

AGREEMENT TO PROVIDE METER READING SERVICES BETWEEN AFFINITY WATER LIMITED AND [INSERT COMPANY NAME] DATED OF [INSERT YEAR] (THE "AGREEMENT")

TECHNICAL SPECIFICATIONS

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 terms 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 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.

3 PROVISION OF METER READING DATA

3.1 Meter Reading Data in respect of each Meter Read will be made accessible to the Retailer on Temetra.

3.2 Where a Retailer does not have access to Temetra, Meter Reading Data will be provided on a daily basis by email to the Retailer Contract Manager or other email address provided by the Retailer in .CSV format.

3.3 With regard to Meter Reading Data provided pursuant to paragraph 3.2, 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 12 pm on the next Working Day.

4 CUSTOMER DATA

4.1 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 Effective Date (pursuant to the Retailer's obligations at paragraphs 4.1 and 4.3 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 4.7(a) of Schedule 1 to the Agreement):

- The Retailer's customer reference number
- the meter serial number
- name and address of the Service Customer
- the Expected Read

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

4.2 Periodic data requirements

Pursuant to paragraph 4.6(a) (and, with regard to Unscheduled Meter Reads, paragraph 6.1) of Schedule 1 to the Agreement the Service Provider requires the Retailer to provide data on a periodic basis in accordance with this paragraph 4.2.

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 as provided for within the online calendar.

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:

- Date
- Time
- Customer reference number

Where a Retailer has access to Temetra the .CSV file must be uploaded directly to Temetra. Where a Retailer does not have access to Temetra the .CSV file must be sent by e-mail to NHHmeterreading@affinitywater.co.uk.

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): request to be received by Service Provider one calendar month before the start of the relevant Read Window;
- Scheduled Meter Read (monthly): request to be received by Service Provider no later than two weeks before the start of the relevant Read Window;
- Unscheduled Meter Read: request to be provided by Retailer at the time of the relevant Unscheduled Request.

The process for requesting an Appointed Meter Read is set out in section 5 below.

4.3 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.

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.

4.4 Notification of New Customer

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
- The data set out in paragraph 4.1 above in respect of that New Customer.

4.5 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 give notice by e-mailing NHHmeterreading@affinitywater.co.uk specifying:

- The customer reference number
- The date from which Services are no longer to be provided.

4.6 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 4 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.

5 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 via appointment calendar available on the Service Provider's website, a link shall be provided upon commencement of the service offering or 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
- The proposed date and time of an appointment which shall be within one of the following periods of time:
 - Morning – 08:00 to 12:00
 - Afternoon – 13:00 – 17:00

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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 email stating that the relevant appointment is confirmed.

6 PROCEDURE FOR "NO READ"

Pursuant to paragraph 8.2 of Schedule 1 to the Agreement the Service Provider shall give written notice to the Retailer where a "no read" 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.

7 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.

8 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.

9 REVISION TO TECHNICAL SPECIFICATIONS

Should the Service Provider believe it necessary to amend these Technical Specifications it shall give no less than 3 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.

VERSION 1

9 March 2017

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