



Splitter fitting policy.

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1. Background

The Water Act 2014 includes provisions for market opening for the non-household market on 1 April 2017. To allow this to happen, the regulators and market participants have developed a set of binding processes (or codes), the Wholesale Contract/Wholesale-Retail Code, for water and/or wastewater wholesale business to follow when providing their services. The Wholesale Contract/Wholesale-Retail Code is not overriding any of duties or powers of the wholesaler imposed by the Water Industry Act 1991.

This is one of a number of policies that are being developed specifically for the wholesale business to adopt post 1 April 2017.

2. Scope

This policy is in place to define how TWUL Wholesale will provide a service to install a splitter cable on a meter at a non-household customer's premises to enable them to install consumption monitoring equipment.

For the avoidance of doubt, this policy applies to all non-household meters within our wholesale operational area, although we will only respond to requests from retailers. Non-household customers or third party organisations should contact their retailer to request this service.

3. Definition of terms

Business days - Monday to Friday (excluding bank holidays and public holidays)

Customer - A non-household or household customer

Eligible premises – Non-household property at which this service can be applied

Non-household customer - A customer who meets the eligibility criteria in the non-household competitive market

Splitter equipment - Cable or other equipment used to connect additional logging equipment to a meter

Water Fittings Regulations 1999 - These regulations set legal requirements for the design, installation, operation and maintenance of plumbing systems, water fittings and water-using appliances.

4. Principles

We will fit a splitter to our revenue meter to enable non-household customers or other parties to install consumption monitoring equipment.

Where we are unable to install a splitter on the revenue existing meter we can install a new meter, and offer a data consumption service.

There will be a charge for this service.

We will not fit a splitter on a bulk supply or district meter for inset providers or other wholesalers.

5. Policy

a. Non-household site survey

We will undertake a site survey when the T/013 Data Logging Request Form, which can be found in T/013 Data Logger Installation for Revenue Meters – Terms, Conditions and Guidance, indicates that the installation of the splitter will be non-standard, or if it doesn't contain sufficient information for us to make an assessment.

If necessary, and with the agreement of the retailer, we will arrange the site survey directly with the non-household customer. We will advise the retailer of the date and time of the appointment.

There will be a standard charge for the site survey.

b. Standard installation of a splitter

The following circumstances will result in the installation being considered standard:

- the meter is in a location which can easily be accessed
- the location of the meter means that traffic management and/or a street works permit is not required
- the service request form contains sufficient information for us to assess the feasibility of the work.

We'll agree a date and time for the work to be undertaken with the non-household customer and notify the retailer of the date of the visit.

The retailer will be charged an abortive visit charge if we are unable to fit the splitter due to incorrect information provided on the service request form.

We will notify the retailer when the work is complete.

c. Non-standard installation of a splitter

The following circumstances will result in the installation being considered standard:

- the meter is located within the boundary of the non-household customer's premises and therefore access needs to be arranged with the non-household customer
- the location of the meter means that traffic management and/or a street works permit is required
- the service request form contains insufficient information for us to assess the feasibility and the scope of the work.

Where the technical specification of the meter is such that you can't fit consumption monitoring equipment without physically adjusting our meter we'll provide a quote for exchanging the meter and/or installing a splitter to enable your non-household customer to attach consumption monitoring equipment to our meter.

Where the installation will be within the boundary of the premises retailers need to ensure we'll have access to the premises and the non-household customer must provide a safe working environment.

We'll agree a date and time for the work to be undertaken with the non-household customer and notify the retailer of the date of the visit.

We will notify the retailer when the work is complete.

d. Charges and quotations

For standard installations we will offer a fixed standard price for work during normal working hours. We will also offer an out-of-hours service which will incur an additional charge.

An abortive visit charge will apply if we are unable to fit a splitter when we visit due to incorrect information provided by the retailer on the service request form.

For non-standard installations we will provide a quotation.

All quotations will be valid for 10 days from the date of issue.

e. Appointments

Appointments with non-household customers will be available during our normal working hour of Monday – Friday 9am-1pm and 1pm–5pm (excluding bank holidays and public holidays).

We will also offer an out-of-hours service which will incur an additional charge.

In the unlikely event that we have to cancel the appointment, we'll give at least 24 hours' notice. Please note that appointments are not usually made for emergency callouts as this could cause delays in dealing with the problem.

Appointments may attract charges as defined in our Wholesale Tariff Document.

f. Cancellation

Appointments that we have with our retailers are subject to our Guaranteed Standards Scheme (GSS).

For more information on rescheduling and cancellations, please refer to our Wholesale Tariff Document.

6.Changes to policy

This policy will be reviewed on an annual basis and updated periodically as required.

7.References

- Water Industry Act 1991
- Wholesale Contract/Wholesale-Retail Code
- Guaranteed Standards Scheme
- Wholesale Tariff Document
- T/013 Data Logging Request Form, which can be found in T/013 Data Logger Installation for Revenue Meters – Terms, Conditions and Guidance

8.Appendices

No appendices are attached to this policy.