Meter Accuracy Test

Non-household Policy

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Version 2

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Change Log

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| V2 | 01/09/24 | Updated for new service provider | Martin Pope | Martin Pope |
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Policy Statement

This document details Southern Water’s (SW), policy guidelines for retailers when requesting a meter accuracy test on a non-household meter.

# 1. Procedure

1.1 When a customer requests a meter accuracy test, consumption changes must have been thoroughly investigated first. It is rare that meters fail and when they do, they normally under record, not over record. Please follow the suggested process below.

1.2 If you still believe you require a meter accuracy test, follow process B3 – Meter accuracy test performed by the Wholesaler through the MOSL Bilateral Hub. Trading Parties shall comply with the Common Processes set out in OSD 0701 (Bilateral Common Processes) and the B3 process steps set out in OSD 0703 (Bilateral Processes for Part B: Metering).

1.3 SW does not allow the use of Accredited Entities for accuracy testing of a meter.

# 2. Responsibilities

2.1 Non-household customer

2.1.1 If a customer requires a meter accuracy test, they should contact their retailer immediately, who in turn shall raise a meter accuracy test via Process B3.

2.1.2 The meter shall not be tampered with in any way by the customer. The water meter should only be removed, installed, and tested by SW and its service partners.

2.2 Retailer

2.2.1 The retailer shall investigate the customer’s change in consumption before submitting a request to SW to undertake a meter accuracy test. These checks should include:

• Checking for meter reading accuracy or data errors

• Contacting the customer to understand if there have been any significant changes in their water usage. Has there been any change of use, increase of staff/footfall at the business?

• Is there a seasonal consumption element?

• Perform tap tests to confirm no internal or external leaks.

• Comparing the cumulative consumption recorded over a specific period using meter readings and logged data where available

2.2.2 The retailer should submit a request for a meter accuracy test without delay following the above checks via Process B3.

2.2.3 The retailer will make the customer aware of any associated fees prior to submitting a meter accuracy test.

2.2.4 The retailer will be charged the associated fees if the meter is within the permitted limits of error. The Retailer must pay the appropriate charge for the meter accuracy test as set out in the Schedule of Charges in Part 3- Non-primary Charges Schedule.

2.3 Wholesaler

2.3.1 SW is responsible for testing the accuracy of an existing meter in line with the Market Codes.

2.3.2 The replacement meter will be a suitable replacement for the meter being removed for testing.

2.3.3 We will carry out the removal and replacement of the meter within twenty-five (25) business days as per the Operational Terms, Part B Metering, Process B3. There may however be instances where this is not possible due to factors outside our control e.g., Council and Highway restrictions or where the customer requests an alternative date.

2.3.4 We will update the Central Market Operating System (CMOS) with details of the meter exchange within five (5) business days.

2.3.5 We will use our approved test centre to conduct the accuracy testing in accordance with The Water (Meter) Regulations 1988.

2.3.6 A copy of the test results; confirmation of pass or fail and details of any volumetric adjustment, will be provided to all relevant parties within twenty-five (25) business days of the meter exchange.

2.3.7 We will pay the associated fees if the meter is outside the permitted limits of error.

# 3. Charges

3.1 Any charges related to the services outlined in this document can be found in the latest published Southern Water Wholesale Charges, Part 3- Non-primary charges [wholesale\_charges\_2024-25\_140624.pdf (southernwater.co.uk)](https://www.southernwater.co.uk/media/3wrpwzoe/wholesale_charges_2024-25_140624.pdf)