



Metering Committee

QSP18: Data logger to smart water meter switching process

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1.0	Richard Barton, Pennon Water Services (sponsor), Simon Bennett, Market Performance Lead, MOSL	Metering Committee 32, 14 November 2023	4 December 2023

Minimum standards when replacing meter data loggers with smart meters

Background

Access to timely, accurate, granular consumption data is critical in helping balance water supply and demand.

The ability to access this data is being transformed by technology, particularly smart (Advanced Metering Infrastructure/AMI) meters. While AMI technology is the preferred 'direction of travel', data loggers will still have a role to play.

The NHH market uses a third of the country's potable water. Just 165,000 medium and large meters account for more than 70 per cent of that consumption.

The NHH market therefore has an important role to play in the long-term sustainability of the country's water supply and is ideally placed for targeted water efficiency interventions using this timely and accurate granular consumption data.

About this guide

This good practice process has been developed by the Strategic Panel's Metering Committee under Quick Start Project QSP18 to ensure that customer consumption data is not lost or interrupted by a Wholesaler's smart metering roll out programme.

As always, trading parties are expected to continue working together constructively to address metering issues appropriately and in accordance with their existing Code responsibilities and obligations.

This work relates to the strategic metering programme's aim to make granular consumption data available to all.

Logger-to-smart process

1. The Wholesaler will share their proactive meter replacement programme (ideally as a minimum 6 months' worth of programme provided) with Retailers between 3 and 6 months in advance of any work starting on site, so the Retailer can notify of any logging needs or any planned logging work to ensure all logged meters are captured and recorded in the plan. The Wholesaler will have a designated point of contact for any queries. The Retailer may also have their own designated point of contact.
 2. The Wholesaler will check CMOS to locate which existing meters up for replacement have a data logger installed already.
 3. The Wholesaler will not replace any meters proactively that are in CMOS as being logged or where they have received a list of logged meters directly from the retailer unless agreed by both parties. Note that some smart meters may also be pulse-enabled and have the facility to connect to a data logger. This should be agreed between the Retailer and Wholesaler prior to any installation.
 4. The Wholesaler should also notify the Retailer at least 22 business days in advance of their intention to replace a meter, so the Retailer has the final chance to flag that the meter is logged, or if they or their customer have a logging requirement in future.
 5. The Wholesaler, Retailer and customer will agree whether the appropriate long-term solution will be a smart meter, the data logger, or a smart meter with a data logger.
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Logger-to-smart process (cont)

6. Any proposed exchange on a meter will be cancelled if the Wholesaler is notified by the Retailer that the logger is still required unless the smart meter has a connection for the data logger or an analogue pulse-enabled meter is being installed on the exchange. Some data loggers may be owned by a third party and not registered via either the Wholesaler or Retailer.
 7. If the Wholesaler still finds a non-notified data logger in situ when they arrive on site, they will abort the proactive replacement and contact the Retailer or third-party logger owner within 5 business days. The owner will have 10 business days to decide how to proceed before the Wholesaler plans the replacement again. If the owner does not respond, then the replacement will go ahead as planned. All data loggers should be labelled with the owner's contact details.
 8. Where the decision is agreed for the replacement of the meter then the data logger owner should be contacted, and the data logger where possible be left in the chamber for collection unless the data logger is reconnected to the new meter. Some Wholesalers may hold the data logger at their office if it is felt it would be safer.
 9. The Wholesaler will always notify the customer/end user in advance of the meter replacement work as per their own operational customer notification procedures.
 10. Wholesalers, Retailers, and third-party logger providers must continue to work together to ensure that logger details are up to date in CMOS.
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Logger-to-smart process diagram

