

# AffinityWater

## Field/Trough Supplies & Non-Market Meter (NMM) Guidance



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This document sets out how we will handle specific scenarios for Retailers in the non-household market. This guidance is intended to make it clear to Retailers how we will handle requests that relate to Field/Trough Supplies and Non-Market Meter networks and what can be expected from Affinity Water when submitting a request.

### Field/Trough Supplies – Verification Requests (occupancy unknown or difficult to determine)

We understand that field and trough supplies have a particular challenge around confirming “occupancy” or “ownership” as there is not always an adjacent property or an obvious way to attend and investigate who receives the water. There is also a consideration around leakage which we are keen to address.

As we recognise the issues related to these supplies, we are prepared to assist further with the identification of who is responsible for the supply and will undertake the following actions if requested to investigate:

- Attend site to inspect meter pit and obtain read.
- Investigate area to see if occupancy can be obtained via other means.
- If points 1 and 2 are unsuccessful, we will turn off the supply and place a note in meter pit requesting contact to Affinity Water to get the supply turned back on (and provide contact details).
- Any verification request will be closed confirming the outcome of our visit and we will submit a W read.
- If contact is received, we will return to turn the supply back on.
- Contact details will then be shared with the Retailer.

Please note we expect that Retailers will have exhausted all other avenues before requesting Affinity Water investigate these scenarios, this includes checking land registry and having conversations with the previous bill payer as part of the change of hands process.

### Non-Market Meter Networks (NMMs)

If a water supply is shared with other properties or supplies, it may be part of a meter network. A meter network will consist of a main meter and then consist of one or more sub-meters and be marked accordingly in CMOS. Normally a sub meter would be another non-household supply and the reading of this would be the responsibility of the relevant Retailer, however there are instances in which the sub-meter is household (HH) and therefore not eligible for the non-household (NHH) market, such as shops and flats, or farm supplies and associated houses located on the farm. As a result, the sub-meter is classified as a non-market meter within CMOS and the reading responsibility is that of the wholesaler.

To calculate the bill for the main meter in the network, the consumption recorded on the sub-meter(s) is deducted from the consumption recorded on the main meter.

## Field/Trough Supplies & Non-Market Meter (NMM) Guidance

Please note that private sub-meters will not be used by us to deduct consumption, only meters installed and maintained by Affinity Water will be.

### *Who is responsible for reading non-market meters?*

We are. We understand that non-market meters provide a challenge to Retailers when billing their customers as this is fully reliant on the wholesaler being able to obtain and submit a meter read to CMOS for deduction purposes. At Affinity Water we do not create new meter networks and do not install sub-meters unless we are correcting historical inaccuracies with our data.

There is a challenge around the timing of the readings taken on the meters in the network, especially if the meters in the network are served by various trading parties.

If you purchase meter reading services from Affinity Water than the meters you are responsible for will be read at the same time as the non-market meters we read, this is due to the scheduling we undertake as part of our meter reading service. If you would like to enquire about our meter reading services, please visit [here](#). If you do not use our meter reading services, we can provide a time window in which the non-market meter is scheduled to be read for the current financial year, please contact us at [WOSD@affinitywater.co.uk](mailto:WOSD@affinitywater.co.uk) should this be required, specifying which non-market meters you would like this information for.

Household customers can continue to provide reads directly to Affinity Water and these will be input into the market when identified.

As with all meter reading activities there are additional challenges around the obtaining of reads for meters which require access (i.e., internal meters or vacant properties). We recognise that this may prevent customers receiving an accurate bill based on their consumption and are prepared to offer a solution to resolve these.

### *Problematic / Long Unread Non-Market Meters*

We are constantly reviewing our non-market meter read performance and monitor non-market meter reads and read submission daily. As a result of this activity, we are working through and resolving issues as and when these arise however, we do appreciate that some challenges will remain, and we are looking to change the method in which these affected customers are billed to ensure a regular and reliable bill.

### ***Our Approach***

#### *Wholesaler Initiated*

If we identify a problematic non-market meter(s) network, we will contact you via email to suggest moving the main meter (non-household customer) on to an assessed tariff. The main meter will be left in situ and can be used as a check meter moving forward for leakage monitoring purposes; however, it will not be used for future billing.

We will calculate the assessed tariff using one of the methods below:

- Using the historic consumption information to apply an equivalent assessed tariff calculated against the whole period (we will use as much data as possible)
  - This calculation will factor in the deduction of the sub meters.
  - In the absence of meter read consumption we will assess the properties based on other factors available (such as occupancy/expected usage).
- We will submit this calculation and our reasoning to you.

## Field/Trough Supplies & Non-Market Meter (NMM) Guidance

- We will provide 15BDs notice before we apply any change.
- If we receive no comments or objection we will proceed with the change as suggested, however we will accept any adjustments or challenges of our calculations post implementation and backdate this to the date the BA tariff was applied.
- We will notify the sewerage wholesaler (if applicable) so they can mirror our changes.

### *Retailer Initiated*

If a Retailer has identified a non-market meter which is impacting their ability to bill the main meter, then we will accept these requests preferably via the H3 process, but we will accept these via email. We would request a justification for the change and for the assessed details to be supplied as part of the application. We would then proceed with the change, unless we need further information, and would notify the sewerage wholesaler (if applicable) to complete the process.

In both wholesaler and Retailer led instances the sub-meters (both HH and NHH) will continue to be read and billed but they will be billed as standalone meters rather than sub-meter(s) as they will no longer form part of a network and will not be required to deduct consumption from the main meter.

If you need any more information or would like to provide feedback, please speak to our Wholesale Operations Service Desk (WOSD) team on 0345 350 3677 or email us at [WOSD@affinitywater.co.uk](mailto:WOSD@affinitywater.co.uk).