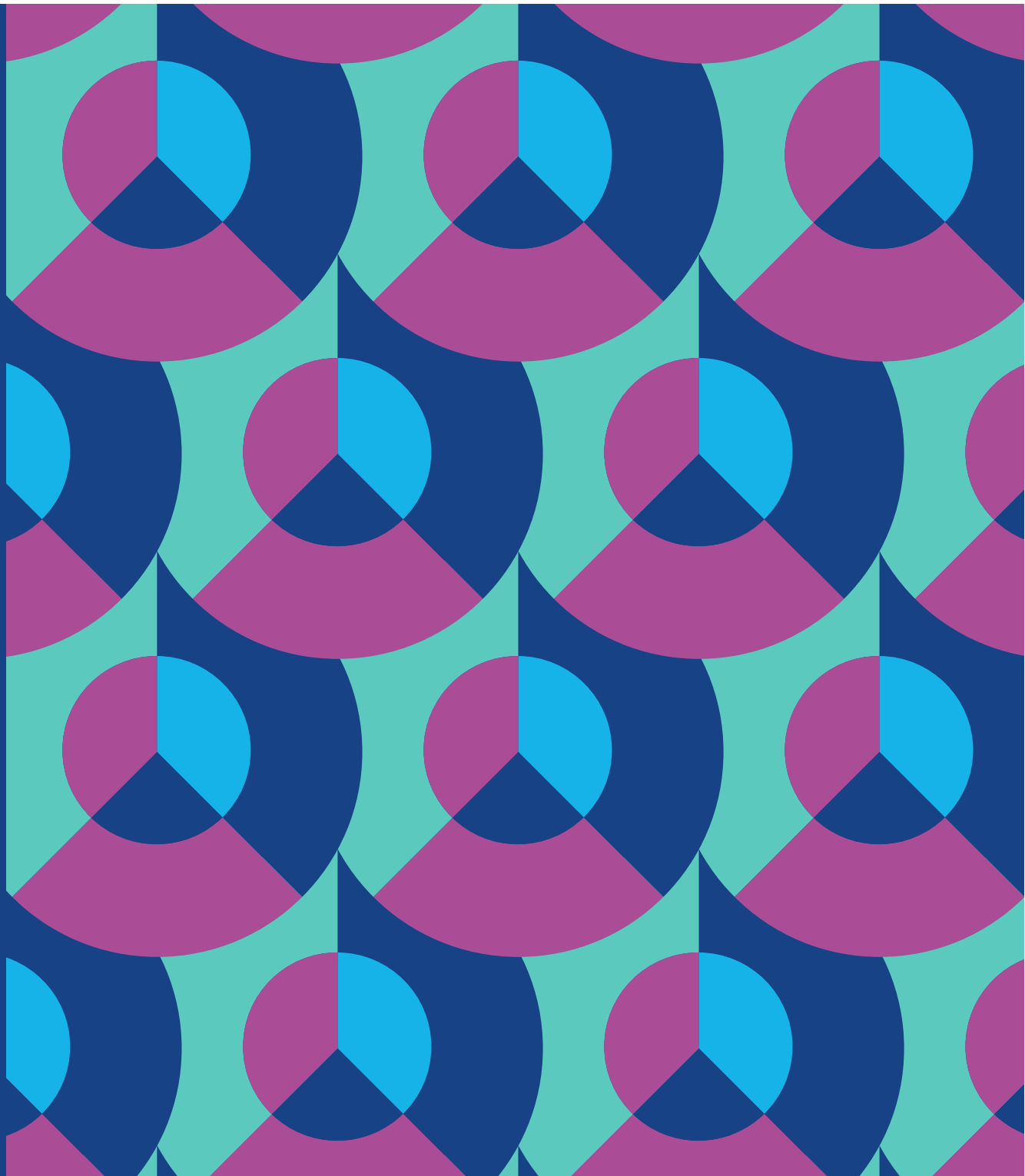


Meter Reading Services

Retailer Information Document



Document Summary

To provide clarity and ease procurement of meter reading services for Retailers this document provides a list of Wholesalers who offer a Meter Reading Service for Retailers active within their respective wholesale areas.

This document has been created on the back of Ofwat’s recommendations for increased transparency within the sector, this being the initial output from the RWG Meter Reading Services Sub Group to support ease of procurement for Retailers.

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Target audience: Retailers in the Water Market.

Objective: To provide a centralised location where retailers can easily identify Wholesalers who offer a Meter Reading Service within their respective wholesale area.

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). The document is designed to bring together in one simplified guidance/good practice document the different Wholesaler or Retailers Policies or Practices.

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.



Wholesaler	Contact Name	Contact Position	Contact Email
Affinity Water	Bernard Bradshaw	Wholesale Service Desk Manager	bernard.bradshaw@affinitywater.co.uk
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Dwr Cymru	Stephanie Williams	Wholesale Liaison Manager	wholesaleservicecentre@dwrwymru.com
Northumbrian Water & Essex Water	Andrew Ledger	Metering Manager	andrew.ledger@nwl.co.uk
South West Water	Chloe Grieve	Retail Meter Reading Account Manager	retail_meter_contracts@southwestwater.co.uk
Sutton and East Surrey Water	Julie-Ann Anderson & Daniel Lamb	Wholesale Service Desk Team Leader	wholesaleservicedesk@seswater.co.uk
United Utilities	Danielle Mather	NHH Meter Reading & 3 rd Party Relationship Manager	Danielle.Mather@uuplc.co.uk
Thames Water ¹	Neil Presland	Service Development Manager	wholesalemarketservices@thameswater.co.uk
Yorkshire Water	Samantha Byrom	Meter Reading Contract Manager	samantha.e.byrom@yorkshirewater.co.uk
Portsmouth Water	John Pickford	Commercial Director	wholesaleservicedesk@portsmouthwater.co.uk

¹ We can provide reads from smart meters. We are unable to provide visual reads.