. The retailer, third party or customer will be charged for the meter exchange.

Hafren Dwfrdwy will provide the retailer, third party or customer with a quote for any work that must be completed before the data logger or other device can be fitted, within 10 working days of receiving an application.

When the quote has been approved, we will arrange an appointment for the work to be carried out, work will be completed within 22 working days.

Once the pulse unit has been installed on the meter, a retailer, third party or customer may install the data logger by:

- attaching it to the pulse unit;
- complying with any reasonable Hafren Dwfrdwy health and safety requirements;
- ensure the device is clearly marked showing the manufacturer and owner of the device, and provide a contact telephone number;

It is the retailers, third parties or customer's responsibility to ensure that the data logger is safe and properly maintained. Hafren Dwfrdwy will grant retailers, third parties or customers reasonable access to our assets; where necessary, in order to fit and maintain the data logger.

If a retailer, third party or customer wishes to carry out maintenance work which is likely to affect the operation or accuracy of our meter or any other asset; the retailer, third party or customer must give Hafren Dwfrdwy at least five working days' notice of the maintenance, specifying the:

- nature of the maintenance being carried out;
- planned maintenance date;
- how it is likely to affect our asset

Any work undertaken on the data logger must not affect the safety, accuracy or operation of our meter. If any damage is caused to our asset or other property as a result of maintenance or other works on the data logger, the retailer, third party or customer will be charged for the cost of repairing or replacing our asset.

#### **2.4.4 Data loggers (or similar devices for data capture and transmission) fitted on meters**

Any Hafren Dwfrdwy asset on which a data logger is installed remains the property of, and the responsibility of Hafren Dwfrdwy. Hafren Dwfrdwy is responsible for the maintenance of its assets. Where maintenance of our asset is likely to affect the operation of the data logger, we will give the retailer, third party or customer five working days' notice of the maintenance work.

Where any data logger (or similar device for data capture and transmission) is attached to a meter on which metering work is to be carried out by Hafren Dwfrdwy and the data logger (or similar device) has not been

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<sup>2</sup> For all charges refer to Hafren Dwfrdwy Wholesale Scheme of Charges



installed by Hafren Dwfrdwy, the Retailer shall make reasonable endeavours to arrange with its Non-Household Customer or other owner of such equipment to ensure that it is removed in advance of Hafren Dwfrdwy carrying out the metering work.

If it is not removed in advance of Hafren Dwfrdwy visiting the eligible premises to perform the work, Hafren Dwfrdwy may remove it in accordance with its policy in relation to the fitting of data loggers (or similar devices) on its meters.

Hafren Dwfrdwy may remove a data logger in an emergency, or where it is necessary to do so because of an operational incident. In these circumstances, we may remove the data logger without notice. Hafren Dwfrdwy will notify the retailer, third party or customer at our earliest convenience of this intervention and provide timescales for when the data logger will be reinstalled.

On completion of the work Hafren Dwfrdwy shall use reasonable endeavours to re-install the data logger (or similar device) to the repaired or replacement meter (provided the meter installed is compatible with the use of that data logger or similar device).

If any damage is inadvertently caused to a third party data logger Hafren Dwfrdwy will compensate appropriately.

#### **2.4.5 Access to Meter Usage Data**

If Hafren Dwfrdwy hold the usage data from a logger and a retailer request such data, Hafren Dwfrdwy will release it within five Business Days of receiving a request. A Retailer may make more than one request for usage data and may request usage data on an on-going basis for as long as reasonably required. Hafren Dwfrdwy shall be entitled to charge the Requesting Party for the provision of such usage data.

#### **2.5 Service Request**

Any service requested from the Wholesale Scheme of Charges<sup>3</sup> must be submitted by a retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format), any standard request accepted by Hafren Dwfrdwy will be deemed authorised by the retailer, and grants authority to Hafren Dwfrdwy to complete any works necessary and any relevant cost charged to the retailer. Where the work is non-standard a quotation will be provided prior to the work being completed. Service requests made over the phone will not be accepted.

#### **2.6 Follow on Work**

If a job Hafren Dwfrdwy has quoted for changes due to non-household customer/retailer activity on site; we will consider this an abortive visit, which is chargeable<sup>4</sup> and new quote from Hafren Dwfrdwy will be required.

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<sup>3</sup> For all charges refer to Hafren Dwfrdwy Wholesale Scheme of Charges

<sup>4</sup> Please refer to Wholesale Scheme of Charges