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NON HOUSEHOLD DATA LOGGER & OTHER EQUIPMENT METER POLICY

SCOPE

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

- Installation of third-party data loggers to NWL meters
- Installation of equipment, other than a data logger to NWL meters
- Access to meter usage data from NWL data loggers

CONTENTS

1. Introduction	4
2. Access to NWL meters to install third-party Data Loggers	4
3. Installation of Other Equipment to NWL meters	5
4. Access to NWL Data Logger data	5
5. Terms and conditions & charges	5
6. Review	6

1. INTRODUCTION

Non-household customers and their Contracting Retailer, or other appointed agents acting on their behalf, may apply to install Data Logger(s) and Other Equipment, with NWL's approval, to NWL meters, or for access to NWL Data Logger meter usage 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 Data Logger(s) and other equipment approved by NWL to NWL meters and service level agreement levels for their installation and removal. Section 4.7 of the Wholesale Contract Business Terms sets out the provision for NWL to provide retailers upon request meter usage data where NWL has a functioning Data Logger installed and the requesting retailer does not have access to its own usage data.

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 Logger(s) to its meters subject to its terms and conditions and under the conditions that:

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 Contracting Retailer¹.
- 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 meter usage data from any third-party 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 Data Logger 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). In these circumstances NWL will notify the third-party where practicable, and install a cable so that a Data Logger can be reconnected, if required.

2.5 Where a meter is replaced as part of the WRC Operational Terms within 12 months of a data cable installation to it and that cable is not compatible with the new meter, NWL will replace that cable free of charge.

- 2.6 Where a meter is replaced as part of the WRC Operational Terms more than 12 months after a data cable installation to it and that cable is not compatible with the new meter, NWL will charge to replace that cable if it is still required.

¹ 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. INSTALLATION OF OTHER EQUIPMENT TO NWL METERS

NWL will consider any reasonable application from a non-household customer, their Contracting Retailer, or other appointed agent on their behalf, to install Other Equipment to an NWL meter and notify them of its decision.

3.1 Where NWL has approved Other Equipment for installation to an NWL meter, either:

- a. the Contracting Retailer shall notify NWL of installation and removal of such equipment in accordance with Section 4.7 of the Wholesale Contract Business Terms.
- b. the non-household customer, and/or their appointed agent, shall pre-notify NWL of their intention to installation and removal of such equipment five (5) Business Days prior to that installation and/or removal.

4. ACCESS TO NWL DATA LOGGER DATA

NWL may install its own Data Logger(s) 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 Logger(s) 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.

5. TERMS AND CONDITIONS & CHARGES

Terms and conditions

Before the installation of a third-party Data Logger or Other Equipment 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 forms for Data Logger and Other Equipment installation requests and notifications, 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/>

6. REVIEW

This policy will be reviewed from time to time and revised when necessary. The date of the last review was February 2023.

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