Notification of installation of OTHER equipment to an NWL Meter

This form shall be used to notify Northumbrian Water Limited (NWL) of the installation of other equipment, previously approved by NWL under sections 4.1.6 & 4.6.2 of the Wholesale Contract Business Terms, or otherwise, to an NWL meter.

As part of this notification process:

1. a Contracting Retailer shall use this form to provide confirmation to NWL of the respective installation and/or removal of the approved Other Equipment within two (2) Business Days of completion of such installation or removal, as per section 4.6.3 of the Wholesale Contract Business Terms.
2. a non-household customer, or their appointed agent, shall use this form to pre-notify NWL of its intention to install and/or remove of the approved Other Equipment five (5) Business Days before completion of such installation or removal.
3. an appointed agent shall also provide a letter of authority from the non-household customer they are acting on behalf of as part of the application which also confirms that the non-household customer agrees to be bound by the attached terms and conditions.
4. NWL will update CMOS and its own asset database accordingly.

We the CUSTOMER / RETAILER / AGENT (delete as required) (“the Applicant”) by completing this notification and signing this form agree to the attached terms and conditions and any appropriate charges that may be subsequently made by NWL as specified within NWL’s Wholesale Charges Scheme [Wholesale charges (nwl.co.uk)](https://www.nwl.co.uk/services/wholesale-services/wholesale-charges/)

|  |  |
| --- | --- |
| Name |  |
| Email |  |
| Company |  |
| Signature |  |
| Date |  |

Please return your completed notification submission by email to [wholesale@nwl.co.uk](mailto:wholesale@nwl.co.uk)

Please select the NWL approved Other Equipment from the drop box in the ‘Choose an item’ cell and then add the SPID and meter serial number that the Other Equipment has, or will be, either installed to or removed from. If you are the Contracting Retailer notifying NWL of an installation or removal, please provide the date this was done in the appropriate column.

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| --- | --- | --- | --- |
| **Type/Make of Other Equipment** | | **Select from drop box below** | |
| Choose an item. | |
|  | | | |
| **SPID** | **Meter Serial No.** | **Installation Date** | **Removal Date** |
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**Terms & Conditions**

* The Applicant shall only install NWL approved Other Equipment to the associated NWL meter.
* If the meter requires to be exchanged to allow the Other Equipment to be installed and it’s not eligible for replacement under any periodic replacement programme that NWL may run from time to time, a meter exchange request will be required from the non-household customer’s Contracting Retailer. Where such a meter exchange is carried out the Contracting Retailer will be charged the cost of the meter exchange in line with NWL’s Charges Schedule.
* NWL reserves the right to request meter data from the Applicant 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 is not liable if Other Equipment is required to be re-installed.
* No Other Equipment is to be installed so that it obstructs or hinders in anyway the ability for the meter to be read or maintained.
* NWL will not be responsible for any damage to any equipment not owned by them, nor will we refund any costs levied 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 Retailer Equipment.
* Any Other Equipment shall be clearly labelled so that NWL can contact the Applicant if it requires removal as per these conditions.
* Where the Applicant is notified of a meter exchange that has it’s Other Equipment installed to it, they should remove it before the meter is exchanged.
* Where NWL undertakes a reactive meter exchange for operational purposes without notifying the Applicant, any labelled Other Equipment will be retained for a period of three-months for collection if it can be removed using reasonable endeavours, and without the need for hot-work or sharp implements.
* Any Other Equipment that is unlabelled, or has not been removed prior to the meter exchange, or cannot be removed as per these conditions when NWL undertakes a reactive meter exchange, will be disposed by NWL in a responsible manner.