

Meter Access and Location Standard

06/02/18

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Why

The Meter Access Standard is an integral part of Severn Trent wholesale operations and provides further clarification in respect of the policy.

Who

All wholesale meters which Severn Trent Water are responsible for will be managed in accordance with this standard and its supporting processes, practices and procedures. This standard applies to, and is the responsibility of all employees.

Scope

The objective of this standard is to set out the company's approach to the location of meters, the equipment that may be required to gain access to them and what Severn Trent will do in the event of a meter being thought to be unreadable.

1 Market Codes

Latest version of Market Codes can be found on www.mosl.co.uk

Severn Trent will comply with the service level agreements as set out in the Market Terms and Codes.

2 Meter Access Standards

2.1 A meter location should be generally accessible to a meter reader working on behalf of the retailer with the correct tools, equipment, contact details and training to perform that role. Some of the following types of equipment may be required to access the meter via the chamber or location in which it is installed although this list is not exhaustive:

- Chamber cover lifting equipment of industry standard types.
- Chamber keys of various types
- Light sources
- Keys to utility boxes of various types
- Pry bars or other hand tools
- Lid lifting tools
- Equipment to remove water/slurry from a meter chamber or otherwise read the meter with the water in place.
- Electronic equipment of a type suitable for gathering read information from remote sources (for example touch pads or out readers) where this is desired by the retailer, Severn Trent Water will provide technical details of the type and specification of the equipment required to perform the reading.

2.2 A meter location will not be considered inaccessible solely due to it being in a place considered a “Confined Space” under the Confined Spaces Regulations 1997.

2.3 A meter should be located with a clear separation from the public highway of at least 1 metre from the chamber or boundary box.

2.4 Chamber covers may be heavy and require either lifting equipment or more than one person to lift, this alone will not mean that the meter is considered inaccessible.

2.5 Access keys or an escort in the case of a meter being in a locked area will sometimes be required to access certain meters, this is acknowledged as an integral part of meter reading and will not be considered as preventing the meter being accessed.

2.6 Vegetation having overgrown or other loose material preventing access to a meter chamber is the responsibility of the retailer under the Market Business Terms section 3.2.1, as such will not be considered as making the meter inaccessible for the purposes of being read by the retailer. It should also be noted that Severn Trent Water may contact the retailer to ask them to remove the vegetation or loose material under section 3.2.1.

3 Inaccessible Meters

3.1 Where a meter has been located such that safe access cannot be gained by the retailer to read it, Severn Trent Water will re-site the meter at the request of the retailer where this is practical, if this is not possible we will explain our reasons for not being able to re-locate the meter to the retailer.

3.2 The process of relocating the meter can be started by the retailer completing form B7.R on our SWIM Pool Portal and stating the reason for the relocation request, clearly indicating in the description box under section 3.5.2 of the form that the original meter is inaccessible.

3.3 Where a meter relocation is requested and the original meter is found to be accessible or is inaccessible for a reason that Severn Trent Water is not responsible for, we will abort the job and charge the retailer the appropriate aborted visit amount.

4 Care of Site and Reporting Defects

4.1 It is expected that meter readers will return the site to a safe state (for example returning chamber lids to the correctly closed positions etc.)

4.2 Any defects with Severn Trent Water's assets, including damaged meters or chambers, should be reported to us for rectification as soon as possible using process B5.R on the SWIM Pool portal.