

Purpose

The purpose of this document is to outline Anglian Water Services (AWS) policy in relation to the use of 'smart' metering equipment on assets owned by AWS. This policy should be read in conjunction with AWS' Wholesale Charges Scheme.

1. Scope

This scope of this document includes a number of scenarios which involve the application of "smart" technologies including loggers and smart meters to obtain additional information on water consumption in relation to non-household customers and our NAV Customers. .

This document covers:

- Wholesaler identified logger installation;
- Retailer identified logger installation;
- Provision of data;
- Third party logger installation;
- Removing a logger, and
- Leakage logger installation.
- Logger Data for NAVs

2. Wholesale Tariff Background

Currently AWS install logging equipment for both the management of wholesale related tariffs that attract a Maximum Daily Demand (MDD) charge and also where there is a network requirement in relation to e.g. network monitoring, optimisation and leakage management.

Wholesale MDD tariffs

Anglian Water's Profile tariffs contain a MDD element. The MDD is a charge based on a site's peak daily cubic meter requirement (m³). The MDD is calculated through an on-site logger.

The Anglian Water Wholesale Charges Scheme states that where a site uses either,

- 0.1 megalitres (100m³) or more per day
or
- 10 megalitres (10,000m³) or more per annum

The site will qualify for AWS's Profile tariff if the current annual (rolling 12 months period) usage is greater than 10,000m³ and for the Profile Plus tariff if it is greater than 25,000m³ per annum. In the **Hartlepool** Water region the threshold is set at 0.4 megalitres (400m³) per day or 50,000m³ per annum for the Profile tariff.

When a non-household site is moved onto the Profile tariff AWS will look to install a data logger where feasible to assist with the calculation of the appropriate MDD charge. A logger will be installed on all meters on the site that use over 5% of the total sites consumption, in order to monitor the MDD element of the three part tariff. (Please refer to AWS's MDD Charging Policy (see appendix) for more information regarding the MDD charges).

This document outlines:

- The process where non-household sites that meet the criteria for a Profile tariff are identified and moved onto a Profile tariff; and the provisions for providing the data recorded by the loggers to the relevant Retailers/Consumers.

3. Wholesaler Identified Logger Installation.

All Profile tariffs are mandatory for customers consuming more than 10,000m³ per annum.

AWS will run a quarterly report (April, July, October, and January) to identify sites or Supply Point ID's (SPID's) that are consuming greater than 10,000m³ in a rolling 12 month period. Once the report has been validated by AWS it will be passed onto Retailers to verify the site will continue to use 10,000m³ going forward.

Within 20 days (and in line with the market codes) the site should be moved onto a Profile tariff and have a logger installed.

If, due to uncertainty as to future consumption, and both the Wholesaler and Retailer agree that the site needs further monitoring, rather than being switched to a Profile tariff, the decision to switch will be rolled over to be reviewed on the next quarterly report.

Valid reasons to continue to monitor a site's consumption could be due, but not limited, to the following:

- One-off exceptional demand-event that is unlikely to be repeated;
- Customer has engaged in a water efficiency project that will reduce on-site consumption. (Evidence will be required from the Retailer to substantiate the forecast lower usage);
- Closing down a production line;
- On-site leakage that is scheduled to be fixed;
- Customer commissioning an alternative water source such as borehole or lagoon.

However, where there has been uncertainty regarding future consumption, and a sites consumption remains greater than 10,000m³ over 2 reporting periods (6

months) it will automatically be moved onto the appropriate Profile tariff for at least 12 months.

Loggers will be installed to all meters related to a SPID that are using greater than 5% of the sites combined annual usage.

4. Retailer identified Logger installation

In the Non-household Retail Market, Retailers own the relationship with the Non-household Customer. It is therefore reasonable to expect that Retailers will have a greater understanding of consumer demand, usage profiles and expected growth. As a result, Retailers may identify that a site may qualify for a Profile tariff and therefore will need a logger installed.

Providing a network capacity assessment (Growth Enquiry) is not required then Retailers should submit Form H/04 (Application for change in tariff) to the Wholesale Service Centre to initiate a change in tariff and a logger installation.

If a Network Capacity Assessment is required the retailer (on behalf of the Non-household Customer) will submit a growth enquiry to AWS. This will enable AWS to model the new requirement and determine if the network can support the growth. If the requested growth cannot be supported by the current infrastructure then the costs to reinforce the network shall be borne by the Non-household Customer. In addition, if an existing scheme is in place a strategic contribution may be required from the Non-household Customer.

Once the water consumption of the SPID has been calculated, AWS will install loggers on all meters using greater than 5% of the sites combined usage. AWS will inform the Market Operator of any hardware installed on its assets.

5. Provision of Data

Under section 4.7 of the Wholesale-Retail code part 2 of the Business Terms the Wholesaler is required to provide data whenever it is available:

"If a Party does not have its own access to Usage data for a meter for a Supply Point (the 'Requesting Party') then the Party that has such Usage data (the 'Providing Party') shall give the Requesting Party access to the Providing Party's Usage data for that meter for that Supply Point within five (5) Business Days of receiving a request from the Requesting Party. For the avoidance of doubt, a Party may make more than one request for Usage data and may request Usage data on an on-going basis for as long as reasonably required. The Providing Party shall be entitled to charge the Requesting Party for the provision of such Usage data in accordance with the Wholesale Tariff Document."

AWS will share the data on a fixed CSV format via an SFTP server or a web based portal with the registered retailer. This can be achieved on application to the Wholesale Service Centre.

AWS strategically install data loggers to the network to monitor flows and identify potential leakage.

Non-household supply points may periodically have a data logger installed at the discretion of AWS and can be removed after a short period of notice to any associated parties.

The data from these loggers can be provided in a set CSV format or a web based portal and charged accordingly as outlined in the Wholesale Charges Scheme, this charge will cover the costs of administration.

6. Installation of Retailer Equipment

AWS permits Retailers to install their own Retailer equipment (Data Loggers) to wholesale meters, AWS enables customers to install their own loggers onto Anglian Water meters to allow them to manage and monitor their water usage. This service is subject to an administration fee (per meter), the applicant will also be responsible for any costs incurred by AWS for the installation of their equipment such as enlarging the meter chamber. An application can be made via our online Retailer Portal.

Upon application, a quote for any enabling works shall be provide by AWS and will need to be approved/agreed by the applicant before the works are commissioned.

All of the associated charges are covered in the Wholesale Charges Scheme.

If there is an existing AWS logger installed for the purposes of charging or leakage this will always take precedence in terms of installation over Retailer's equipment, and will be the basis on which, where relevant, the MDD is measured. However, providing it is feasible for a splitter cable to be installed (at the Retailers cost) the request will be granted.

Please refer to our Terms & Conditions in relation to Retailer equipment and sections 4.5 and 4.6 of the Market Code Business Terms for more information.

In order to help us identify Retailer Equipment, a logger tag much be attached.

7. Removing a data Logger

At any point that AWS determine that a site no longer meets the criteria for charging on a Profile, it reserves the right to remove the Data logger and give 20 working days notice in line with process H4 of the Operational Terms.

AWS Wholesale will not proactively review customer's wholesale tariffs but may from time to time identify sites that are on the incorrect tariff.

In the event that the Retailers own logging equipment is fitted to an AWS asset we will reserve the right to remove the equipment to enable the installation of our own charging or leakage logger.

Any logging equipment that is discovered and has been installed without the prior approval from AWS will be removed. Where possible we will attempt to contact the owner of the equipment prior to its removal to arrange collection. In addition guidance will be given on the Installation of Retailer Equipment terms and conditions, should the equipment need to be reinstalled.

8. Leakage Logger Installation

To enable AWS to monitor our network and identify potential leakage AWS install loggers on meters within targeted areas of the network. This may include meters on non-household customer’s premises. Loggers are installed on both a permanent and temporary basis at AWS’s discretion.

Whenever feasible and upon request from the supply points Retailer, AWS will make the data available to Retailers providing the appropriate fees have been paid, the fees are set out in the Wholesale charges scheme.

Loggers may also be removed with a short notice period to any associated party. The primary purpose of these loggers is to allow AWS to manage the network and therefore it may be necessary to deploy them to another location at the discretion of the Wholesaler.

9. Logger Data for NAVs

Following publication of our NAV tariff, our MDD Policy no longer applies to our NAV Customers and logger data will no longer be provided free of charge.

If a NAV Customer requests logger data for a one of period then there will be a charge that covers the costs of administration. If a NAV Customer wishes to have access to our SFTP Server and files in a CSV Format then this will attract an annual charge. All costs for NAVs are set out in our NAV Charging Arrangements.

10. Appendix

<p>Installation of Retailer Equipment Terms and Conditions</p>	<p>https://wholesale.anglianwater.co.uk/resource/1530615176000/Retailer_Equipment_TCs</p> <p>https://wholesale.anglianwater.co.uk/resource/1530615047000/Health_and_Safety_Info_Meter_Chamber_Access</p>
<p>Meter Menu & Catalogue</p>	<p>https://wholesale.anglianwater.co.uk/Wholesale</p>



Logger Installation Policy including the Provision of Data for Non-Household Customers

	eDocuments
Wholesale Charges Scheme	http://wholesale.anglianwater.co.uk/Wholesale Charges