



Southern Water **Meter Accuracy Test Policy**

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Contents

1. Objective	3
2. Procedure	3
3. Service Provider	3
4. Southern Water's Charges Scheme	4

1. Objective

1.1 This document details Southern Water Services' (SWS), policy guidelines to retailers when requesting a meter accuracy test.

2. Procedure

2.1 When a customer requests a meter accuracy test all other avenues for high consumption must have been thoroughly investigated first. It is very rare that meters fail and when they do, they normally under record, not over record. Please follow the suggested process below.

2.1.1 have you investigated the customer's high consumption?

2.1.2 estimated or actual reads?, was the previous read estimated?

2.1.3 any reason for increase of usage (change of use, increase of staff/footfall)

2.1.4 is there a seasonal consumption element?

2.1.5 perform Tap tests to confirm no leaks. (internal and external)

2.2 If you still believe you require a meter accuracy test, when submitting your meter accuracy test request, please supply the below evidence.

2.2.1 plumbers report confirming no leak, internal or external

2.2.2 written confirmation that there have been no changes in usage during the period in question

2.3 Southern Water will review the request and based on the evidence supplied, three outcomes are possible;

2.3.1 meter accuracy test request accepted

2.3.2 if the meter is very old SWS will decide to exchange the meter and do a comparison on consumption for a period after the meter exchange

2.3.3 the request is declined through insufficient data or if SWS believe the consumption is actual consumption. More evidence may also be requested

3. Service Provider

3.1 SWS uses an independent third party called 'Stream Measurement' to conduct meter accuracy tests. The meter will, on removal by SWS, be sent directly to Stream Measurement.

3.2 The average time taken to conduct an accuracy test is approximately 6 weeks. The meter is tested to its designed limits which may damage or break the meter during testing.

3.3 The retailer or customer can request the old meter is returned to them, but SWS cannot guarantee the condition of the meter on return. To return the meter to the retailer or customer there will be additional charges to pay for this service. This must be requested at the time of application.

4. Southern Water's Charges Scheme

4.1 Meter accuracy testing should only be requested when all other avenues to explain increased consumption have been excluded.

4.2 If the retailer believes a water meter is not registering accurately, they must notify the SWS as soon as reasonably practicable, in accordance with the wholesale-retail code part 3: Operational terms.

4.3 If requested by the retailer, SWS will arrange to undertake a meter accuracy test in accordance with The Water (Meter) Regulations 1988, and confirm the test results to the retailer.

4.4 Where the meter being tested is found to exceed the prescribed limits of error;

4.4.1 no charge for the meter accuracy check will be made by the SWS to the retailer, and

4.4.2 any refund or additional measured charges payable as a result of an inaccurate meter reading will be determined on the basis of normal recorded consumption.

4.5 Where the meter being tested falls within the prescribed limits of error, the retailer must pay to SWS the appropriate charge for the meter accuracy test as set out in Part 13 of Southern Water's Wholesale Statement of Principles and Charges document. In addition, the retailer will also be liable for the cost of the Site Survey and all costs associated with the fitting of the new replacement meter that has been installed, as part of the meter accuracy test process.