

Data Logging

Yorkshire Water's Policy

01/04/2020

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1. Introduction

This policy outlines the process by which retailers, non-household customers or third-party organisations (the applicant) can apply to attach data logging equipment to a Yorkshire Water meter or procure data from a Yorkshire Water wholesale data logger, where fitted.

Consumption monitoring can assist in reducing waste by promoting more efficient use of water. Smart technology now allows businesses to monitor and get data on water usage at regular intervals. This can help identify abnormal or unusual usage such as a leak or identify areas where savings can be made.

Many water meters are capable of providing a pulsed output. In order to connect any monitoring equipment to the meter, an application should be made for a data logging cable to be fitted which will provide a pulsed output to enable the connection of data logging equipment.

Under this policy, where a data cable is requested:

- Yorkshire Water shall be responsible for the maintenance of the data logging cable during the warranty period (12 months warranty from the date of installation)
- Yorkshire Water shall be responsible for replacement or repair of the data logging cable outside the warranty period for which a charge will apply
- the Applicant shall own and be responsible for the maintenance of the data logging equipment.

This process is compliant with the Wholesale-Retail Code Part 3: Operational Terms, Part B Metering, Section D - Data loggers (or similar devices for data capture and transmission) fitted on meters.

Yorkshire Water may decide to fit a data logger to a non-household meter for purposes such as monitoring leakage within the network. Where we have a wholesale data logger attached to a meter, applicants may apply for access to this data without the need to purchase their own data logging equipment. Applicants are able to apply for access over a 12 month period or a one off snapshot over a specified timeframe.

2. Aim

This policy is intended to provide clear guidance to the Market Operator, retailers, third parties and Non-Household Customers on how to connect to a Yorkshire Water meter or procure data from a Yorkshire Water wholesale data logger.

3. Exclusions from Market Codes

Accredited Entities – we do not permit the use of Accredited Entities for any activity defined within this policy.

4. Principles

- a) The meter; any automatic meter reading (AMR/AMI) devices; the chamber and cover and any associated pipework and fittings are the property of Yorkshire Water.
- b) The applicant must not remove or interfere with any data logging equipment or automatic meter reading (AMR/AMI) devices they find attached to the meter.
- c) Yorkshire Water reserves the right to refuse access to its meters for logging purposes.
- d) Yorkshire Water reserves the right to refuse access to its wholesale logger data.
- e) Where a hardwired connection is fitted, the applicant is responsible for removal and refitting of their data logging equipment.
- f) Yorkshire Water reserves the right to disconnect any data logging equipment at any time. Reasons may include, but are not limited to, where it interferes with the reading of meters or affects the performance of radio devices or leakage loggers. Notification of the disconnection will be provided.

- g) Yorkshire Water will select the appropriate data cable based on the meter manufacturer, model and age.
- h) Yorkshire Water will install a data logging cable to provide a primary and secondary pulsed output. The primary output will be for Yorkshire Water's data logging equipment and the secondary output will be for the applicant's data logging equipment.
- i) The terms outlined in this policy do not affect any potential liabilities for damage caused to a non-household customer's property as set out in Yorkshire Water's statutory duties or customers' rights.
- j) By signing the 'Data Logging Connection Request Form' the Applicant is agreeing to the Yorkshire Water Policy, and shall indemnify and keep indemnified Yorkshire Water from and against all claims, demands, actions, costs, expenses, liabilities and damages or losses, or in connection with any and all fraudulent or negligent acts or omission of, or breaches of the policy by the non-household customer, its officers or employees, or its sub-suppliers.

5. Non-household customer's data logging equipment

- a) If the applicant wishes to fit their own data logger, as part of the application process the applicant must supply details of the data logging equipment which is to be fitted to the meter.
- b) If the applicant wishes to install data logging equipment that requires a voltage, then a barrier relay or resistor or NPN/PNP transistor must be fitted by the applicant at their expense. Yorkshire Water cannot provide any technical advice or recommend any type of data logging equipment.
- c) Any data logging equipment installed on a Yorkshire Water meter must be clearly marked with a contact name and telephone number.
- d) Meter chambers are likely to be flooded at any time due to rainfall/ground water levels or other causes. All data logging equipment should be IP68 rated (able to be submersed in water) in order to function correctly.
- e) The applicant should also be aware that devices fitted in waterlogged chambers or under heavy meter lids are less likely to be able to transmit data. An above the ground housing unit is recommended in such instances.
- f) Yorkshire Water will not check signal strength within the chamber as part of a standard or non-standard data cable installation and accepts no liability for the failure of any data logging equipment.
- g) No alterations may be made to the meter chamber. The applicant shall be liable for any damage caused to the Yorkshire Water meter, associated pipework, fittings or chamber as a result of installing data logging equipment. Equipment must not be installed where it will interfere with ability to visually read the meter.
- h) Yorkshire Water reserves the right to exchange the meter at any time. If the meter is exchanged within 24 months of the data logging cable being installed and the data logging cable is incompatible with the new meter, Yorkshire Water will replace the data logging cable free of charge. Yorkshire 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. Where Yorkshire Water is exchanging the meter it will follow the Yorkshire Water Policy on installation, repair and replacement of a non-household water meter.
- i) Where possible Yorkshire Water will give the applicant the option to remove their data logging equipment prior to exchanging the meter or carrying out repairs under warranty. If the applicant chooses not to make its own arrangement for disconnecting the equipment, then Yorkshire Water will remove the data logging equipment and use reasonable endeavours to reconnect such equipment once the work is completed.
- j) Where Yorkshire Water has removed a logger, for reasons including but not limited to meter exchange or disconnection for non-payment, it will not be responsible for any damage to the logger other than as a result of negligence or breach of statutory duty.

6. Yorkshire Water's data logging equipment

- a) Yorkshire Water may choose to install data logging equipment on a non-household customer meter for leakage monitoring purposes only. This data is available to applicants subject to approval. Where Yorkshire Water wishes to log a meter that already has a non-wholesaler logger fitted we may request that access be provided to the data.
- b) Where Yorkshire Water has data logging equipment already fitted and is not able to share data, a splitter will be installed to provide a second pulsed output connection onto which the applicant can connect their data logging equipment.
- c) Yorkshire Water's data logging equipment shall take priority. Where there is insufficient room to fit a second data logger within the chamber either Yorkshire Water will make the data available to applicants, subject to approval, or a quote will be provided for a non-standard installation.

7. Connections for Building Management Systems (BMS), secondary dosing systems & outreaders

The applicant may wish to have the meter hardwired to their building management system (BMS) or to take a pulse from the meter in order to install a dosing system or to connect to an out-reader. The applicant should select this option on the 'Data Logging Connection Request Form'.

8. Safety requirements

- a) Yorkshire 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 applicable health & safety legislation and have the appropriate technical competencies, including confined space entry where required.
- b) Any work on or near the highway must comply with the New Roads and Street Works Act (NRSWA) 1991 and the Traffic Management Act (TMA) 2004 and the latest edition of the Safety at Street Works and Road Works Code of Practice (Red Book).
- c) Yorkshire Water will allow the applicant to fit data logging equipment provided this work is 'non' invasive i.e. does not involve modifications to the water meter, pipework or fittings.

9. Lithium batteries in data logging equipment

Yorkshire Water's mandatory and minimum safety requirements are detailed on the reverse of the 'Data Logging Connection Request Form' and 'Data Logging Cable Replacement Form'. The applicant is responsible for ensuring these are adopted and complied with when connecting any device containing Lithium based cell(s) or batteries to any Yorkshire Water asset.

10. Data cable installation

Yorkshire Water will charge a fee per meter to install a data logging cable. This covers the following:

- processing of the application
- site visit and meter survey at the eligible premises (Monday to Friday only, during office hours)
- installation of data logging cable with two outputs. The secondary output will be for the applicant to attach their data logging equipment

11. Data cable non-standard installation

A quote for non-standard installation will be provided where one or more of the following applies:

- the meter does not have a pulsed output connection and requires exchanging
- excavation work is needed
- an above ground housing unit is required where it is deemed that data logging equipment cannot be fitted safely
- work is necessary to gain access to the meter on the eligible premise, i.e. materials stored on top of the chamber; vegetation covering chamber

Where it has been confirmed a meter is not loggable, a retailer should submit a B7 market form to request a meter exchange; a third party should contact Yorkshire Water via the details provided in section 20 of this policy. Once the meter has been exchanged the applicant may reapply for a standard data cable.

The applicant shall be bound by any decision regarding the most technically appropriate and cost effective solution.

12. Access to wholesaler logger data

- a) Where Yorkshire Water have a wholesaler data logger fitted to a meter, we will make data available to applicants for a set charge, per meter per annum, subject to approval of the application.
- b) If approved the applicant will be provided with login details for an account within an online portal where they will be able to view and download data.
- c) Data will be made available to applicants for a 12 month period, after the 12 month period has lapsed applicants will be required to reapply to ensure their access to data continues, if the application is approved charges will apply for the additional period.
- d) Yorkshire Water reserves the right to remove the wholesaler data logger at any time and cannot guarantee that data will be available for the full duration of the term requested by the applicant.
- e) Yorkshire Water cannot be held liable for any loss of data or data access due to failure of the meter, logging equipment, mobile network or systems provider or due to issues accessing the meter. The applicant should contact Yorkshire Water via the details provided in section 20 of this policy to notify us of any issues.
- f) Yorkshire Water provides no guarantee that a non-functioning wholesaler data logger will be repaired within a set timeframe. Yorkshire Water will make best endeavours to ensure that repairs are carried out as quickly as possible.
- g) Yorkshire Water cannot guarantee the accuracy of wholesaler logger data and cannot be held liable for inaccurate wholesaler logger data. Meter readings shall remain prima facie evidence of usage.
- h) Yorkshire Water is not obliged to interpret or explain any aspect of the data provided.

13. Snapshot of wholesaler logger data

- a) Where Yorkshire Water have a wholesaler data logger fitted to a meter, we will provide data for a timeframe specified by the applicant for a set charge per meter subject to approval of the application.
- b) If approved the applicant will be provided with a data extract in CSV format or a flow profile screenshot via email. Yorkshire Water is not obliged to interpret or explain any aspect of the data provided.
- c) Where an application is approved Yorkshire Water will provide data subject to it being available for the period requested, where data isn't available for the period requested Yorkshire Water will not be able to provide this service.

- d) Yorkshire Water cannot guarantee data completeness for the period requested by the applicant.
- e) Yorkshire Water cannot guarantee the accuracy of wholesaler logger data and cannot be held liable for inaccurate wholesaler logger data. Meter readings shall remain primary evidence of usage.

14. Application process

- a) The applicant should complete the 'Data Logging Connection Request Form' and submit this together with written authorisation from the non-household customer to: datalogging@yorkshirewater.co.uk. Authorisation is not required where the non-household customer's water retailer is applying directly.
- b) The initial application may be refused or returned to the applicant for resubmission where the form is not completed in full or contains insufficient information.
- c) A separate application is required for each individual meter unless there are multiple meters at the same address.
- d) On receipt of the application Yorkshire Water will provide a quote for the service requested which will be valid for 90 days.
- e) Once the quote is accepted Yorkshire Water will visit the eligible premises to undertake the survey and install the data cable where possible. Where the applicant has requested access to data this will be facilitated.
- f) Where the survey identifies that a non-standard installation is required, Yorkshire Water will inform the applicant of its findings.
- g) If the pulsed output connection cannot be fitted due to an issue that Yorkshire Water needs to rectify then arrangements will be made to carry out rectification work before the data cable is fitted. Examples include:
 - the meter is leaking
 - the chamber damaged and is flooded
 - the meter is buried
- h) If the applicant decides not to proceed with the non-standard installation, the Logger Cable Installation Aborted Visit charge will be payable.
- i) If the applicant decides to proceed with the non-standard installation, Yorkshire Water will carry out the work by prior arrangement with the applicant, or the non-household customer.

15. Charges

Any charges related to the services outlined in this document can be found in the Yorkshire Water Services Ltd Wholesale Charges (Non-Primary Charges) on the Yorkshire Water website (https://www.yorkshirewater.com/media/2250/29697_yw_wholesale_charges_book_2020_aw-web.pdf).

16. Warranty

Yorkshire Water offers a 12 months warranty and repair service on data cables. If a data logging cable fails outside the warranty period, an application should be made for a replacement cable.

17. No data or flatlining logger

- a) Where no data or flat lining occurs this could be as a result of a faulty data logging cable, meter or logging equipment.
- b) The applicant is responsible for checking the cause of the fault if they have their own equipment attached to the meter. If the checks made by the applicant suggest the data logging cable is at fault the applicant will

be required to complete and submit a 'Data Logging Cable Replacement Form' which can be located on the Yorkshire Water website.

- c) Where it is confirmed that the meter is damaged the retailer should submit a B5 market form; a third party should contact Yorkshire Water via the details provided in section 20 of this policy.
- d) In those instances where Yorkshire Water is called out to a no data/flat lining fault and subsequently finds the data logging cable is functioning correctly, the Logger Cable Investigation fee will be payable by the applicant.
- e) Where the applicant receives a data only service they should contact Yorkshire Water via the details provided in section 20 of this policy to notify us of any issues with the data.

18. Interpretation

No terms or conditions endorsed upon, delivered with or contained in the applicants purchase order, confirmation order specification or other documents will form part of this agreement.

If applicants are found to be in breach of this policy, Yorkshire Water may take enforcement action. The purpose of enforcement is to ensure that preventative or remedial action is taken to secure compliance with our policy, market codes and associated regulation.

19. Limitation of liability

- a) Yorkshire Water will not warrant or give product, design or safety review approval or certification to any device provided by or used by the applicant. For the avoidance of doubt all safety design responsibility assessment and liability for the device(s) remains with the applicant.
- b) Except in respect of death or personal injury caused by Yorkshire Water's negligence, Yorkshire Water accepts no liability which any applicant may incur through its use of the connection irrespective of the outcome of the request for permission and howsoever such liabilities may have been incurred.
- c) The applicant shall indemnify and keep indemnified, defend and hold harmless Yorkshire Water, its officers, directors, employees, agents, successors and assigns, from any and all losses that a court finally awards or that is agreed in a settlement approved by the applicant, incurred or suffered by or made against any of them to the extent resulting directly or indirectly from, or connected in any way with any of the matters listed below (whether or not such losses were foreseeable at the date of entering into these conditions):
 - All losses awarded against Yorkshire Water arising out of or in respect of, or caused or contributed to by the services, the applicant's equipment and/or the applicant's breach of these conditions
 - Any act or omission (including negligence, wilful default or dishonesty) of the applicant and/or any applicant's personnel
 - Any death of or personal injury to any employees, agents, sub-contractors or other persons of the applicant or Yorkshire Water or to any third party, to the extent caused by any act, omission or default of the applicant and/or any applicant's personnel
- d) Yorkshire Water reserves the right to refuse permission to connect data logging equipment without requirement to provide any reason or justification for the refusal.

20. Contact details

Further information please refer to the Data Logging section on the Business Pages of the Yorkshire Water website, call us on 0333 230 9226 or e-mail datalogging@yorkshirewater.co.uk.

21. Review date

This Policy will be reviewed annually or when necessary as a result of changes in Market Codes or centrally issued guidance. Date of last review March 2020.

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