

**NORTHUMBRIAN**  
**WATER** *living water*

**ESSEX & SUFFOLK**  
**WATER** *living water*

# **NON HOUSEHOLD DATA LOGGER POLICY**

# SCOPE

This documents details Northumbrian Water Limited's (NWL) policy for:

- Installation of third party data loggers to NWL meters
- Access to data from NWL data loggers

# CONTENTS

<b>1. Introduction .....</b>	<b>4</b>
<b>2. Access to NWL meters to install third party data loggers.....</b>	<b>4</b>
<b>3. Access to NWL data logger data .....</b>	<b>5</b>
<b>4. Terms and conditions &amp; charges .....</b>	<b>5</b>
<b>5. Review .....</b>	<b>5</b>

# 1. INTRODUCTION

Non-household customers, or their retailer or other appointed third parties on their behalf, may apply to install data loggers to NWL meters, or for access to NWL data logger data where it is available, to facilitate meter reading and other associated services (e.g. water efficiency, customer supply leakage management, etc...).

Sections 4.5 & 4.6 of the Wholesale Contract Business Terms sets out the provision for NWL to publish its terms and conditions to allow the retailer to install its data loggers to NWL meters and service level agreement levels for installation and removal of the data loggers. This policy and the associated documents referred to within it set out how NWL will provide these services.

## 2. ACCESS TO NWL METERS TO INSTALL THIRD PARTY DATA LOGGERS

NWL permits third parties to connect data loggers to its meters subject to its terms and conditions and under the conditions that:

- 2.1 The meter does not already have a NWL data logger installed to it, or NWL plan to install a data logger to it in the foreseeable future.
  - a. Where a NWL data logger is installed, or planned to be installed, to the meter it will provide the applicant with the option to access the data from this data logger as set out in Section 3. This is a chargeable service
  - b. NWL does not permit the installation of splitters on data logger 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.
- 2.2 The meter is of a suitable type for a data cable to be installed.
  - a. Where the meter is not suitable for a data cable to be fitted a meter exchange request will be required from the non-household customer's retailer<sup>1</sup>.
  - b. Where a meter exchange is carried out at the request of the retailer this is a chargeable activity.
  - c. Only NWL authorised personnel may fit data cables to its meters. This is a chargeable activity.
- 2.3 NWL reserves the right to obtain data logger data from any the third party's data logger installed to one of its meters where appropriate for network performance management purposes.
- 2.4 NWL reserves the right to remove any third party equipment without notice for operational purposes (e.g. if at any time it needs to remove, maintain, exchange the meter or install its own logging equipment).

<sup>1</sup> A request from a retailer for a meter exchange may not be necessary if the meter is eligible for periodic replacement under NWL's Metering Policy

### **3. ACCESS TO NWL DATA LOGGER DATA**

NWL may install its own data loggers to its meters for non-household customer supplies for network performance management purposes. These loggers may be installed for indefinite periods of time and removed if there is no longer a network performance management requirement to access the information.

Upon application NWL will make data from its data loggers available, subject to its terms and conditions and under the condition that the service will only be provided for the period that NWL requires the data logger data. This is a chargeable activity whilst the service is being provided.

### **4. TERMS AND CONDITIONS & CHARGES**

#### Terms and conditions

Before the installation of a third party data logger is undertaken, or access is provided to data from an NWL data logger the customer, or their authorised representative, shall enter into an agreement with NWL. The agreement will be in line with the terms and conditions published within NWL's application form for data logger installation requests, that may change from time to time, which can be found here <https://www.nwl.co.uk/services/wholesale-services/data-logging/>

#### Charges

For chargeable services, charges will be made in line with NWL Wholesale Charges Scheme for retailers and Other Services Charges Scheme for third parties. Information on our charges schemes can be found here <https://www.nwl.co.uk/services/wholesale-services/wholesale-charges/>

### **5. REVIEW**

This policy will be reviewed from time to time and revised when necessary. The date of the last review was November 2019.

**NORTHUMBRIAN**  
**WATER** *living water*

**ESSEX & SUFFOLK**  
**WATER** *living water*

Northumbrian Water Limited  
Abbey Road  
Pity Me  
County Durham  
DH1 5FJ

Version 3 Written November 2019

[www.nwl.co.uk](http://www.nwl.co.uk)  
[www.eswater.co.uk](http://www.eswater.co.uk)