

Upgraded Metering Update - February 2021

A lot has happened since our Retailer Consultation back in October 2020 and our outcome document in November 2020. As promised, we've been using your feedback to inform our next steps.

As a reminder - the link below takes you to the published consultation outcome document on our Wholesale website:

<https://wholesale.anglianwater.co.uk/siteassets/metering/aw-smart-meter-consultation-response-nov-20.pdf>

Upgraded meter Installation

The 3 month plan is available to access on our dedicated Retailer Information Hub, which can be found here:

<https://anglianwater.sharepoint.com/sites/fcmAWSRetailerInformationHub/General%20Documents/Forms/AllItems.aspx>

You will also have received a notification from us through our retailer portal to inform you of each completed upgraded meter installation.

We have also posted the 5 year plan to assist with strategic planning. Please be aware that given the scale of the roll out, this plan is subject to change and we will continue to update as appropriate.

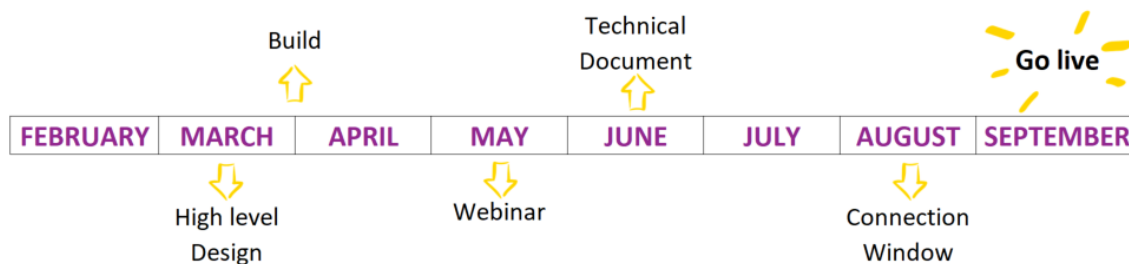
We have prepared a 'one pager' leaflet (attached here) for you to update your customers on what to expect from us for the installation. To ensure a joined up approach, please let us know if you would prefer to:

- Simply insert your logo and contact details
- Re-design using your own marketing guidance and allow us review and insert our logo

To help raise awareness around water efficiency and usage, we are also drafting a leaflet which provides tips and guidance tailored for NHH customers. This will be available for you as per the above marketing options. In addition, this will also be provided to the NHH Customer after a Water Regulations Inspection has been completed.

Provision of Smart data to retailers - Retailer Data Exchange

We want to keep you as informed as possible during the next Phase of Upgraded metering roll out. Below is our high level road map for Retailer access to Smart meter data:



Detailed design for AMI data to retailers

Based on Retailer feedback through our Consultation, we are developing two options for sharing smart meter data with you, these are via:-

1. Application Programming Interface or API
2. Secure File Transfer protocol or SFTP

Our detailed design for both of these is due to start in March.

It will be possible to access up to 35 days meter read data for any particular SPID. Standard data will be hourly, unless the SPID is identified as GDPR sensitive, in which case, daily read data will be provided.

The exact data format will be shared in future updates but is expected to contain the following data fields:

- Retailer ID
- SPID
- Meter serial number
- Meter read
- Time- stamp of meter read

In May we intend to run a second **webinar** to demonstrate a smart meter installation and also update you on data system requirements. This is intended to assist you in identifying your own system development needs, to enable you to access the smart data.

Feedback from the webinar will be included in a **Technical document** that will provide more detail on how your access to the smart data will work.

The **connection window** will be open in August and will allow us to test the Retailer Data Exchange from end to end. Please let us know if you are interested in being in a pilot just ahead of this Connection window opening.

Subject to successful testing above – **Go Live is planned for September 2021.**

Next Steps

We will continue to provide a monthly update of the programme - the next one will be in March.