

# APPLICATION TO INSTALL A DATA LOGGER OR FOR ACCESS TO DATA FROM AN NWL DATA LOGGER

This application form shall be used either to request to fit a third party data logger to a Northumbrian Water Limited (NWL) meter, or to receive data from an NWL data logger.

As part of this application process NWL will;

1. Confirm if the meter has an NWL data logger installed, or if one is planned to be fitted, the installation date and provide you with a quotation for access to the data via a cloud based solution.
2. If no NWL data logger is fitted, or planned to be fitted, assess the suitability of the meter to accommodate the installation of a third party logger and either;
  - a. Install a data logger cable and notify you so that you can arrange for the third party data logger to be installed;
  - b. Notify you that the meter is not suitable and that a meter exchange request is required from the non-household customer's retailer.

By completing the information below and signing this form you agree to the attached terms and conditions and any appropriate charges as specified within NWL's Wholesale Charges Scheme <https://www.nwl.co.uk/services/wholesale-services/wholesale-charges/> for the installation of data logging cables or access to data from an NWL data logger.

	Meter No.1	Meter No.2
Premise Address		
Meter Serial No.		
Retailer		
SPID (if known)		

If an application for multiple data logger installations is required please attach the information in an additional table and attach and cross refer to this form.

If you agree to the terms & conditions overleaf please sign the declaration below and return

We the CUSTOMER / RETAILER / AGENT (delete as required) ("the Applicant") agree to the conditions detailed above and request.

Name .....

Company .....

Address .....

.....

.....

Telephone .....

Email .....

Signed .....

Date .....

If you are a retailer or agent of the customer please enclose their Letter of Authority with this completed form.

Please either return your application submission:

1. By email to [wholesale@nwl.co.uk](mailto:wholesale@nwl.co.uk)
2. By mail to Northumbrian Water Limited, Wholesale Services, Northumbria House, Abbey Road, Pity Me, Durham DH1 5FJ

## **Terms & Conditions**

- The customer for the metered supply can request a cable to be connected to the water meter to allow the pulse output to be logged.
- Retailers, or third parties acting as an agent for the customer, will require to provide written agreement of the customer before any work is carried out (i.e. a letter of authority).
- Only authorised representatives of NWL are allowed to carry out any work involving the water meter (including the attachment or removal of any devices, cables or other data transfer equipment connected directly to the meter).
- NWL will undertake a desktop survey to verify if the meter is suitable for data logging. If this desktop survey cannot verify if, or if not, the meter can be logged a site visit will be undertaken. If at this visit it is not possible to install a data logger cable the applicant will be charged for this visit in line with NWL's Charges Schedule.
- If the meter requires to be exchanged to provide an operational pulse outlet and it's not eligible for replacement under any periodic replacement programme that NWL may run from time to time, the Retailer will be charged the cost of the meter exchange in line with NWL's Charges Schedule.
- NWL reserves the right to request data logger data from the third party logger for operational purposes.
- NWL reserves the right to remove any equipment without notice for operational purposes (e.g. if at any time it wishes to remove, maintain, exchange the meter or install its own logging equipment for assessing leakage). Where any equipment is removed the owner will be informed accordingly where possible.
- NWL does not permit the installation of splitters on cables where an NWL logger is already fitted. Where a third party logger is already fitted to a meter NWL is fitting a data logger to it will take reasonable endeavours to reconnect the third party logger.
- NWL is not liable if a new data logger lead is required due to a meter exchange. Where NWL exchanges a meter that has a third party data logger fitted it will take reasonable endeavours to reconnect the data logger. Should this not be possible the data logger owner will be notified if the logger is labelled.
- Where a cable requires to be disconnected from the meter at the request of the customer or the Applicant NWL will charge in line with its Charges Schedule.
- No equipment is to be installed, by the customer or Applicant that obstructs or hinders in anyway the ability for the meter to be read or maintained. The Applicant shall provide NWL with a photo of the data logger installation showing that the meter dial is visible.
- NWL will not be responsible for any damage to any equipment not owned by them, nor will we refund any costs levied for supplying or fitting the cable if we require the equipment to be removed, as detailed in these conditions.
- The Applicant fully indemnifies NWL for any all loss and damage caused by the installation or removal of the data logger equipment.
- Where NWL install a cable, it, its installation and the accurate operation of the meter other than from external damage is warranted for a period of 12 months from the date of installation (warranty period). Should the installation, cable, or meter be defective within this warranty period NWL will replace the cable or reinstall it (as appropriate) free of charge. Should the Applicant ask NWL to check the installation/cable within the warranty period we will charge the Applicant for any visits made where the cable and installation was not at fault, in line with our Charges Schedule. Outside the warranted period the customer or Applicant would have to reapply and pay for another cable to be provided and installed.
- NWL will, under normal circumstances, install the cable within 20 business days of receiving the payment, along with a signed copy of these terms and conditions.
- Any equipment attached to the cable needs to be clearly labelled so that we can contact the Applicant directly if it requires removal as per the above conditions. Any unlabelled equipment will simply be disconnected, removed and disposed of.
- Any labelled equipment removed will be left in the chamber for collection for a period of three months.
- NWL may choose to terminate the provision of data from their data loggers without notice. In such instances NWL will cease charging the customer for the data from the day of the termination of the service and refund the appropriate proportion of any service charge.
- Where access to data is requested this will be provided on a reasonable endeavour basis. The customer should expect reasonable interruptions to the service. If the service should drop below 75% of data available for the year NWL will refund the appropriate proportion of the service charge.