

Affinity Water – Data Logging Terms and Conditions (Policy)

This policy sets out our requirements for the installation of external loggers or similar device for data retrieval and transmission on our non-household meters by retailers, non-household customers or third-party organisations (the “Applicant”). This policy also outlines how data can also be procured from an Affinity Water data logger.

There are several scenarios that relate to the activity of installing or removing logging equipment. These are:

1. The Applicant wishes to install a new logger on an existing ‘dumb’ meter.
2. The Applicant wishes to install a new logger on an existing meter with AMR.
3. The Applicant wishes to install a new logger on an existing meter with a wholesale logger already present.
4. A logger needs removal and replacement so the existing meter can be replaced.

This policy is intended to provide guidance to retailers, non-household customers and third parties on what they should do when installing loggers or a similar device to ensure that this activity is carried out to the required quality, with safety in mind and where data retrieval from our meters is not compromised.

Where the Applicant is not the retailer or the customer, the Applicant must provide Affinity Water with a letter of authority which shows the customer’s authorisation prior to attaching equipment to the meter or requesting data.

GENERAL PRINCIPLES

1. Affinity Water is responsible for the water meter, including chamber, cover, and meter unions, together with any automated meter reading devices (AMR) and advanced metering infrastructure (AMI). This excludes any devices fitted by Retailers for reading purposes.
2. Affinity Water is responsible for the maintenance of our data log equipment and we ensure this is clearly labelled.
3. Affinity Water is not responsible for trade effluent meters, borehole meters or river abstraction meters and you do not require permission from us to log these.
4. Affinity Water reserves the right to disconnect data logging equipment, even if a splitter is fitted, where it is found to be interfering with the reading of meters or affecting the performance of our equipment (e.g., radio devices or operational loggers). Notification of disconnection will be provided if labelled correctly and notified to us in accordance with this policy.
5. Affinity Water reserves the right to refuse access to our meters for logging purposes.
6. Affinity Water reserves the right to refuse access to our logger data.
7. By applying to log our meters or access our data via form or email you are agreeing to our terms and conditions (policy).

APPLICATION PROCESS TO LOG METER OR TO SHARE DATA

1. The Applicant should complete the “Data Logging & Sharing Request Form” and submit this with written authorisation (if applicable) to WOSD@affinitywater.co.uk. We also accept emails if we are provided with the minimum information required to proceed.
2. The initial application may be refused or returned to the Applicant for resubmission or to provide more information (if requested) when we have not been provided with sufficient information.
3. We will accept one application for multiple sites and/or meters.
4. We will advise of the suitability of the meters and provide confirmation as to whether an installation can proceed or if a splitter cable is required (charges apply if Affinity Water are requested to install a splitter cable). We aim to provide a response within five (5) business days.
5. Affinity Water do not guarantee the condition of the meter pit. Our feasibility advice is based on the meter make and model and not the condition of the meter’s connections or the surrounding meter pit. We are not liable for any abortive costs incurred.
6. If the request requires Affinity Water to install a splitter cable, we will visit the eligible premises to undertake a survey and install the splitter cable (with any associated equipment) where possible. If we cannot proceed further, no costs will be incurred, and we will advise of the next steps.
7. Where a non-standard installation is required, we will provide a quote in accordance with our charges published in our Wholesale Tariff Document.

8. If our meter is not compatible for logging purposes and is >15 years old, we will not charge for the meter exchange. We will notify the Applicant as part of the process and the following should occur:
 - a. If the Applicant is the retailer than a B7 form should be submitted by the retailer.
 - b. If the Applicant is a third party, then email confirmation should be provided, we will then raise a B7 for (wholesaler initiated).
9. If our meter is not compatible for logging purposes and is <15 years old, then the Applicant should apply to have this replaced. We will notify the Applicant and the following should occur:
 - a. If the Applicant is the retailer than a B7 form should be submitted by the retailer (charges will apply).
 - b. If the Applicant is a third party, then they will be provided with a quote for the exchange and the retailer will be notified by a B7 form (wholesaler initiated).

GENERAL INSTALLATION REQUIREMENTS

General principles that apply to all installations are:

1. You must inform us when you wish to install a logger and any other device on our meter or in our chamber.
2. Photographs are taken which show the meter and pit before and after the installation – we may request these to verify an installation.
3. All logging equipment should be maintained and clearly labelled with a contact name and telephone number.
4. There can be no interference to the meter. No alteration to the meter is allowed such as holes drilled. If a pulse emitter and cable cannot fit directly to the meter without damaging the meter, then we should be notified.
5. Where there is an existing AMR on the meter, we will allow the installation of a splitter cable by a third party, but we expect the AMR capability to be maintained and no damage caused to the meter or AMR unit.
6. The Applicant is liable should they cause any damage to the meter, the AMR device, meter unions, associated pipework, or our chamber. We will also charge the Applicant should we need to attend to reinstate our wireless reading capability.
7. Where there is an Affinity Water logger already in place then you should notify us so we can install a suitable splitter device with cables for you to fit your logger. At no time are you allowed to cut or alter our cables and fit your own splitter device.
8. No alterations may be made to the meter chamber.
9. Fixings to chambers need to be secure and in positions where access to the meter is not hindered. All cables are to be tied and left neatly.
10. All connections shall be watertight to IP68 (meter chambers are likely to be flooded due to rainfall, groundwater levels or other causes).
11. Where you have removed an obsolete logger or one that has stopped working you shall remove this logger from the pit and dispose accordingly. A logger left with corroding batteries is a health hazard to our operatives.
12. On no account shall you change any settings on electromagnetic meters when attaching loggers.

SAFETY REQUIREMENTS

1. Affinity Water will allow the Applicant entry into the meter chamber for the purposes of accessing data logging equipment. Where the Applicant uses a third party to install the data logging equipment on their behalf, they must ensure they comply with any applicable health & safety legislation and have the appropriate technical competencies, including confined space entry where required.
2. Any work on or near the highway must comply with the New Roads and Street Works Act (NRSWA) 1991; the Traffic Management Act (TMA) 2004 and the latest edition of the Safety at Street Works & Road Works Code of Practice (Red Book).
3. Affinity Water will not accept liability for any injury sustained to the Applicant or their representative accessing our meter chambers.
4. The logging device's power unit, which includes batteries or battery packs, must be selected, or designed for specific use with the logger. The manufacturer or supplier shall warrant the device and associated battery unit so that it is fit

for purposes and safe under all operating conditions (ie no venting, explosion, discharge or heat gain during forced and complete discharge, electrical shorting and prolonged submersion).

5. Any external battery unit must be labelled with a contact name and telephone number. Devices with internal battery units must have the hazard warning labels clearly displayed.
6. The logging device should be capable of identifying when and where low battery power conditions exist prior to battery failure.
7. No on-site logger or battery maintenance is permitted, a full unit exchange must be carried out.
8. The installer (or owner) is obliged to remove and dispose of their redundant loggers in accordance with waste regulations.

SPLITTER CABLE INSTALLATION BY AFFINITY WATER

Affinity Water will charge a fee per meter to install a data logging cable (our costs are outlined within our Wholesale Tariff Document). This charge covers the following:

1. Processing of the application
2. Site visit and survey at the eligible premises (Monday to Friday only, excluding bank holidays and only during office hours)
3. Installation of data logging cable.

SPLITTER CABLE WARRANTY

1. Affinity Water offer a one-year warranty on splitter cables with some exceptions (i.e., if there is a customer-side issue, or if there has been lack of care by third parties working in the pit such as if we find an IP68 water-proof seal at point of connection to the splitter has not been installed by the installer).
2. If a data logging cable fails outside the warranty period, an application should be made for a replacement cable and charges will apply.
3. Affinity Water are not responsible for rodent/animal damage to splitter cables.

ACCESS TO WHOLESALE LOGGER DATA

1. Where Affinity Water have installed loggers to a non-household meter, we will make this data available to the Applicant for a set charge (costs as detailed in our published Wholesale Tariff Document).
2. Data can be provided in two ways:
 - a. a download of data by our technician
 - b. an account to access the on-line data portal (data will be made available for one year)
3. Affinity Water cannot guarantee continuous data and will not accept liability for incomplete or inaccurate data. E.g., due to logger failure or where the meter ceases to emit pulses or current signals.
4. Affinity Water cannot guarantee data completeness for the period requested by the Applicant.
5. Affinity Water cannot guarantee the accuracy of logger data and cannot be held liable for inaccurate logger data.
6. Affinity Water will investigate a flat-lining issue within 22 business days of receiving a request. The Applicant should notify WOSD@affinitywater.co.uk if they become aware of a data flat-line on our logger.
7. The Applicant must notify Affinity Water if they are no longer contracted on behalf of the customer so that data sharing arrangements can be terminated.

DATA FLATLINING / REPORTING DAMAGED METERS

1. Where no data; data flat-lining; erratic data occurs, this could be because of a faulty meter, faulty logger, faulty pulse unit or splitter cable.
2. The Applicant is responsible for checking the cause of the fault if they have attached their own equipment.
3. If checks undertaken by the Applicant confirm the splitter cable or associated equipment is at fault a replacement request should be sent to WOSD@affinitywater.co.uk.

4. If checks undertaken by the Applicant confirm the meter is damaged/faulty then the following should apply:
 - a. If the Applicant is the retailer than a B5 form should be submitted by the retailer.
 - b. If the Applicant is a third party a report and photos should be supplied to WOSD@affinitywater.co.uk, We will then raise a B5 (wholesaler initiated).
5. If checks undertaken by the Applicant confirm the meter is leaking, is within a damaged chamber or buried then an email with details to WOSD@affinitywater.co.uk is accepted.
6. Any visits in which Affinity Water attend and subsequently finds that the information provided was incorrect we will apply survey charges (costs as detailed in our published Wholesale Tariff Document available at www.affinitywater.co.uk) to cover the costs of our visit.

METER EXCHANGES

1. Affinity Water reserves the right to exchange the meter in accordance with Operational Terms Part B Metering. If the Applicant has not removed the data logging equipment prior to exchange, it will be left in the meter chamber.
2. We will use reasonable endeavours to reconnect any equipment, however we are unlikely to have experience of the equipment and will notify the owner if unable to reconnect it (assuming the equipment is labelled correctly as per this policy).
3. Where Affinity Water has removed a logger, for reasons including but not limited to a meter exchange or disconnection for non-payment, we will not be responsible for any damage to, or loss of the logging equipment left in the meter chamber other than when provided evidence of a result of negligence or breach of statutory duty.
4. If the existing meter is already logged and the new meter requires a different type of splitter cable, we will provide a replacement, free of charge.
5. Affinity Water will not be liable for any charges, costs or losses incurred by the Applicant in relation to procuring or installing new data logging equipment.

CONTACT US

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.