

MOSL Toolbox Talks #2: Meters (Wholesalers)

The most important part of the competitive retail water market is the humble water meter and the data it provides.

Meter reads drive the financial settlement between Wholesalers (the water companies) and the market's Retailers, as well as providing a business customers with an accurate and timely water bill.

That is why your work in finding, reading, fitting, and replacing meters is so very important.

If you replace a Meter

If you replace a non-household water meter, it is important to ensure that your Wholesale Team is notified about the exchange and all the detail as soon as possible.

This is because all non-household supply meter data is held in MOSL's Central Market Operating System (CMOS). CMOS should be the "one version of the truth" and must always be kept up to date to ensure that you, the Wholesaler, is accurately paid for the water the Retailers customers consume. It also helps the Retailer, their meter reading provider and ultimately the business customer.

Always remember that in this market the meter is still the Wholesaler's responsibility. It is still your asset!

What does your Wholesale Services Team need from you?

- Whenever you visit a non-household business metered supply, please take a meter reading and provide any additional location information.
- If you replace a non-household business customer meter, then contact the Wholesale Team ASAP with all the relevant details such as final meter read of old meter, location information, new meter type, size and make, etc. Photos are always helpful. We appreciate that some meters may get replaced out of hours during emergency works such as leaks, but it is still important to capture the information to ensure CMOS can be updated.
- If you are asked to locate a meter for a Retailer via a request from your Wholesale Team, please ensure all location data is captured, and the meter is uncovered and read so the Retailer's meter reading provider can find it the next time it needs to be read.

If you are unable to take a reading for whatever reason, please make that reason clear to your Wholesale team and raise any necessary follow-on work. **Remember - it is still your asset!**

Please be aware that any failures to provide accurate and timely data to the market may carry a financial penalty and may also impact an Ofwat target!

