

NORTHUMBRIAN
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NON-HOUSEHOLD METERING POLICY

SCOPE

Extract of Northumbrian Water Limited's policy for metering of non-household customers, our interaction with retailers and third party intermediaries and reference to supporting codes of practice and terms and conditions. .

DEFINITIONS

TERM	DEFINITION
AMP	Asset Management Plan
Assessed Tariff	Unmetered non-household eligible premises are placed on a fixed annual charge based on assumed volumes of water consumption. There are three levels of Assessed Tariff detailed within NWL's Wholesale Charges Scheme
Boundary box	Pre-fabricated box designed for purpose of housing meter(s) underground so that they remain accessible for reading
Boundary line of the premise	The boundary of the road in which the main that the supply pipe is connected is laid
Chamber (Meter Chamber)	Purpose built chamber to house meters underground which can be constructed from various suitable materials (e.g. brick; GRP sections; etc...)
Data logging	Device attached to the pulse outlet of the water meter that can store and transmit water consumption data
Eligible premise	Premises other than Household Premises and which may be identified as eligible premises in light of any Eligibility Guidance
Gap site	Any Eligible Premises which is in receipt of Water Services and/or Sewerage Services where no Supply Points or insufficient Supply Points are Registered in relation to such Eligible Premises in the Supply Point Register
Non-standard metering work	Work which NWL's Wholesale Charges Scheme sets out a price point (other than the standard price) or it provides for a quotation for the work
NWL	Northumbrian Water Limited (the Wholesaler) trading as both Northumbrian Water and Essex & Suffolk Water
SPID	For any Supply Point, the data applicable to all of the Water Services or all of the Sewerage Services at the Supply Point (where applicable data owner)
Standard metering work	Work which is charged by reference to a specified standard price within NWL's Wholesale Charges Scheme
Trading Disputes Committee	The trading disputes committee established from time to time under the Market Arrangements Code
WRC	Wholesale-retail code

Provisos

All policies and associated procedures will be implemented in conjunction with the:

- Retailer's Wholesale Contract
- WRC Business Terms
- WRC Operational Terms
- WRC Market Terms

Where applicable within the WRC Operational & Market Terms Retailer can be substituted for a Self-Supply Retailer.

At this time NWL does not run an Accredited Entity Scheme for Metering services.

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1. Installation of New Meters for Unmetered Eligible Premises

The installation of a new market meter for an unmetered Eligible Premise is the responsibility of NWL. This policy covers these installations as a result of a request from a Retailer:

- Eligible Premises that are not metered will be charged on an assessed tariff as specified within the Wholesale Charges Scheme
- NWL may at any time meter an Eligible Premise that is on an assessed tariff for operational requirements and/or charging purposes
- For new water supplies NWL's new supply application policy & procedures apply
- Any Gap Site will be registered with the Market Operator in accordance with the Market Terms. A metered tariff or assessed tariff will be applied in accordance with this policy

Upon receipt of notification of a Retailer request for the installation of a new meter, NWL will check to determine, without the need of a site survey, if the meter installation is infeasible or impracticable and if this is the case notify the retailer why. If the check indicates that a meter installation may be possible, NWL will arrange for a site survey with the Retailer, or Non-Household Customer directly where consent indicated.

Upon completion of the site survey NWL will notify the Retailer:

- If the meter installation is standard and if the meter has already been installed, or is planned to be installed
- If the meter installation is infeasible or impracticable with an explanation why
- If the meter installation is non-standard with a quotation for the necessary works

Where a meter installation does not take place due to it being infeasible, impracticable or the Retailer not accepting a non-standard quote the Eligible Premise will remain, or be placed, on an assessed tariff.

NWL does not provide a Contribution Offer scheme toward the cost of metering impracticable meter installations.

The new meter location will be specified in line with NWL's Meter Location policy, see section 2.

Upon completion of the meter installation:

- NWL will notify the Market Operator in accordance with the Market Terms
- The Retailer will make settlement with NWL in accordance with the Wholesale Contract; Market Terms & Wholesale Charges Scheme

2. Meter Location (B7)

NWL will install the meter in accordance with the Water (Meters) Regulations 1988, positioned in the following order of preference:

1. In an existing boundary box or chamber capable of accommodating the meter
2. In a new boundary box or meter chamber in unmade private ground
3. In a new boundary box or meter chamber in made-up private ground

4. In a new boundary box or meter chamber in unmade ground in the public highway
5. In a new boundary box or meter chamber in made-up ground in the public highway
6. Inside the Eligible Premise, with a remote reading device

All external installations shall be made as close as possible to the boundary line of the premise and the highway. Where a meter has been fitted either externally within the boundary of the customer's property or internally, the customer must allow NWL or its representatives reasonable access for the purposes of reading the meter, maintaining it and replacing it when necessary. The customer will have a duty of care in respect of the meter and meter chamber in these circumstances.

NWL reserve the right to install a remote reading device where access to the meter may be hindered.

3. Meter Accuracy Testing (B3)

The testing of market meters for accuracy is the responsibility of NWL.

Upon receipt of notification from a Retailer of a request for a meter accuracy test, NWL will undertake checks to determine if the meter is eligible for testing. Where a test is not deemed to be required the Retailer will be notified with the reason.

If necessary, arrangements will be made with the Retailer or Non-Household Customer directly where consent indicated, to visit the Eligible Premise to establish the works required prior to arranging the test.

The meter to be tested will be removed by NWL and exchanged with a suitable alternative. The test will be undertaken by a test house that:

- Has all testing equipment certified by UKAS accredited laboratories in accordance with the requirements of ISO/IEC 17025:2005
- Tests and reports the meter accuracy in line with BS5728 and MID MI002

NWL will notify the Market Operator in accordance with the Market Terms of the meter replacement. The tested meter will not be retained, unless stated otherwise, and will not be reinstalled on the distribution network.

Upon completion of the test, NWL will notify the Retailer and/or the Trading Disputes Committee of the result and notify the Market Operator of any volumetric adjustment due in accordance with the Market Terms.

If the meter is found to be within the prescribed accuracy limits, specified by the Measuring Equipment (Cold-water Meters) Regulations 1988, settlement for all works undertaken, including the cost of replacing the water meter, will be made by the Retailer to NWL in accordance with the Wholesale Contract; Market Terms & Wholesale Charges Scheme. If the meter is outside the prescribed accuracy limits, no charge will be applied for the meter test or the work carried out to replace the meter.

4. Repair & Replacement of Meters (B5)

NWL is responsible for the repair or replacement of faulty market meters and their associated fittings. When NWL becomes aware, or is notified by a Retailer of a potential fault, it will arrange to visit the Eligible Premise. If the meter is located internally, within the property boundary or the supply cannot be isolated without the consent of the customer the visit will be arranged with the Retailer or Non-Household Customer directly where consent indicated, to determine the type of fault. Where the meter is located externally in the public highway a non-appointment visit will be completed.

Where the meter is determined faulty, NWL will undertake the required repairs. If a meter requires to be replaced, NWL will notify the Market Operator of the change in accordance with the Market Terms.

Where notification is received from a Retailer and the meter is found not to be faulty NWL will seek settlement of all costs incurred, in accordance with the Wholesale Contract; Market Terms & Wholesale Charges Scheme.

Where a faulty meter is replaced with a meter of a different size, NWL's Change of Size of Meter Policy applies, see section 5.

Where a third party is identified to have damaged or removed the meter, NWL will seek remuneration of all costs incurred to refit the meter and any associated fittings, in-line with the charges set out in the Wholesale Charges Scheme.

From time to time, NWL may undertake periodic replacement programmes (B10). A meter's eligibility for inclusion within this programme will be based on a criteria of performance monitoring and consumption. No meter less than 15 years of age will be included within the programme.

5. Change of Size of Meters (B7)

Upon receipt of notification of a Retailer request for the change of size of a meter, NWL will check that sufficient information has been provided within Appendix A of Form B/01 – 'Meter Size Data Assessment Sheet', to allow the right size of the meter to be calculated. If the form is not materially correct it will be rejected and the retailer notified. In such cases the retailer will be required to complete a new form that is materially correct for the request to be accepted and progressed.

Once all information has been provided, NWL will use its Meter Rightsizing Calculator (developed in conjunction with the Water Research Centre), to determine the correct meter size for the Eligible Premise. If the existing meter is deemed the correct size, the request for change will be declined and the Retailer notified why and provided with the PDF export from the calculator.

Upon completion of the assessment, the Retailer will make settlement with NWL in accordance with the Wholesale Contract; Market Terms & Wholesale Charges Scheme.

Where the Meter Rightsizing Calculator has deemed that a change of meter size is appropriate, NWL will arrange for the meter to be replaced.

Upon completion of the meter replacement:

- NWL will notify the Market Operator in accordance with the Market Terms

- The Retailer will make settlement with NWL in accordance with the Wholesale Contract; Market Terms & Wholesale Charges Scheme

From time to time NWL may undertake meter right sizing programmes.

6. Change of Model of Meter (B7)

Upon receipt of notification of a Retailer request for the change of model of meter, NWL will check that it is from the NWL meter menu and whether it is an appropriate replacement for the existing meter in situ. If there is a reason that the requested model cannot be installed, NWL will notify the Retailer of the reason why.

Where a change of meter model is indicated appropriate, NWL will arrange for the meter to be replaced.

Upon completion of the meter replacement:

- NWL will notify the Market Operator in accordance with the Market Terms
- The Retailer will make settlement with NWL in accordance with the Wholesale Contract; Market Terms & Wholesale Charges Scheme

7. Change of Location of Meters (B7)

NWL's Meter Location Policy (see section 2) applies for any request to change the location of a market meter. Upon receipt of a notification from a Retailer for the change of location of a meter, NWL will check that sufficient information has been provided to assess the request is in line with the Location Policy. If an Eligible Premise visit is required, NWL will arrange this with the Retailer, or Non-Household Customer directly where consent indicated.

If it's deemed that the requested meter location does not meet the requirements of the Location Policy, NWL will notify the Retailer why and the installation shall not proceed.

If it's deemed that the requested meter location is in line with the Location Policy, NWL will arrange for the new meter installation and the existing meter in situ to be removed. A charge will be made for both the new meter installation and the removal of the existing meter.

Upon completion of the meter replacement:

- NWL will notify the Market Operator in accordance with the Market Terms
- The Retailer will make settlement with NWL in accordance with the Wholesale Contract; Market Terms & Wholesale Charges Scheme

8. Data Loggers

Our non-household data logging policy is available for download from our wholesale data logging webpage at <https://www.nwl.co.uk/services/wholesale-services/data-logging/>

9. Fixed Charges

NWL fixed charges are published within the Wholesale Charges Scheme.

When more than one market meter serves an Eligible Premise, fixed charges will be applied on the number of supply pipes connected to the main and the size of each respective meter fitted. If a supply pipe has more than one meter installed to it, a single fixed charge is applicable based on the size of the larger meter.

If an Eligible Premise acquires two supply pipes (e.g. due to conversion of two premises into one) fixed charges will be applied on the above basis. If the Retailer or Non-Household Customer requests the disconnection of one of the supply pipes, this will be undertaken in accordance with NWL's Disconnection Policy, the fixed charges amended accordingly and the Market Operator notified in accordance with the Market Terms.

For combination meters fitted to supplies dedicated for firefighting purposes, the fixed charge shall be based on the size of the smaller by-pass meter.

For combination meters fitted to supplies used for both potable use and firefighting, the fixed charge shall be based on the size of the smaller by-pass meter.

Combination meters are used for firefighting supplies, either dedicated or shared potable use, to pick up low flows that a single large meter may not register. Any water used for firefighting purposes can be subject to an allowance in accordance with the Market Terms.

For combination meters installed to measure peak-flow for processes where a range of flows are required for processes or use other than firefighting purposes, the fixed charge shall be based on the size of the larger meter within the combination.

10. NWL Meter Menu

NWL will publish an up to date list of all models of meters we provide including technical characteristics on our website/retailer portal. NWL will seek views from Retailers from time to time and at least once a year when creating and updating this list in accordance with the Business Terms.

The NWL meter menu will specify if a pulsed output is available for the listed meter.

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