

# ***Wholesale Services***

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## **Metering Guidance for Retailers** April 2017

## 1. SCOPE

This document consolidates that information relevant to Retailer operation under the market. It is owned by the Networks Manager.

Feedback from Retailers on how the content can be improved is welcome. Any feedback is to be directed through the primary Service Desk contact points.

## 2. ACCURACY TESTING

Where accuracy tests are requested these will be carried out by an independent 3<sup>rd</sup> party to the Measuring Equipment (Cold-Water) Regulations 1988.

## 3. METERS AND ASSOCIATED EQUIPMENT

All meters and associated equipment will be from Elster. The table below represents the approved list.

H5000 meter (40mm to 150mm)
H4000 meter (40mm to 150mm)
V200 (15mm to 40mm)
V210 (concentric meter)
PR6 pulse module
PR7 pulse module
Waveflow radio unit

## 4. FITTING A DEVICE TO A METER

### Before installing a device

Sutton and East Surrey Water plc (the Company) will require a formal written request from the Retailer prior to discussing meter details with the Retailer or their designated Installer (the Installer).

### Installation

Where the Installer needs to break a meter seal in order to carry out the installation they must notify the Company so that a Company employee can attend.

Attendance is chargeable at the rates shown in the Company's Charging Scheme  
The Installer shall give the Company a minimum of ten (10) days' notice of installation.

The Customer shall pay to the Company all labour costs incurred by the Company for modification or replacement of the Company's meter as necessary to provide a pulsed output.

### Meter Reading

Following installation, the meter dials remain the sole method by which the Company will calculate consumption.

### Maintenance

The Company does not guarantee the reliability of the pulsed output.

The Retailer shall pay to the Company all labour costs incurred by the Company in the maintenance of a pulsed output facility.

Should the Retailer notify the Company of a failure of the pulsed output, the Company will aim to attend within three (3) working days of such notice.

The Company shall not be responsible for data loss during the period required to correct any failure.

The Company will aim to keep the period required to correct any failure to a reasonable minimum but will not guarantee the length of such period.

All connections from the meter to the Retailer's system shall be the responsibility of the Retailer. RH2 7BP

For more information, or to speak to someone about fitting your own telemetry devices to our meters, contact the Service Desk at [wholesaleservicedesk@seswater.co.uk](mailto:wholesaleservicedesk@seswater.co.uk)