

TECHNICAL SPECIFICATIONS

This is the Technical Specification referred to in Schedule 1 of this Agreement. This version 3.0 dated 1 July 2020 replaces all previous Technical Specifications (“the Date”).

1 INTERPRETATION

1.1 Unless otherwise indicated terms defined in the Agreement (including Schedule 1 of the Agreement) shall have the same meaning in these Technical Specifications.

1.2 The following additional term used in this Technical Specification shall have the meanings given below:

“**Read Window**” means the range of dates in which a Scheduled Meter Read is to take place.

2 PROVISION OF METER READING DATA

Where the Retailer has access to Temetra

2.1 Pursuant to paragraph 11.1 of Schedule 1 to the Agreement the Service Provider will, where it is able to do so, provide read only access to the Temetra portal by providing the Retailer with a unique username and password.

2.2 If the Retailer experiences any difficulty in accessing the Temetra portal using the allocated username and password then the Retailer should contact the Service Provider Contract Manager by email to NHHmeterreading@affinitywater.co.uk and the Service Provider will use reasonable endeavours to assist to resolve the difficulty.

2.3 Temetra may be capable of integrating with the Retailer’s billing system but the Service Provider gives no assurance that the Retailer will be able to integrate its billing system directly with Temetra. For the avoidance of doubt any cost of such integration is not included within the Fee.

2.4 Meter Reading Data in respect of each Meter Read will be made accessible to the Retailer on Temetra. The Retailer’s access to Temetra will have the functionality to view and download (.CSV format) Meter Reading Data. If the Retailer has access to Temetra it is the Retailer’s responsibility to utilise the functionality of Temetra to extract the Meter Reading Data.

Where the Retailer does not have access to Temetra

2.5 Where a Retailer does not have access to Temetra, the Retailer Contract Manager must inform the Service Provider Contract Manager by email to NHHmeterreading@affinitywater.co.uk providing relevant details of the required Meter Reading Data which will then be provided in a .CSV format.

2.6 With regards to Meter Reading Data provided pursuant to paragraph 2.5, the Service Provider shall make reasonable endeavours to provide such Meter Reading Data in respect of all Meter Reads taking place on a given day by 3 pm on the second Working Day.

Billing systems (general)

2.7 If the Retailer’s the billing system is not integrated with Temetra and there is manual intervention required to upload meters, it will be the responsibility of the Retailer to process this. The relevant meters within books will be read in accordance to the pre agreed Service Provider billing schedule. This can be completed using the meter upload template that will provided to the Retailer at the beginning of the contract. If there are exceptions

that come out of the upload the Retailer shall correct those exceptions and re-upload. Once all meters have been successfully uploaded the Retailer shall email NHHmeterreading@affinitywater.co.uk in order to start scheduling.

- 2.8 If the Retailer wishes to raise an unscheduled meter read it is their responsibility to upload this request to Temetra through a template provided and inform NHHmeterreading@affinitywater.co.uk that it has been added.
- 2.9 After completion of collecting the meter read whether it be scheduled or unscheduled it is the Retailer's responsibility to download those reads and input into its billing system.

3 CUSTOMER DATA

3.1 Customer Data for initial Service Customers and New Customers

The following data shall be provided by the Retailer in respect of all Service Customers as of the Date (pursuant to the Retailer's obligations at paragraphs 3.1 and 3.3 of Schedule 1 to the Agreement). The Retailer shall also provide such data in respect of any New Customers (pursuant to the Retailer's obligation at paragraph 3.7(a) of Schedule 1 to the Agreement):

- The Retailer's customer reference number
- The meter serial number
- Name and address of the Service Customer
- Meter location
- GPS location (if available)

This data must be provided in .csv format using a template which will be provided by the Service Provider to the Retailer.

3.2 Periodic data requirements

Pursuant to paragraphs 4.6(a) (Service Customers) and 6.1 (Unscheduled Meter Read) of Schedule 1 to the Agreement the Service Provider requires the Retailer to provide data on a periodic basis in accordance with this paragraph 3.2.

Scheduled and Unscheduled Meter Reads

Where a Retailer has linked its billing system with Temetra, the process for requesting a Scheduled or Unscheduled Meter Read will be through the integrated billing system creating the relevant work code

In all other circumstances, the Retailer must provide a request for a Scheduled Meter Read or Unscheduled Meter Read in .CSV format using the template provided by the Service Provider to the Retailer for this purpose to include the following information:

Scheduled Meter Reads

Where a Retailer has linked its billing system with Temetra, the process for requesting a Scheduled Meter Read will be controlled by the Retailer's billing schedule which has been pre-agreed between the Retailer and Service Provider.

The process consists of the following:

- Retailer to upload no later than 10am on the Book Download Request Date indicated on the pre-agreed Billing Schedule and notify the Service Provider by email to NHHmeterreading@affinitywater.co.uk confirming the upload has taken place.
- The Service Provider to plan, allocate and read the meters in accordance with the billing schedule and upload Meter Reads to Temetra.

Where a Retailer has not linked its billing system with Temetra, the process for requesting a Scheduled Meter Read will be as follows:

- Retailer to populate the New Schedule Template and upload to Temetra no later than 10am on the Book Download Request Date indicated on pre-agreed Billing Schedule and notify the Service Provider by email to NHHmeterreading@affinitywater.co.uk confirming the upload has taken place.

Unscheduled Meter Reads

Where a Retailer has linked its billing system with Temetra, the process for requesting an Unscheduled Meter Read will be controlled by raising a pre-agreed code on the Retailer's billing system.

Where a Retailer has not linked its billing system with Temetra, the process for requesting an Unscheduled Meter Read will be as follows:

- Retailer to populate and upload the Unscheduled Meter Reading Request Template that is provided by the Service Provider onto Temetra. The Unscheduled meter reading window begins the day after being uploaded by the Retailer.

Where a Retailer has access to Temetra the .CSV file must be uploaded directly to Temetra and an e-mail notification sent to NHHmeterreading@affinitywater.co.uk. Where a Retailer does not have access to Temetra the Meter Reading Request Template .CSV file must be sent by e-mail to NHHmeterreading@affinitywater.co.uk no later than 2pm.

In order for Scheduled and Unscheduled Meter Reads to take place, the Retailer must provide the request for each such Meter Read according to the following timetable:

- Scheduled Meter Read (Six-monthly): Retailer to follow the Service Provider's billing schedule that was agreed upon by the 31st January before the financial year begins (or at the beginning of the Agreement if in the first year).
- Scheduled Meter Read (monthly): Retailer to follow the Service Provider's billing schedule that was agreed upon by 31st January before the financial year begins (or at the beginning of the Agreement if in the first year).
- Unscheduled Meter Read: request to be provided by Retailer at the time of the relevant Unscheduled Request using the pre-agreed codes and relevant data.

The process for requesting an Appointed Meter Read is set out in paragraph 4 below.

3.3 Change of Customer Data

Where there is a change in the Customer Data of a given Service Customer the Retailer, pursuant to its obligations at paragraph 4.6(b) of Schedule 1 to the Agreement, shall give notice to the Service Provider Contract Manager in .CSV format using the template to be provided by the Service Provider to the Retailer. Any changes of meter details etc. which are not integrated with Temetra can be upload using the pre-agreed template.

Where there are any other changes of information in respect of a Service Customer that have or are likely to have a material effect on performance of the Services then the Retailer, pursuant to its obligations at paragraph 4.6(b) of Schedule 1 to the Agreement, shall give written notice of such changes to the Service Provider Contract Manager.

3.4 Notification of New Customer

Where a Retailer has integrated its billing systems with Temetra, the New Customer information created on the Retailer's Billing System will automatically update to Temetra in the overnight reports.

Where a Retailer has not integrated its Billing Systems with Temetra, the Retailer can raise a bulk upload of New Customers to Temetra using the .CSV template provided by the Service Provider. If the Retailer does not have access to Temetra, notice of a New Customer shall be given by the Retailer by e-mail to NHHmeterreading@affinitywater.co.uk pursuant to the Retailer's obligations at paragraph 4.7(a) of Schedule 1 to the Agreement. Such notice shall include:

- Date from which Services are to be provided for that Customer
- Scheduled Meter Read Cycle (Six-monthly/Monthly)
- The data set out in paragraph 3.1 above in respect of that New Customer.

3.5 Departing Customer

Where the Retailer requires that the Service Provider is to cease providing the Services for a Service Customer the Retailer shall, pursuant to its obligations at paragraph 4.7(b) and (c) of Schedule 1 to the Agreement upload the .CSV template provided by the Service Provider to Temetra to remove customer from Retailer's Temetra portal. Where the Retailer does not have access to Temetra the Retailer will be required to provide notice by e-mailing NHHmeterreading@affinitywater.co.uk the completed .CSV template in daily bulks no later than 4pm.

3.6 Additional Customer Data

It may be necessary for the Service Provider to request data in respect of a Service Customer or Service Customers other than as set out in this paragraph 3 for the purpose of performing the Services.

In such case the Service Provider shall give reasonable notice of the need for such data, a description of the data concerned and format in which such data shall be supplied and, on request by the Retailer, reasons for the need for such data.

4 PROCEDURE FOR APPOINTED METER READ

Pursuant to paragraph 7.2 of Schedule 1 to the Agreement the Retailer shall follow the procedure below when seeking to arrange an Appointed Meter Read:

- For Service Customers in the Service Provider's Central area, appointments are to be raised via the online calendar, a link shall be provided upon commencement of the service offering, a secondary option is to email NHHmeterreading@affinitywater.co.uk.

- For Service Customers in the Service Provider's East and South East areas, appointments are to be raised by email to NHHmeterreading@affinitywater.co.uk.

Where an appointment is raised by email, the email must contain the following information:

- The customer reference number
- Meter Serial Number
- Meter Location
- The proposed date and time of an appointment which shall be within one of the following periods of time:
 - 2 hour time slot 08:00 – 10:00, 10:00 – 12:00, 12:00 - 14:00, 14:00 - 16:00
 - Reason for raising appointment
 - Customer contact details

The Retailer shall not treat any appointment as final until receiving acceptance from the Service Provider:

- Acceptance in respect of appointments raised by the appointment calendar on the Service Provider's website shall be deemed upon display of the appointment on the calendar.
- Acceptance in respect of appointments raised by email to NHHmeterreading@affinitywater.co.uk shall be provided by return email stating that the relevant appointment is confirmed.

5 PROCEDURE FOR "SKIP"

Pursuant to paragraph 8.2 of Schedule 1 to the Agreement the Service Provider shall give written notice to the Retailer where a skip" occurs (i.e. where it is not possible to complete a Meter Read) comprising:

- Details of the Meter Read in question (e.g. Scheduled Meter Read, Unscheduled Meter Read or Appointed Meter Read)
- Written reason why the Service Provider was unable to complete the Meter Read.

This information will be provided by e-mail to the Retailer Contract Manager.

6 METER READ OUTSIDE TOLERANCE RANGE

Pursuant to paragraph 8.5 of Schedule 1 to the Agreement] the Service Provider shall give written notice to the Retailer where a Meter Read returns Meter Reading Data outside of the relevant Tolerance Range.

Such notice shall consist of:

- Details of the Meter Read in question (e.g. Scheduled Meter Read, Unscheduled Meter Read or Appointed Meter Read)
- Meter Reading Data expressed as a percentage of the relevant Expected Read and corresponding level of alert (see below)

- Low Warning Meter Reading Data is 26% to 75% of Expected Read
- Low Error Meter Reading Data is 25% or less of Expected Read
- High Warning Meter Reading Data is 150% to 179% of Expected Read
- High Error Meter Reading Data is 180% or more of Expected Read

This information will be provided by e-mail to the Retailer Contract Manager. The Retailer shall be required to provide the expected parameter prior to the first meter read taken.

7 PHOTOGRAPHIC EVIDENCE

Any photographic evidence provided pursuant to the Agreement will, where possible, be stored and accessed in Temetra. Where this is not possible or where a Retailer does not have access to Temetra the Service Provider will provide photographs in any reasonable format to the Retailer Contract Manager by e-mail.

8 REVISION TO TECHNICAL SPECIFICATIONS

Should the Service Provider believe it necessary to amend these Technical Specifications it shall give no less than 6 weeks written notice of such amendment to the Retailer by e-mailing the Retailer Contract Manager, such notice to include a copy of the revised form of Technical Specifications, unless otherwise agreed between the Service Provider and the Retailer.

VERSION 3.0

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