

MOSL Toolbox Talks #8: Times 10 meters

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

Meter reads ensure business customers receive accurate bills based on consumption and drive the financial settlement between Wholesalers (the water companies) and the market's Retailers.

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

One type of meter that clearly needs correct data is a 'Times 10' ('x10') meter!

What is a 'x10' meter?

A standard water meter in the UK measures the volume of water passing from the water network into a property. A **x10 water meter** is different from a standard water meter in a few keyways. The main difference is that a x10 meter has six readable digits and does not record the unit at the end, requiring a multiplier to be added. This means that when you read a x10 meter you add a zero.

If you fail to notice that a meter is 'x10', then the customer could receive a water bill that is a tenth of what it should be – and a massive bill shock when it is eventually corrected! That's not a great customer experience.

When you read a x10 meter, you must add a multiplier of 10, i.e. add a zero at the end of the reading.

These tend to be the larger meters (80mm+), and the dial should clearly say x10. All x10 meters should be registered in the Central Market Operating System (CMOS), where data item D3036 should be 'METRICNONm3'. The free text descriptor may also state that the meter is a x10.

To make identifying x10 meters more challenging, a standard meter and a x10 meter can be made by the same manufacturer and look identical except for the number of digits and notation on the dial!

What does the market need from you?

- Whenever you find a non-household business' meter with 'x10m³' always multiply the reading by 10
- If you install or replace a non-household business customer meter with a x10 meter, 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, multiplier etc. Photos are always helpful. We appreciate that some meters may be 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 correctly
- Remember - if the meter is not correctly registered in CMOS as x10, it may significantly impact the customer's bill and the settlement between Wholesalers and Retailers
- 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!

Always remember that in the non-household market the meter is the Wholesaler's responsibility. It is still their asset, and they must ensure CMOS holds the correct data on that meter. If you find that the data is incorrect then contact them as soon as possible

