

Metering and meter logging policy



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.

Metering and meter logging policy

This policy document sets out the criteria in which a non-household customer can apply for a meter, change its location or size, request a meter accuracy test or get permission to install a meter logging device via their retailer. The retailer should request using the relevant B process of the Operational Terms.

Our metering and meter logging policy is compliant with the RWG Good Practice Guide which has been created to provide a consistent and collaborative approach within the market. This document outlines the addendums to our policy in more detail.

Metering services

We always encourage customers to regularly monitor their consumption for leakage purposes. If your customer wants their meter moved, we will help them if we agree that there is a health and safety risk in accessing the meter. If we agree that there is a health and safety risk, we will either install a splitter lead to the meter so that it can be logged, upgrade the meter to AMR, or move it to a new location within reason, free of charge.

Changing the location of the meter does not change pipework ownership or responsibility.

If we are installing a new meter or replacing an existing one at a non-household customer's premises, where possible we will check to see if your customer has a leak.

Applications to meter an unmetered premises

We will install a meter at an unmetered premise if you ask us to do so provided that:

- the installation does not create a meter network or sub metering arrangement
- the consumption for the premise can be captured by a single cold-water meter.

Meter locations

We aim to install new meters at the boundary of the street in which the connecting water main is laid.

The location of the installation will be determined at the survey stage. If the meter cannot be installed at the boundary of the street and the installation meets our conditions to meter a premises, we will agree a suitable alternative location.

The location of a meter does not affect the pipework that the customer is responsible for. See our general guide to pipework ownership in the leakage section.

On occasion it may be necessary for us to install additional metering equipment for the purposes of obtaining a meter read for any installation that we do in private land. There are no additional charges for this.

Meter accuracy tests

We want to ensure that all meter tests requested by you are as accurate as possible. That's why we do not perform any on site tests and only use an accredited

testing house.

We will always replace the meter for new when it is removed with a meter of the same type and size. Charges will be payable by the retailer for meters that pass an accuracy test. For more information, please see our [charging scheme](#).

Smart metering

Smart metering is at the heart of our demand management strategy and the key to unlocking a step change in outcomes in other areas such as water efficiency and leakage reduction.

40% of properties in our area (household and non-household) will receive a smart meter by 2030, rising to 95% in 2035.

We will be upgrading all existing meters and installing meters on unmeasured supplies where possible*. If you request a new meter install, new supply connection or let us know a meter is faulty, it's possible we will replace with a smart meter.

Data logging and additional meter reading equipment

We understand the importance of meter reading and want to make this as easy as possible.

Options for logging meters within our area include:

- AMR meter upgrades
- pulse lead installation
- direct install approved devices

If you are looking to offer an alternative to the options available within our area, please contact us to discuss.

Where possible, we will always look to support you with new innovative approaches that can help manage customers' consumption.

AMR meters and pulse lead installations

Our meter menu includes AMR meters as one option to help with obtaining meter reads. We can also install splitter boxes with pulse leads to our meters for you to attach your own device. The splitter box allows us to also log the meter if needed for leakage purposes without disturbing your device.

Direct install approved devices

If you would like to install a meter reading device direct to one of our meters without using pulse leads, we operate an approved device list in the Wessex Water region. Simply contact us with the details of the device you are proposing to install with as much information as possible, and we will check to see if it is already approved or whether it can be added to our list. We are happy to consider any new device and will assess each device on the following criteria:

- Can the meter still be read while the device is attached?
- Can we easily remove and reattach the device if required?
- Can we still attach our own device while your device is in situ?

If the answer is yes to all the above, we will likely approve the device for you to install and add it to our approved device list. If we cannot approve the device, we will let you know the reasons why and work with you to agree a suitable alternative.

Metering innovation will continue to be an exciting and beneficial activity in the market, and we want to work with Retailers to assist with this. If you are considering a trial of a new device as a first step, contact us as we may be able to help.

How to apply:

Whether you choose to upgrade a meter to an AMR type, ask us to install pulse leads or request to fit your own device without pulse leads, please raise a B7 change of meter request in the Bilateral Hub detailing your required approach. If you opt for pulse leads or we agree to you fitting your own device direct, we will also need a signed third party logger agreement which can be downloaded from our [website](#).

Access to metered flow data

If we have access to flow data for a meter, we can provide this to you on request up to a maximum of 12 months of historic data at a time.

Meter menu

Our meter menu is designed to give you even more choice when choosing a meter that best suits customers' needs. You can find out more about individual meters by visiting the manufacturer's website.

*AMR - The application of AMR in this context provides the ability to read the meters externally at up to 25 meters, this will require a remote reader. Other makes and models are available to request.

Standard meters				
Manufacturer	Model	Size (mm)	AMR	Pulsed output
Elster	V210P (manifold)	15		Yes
Elster	V200P (in-line)	15		Yes
Elster	V210 (manifold)	20		Yes
Elster	V200 (in-line)	20		Yes
Elster	V210P R400 Hybrid V3 wMBus (walk-by/drive-by) (manifold)	15	Yes	Yes
Elster	R400 Hybrid V3 wMBus (walk-by/drive-by) (in-line)	15	Yes	Yes
Elster	R400 Hybrid V3 wMBus (walk-by/drive-by) (manifold)	20	Yes	Yes
Elster	R400 Hybrid V3 wMBus (walk-by/drive-by) (in-line)	20	Yes	Yes
Elster	V200 (in-line)	25		Yes
Non-standard meters				
Manufacturer	Model	Size (mm)	AMR	Pulsed output
Elster	V300 (in-line)	30		Yes
Elster	H4000	50		Yes
Elster	H4000	80		Yes
Elster	H4000	100		Yes
Elster	H4000	150		Yes
Elster	H4000	200		Yes
Elster	H4000	250		Yes
Elster	H4000	300		Yes
Non-standard meters AMI (Smart meters)				
Manufacturer	Model	Size (mm)	AMR	Pulsed output
Honeywell	V210P H NBIOT	15		No
Honeywell	V200P H NBIOT	15		No

Metering terms and conditions

Wessex Water is not responsible for sizing a meter to the requirements of the premises to be supplied. Retailers must ensure when selecting a meter size that it is adequate to meet the water demands of the premises and that the meter will record accurately. Wessex Water will not be responsible for any hydraulic issues incurred as a direct result of a retailer selected size of meter.

Requests to upsize or downsize a meter must be supported with indicative flow rates that are representative of the premises demand profile. We do not offer notional downsizes.

Premises owners are responsible for not obstructing access to meters installed within private land. Any meter equipment installed by a third party must not be installed in a way that prevents access to the meter. Wessex Water reserves the right to remove a third-party device for the purposes of access, maintenance or emergencies at any time.

Meters remain as assets of Wessex Water and only Wessex Water or an approved accredited entity with prior authorisation may undertake work on them. It is an offence under Section 175 and 176 of the Water Industry Act 1991 to modify a meter without the permission of the asset owner.

***Unmetered non-household customers**

Our region is water stressed, this means we can make it compulsory for unmetered non-household customers to have a meter. We will be installing smart meters where practical, and the property will be moved to metered charges in the market from the date the meter is installed.