

MOSL Toolbox Talks #4: Handling a bilateral transaction request (Wholesalers)

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

Meter reads ensure customers receive timely, accurate bills based on actual consumption rather than estimates. They also drive the financial settlement between Wholesalers (the water companies) and Retailers.

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

What to do if you receive a bilateral transaction request

The bilateral transactions hub is a central system for Retailers to raise requests for Wholesalers to carry out activities on their behalf.

Many of the activities are meter-related, such as confirming the location of a meter, to check whether it is working, or to replace it.

If you receive a bilateral work request from your Wholesale Team, you should read the detail carefully and carry out the activity as requested. If the work request is unclear or you are unsure about what is needed, then contact your Wholesale team ASAP.

You should attempt to provide all the detail required/requested in a prompt and timely manner as your performance is being monitored and rewarded or penalised by the market's performance framework.

What does your Wholesale Services Team needs from you?

The request should be completed within its 'level of service'. Whenever you visit a non-household supply as part of a bilateral work request, you should follow the instructions and provide a timely, accurate and appropriate answer.

If it is a metered supply, please also provide a meter reading, and any additional location information.

If you install or replace a non-household business customers meter as part of the request, you will need to record all details and relay them to your Wholesale Team promptly. Such details may include the final reading of an old meter, meter location, meter type, size and make, and any customer contact you made.

Some bilateral requests may get actioned out of hours, but it is still important to capture the information to ensure the Bilateral Hub and the Central Market Operating System (CMOS) can be updated by your Wholesale Team.

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 the next time.

If you asked to contact the customer, please ensure you advise them of your finding and the next steps if any follow work is required to complete the request.

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!

A '[best practice](#)' guide for recording the location of meters is available in the RWG section of the MOSL website; search for "Standardising Meter Location Free Descriptor".

