

Smart meter update



March 2021

Upgraded meter Installation – Planning

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.

Please note that installation of meters on the March 2020 plan cover jobs raised in April to July 2021.

Following your feedback, we have attached a 'one pager' - from us, to your NHH customers. Your help in getting this out to your customers, ideally the month before the planned month of meter installation would be much appreciated. Equally, if your customers call in to ask why we are changing their meter, we trust the information provided on the 'one pager' together with the FAQ's and Consultation document on our website help answer these.

The Consultation document is here:

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

As indicated on our February update - the scale of the **5 year plan** means that there is scope to re-assess and escalate priority areas as required from a water resource management perspective. We'll provide an updated 5 year plan on the April update.

NHH Water Efficiency leaflet

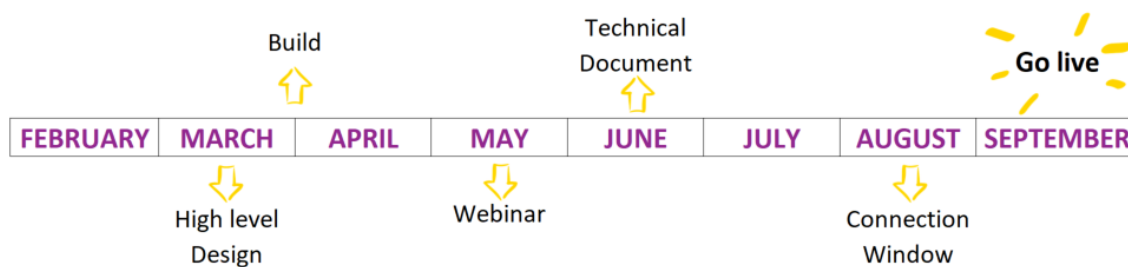
To help raise awareness around water efficiency and usage, we prepared a leaflet which provides tips and guidance tailored for NHH customers that use water for domestic purposes. However, based on your feedback you stated that your preference is to provide your own water saving information - tailored to your customers.

We will continue to offer you the choice of dual branded communications in the future, but understand that this option will be on a case by case basis depending on the subject matter.

To help drive water efficiency awareness, our water regulations team will provide our branded version of the leaflet to your NHH Customers, following a Water Regulations Inspection visit.

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

We are on track and have had the first detailed design meeting with our IT specialists to confirm system requirements which are based on your feedback through our Consultation. This work continues into next month.

Don't forget we intend to run a second **webinar** in **May** to demonstrate a smart meter installation and also update you on overall progress and start considering data system requirements. This is intended to assist you in identifying your own system development needs, to enable you to access the smart data.

We will follow this up with 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 we will be running some piloting prior to this, to test the end to end system. **Please let us know if you would be interested in being part of the pilot.**

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

Please do not hesitate to contact us through your dedicated account manager if you have any questions on any aspect or our Upgraded metering programme.

Wishing you all a Happy and Healthy Easter!

