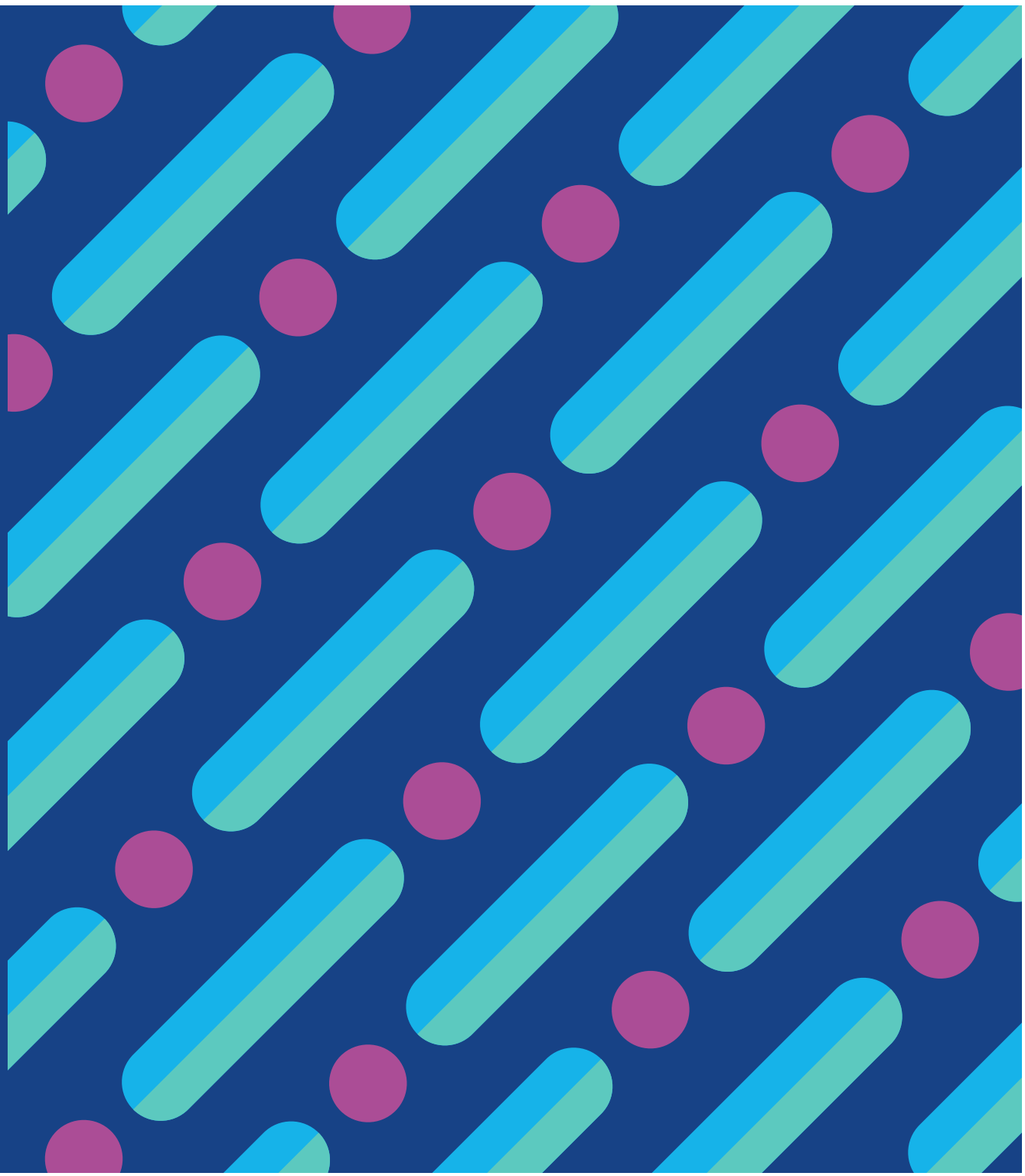


# Standardising Meter Location Free Descriptor

Good Practice Guide



## Guide Summary

To provide standardisation and guidance for Retailers and Wholesalers in relation to the Meter Location Free Descriptor in CMOS to ensure meters are located and read.

Location Data Information Levels

Appropriate Abbreviations

Responsibilities

This document has been deemed as a Water Retail Market Guidance or Good Practice Document by the Trading Parties involved in the Retailer Wholesaler Group (RWG).

It is important to note that wholesaler or retailer policies and practices change from time to time and whilst effort is made to maintain the currency of this document if there is any doubt the current policy or practice should be checked with the relevant wholesaler or retailer.



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**Target audience:** This guide is targeted to an audience of Wholesalers who update the Meter Location Free Descriptor Field (D3019) when a meter is installed or exchanged and Retailers (including their designated meter reading contractors) who are the data owners of the Meter Location Free descriptor Field (D3019). The Market Terms 3.2.8 Provision and Maintenance of Data, clearly explains the responsibility of Trading Parties to ensure meter location data items should be maintained and kept up to date.

## Objective

This document aims to create a standard set of abbreviations and level of requirements to facilitate easier understanding of meter location free descriptors held within the market operating system (CMOS). Working alongside MOSL's data cleanse project to improve core data items and eradicate the issues that contribute to difficulty in finding and reading meters which can resort in increased costs, inaccurate settlement between Trading Parties and incorrect customer billing.

## Introduction

It has been recognised that the quality, current condition and lack of standardisation of location descriptors in the market is varied between both Wholesalers and Retailers. This document references Wholesaler and Retailer (incorporating their meter reading contractors) responsibilities to adopt the good practice guide. Poor quality meter location data will impact the market as meters will not get located and read, which will have an impact on all parties.

This group has met and discussed what would good practice look like and has produced several valuable suggestions.

- What level of information should be provided by the Wholesaler/Retailer (please see responsibilities below).
- Facility to use 'what 3 words' where GIS co-ordinates are not appropriate.
- Appropriate photographic evidence of meter location to enable meter reading contractors to locate and read meter.
- Use of AMR/remote reading devices without obscuring meter dials.

## Contents

1.0	Location Data Information Levels .....	05
2.0	Responsibilities .....	06
	2.1 Wholesalers Responsibilities .....	06
	2.2 Retailers Responsibilities .....	06
3.0	Appropriate Abbreviations .....	07

## 1.0 Location Data Information Levels

**The table defines the level of information required to enable all parties to locate and read the meter.**

Wholesalers and Retailers should, as a minimum, maintain level 3 information for all meters in CMOS but where deemed necessary (due to the specific site details) or at the request of another Trading Party put processes in place to obtain the information to level 2 or 3 standard. They should also follow their Code obligations and ensure their relevant data items are maintained and kept up to date.

Level	Requirements
1	GISX/GISY Meter Location Free Descriptor (including if 2 man lift required) Meter Location Code Photograph of meter location, with reference point to enable meter to be located Video of field technician locating meter, showing how chamber lid is lifted Site access information What3Words in free descriptor field
2	GISX/GISY Meter Location Free Descriptor (including if 2 man lift required) Meter Location Code Photograph of meter location, with reference point to enable meter to be located Video of field technician locating meter, showing how chamber lid is lifted What3Words in free descriptor field
3	GISX/GISY Meter Location Free Descriptor Meter Location Code What3Words in free descriptor field

## 2.0 Responsibilities

### 2.1 Wholesalers Responsibilities

- Provide clear location co-ordinates for a meter location
- Provide the meter location (outside/inside)
- Provide clear and concise meter location free descriptor text (see Appropriate Abbreviations below)
  - No jargon
  - Use good practice abbreviations but where characters are available provide more detail
- Work bilaterally with Retailers where a meter cannot be located and provide additional evidence of meter location if required.
  - Photographs
  - What 3 words (if captured)

### 2.2 Retailers Responsibilities

- Promptly report any changes in meter location bilaterally to Wholesalers
- Issue timely requests for additional information if a meter cannot be located
- Ensure the meter location free descriptor is accurately maintained and kept up to date in CMOS

### 3.0 Appropriate Abbreviations

Definition	Abbreviation
Adjacent	ADJ
Approximate	Approx
Before	B4
Behind	BH
Driveway	DRV
Entrance	ENT
Field	FLD
Footpath	FP or F/PATH
Garden	GRDN or GDN
Internal	INT
Lamp Post	LP

Definition	Abbreviation
Left Hand Side	LHS
Marker Post	MP
Near	NR
Opposite	OPP
Outside	O/S
Property	PROP
Right Hand Side	RHS
Road/Carriageway/Highway	RD
Stop Tap	S/TAP or ST
Unmade Ground	U/M
Verge	VGE