

Data Logging Policy Document

Effective 1st October 2020

South East Water
Rocfort Road
Snodland
Kent
ME6 5AH



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1. Principles

- 1.1 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.
- 1.2 The majority of new water meters are capable of providing a pulsed output however some digital meters may not be compatible with logging equipment.
- 1.3 Older meters may not have a pulsed output and may require exchanging.
- 1.4 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.
- 1.5 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).
- 1.6 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.

2. South East Water's responsibilities and process's

- 2.1 South East Water as the Wholesaler will accept Data Logging requests for SPIDs within our supply area, directly from Retailers, NHH customers or third party intermediary companies.
- 2.2 An application is available to download from the South East Water web site. The form should then be completed and emailed to wholesale@southeastwater.co.uk.
- 2.3 South East Water 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
- 2.3 South East Water will notify all applicants during the application process if a logger is already fitted to the meter, provided they are aware of this.
- 2.4 South East Water 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.
- 2.5 South East Water 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.
- 2.6 South East Water may charge the Applicant to cover the costs of surveying the meter or installing a pulse unit and/or splitter. Costs are published in our Non- Primary Charges document.

- 2.7 Where the installation of the splitter is carried out by South East Water this will be completed within **22 business days** from the request or quote being accepted.
- 2.8 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 our Non-Primary Charges document.
- 2.9 South East Water may install data logging equipment for operational monitoring purposes. This can be either a permanent or temporary logger. Where we are unable to allow a data logger to be fitted due to the presence of an operational (leakage) logger, we will either provide a splitter or make flow data available.
- 2.10 South East Water 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 our ancillary equipment (e.g. radio devices or operational loggers). We 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 we 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.
- 2.11 South East Water is responsible for the maintenance of our data logging equipment.
- 2.12 Any questions regarding South East Water's data logging policy should be emailed to wholesale@southeastwater.co.uk

3. Applicant responsibilities

The Applicant can be the customer, their representative, a retailer or third party intermediary

The applicant is responsible for:

- 3.1 Submitting a completed data logging request via the application form provided on our website
- 3.2 Adhering to the South East Water's data logging policy document.
- 3.3 Maintaining their data logging equipment, ensuring that it is clearly labelled with a contact name and telephone number.
- 3.4 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. The applicant is liable should they cause any damage to the meter, meter unions, associated pipework, meter chamber or South East Water's operational logger as a result of installing data logging equipment.
- 3.5 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.
- 3.6 Providing a photo of the completed installation to the South East Water upon request, to wholesale@southeastwater.co.uk
- 3.7 Ensuring that, if requested to do so, the data logger (or similar device for data capture and transmission) is removed in advance of the South East Water carrying out work on the meter, including meter exchanges.

- 3.8 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.
- 3.9 Monitoring flow data and contacting the Customer to alert them to possible leaks, where flow data alarms indicate high or unusual consumption.
- 3.10 Notifying South East Water when a non-Wholesaler logger is permanently removed.
- 3.11 A signed letter of authority (LOA) from the customer is required, where the applicant is not the current retailer.

4. Safety requirements

- 4.1 South East Water will allow entry into the meter chamber for the purposes of accessing data logging equipment, provided the installer complies with the specified conditions. The installer must comply with any applicable health & safety legislation and have the appropriate technical competencies, including confined space entry where required.
- 4.2 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).
- 4.3 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 (ie no venting, explosion, discharge or heat gain during forced and complete discharge, electrical shorting and prolonged submersion).
- 4.4 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.
- 4.5 No onsite logger or battery maintenance is permitted, a full unit exchange must be carried out.
- 4.6 The installer (or owner) is obliged to remove and dispose of their redundant loggers in accordance with waste regulations.

5. Provision of data from South East Water operational loggers

- 5.1 South East Water may make data available to the Applicant upon request from their permanent operational (leakage) loggers, where available.
- 5.2 South East Water cannot guarantee continuous data and will not accept liability for incomplete or inaccurate data eg due to logger failure or where the meter ceases to emit pulses or current signals.
- 5.3 South East Water may move operational loggers at any time and don't guarantee ongoing provision of data for a specific SPID.

- 5.4 The Wholesaler will investigate a flat-lining issue within **22 business days** of receiving a request. The applicant should notify South East Water by email if they become aware of a data flat-line on a operational logger (where data is shared).
- 5.5 South East Water 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 Non-Primary charges.
- 5.6 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.
- 5.7 The applicant must notify the South East Water if they are no longer contracted on behalf of the customer so that data sharing arrangements can be terminated.

6. Data flat lining / Reporting damaged meters

- 6.1 Where no data or flat-lining 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 South East Water should be notified as follows:
- The Retailer will submit a B/01 (process B5 Retailer Initiated) market form
 - The Third Party will notify South East Water directly by email at wholesaler@southeastwater.co.uk A job report and photos should be provided. The Wholesaler will then notify the Retailer via the B/01 (B5 Wholesaler Initiated) process.
- 6.2 If data logging equipment cannot be fitted due to a leaking meter, damaged chamber or buried meter, South East Water should be notified as follows:
- The Retailer will submit a B/01 (process B5 Retailer initiated) market form.
 - The Third Party will notify South East Water directly by email at wholesaler@southeastwater.co.uk . The Wholesaler will then notify the Retailer of this via the B/01 (B5 Wholesaler initiated) process.
- 6.3 If the pulse unit and/or splitter is at fault South East Water should be notified by email at wholesaler@southeastwater.co.uk . South East Water may charge where we are requested to investigate a pulse unit/splitter issue and subsequently find that it is functioning correctly. Costs associated are published in our Non- Primary charges.
- 6.4 South East Water is not responsible for rodent/animal damage to data cables.

7. Meter Exchanges

- 7.1 South East Water 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.
- 7.2 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.
- 7.3 South East Water will reconnect any data logger (or similar device) following a meter exchange within **22 business days** of the exchange, provided the meter is compatible. If the wiring up of the logger is not standard and we don't have experience of the equipment to be re-attached, we will notify the owner of the logger they we are unable to reconnect it.
- 7.4 The Wholesaler will update CMOS with the new meter details within **22 business days** of the exchange taking place.

8. Non-loggable meters

- 8.1 Where a meter is > 15years old and is not compatible for logging purposes, South East Water will not charge for the meter exchange.
- 8.2 Where a meter is < 15years old and is not loggable (eg 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). South East Water will notify the applicant as follows:
- 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 our Non-Primary Charges
 - The Third Party will be provided with a quote in accordance with our Non-Primary charges . South east Water will then notify the Retailer of this via the B/01 (B7 Wholesaler Initiated) process.

Contact Us

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