

MOSL Toolbox Talks #5: Meter Reads (Retailers)

One of the most important parts of the retailer water market is the humble water meter and the information it provides.

Meter reads drive the financial settlement between Wholesalers (the water companies) and the Retailers, as well as providing a non-household business customer with an accurate and timely water bill.

That is why your work in reading a meter is so important.

When you read a Meter

As the meter reading provider for a Retailer, it is important that you capture as many accurate and timely meter reads as possible, as those reads drive the non-household water market.

Where you cannot obtain a read, a clear reason code ('skip code') should be used so you can raise a bilateral request accurately for the Wholesaler (the water company that owns the meter) to resolve the issue promptly.

Your timely and accurate reads enter the Retailers billing system to bill the NHH customer as well as MOSL's Central Operating System (CMOS) to allow financial settlement and the Retailer to pay the Wholesaler for the water consumed by their business customers.

What does your Retailer Team needs from you?

- Timely and accurate readings
- If the reading wasn't possible, a clear 'skip code' with any relevant supporting information so the Wholesaler can arrange to make the meter readable. Where Retailers provide incomplete or inaccurate information, it can lead to the Wholesaler being unable to locate or read the meter. Some contracts allow the Wholesaler to recharge the cost of an aborted attempt to read a meter to the Retailer. That's why the correct skip code information is key to ensuring the meter can be made readable again.
- Additional occupier or meter location information if different to the information you may have in your hand-held system.

Also please be aware that any failures to provide accurate and timely data to the market may carry a financial penalty.

