

# Wholesale Services Policies

## 2018/2019

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These policies accompany the Wholesale-Retail Code. They are designed as a practical approach and are based on our experience in the WSL market. If any retailer has any questions or comments please contact our Wholesale Services.

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## Data Logging Activities

This sets out the Terms and Conditions to which all parties (including Retailers and their agents) who wish to install, maintain, or remove data logging equipment must adhere in connection with Bristol Water's water revenue meters. All Data Logging Activities undertaken by the Retailer or their agent must be conducted in accordance with the terms laid out below. On receipt of the correct request, Bristol Water's Network Team will decide on whether the installation can go ahead with or without their direct supervision.

### 1. Retailer Data Logging Equipment

Where the Retailer or their agent wishes to fit a data logger to our Meter, and Bristol Water's Network Team have any legitimate concerns or objections (taking into account points 2-4 below), the Retailer will only be able to install their data logging equipment to our Meter under the direct supervision of a Bristol Water representative, who will ensure that:

- i. Any existing Bristol Water data logging equipment is not affected by the actions of the Retailer or their agent; and
- ii. Health and Safety requirements around opening chambers and accessing the meter are fully met and that the meter site is left in a safe manner.

1.2 Where Bristol Water's Network Team have no legitimate concerns or objections, we will allow the work to go ahead without direct supervision.

1.3 Cost of supervision on site by the Bristol Water representative will be charged back to the Retailer as per our non-primary charges.

1.4 Where a meter is already being logged by Bristol Water the provision of logged data may be possible. This will be conducted in such terms as specified in Bristol Water's Meter Data Policy and the Business Terms of the Wholesale-Retail Code.

1.5 Any loggers installed on a meter must be non-intrusive and must not interfere with the operation or integrity of that meter.

1.6 Where the meter is located on Bristol Water's infrastructure, the Retailer or their agent will not be permitted to interfere with the integrity of the meter chamber or housing.

1.7 Where a logger is found to interfere with the operation or integrity of the meter or Bristol Water's associated assets, the Retailer or agent will be required to remove the logger without delay.

1.8 When carrying out Data Logging Activities, no existing ancillary equipment attached to the meter and belonging to Bristol Water will be removed either temporarily or permanently, without the prior written permission of the Bristol Water Wholesale Services.

1.9 Where the meter and/or meter chamber is damaged as a result of Data Logging Activities being conducted by the Retailer or their agent, they must inform Bristol Water Wholesale Services without delay. Bristol Water may repair or replace the meter and/or meter chamber in accordance with the relevant operational process as specified in the Operational Terms. Any costs incurred in correcting the damage will be passed on to the Retailer.

## **2. Permissions**

2.1 If the Contracting Retailer or their agent wishes to install Retailer equipment on a meter owned by Bristol Water, the Retailer or their agent must inform the Bristol Water Wholesale Services in such a manner as specified in the Business Terms.

2.2 Bristol Water Wholesale Services shall seek the express permission of Bristol Water's Network Team and confirm to the Retailer or their agent whether permission is granted, granted under our supervision or refused.

2.3 In order for permission to be granted an initial site visit may be conducted by Bristol Water. There will be no charge on the Retailer in these circumstances.

2.4 Bristol Water Wholesale Services shall inform the Retailer whether permission is granted in such a manner as specified in the Business Terms.

## **3. Capability for Data Logging**

1.1 The capability for data logging of a meter is not guaranteed by Bristol Water.

1.2 Bristol Water will not bear the cost of exchanging a meter if found to be capable of data logging or because it does not provide satisfactory data logging results.

1.3 Meter exchange requests in order to replace with a data logging capable meter may be made using the relevant operational process as specified in the Operational Terms.

## **4. Removal of a Data Logger**

4.1 The right to data log Bristol Water's meter may be withdrawn at any time without notice because of operational emergencies or other significant operational events. Outside of such emergency events, should Bristol Water need to carry out data logging of a meter that is already being data logged by a Retailer then effort will be made to either:

- a. share data in accordance with the Business Terms; or
- b. organise a mutually agreeable times to remove the equipment.

4.2 Bristol Water retain the right to remove logging equipment installed on a meter if agreement on (a) or (b) above cannot be made.

4.3 When a customer switches retailer, then the out-going retailer must remove their data logging equipment from our meter as soon as possible.

4.4 All data logging equipment must be clearly marked or labeled with the Retailers name and contact details and must be removed on any transfer of that customer.

## **Meter Usage Data**

This sets out the Terms and Conditions to which all parties (including Retailers and their agents) who wish to access meter usage data belonging to Bristol Water. All requests for meter usage data must be processed in accordance with this policy and any Retailer receiving meter usage data shall do so in the understanding of the terms laid out below.

### **1. Requesting meter usage data**

1.1. If a Retailer does not have access to usage data for a meter and that Bristol Water has a data logger already installed, then the retailer may submit a request to Bristol Water Wholesale Services for access to this data.

1.2. Any request should specify whether access to data is a single request or an on-going basis.

1.3. Bristol Water's Wholesale Services shall respond to the request within the time specified by the Business Terms of the Wholesale-Retail Code.

1.4. Data sharing will be via HWM DataGate or Technologs Watercore platforms, dependant on our choice of logger at that specific site.

### **2. Charging for this service**

2.1. Bristol Water will charge a fixed fee as specified in the Wholesale Scheme of Charges Document.

2.2. No discount shall be made where data is requested on an on-going basis.

### **3. Liability**

3.1. Bristol Water cannot guarantee the state of maintenance and repair of a data logger at any given time. If a data logger is not in a full state of repair then meter usage data will not be available to the Retailer.

3.2. All data loggers installed and owned by Bristol Water are for the purpose of network operations. Maintenance of data loggers is prioritised according to operational purposes only.

3.3. Bristol Water cannot guarantee the accuracy of the meter usage data. Bristol Water will not be liable for any inaccurate data.

3.4. In some cases data will be managed by a 3rd party organization on behalf of Bristol Water. Bristol Water will not be responsible for any down time or loss of data.

3.5. Bristol Water may remove any of their data loggers at any time, therefore meter usage data will not be available.

## **Retailer Leakage Policy**

This policy document sets out how Bristol Water plc will calculate and apply leakage allowances to a Retailer, following a form H/01 request from a Retailer on behalf of their non-household customers. Any allowance is provided direct to the Retailer and not their customer. Bristol Water is responsible for fixing leaks on our own pipework. Customers are generally responsible for the service pipe inside the boundary of their property or site and in private land: this is from where the pipe enters private land, usually at the stop tap/control valve at the boundary.

### **1. Detecting a leak**

1.1. A leak may be detected by Bristol Water, the customer, the Retailer or a member of the public.

1.2. Once a leak has been detected, Bristol Water will issue a "leakage notice" under the Water Industry act 1991 to the customer, and we will provide a copy of the notice to their retailer in accordance with the Operational Terms.

1.3. The notice places the responsibility on the customer to have the leak repaired within 14 days. In extreme cases where the leak is causing damage, no water or potential contamination, we may issue a 7 day notice or even disconnect the supply.

1.4. We will recheck after 14 days and if the leak has not been repaired, we will issue a more formal notice. If after 7 more days the leak has not been repaired, we have the legal right to repair the leak ourselves and recharge the customer all the costs involved. Once again any notice issued on the customer will be copied to their Retailer. We would encourage the Retailer to work closely with their customer to ensure the leak is repaired in a timely manner.

### **2. Leakage Allowance**

2.1. If a customer's metered usage is higher than normal, it could be due to a leak. In some circumstances, we may make leakage allowances, however evidence of regular meter reading and monitoring by the customer will be required to support any allowance claim. Please also refer to the limitations under part 3. Any leakage allowance claim must be made by the retailer using form H/01 (Part H Allowances, assessment requests and incentive applications, Wholesale-Retail Code Part 3 Operational Terms).

#### **2.2. Customer usage less than 200 cu.m. p.a.**

2.2.1. In the first instance an allowance of 100% above normal consumption will be granted.

2.2.2. In the second instance an allowance of 50% above normal consumption will be granted.

2.2.3. No allowance will be granted for subsequent leaks.

2.2.4. A leakage allowance claim must be made within three (3) months of the leak being identified and can be applied for up to one (1) billing period.

2.2.5. Evidence of customer weekly meter readings will be required as supporting evidence to the claim.

#### **2.3. Customer usage between 201 and 15,000 cu.m. p.a.**

2.3.1. An allowance will only be granted in the first instance and will be an allowance of 50% above normal consumption.

2.3.2. No allowance will be granted for subsequent leaks.

2.3.4. A leakage allowance claim must be made within one (1) month of the leak being identified and can be applied to a billing period.

2.3.5. Evidence of customer weekly meter readings will be required as supporting evidence to the claim.

2.3.6. The allowance will only be applied to one (1) meter per site regardless of the number of meters on the site.

#### **2.4. Customer usage over 15,000 cu.m. p.a.**

2.4.1. All instances will be assessed on an individual basis. The allowance will be determined by the number of days taken to repair and the regular meter reading/monitoring evidence.

### **3. Limitations**

3.1. The leak must be repaired within seven (7) or fourteen (14) calendar days (dependant on the leakage notice that was issued) of the first identification or the issuing of the leakage notice. Bristol Water may issue a seven (7) day notice where the leak is causing water supply issues or damage.

3.2. The repair may be subject to an inspection by Bristol Water.

3.3. You must provide evidence of regular customer meter readings and monitoring to support any allowance claim otherwise an allowance may not be granted.

3.4. You must provide photographic evidence of the leak and/or the leak repair.

3.5. No allowance will be granted where a leak has been caused through negligence by the customer or anyone acting on the customer's behalf.

3.6. No allowance will be made for loss of water due to faulty equipment of fittings.

3.7. Allowances will only be made for leakage from underground supply pipes – this may include pipes located underneath the property.

3.8. Allowances will be calculated based on the last two billing periods. If the customer is newly metered and there is no consumption history, the allowance will be calculated based on the consumption of a similar business / property type. As soon as an actual average consumption is known the allowance will be adjusted accordingly.

3.9. All allowance requests must be made by the Retailer using Form H/01. The leakage allowance will only be given to the retailer that applied for the allowance. The Retailer should only apply if all the criteria is met, otherwise the request will be rejected.

3.10. Bristol Water reserves the right to further adjust the usage if it is discovered the premises' consumption has risen or fallen significantly at the next meter read.

3.11. You may be entitled to a sewage allowance, please contact your sewage wholesaler for further information.

3.12. Any allowance given by Bristol Water plc is provided direct to the Retailer and not their customer.