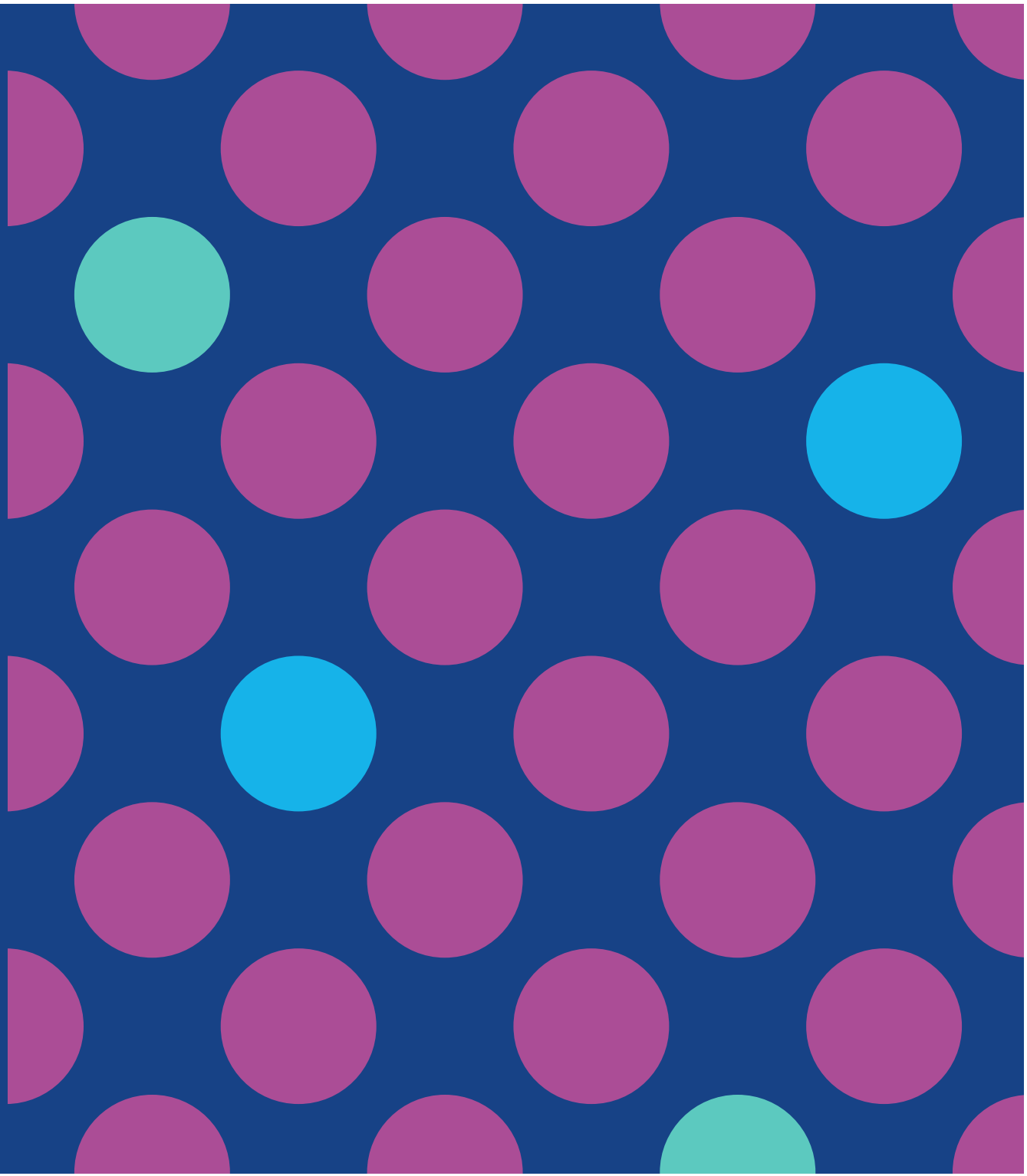
Lynnette Cross & Trevor Hobb / 01.03.23 / Version 5.0

# Data Logging

## Good Practice Guide



## Guide Summary

To provide standardization and guidance for Retailers, Wholesalers, Customers and Third-Party organisations on the process for attaching data logging equipment to water meters and the process for sharing data from loggers.


Objectives

Safety Requirements

Principles

Data

Responsibilities

Meter Exchanges

How to apply

Non-loggable meters


This document has been deemed as a Water Retail Market Guidance or Good Practice Document by the Trading Parties involved in the Retailer Wholesaler Group (RWG). The document is designed to bring together, in one simplified guidance/good practice document, the different Wholesaler or Retailer Policies or Practices.

It is important to note that Wholesaler or Retailer policies and practices change from time to time and whilst every effort is made to maintain the accuracy of this document if there is any doubt the current policy or practice should be checked with the relevant Wholesaler or Retailer.

## Contents


1.0 Objectives ..... 04
2.0 Principles ..... 05
3.0 Wholesaler Responsibility ..... 05
4.0 Applicant Responsibility ..... 06
5.0 How to apply ..... 07
6.0 Safety Requirements ..... 07
7.0 Provision of data from Wholesaler loggers ..... 08
8.0 Provision of data from Applicant's loggers ..... 08
9.0 Data Flatlining / Reporting damaged meters ..... 09
10.0 Meter Exchanges ..... 09
11.0 Non-loggable meters ..... 10
12.0 Addendum Table ..... 10


## Appendices


**Appendix 1**
Summary Table - How to request a service ..... 11
**Appendix 2**
Data Logging Connection Request Form ..... 12
**Appendix 3**
Data Sharing Request Form ..... 15
**Appendix 4**
Addendum Table ..... 17

## 1.0 **Objectives**

| | |
|---|---|
| **1** | **Provide an industry wide good practice guide.** |
| **2** | **Encourage a consistent and collaborative market approach.** |
| **3** | **Reduce market complexity for Retailers, Non-household Customers (Customers), their representatives and third party intermediaries.** |
| **4** | **Provide clear guidance on how to connect to a Wholesaler's water meter.** |
| **5** | **Provide clear guidance on how to access data from a Wholesaler's operational (leakage) logger.** |
| **6** | **Comply with the Wholesale-Retail Codes Part 3: Operational Terms, Part B Metering, Section D - Data loggers (or similar devices for capture and transmission) fitted on meters.** |

## 2.0 **Principles**

**2.1** Monitoring water usage at regular intervals can help Customers to identify abnormal or unusual usage such as leaks and can assist in promoting more efficient use of water and reduce waste.

**2.2** The majority of new water meters are capable of providing a pulsed output however some digital meters may not be compatible with logging equipment.

**2.3** Older meters may not have a pulsed output and may require exchanging.

**2.4** A pulse unit (also known as a pulsed output, pulsed connection) and a splitter/repeater may be required in order to connect to the meter.

**2.5** Data logging includes any connection to a data logger; building/energy management system; secondary dosing system; out-reader/scan counter or an automated meter reading device (AMR).

**2.6** The sharing of flow data is encouraged to prevent loggers having to be changed each time a customer switches Retailer. This reduces costs and promotes efficiency in the retail market.

## 3.0 **Wholesaler Responsibility**

**3.1** The Wholesaler will accept Data Logging requests direct via an application form published on its website from Retailers and Third Parties. Requests via a market bilateral form will not be accepted. Third parties will not be asked to submit applications via a Retailer.

**3.2** The Wholesaler will publish its Data Logging Application Form and Terms and Conditions (Policy) on its website together with an e-mail address for dealing with queries.

**3.3** Wholesalers will update CMOS to notify Retailers when a logger has been fitted, provided they have been notified of this. The following flags will be used:

- D3015 - Wholesaler Data Logger
- D3016 - Non Wholesaler Data Logger
- D3030/3031 - Meter Out-reader

**3.4** Third Parties do not have access to CMOS therefore, Wholesalers will notify all applicants during the application process if a logger is already fitted to the meter, provided they are aware of this.

**3.5** The Wholesaler is responsible for the water meter, including chamber, cover and meter unions, together with any automated meter reading devices (AMR) and advanced metering infrastructure (AMI). This excludes any devices fitted by Retailers for reading purposes.

**3.6** The Wholesaler is not responsible for trade effluent meters, borehole meters and river abstraction meters. These meters do not require permission from the Wholesaler for logging purposes however any equipment attached should not prevent a visual read from being taken.

**3.7** The Wholesaler will provide a substantive response to data logging requests within **five (5) business days** of a completed application and will not unreasonably withhold or delay consent to a proposed installation.

**3.8** The Wholesaler may charge the Applicant to cover the costs of surveying the meter or installing a pulse unit and/or splitter. Costs will be published in the Wholesaler's Non- Primary Charges.

**3.9** Where the installation of the splitter is carried out by the Wholesaler this will be completed within **22 business days** from the request or quote being accepted.

**3.10** Where a non-standard installation is required (e.g. an above ground housing; meter chamber enlargement; chamber modifications to create a cable conduit) a quote will be provided in accordance with the Wholesaler's Non-Primary Charges. If the meter is located on private land the Wholesaler may approve a Third Party to modify the chamber, provided this meets their specification. An above ground housing may be recommended for chambers that are waterlogged or have heavy lids, as these can cause data transmission issues.

**3.11** The Wholesaler may install data logging equipment for operational monitoring purposes. This can be either a permanent or temporary logger. Where a Wholesaler is unable to allow a data logger to be fitted due to the presence of an operational (leakage) logger they will either provide a splitter or make flow data available, in accordance with their Terms and Conditions (Policy).

**3.12** The Wholesaler reserves the right to disconnect data logging equipment, even if a splitter is fitted, where it is found to be interfering with the reading of meters or affecting the performance of Wholesaler ancillary equipment (e.g. radio devices or operational loggers). The Wholesaler will provide evidence of the issue caused and will, where possible, try and resolve this with the owner/ installer of the data logger. If the issue cannot be resolved the Wholesaler will provide **22 business days** notification in advance of disconnection, where the owner of the equipment is known. In certain operational circumstances e.g. a leaking meter it may not be possible to give advanced notice.

**3.13** Where the Wholesaler identifies high / unusual consumption or leaks on an operational logger fitted to a customer meter, they will endeavour to notify Retailers and/or carry out other leakage investigation work.

**3.14** The Wholesaler is responsible for the maintenance of its data logging equipment, ensuring that it is clearly labelled with a contact name and telephone number.

## 4.0 Applicant Responsibility

**(this can be the customer, their representative, a retailer or third party intermediary)**

**The applicant is responsible for:**

**4.1** Submitting a completed data logging request via the application form provided on the Wholesalers website (see Appendix 2).

**4.2** Adhering to the Wholesalers' Data Logging Terms & Conditions (Policy).

**4.3** Maintaining its data logging equipment, ensuring that it is clearly labelled with a contact name and telephone number.

**4.4** Ensuring that any data logging equipment, including separate battery packs/ cables, are non-intrusive and do not interfere with the operation or integrity of the meter or chamber or any existing data logging equipment or automatic meter reading devices attached to the meter. No alterations should be made to the meter chamber without the Wholesaler's consent. The applicant is liable should they cause any damage to the meter, meter unions, associated pipework, meter chamber or Wholesaler operational logger as a result of installing data logging equipment.

**4.5** Ensuring that all data logging equipment is IP68 rated, as meters chambers are likely to be flooded due to rainfall, ground water levels or other causes.

**4.6** Providing a photo of the completed installation to the Wholesaler upon request, where a clear e-mail address has been provided for this purpose.

**4.7** Fitting a barrier relay/resistor or transistor, where a connection to a building management system or dosing system requires a voltage, and seeking approval for this in accordance with the Wholesaler's Terms & Conditions (Policy). Applicants utilising the pulsed output for any purpose other than to collect or interpret data, do so at their own risk.

**4.8** Ensuring that, if requested to do so, the data logger (or similar device for data capture and transmission) is removed in advance of the Wholesaler carrying out work on the meter, including meter exchanges.

**4.9** Contacting the Customer to provide access where a meter is inaccessible and remedial work is necessary e.g. removal of vegetation covering a chamber or materials stored on top of the chamber.

**4.10** Monitoring flow data and contacting the Customer to alert them to possible leaks, where flow data alarms indicate high or unusual consumption.

**4.11** Notifying the Wholesaler when a non-Wholesaler logger is permanently removed.

## 5.0 How to apply

**The following information should be provided via the application form (see Appendix 2 & 3):**

**5.1** The applicant's details (name, address, contact details)

**5.2** The Customer's site details (name, address, contact details)

**5.3** The meter serial number (and location if known)

**5.4** The reason for the request (e.g. data logger installation, building management system, dosing system, out-reader, data sharing request)

**5.5** Details of the data logging equipment to be fitted to the meter and confirmation of who will be carrying out the installation (where the installation is to be carried out by a different party to the Applicant). If there is any deviation from this during the installation, the Wholesaler must be notified immediately.

**5.6** A signed letter of authority from the Customer, where the Applicant is not the current Retailer.

**5.7** Acceptance of any charges payable to the Wholesaler to facilitate data logging or data sharing e.g where a pulse unit/splitter is required or where a non-standard installation is required.

## 6.0 Safety Requirements

**6.1** Wholesalers will allow entry into the meter chamber for the purposes of accessing data logging equipment, provided the installer complies with the Terms and Conditions specified by the Wholesaler. The installer must comply with any applicable health & safety legislation and have the appropriate technical competencies, including confined space entry where required.

**6.2** Any work on or near the highway must comply with the New Roads and Street Works Act (NRSWA) 1991; the Traffic Management Act (TMA) 2004 and the latest edition of the Safety at Street Works & Road Works Code of Practice (Red Book).

**6.3** The logging device's power unit, which includes batteries or battery packs, must be selected or designed for specific use with the logger. The manufacturer or supplier shall warrant the device and associated battery unit so that it is fit for purposes and safe under all operating conditions (i.e. no venting, explosion, discharge or heat gain during forced and complete discharge, electrical shorting and prolonged submersion).

**6.4** Any external battery unit must be labelled with a contact name and telephone number. Devices with internal battery units must have the hazard warning labels clearly displayed.

**6.5** The logging device should be capable of identifying when and where low battery power conditions exist prior to battery failure.

**6.6** No on-site logger or battery maintenance is permitted, a full unit exchange must be carried out.

**6.7** The installer (or owner) is obliged to remove and dispose of their redundant loggers in accordance with waste regulations.

## 7.0 Provision of data from Wholesaler loggers

**7.1** The Wholesaler will make data available to the Applicant from their permanent operational (leakage) loggers. Data will be provided at a minimum of Day + 1 at 15 minute intervals.

**7.2** The Wholesaler cannot guarantee continuous data and will not accept liability for incomplete or inaccurate data e.g. due to logger failure or where the meter ceases to emit pulses or current signals.

**7.3** The Wholesaler will investigate a flat-lining issue within **22 business days** of receiving a request. The applicant should notify the Wholesaler direct, in accordance with their Terms and Conditions (Policy) if they become aware of a data flat-line on a Wholesaler's operational logger (where data is shared).

**7.4** The Wholesaler may make a reasonable charge to cover the cost of providing data including access to on-line data portals; FTP/SFTP formatted data or one-off data requests. Costs will be published in the Wholesaler's Non-Primary charges.

**7.5** A signed letter of authority (LOA) from the customer is required, where the applicant is not the current retailer. The LOA must cover the period of data sharing.

**7.6** The applicant must notify the Wholesaler if they are no longer contracted on behalf of the customer so that data sharing arrangements can be terminated. This should be by e-mail to the Wholesaler address where the original application had been submitted and should include the meter serial number, customer name and address and SPID, if known.

**7.7** The Wholesaler must terminate the provision of data once it has been notified under section 7.6 and confirm by return e-mail when this has been completed.

## 8.0 Provision of data from Applicant's loggers

**8.1** The service provider will, if requested, make data available from their logging equipment, subject to Customer permission. Data will be provided at a minimum of Day + 1 at 15 minute intervals.

**8.2** Continuous data cannot be guaranteed by the service provider and no liability will be accepted in the event of logger failure, or for incomplete or inaccurate data.

**8.3** Flat-lining issues will be investigated by the service provider within **22 business days** of receiving a request.

**8.4** The service provider may make a reasonable charge to cover the cost of providing data, including access to on-line data portals; FTP/SFTP formatted data or one-off data requests.

**8.5** Permission must be obtained from the Customer before sharing data with the Wholesaler.

**8.6** The service provider must notify the Wholesaler when their logger is permanently removed.

**8.7** The service provider must notify the Wholesaler if they are no longer contracted on behalf of the customer, so that data sharing arrangements can be terminated. This should be by e-mail to the Wholesaler address where the original application was received from and should include the meter serial number, customer name and address and SPID, if known.

**8.8** The service provider must action the termination and confirm by return e-mail when this has been completed.

## 9.0 Data Flatlining / Reporting damaged meters

**9.1** Where no data; data flat-lining; erratic data occurs this could be as a result of a faulty meter, faulty logger, faulty pulse unit or splitter.

Where it is confirmed that the meter is damaged the Wholesaler should be notified as follows (see also Appendix 1):

- The Retailer will submit a B/01 (process B5 Retailer Initiated) market form.
- The Third Party will notify the Wholesaler direct in accordance with their Terms and Conditions (Policy). A job report and photos should be provided. The Wholesaler will then notify the Retailer via the B/01 (B5 Wholesaler Initiated) process.

**9.2** If data logging equipment cannot be fitted due to a leaking meter, damaged chamber or buried meter, the Wholesaler should be notified as follows (see also Appendix 1):

- The Retailer will submit a B/01 (process B5 Retailer initiated) market form.
- The Third Party will notify the Wholesaler direct in accordance with their Terms and Conditions (Policy). The Wholesaler will then notify the Retailer of this via the B/01 (B5 Wholesaler initiated) process.

**9.3** If the pulse unit and/or splitter is at fault the Wholesaler should be notified per their Terms and Conditions (Policy). Wholesalers may charge where they are requested to investigate a pulse unit/splitter issue and subsequently find that it is functioning correctly. Costs will be published in the Wholesaler's Non-Primary charges.

**9.4** The Wholesaler may make a reasonable charge for a suitable replacement pulse unit/splitter if it is out of warranty per their Terms and Conditions (Policy). Costs will be published in the Wholesaler's Non- Primary charges. Any issues found with splitter cables regularly failing should be raised directly with the Wholesaler.

**9.5** In chambers that are prone to waterlogging, data cables can be subject to water ingress if not sealed correctly. It should be standard practice to protect wiring connections and for equipment to be attached to the wall of the chamber where possible.

**9.6** Wholesalers are not responsible for rodent/animal damage to data cables.

## 10.0 Meter Exchanges

**10.1** The Wholesaler reserves the right to exchange the meter in accordance with Operational Terms Part B Metering. If the Applicant has not removed the data logging equipment prior to exchange, it will be left in the meter chamber.

**10.2** Where the Wholesaler or an Accredited Entity has removed a logger, for reasons including but not limited to a meter exchange or disconnection for non-payment, it will not be responsible for any damage to or loss of the logging equipment left in the meter chamber. However, if evidence is provided that negligence or breach of statutory duty by a Wholesaler or their Contractor, has resulted in the loss of a logger, the Wholesaler will reimburse reasonable costs to the owner of the logger. A Wholesaler may offer to replace the logger on a like for like basis, subject to their Terms & Conditions (Policy). This will only apply where the Wholesaler has previously been notified that a logger has been installed on the meter.

**10.3** The Wholesaler will reasonably endeavour to reconnect any data logger (or similar device) following a meter exchange within **22 business days** of the exchange, provided the meter is compatible. However, if the fittings are not compatible or the Wholesaler does not have experience of the equipment to re-attached it the Wholesaler will notify the owner of the logger, if they are unable to reconnect it.

**10.4** If the existing meter is already logged and the new meter requires a different type of splitter cable, the Wholesaler will provide a replacement data logging point at their cost.

**10.5** The Wholesaler will update CMOS with the new meter details within **2 business days** of the exchange taking place. As Third Parties do not have access to CMOS, the Wholesaler will endeavour to notify the logger owner of the new meter details, where a meter has been exchanged.

## 11.0 Non-loggable meters

**11.1** Where a meter is > 15years old and is not compatible for logging purposes, the Wholesaler will not charge for the meter exchange.

**11.2** Where a meter is < 15years old and is not loggable (e.g. as a result of a damaged pulse connection point) a charge will be made for the meter to be exchanged (unless the meter is due for periodic/proactive exchange within 6 months). The Wholesaler will notify the applicant as follows (see also Appendix 1):

- The Retailer will be asked to submit a B/01 (process B7 Retailer Initiated) market form so that a quote can be provided for the meter exchange, in accordance with the Wholesaler's Non-Primary Charges.
- The Third Party will be provided with a quote in accordance with the Wholesaler's Non-Primary charges. The Wholesaler will then notify the Retailer of this via the B/01 (B10 Wholesaler Initiated) process. The Wholesaler must give the Retailer the reason for the exchange e.g. request from third party for non loggable meter exchange.

## 12.0 Addendum Table

**12.1** Whilst the main aim is to bring consistency across the market for data logging applications, there may be some circumstances where Wholesalers policy may differ from this guide. These are detailed in the Addendum at Appendix 4.

# Appendices

## Appendix 1 – Summary table – How to request a service

| Request | Retailer | Third Party |
|---|---|---|
| Application to log meter | Appendix 1 - Good Practice Guide Application form | Appendix 1 - Good Practice Guide Application form |
| Change to meter chamber for purposes of logging | Form B/01 Process B7 form | E-mail direct to Wholesaler |
| Application to share data | Appendix 2- Good Practice Guide Application form | Appendix 2 – Good Practice Guide Application form |
| Loss of data (flatlining, zero values), no known fault with equipment | Contact data provider direct / as per policy | Contact data provider direct / as per policy |
| Identified faults with meter, unions, chamber or cover | Form B/01 Process B5 | E-mail direct to Wholesaler |
| Identified faults with pulse leads, splitter boxes or loggers | Contact data provider direct / as per policy | Contact data provider direct / as per policy |
| Exchange of non loggable meter < 15 years old | Form B/01 Process B7 form | E-mail direct to Wholesaler |

## Appendix 2 – Data Logging Connection Request Form

**Data Logging Connection Request Form**

**1. Applicants details**

Name: .....

Address line 1: .....

Address line 2: .....

Town: .....

Postcode: .....

Contact Telephone: .....

Contact e-mail: .....

**2. Eligible premises details**

SPID (if known): .....

Customer Name: .....

Building number/name: .....

Address line 1: .....

Address line 2: .....

Town: .....

Postcode: .....

Site Contact
Name & Telephone: .....

Site Contact e-mail: .....

### 3. Meter details

Please provide meter details below for all meters where a logger data is to be installed. If there are more meters, please use additional sheets.

| | Meter 1 | Meter 2 | Meter 3 |
|---|---|---|---|
| Meter Size: | ..... | ..... | ..... |
| Meter Serial Number(s): | ..... | ..... | ..... |
| Meter location: | ..... | ..... | ..... |

### 4. Proposed installation details – reason for request

- ☐ Data logger*
- ☐ Building management system
- ☐ Dosing system
- ☐ Out-reader
- ☐ Other (please specify)

*If data logger is selected above please complete details below:

Manufacturer/Model/Serial No .....

### 5. Installers details

Name and contact details of the Person / Company who will be carrying out the installation

.....

.....

Accreditation held by the Person / Company who will be carrying out the installation

.....

.....

## 6. Declaration

By submitting this form I accept the Wholesaler's Terms and Conditions (Policy)* for the installation of equipment on a Wholesaler's meter, in accordance with the Wholesaler's Non-Primary Charges.

I confirm that the equipment to be installed complies with the Wholesaler's safety requirements and the installation will be carried out in a safe manner.

I enclose confirmation in writing from the Customer that I am acting on their behalf (required only if you are not the current retailer).

I hereby acknowledge and declare that the information provided in this form is correct.

**Your details**

Signature .....

Date(dd/mm/yy) .....

Full Name (in capitals) .....

Role in the company or job title .....

**Please email this form to:**

* these can be found on the Wholesaler's website

## Appendix 3 – Data Sharing Request Form

### Data Sharing Request Form

### 1. Applicants details

Name: .....

Address line 1: .....

Address line 2: .....

Town: .....

Postcode: .....

Contact Telephone: .....

Contact e-mail: .....

### 2. Eligible premises details

SPID (if known): .....

Customer Name: .....

Building number/name: .....

Address line 1: .....

Address line 2: .....

Town: .....

Postcode: .....

Site Contact
Name & Telephone: .....

Site Contact e-mail: .....

### 3. Meter details

Please provide details below for all meters you require data from If there are more meters, please use additional sheets.

| | Meter 1 | Meter 2 | Meter 3 |
|---|---|---|---|
| Meter Size: | ..... | ..... | ..... |
| Meter Serial Number(s): | ..... | ..... | ..... |
| Meter location: | ..... | ..... | ..... |

### 4. Type of data required

☐ One off data request (please specify period & required format eg graph / CSV file)

.....

☐ Access to on-line portal

.....

☐ Export file (please specify required format eg FTP/SFTP/FTPS)

.....

☐ Other (please specify)

.....

.....

### 5. Declaration

By submitting this form I accept the Wholesaler's Terms and Conditions (Policy)* for providing access to data logger information, in accordance with the Wholesaler's Non Primary Charges.

I enclose confirmation in writing from the Customer that I am acting on their behalf (required only if you are not the current retailer).

I hereby acknowledge and declare that the information provided in this form is correct.

**Your details**

Signature .....

Date(dd/mm/yy) .....

Full Name (in capitals) .....

Role in the company or job title .....

**Please email this form to:**

* these can be found on the Wholesaler's website

## Appendix 4 – Addendum Table

| | Application process | Letter of authority required from customer | T's & C's (Policy) published on website | SLA for Wholesaler to respond to requests | Wholesaler charge to connect to meter* | Payment required in advance | Bulk submissions allowed for multi-site customers | Wholesaler provides logger data | Wholesaler charges for logger data* |
|---|---|---|---|---|---|---|---|---|---|
| Summary of Good Practice | Bespoke application form published on Wholesalers website, not via Retailer. Dedicated e-mail address published on website. | Yes - only where the Applicant is not the current Retailer | Yes | Substantive response or quote within 5 business days. Installation of cable in 22 business days with splitter, where required. | Yes | No - include on completion of work. | Yes (but may impact SLA) | Yes | Yes |
| Affinity Water | Bespoke application form available on website. | As Good Practice Guide. | Yes | As Good Practice Guide. | Yes | No | Yes | Yes | Yes |
| Anglian | Bespoke form via Retailer. | No | T&C's at application level. | As Good Practice Guide. | Yes, fixed cost to apply and bespoke depending on equipment required to connect. | No | Yes for multi-site customers, via spreadsheet but at least one application form has to be completed. | Yes for all SPIDs on the Profile MDD tariff. We can also provide data on individual request if we have a logger in situ. | No for Profile MDD customers, yes for other tariff groups. |
| Bristol | Retailer applies through our Portal (Y3 Process). 3rd party via e-mail. | As Good Practice Guide. | Yes | 10Bd's to review (Accept/ Reject/ Quote). | Yes as per Non-primary charges, although we have removed supervision cost to encourage the sharing of data. | No | No | Yes | No, if data is available and accessible we share free of charge. |
| Dŵr Cymru (Welsh Water) | Bespoke form on DCWW website. | Yes if third party, no if Retailer. | Yes per application. | Yes, we will respond within 5BD of the request. Installation of splitter cable in 22 business days (where required). | Yes but only applicable if we are asked to supply a splitter. | No | Yes, a list of addresses can be provided with one form. | Yes | Yes - charge for the initial set up of a log in only. |
| Northumbrian / Essex & Suffolk | Retailer; Customer; or Third Party (with letter of customer's consent) apply via a bespoke form downloadable from our website. | Yes only for Third Parties. | Yes- Policy on website and T&C's on application form. | 5 business days for application. | Yes. Standard charge to fit pulse cable published in NWL Wholesale Charges. If installation non-standard (e.g. meter not loggable) applicant advised and quotation for works issued. | No | Yes | Yes | Yes - published in our Wholesale Charges. |
| Portsmouth | Bespoke application via PW website, or bilaterals portal. | As Good Practice Guide. | Yes | We respond to applications within 5 business days. The approved contractor who the customer or retailer have detailed on the application form will then be responsible for installing the logger and splitter cable. | Our T&Cs state the applicant is responsible for ensuring a splitter cable is fitted, therefore no charge. | N/A | No | No. Although if a retailer or customer requested this we would investigate with our leakage team. | N/A |
| Severn Trent | Bespoke application form published on Wholesalers website, not via Retailer. | Yes | Yes | Substantive response or quote within 5 business days. Installation of cable in 22 business days (with splitter, where required). | Yes - cost of Splitter/unit or exchanged meter. | No | Prepared to discuss this on a case by case basis. | Yes | Yes |

Inline with GPG

Better than GPG

*Charges published in Wholesaler's Non Primary Charges (must be cost reflective)

Version 4 dated 09/03/2021

| | Format of logger data provision | Charge to exchange a non loggable meter | Process to request exchange of non loggable meter | Process to request exchange of damaged meter | Splitter Fitted | Logger to be removed by owner prior to meter exchange | Wholesaler to re-attach logger following exchange of meter | Logger to be labelled with owner and contact details | Other devices allowed to be fitted to the meter eg bluetooth, optical readers, camera sensor |
|---|---|---|---|---|---|---|---|---|---|
| Summary of Good Practice | File Transfer or access to portal /on-line system. Day +1 at 15 minute intervals. | No charge if > 15 years old. Quote provided if < 15years old (unless meter due for proactive exchange within six months). | Retailer submits B/01 (B7) form, Third Party notifies Wholesaler direct. | Retailer submits B/01 (B5R) form, Third Party notifies Wholesaler direct. | Yes (if required) | No - logger left in chamber or provided to customer for safe keeping. | Yes within 22 business days, at Wholesaler cost. | Yes | |
| Affinity Water | Day +1 at 15 minute intervals | As Good Practice Guide. | As Good Practice Guide. | As Good Practice Guide. | Yes | No | As Good Practice Guide. | Yes | Subject to request. |
| Anglian | SFTP server data drop. | Yes, charge made unless a proactive exchange is due to happen in the very near future. Charges are not limited to the meter exchange, other enabling works may need to be completed eg chamber enlargement. | As Good Practice Guide. | As Good Practice Guide. | Yes, depending on meter type etc. | No, we will usually remove it bag it up and leave it in the chamber to be refitted by the retailer once work has been completed. | No | Yes | Yes, all depends on individual application but generally speaking nothing that covers the dials and prevents a visual read would be approved |
| Bristol | Access to on-line systems. | As Good Practice Guide. | As Good Practice Guide. | As Good Practice Guide. | Y - if requested, but we would rather share our data (now free of charge). | No | Y - on best endeavours basis and will update the retailer if any issues. | Yes | Subject to request. |
| Dŵr Cymru (Welsh Water) | Online access. | No - all meters <15 years are compatible. Any meters older than this will be replaced at our cost. | Retailer submits B/01 (B7) form. Third party notifies Wholesaler direct. | Retailer submits B/01 (B5R) form, Third Party notifies Wholesaler direct. | Yes but we would normally expect the other party to install. | No - logger left in chamber or provided to customer for safe keeping but customer given opportunity to remove beforehand. | Yes within 22 business days. | Yes | Subject to request. |
| Northumbrian / Essex & Suffolk | NWL can provide access via an online portal. Some data loggers provide live 15 minute data, others provide day plus 1 at 15 minute intervals. | Yes. Charges made if the meter is >15 years old and working, unless due for exchange for other business reasons. Quotes are provided. Prices published in our Charges Scheme. | Any request to exchange a non loggable meter that is working must be made from the customers Retailer. B7 process applies. Third parties would have to liaise with the customer to instruct the retailer to submit a B7. | Per Good Practice Guide. Third parties can email wholesale@nwl.co.uk | Yes | No. Our Technical Representative disconnects the logger from the meter pre meter exchange and retains it for safe keeping. | Yes. After the exchange is completed we connect a pulse cable to the new meter and reconnect the logger to it if possible. If it is not possible to reconnect the logger is left in the chamber. | Yes | Yes subject to trials, where considered necessary. |
| Portsmouth | Access via on-line system. | Yes charge made unless meter is due for proactive exchange. | As Good Practice Guide. | As Good Practice Guide. | Yes - splitter to be fitted by person installing logger. | Yes, we will provide advance notice upon a meter exchange if we know there is third party logger equipment attached. | Yes - we will try, but cannot make any guarantees. | Yes | No |
| Severn Trent | CSU File - It's a spreadsheet. | No charge if > 15 years old. Quote provided if < 15years old (unless meter due for proactive exchange within six months). | Retailer submits B/01 (B7) form, Third Party notifies Wholesaler direct. | Retailer submits B/01 (B5R) form, Third Party notifies Wholesaler direct. | Yes (if required) | If possible but we will remove if not been done prior and leave in chamber or provided to customer for safe keeping. | Yes - where possible. | Not at present. | Prepared to discuss this on a case by case basis. |

Inline with GPG

Better than GPG

Version 4 dated 09/03/2021

| | Application process | Letter of authority required from customer | T's & C's (Policy) published on website | SLA for Wholesaler to respond to requests | Wholesaler charge to connect to meter* | Payment required in advance | Bulk submissions allowed for multi-site customers | Wholesaler provides logger data | Wholesaler charges for logger data* |
|---|---|---|---|---|---|---|---|---|---|
| South East | Application form is downloaded from SEW website. | Yes - only if request from 3rd party. | Policy is available on SEW website. | Substantive response within 5 business days. Installation of splitter cables within 22 business days if required. | Yes, there is a charge where SEW carry out the work to fit a splitter or are requested to carry out a site survey. | No - invoice on completion of work. | Yes - spreadsheet. | Yes can be provided in line with data logging policy document. | Yes - only if we incur costs to set up the access. No ongoing costs. |
| Southern | Bespoke application via SW website. | Yes if third party, no if Retailer. | Yes | No SLA | Yes. Covers splitter, survey and site inspections. | No if retailer has a Wholesale Retail Contract with SE. Yes if a third party. | No, only single applications allowed. | No. Although if a retailer or customer requested this we would investigate with our leakage team. | N/A |
| South Staffs | Into SSW Wholesale Service Desk - General Enquiry or email application. 3rd party via Retailer. | No - not required from retailer or 3rd party. We expect 3rd party to provide evidence of their contract with the customer, in the event of a dispute. | No | Yes we respond within 5BD & 20 Business Days to fit. | Yes - Pulse Unit / Splitter Cable equipment and installation cost. | No - Retrospectively via Non-Primary Charges. | Yes - as suitable. | Yes - Can be provided in line with Non-Primary Charges document. | Yes - Consistent with Non-Primary Charges document. |
| South West Water (incl. Bournemouth Water) | Online enquiry form which references the logger agreement with T&C's they have to accept. Process completed via email thereafter | Yes | Per application as also includes 3rd parties | Substantive response within 5 business days. At this stage we can either confirm they can apply for the data to be shared or fit their own logger. | No charge for Retailer or 3rd party to install logger. We don't allow splitter cables, so if there is already a leakage logger fitted, we will offer to share the data. | N/a. We do not offer a logger installation service for Retailers/3rd parties. No payment as we do not charge to share logger data | Yes. Our Online form allows for additional lines for each meter to be completed as part of the form submission | Yes | No charge for sharing logger data |
| Sutton & East Surrey | We accept via e-mail from 3rd party or direct from Retailer | Yes if from a third party | We are working on a policy to put on our website - will update website | We have an internal SLA | We would allow the 3rd party to fit the logger subject to our T's & C'S | No | No | Not at the moment | N/A |
| Thames | Application forms are provided on the website for changing a meter and digital meter data. | Thames offer digital meter data. A LOA is only required if the applicant is not the current retailer. | Yes, they are part of the service request forms. | Thames respond to requests for digital meter data within 15 business days | No, Thames don't install loggers and splitters. | N/A | Yes | No but Thames may be able to provide digital meter data. | Charges apply for the digital meter data service |
| United Utilities | As Good Practice Guide | As Good Practice Guide | Yes | As Good Practice Guide | Yes - as in our published NP charges. No charge if UU does not have any equipment attached, installer is installing own pulse switch and meter is not already AMR enabled. | No. Charge raised when work is completed | Yes | Yes | Yes - at cost as published in our NP Charges. |
| Wessex | B7 - Change of meter request. 3rd party through Retailer. | As Good Practice Guide | Yes | As Good Practice Guide | Yes | No | No | Yes - At present as one off requests | Yes |
| Yorkshire | As Good Practice Guide | As Good Practice Guide | Yes | As Good Practice Guide | Yes | No | Yes | Yes | Yes |

Inline with GPG

Better than GPG

*Charges published in Wholesaler's Non Primary Charges (must be cost reflective)

Version 4 dated 09/03/2021

| | Format of logger data provision | Charge to exchange a non loggable meter | Process to request exchange of non loggable meter | Process to request exchange of damaged meter | Splitter Fitted | Logger to be removed by owner prior to meter exchange | Wholesaler to re-attach logger following exchange of meter | Logger to be labelled with owner and contact details | Other devices allowed to be fitted to the meter eg bluetooth, optical readers, camera sensor |
|---|---|---|---|---|---|---|---|---|---|
| South East | Access via online portal or data file transfer, depending on preference of applicant. | No - only if meter is under 15 years old and not due for proactive exchange. | Retailer submits B/01 (B7) form. Third party notifies Wholesaler direct. | Retailer submits B/01 (B5R) form, Third Party notify our wholesale service desk directly. | Yes | No - logger left in situ or provided to customer for safe keeping. | Yes if possible however if we don't have the technical knowledge to refit we will inform the retailer/ logger owner to refit. | Yes we are asset tagging the SEW loggers that are being installed. | Yes subject to compliance with safety guidelines in SEW data logging policy document. |
| Southern | N/A | No charge if over 10 years old. Yes if less than 10 years. | Market process B7 form. Not currently accepted directly from third parties. | Market process B5. Not currently accepted directly from third parties. | Will provide a splitter when meter is already logged by SWS. We do not currently allow 3rd parties to fit splitters. | Yes, we will provide advance notice upon a meter exchange if we know there is third party logger equipment attached. | No | Yes | Not in general - we have been approached about this but no decision has been made. |
| South Staffs | Access to on-line systems | No - only if meter is under 15 yrs old and not due for proactive exchange. | Retailer submits B/01 (B7) form. Third party notifies Wholesaler direct. | Retailer submits B/01 (B5R) form, Third Party notifies Wholesaler direct. | Yes | No | Yes | No | Under review. |
| South West Water (incl. Bournemouth Water) | S/FTP, Day +1, 15 minute intervals as a minimum | No charge if meter >15 years old. Quote provided if < 15 years old. If meter is nonloggable (eg sensus meters) we will exchange at no charge. | Retailer submits B/01 (B7) form, 3rd party notifies Wholesaler direct. | Retailer submits B/01 (B5R) form, Third Party notifies Wholesaler direct. | SWW provide logger data at no cost. No splitter unless exceptional circumstances | No - logger left in situ or provided to customer for safe keeping. We'll notify when the meter has been fitted, so they can refit their logger. | Yes, within 22 business days. If this cannot be done immediately, we'll leave their logger in the cabinet, chamber or safe place, and notify the Retailer, before returning to refit their logger within 22 business days. | Yes - all loggers to be labelled clearly with owner and contact details | Subject to Logger Data T's & C's. |
| Sutton & East Surrey | Email | Yes unless meter is due for proactive exchange. | Form B1 | | Yes - to be fitted by 3rd party / retailer | We will remove and leave in a safe place and notify them when the meter is fitted so they can refit | No | No but looking at changing this | Not at the moment |
| Thames | Digital meter data provided via SMFT. | Customers will not be charged if the meter is due for proactive replacement within the next 6 months or is 15 or more years old | Retailer submits B/01. Third party requests direct via form on our website. | Retailer submits B/01 | Customers can fit splitters, Thames do not offer a splitter fitting service | No | If logging equipment is required the customer will need to reattach it. If logging equipment isn't required we install a digital meter | Yes | We do not specify the type of equipment that can be fitted to a meter as long as it doesn't impact the function of the meter or any of our equipment. |
| United Utilities | File Delivery in SFTP, FTPS, FPT formats RE03 form or direct Portal Access as published in NP Charges. | Meters 40mm and smaller will be replaced free of charge | Market process B7 form. Not currently accepted directly from third parties. | Market process B5. Not currently accepted directly from third parties. | Yes - fitted by UU. We do not currently allow third parties/AE's to fit splitters. | No - we will leave logger in chamber once work completed | No | Yes | We provide pulsed output from meters - what Retailers then fit is up to them. We will not allow devices to be installed which obscure any meter details (serial number / read etc). |
| Wessex | XML File | Yes | Market process B7 form. Not currently accepted directly from third parties. | Market process B5. Not currently accepted directly from third parties. | Yes - installation by WW only | Yes | No | Yes | Subject to request |
| Yorkshire | Direct access to on-line portal, day + 1 at 15 min intervals or one off snapshot | As Good Practice guide. | As Good Practice Guide | As Good Practice Guide | Yes - fitted by Yorkshire Water. We do not allow third parties/AE's to fit splitters. | No - left in chamber | As Good Practice Guide | Yes | Subject to request |

Inline with GPG

Better than GPG

Version 4 dated 09/03/2021