

## MOSL Toolbox Talks #3: Meter Location Data (Wholesalers)

The most important part of the non-household market is the humble water meter and the information it provides.

Meter reads drive the financial settlement between Wholesalers (the Water Companies) and Retailers, as well as providing non-household customers with accurate and timely water bills.

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

### If you fit or replace a meter

If you fit or replace a non-household customer's water meter, it is extremely important to ensure that you have collected and recorded all the data required to easily locate and read the meter in the future.

As a minimum you should be collecting:

- The meter's GIS X/Y co-ordinates and [What3Words](#) (if available)
- The meter location, with a reference point using [appropriate abbreviations](#)
- A photo of the meter location
- And record whether the cover requires a two-person lift, or is deeper than usual.

This information should always be provided to your Wholesale Team in a timely manner so they can update the Central Market Operating System (CMOS), where all supply meter data is held.

CMOS should be the "one version of the truth" and must always be kept up to date to ensure that meters get located and read so that you, as the Wholesaler, are accurately paid for the water the Retailers' customers consume. A located meter also helps the Retailer, their meter reading provider and, ultimately, the business customer.

**Always remember that in the non-household market the meter is still the responsibility of the Wholesaler. It is still your asset, so let's help others successfully locate and read it.**

### So, what does your Wholesale Team need from you?

Whenever you visit a non-household's metered supply, please take a meter reading and provide any additional location information. If you install or replace a non-household customer's 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 be installed or replaced out of hours during emergency works such as leak repairs, 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 bilateral 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 next time. If you are unable to improve on the location data, please tell your Wholesale Team.

**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!**

