



## Out of Hours Meter Exchange Service



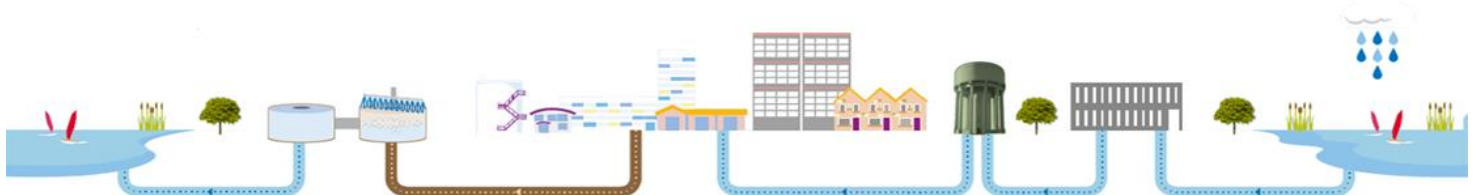
### **Out of Hours Meter Exchange Service**

We offer an out of hours meter exchange service to assist Non Household (NHH) customers where it is a challenge to access a site and or isolate the supply during a standard working day (8am – 4pm). This service is chargeable and the meter exchange needs to meet certain criteria to qualify for this service offering.

On occasion the out of hour's requirement is driven by AWS where this is the case we will work with the Retailer and their NHH customer to complete the exchanges out of hours at no charge to the Retailer. As an example, but not limited to it could be due to the requirement for Highway restrictions so limit the disruption to road users.

Some key qualifying facts about the service:

- The current meter in situ must be at least 40mm or above in size.
- Meter exchange surveys will be completed during standard working day.
- The meter exchange work must be for a full exchange, on occasion we may just change the internal mechanism of the meter this limits the disruption to the premise.
- The work must to be completed within an 8 week timescale from acceptance of the request. The market coded timescale will be classed as Retailer differed until the exchange has been completed on the agreed date.
- Conformation that the exchange can be completed out of hours will be confirmed on the initial survey within 10 days of the initial request.
- Standard English bank holidays are classed as non-working days for AWS so exchanges should not be requested on these days.
- Any time of the day at weekends is classed as out of hours.



- During the standard working week Monday – Friday any time outside of 8:00am – 4:00pm is classed as out of hours.

### Charges & Payments

- The out of hour's element of the meter exchange is a flat **£200** fee, any other costs associated with the exchange will be charged at the standard rates published in Anglian Waters Charges Schedule.
- A quote for the out of hours work will always be provided and must be agreed by the contracted Retailer prior to the works commencing.
- All out of hours work will be charged directly to Retailers via the Non Primary Charges upon completion of the exchange.

### Anglian Water Services

