

# Meter Accuracy Test

Yorkshire Water's Policy

July 2021



YorkshireWater

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## **1. Introduction**

Since the retail market opened in April 2017, Non-household Customers (customers) who are typically businesses, public sector organisations and charities, have been able to choose their water Retailer.

Retailers provide billing services for water and waste water, read meters and handle enquiries and complaints. Wholesalers (also known as water companies) look after the pipework and take care of the water supply and removal of waste water.

## **2. Aim**

The aims of the policy are to:

- inform Applicants of the process to follow when requesting a Meter Accuracy Test. Relevant Applicants include Retailers and Non-Household customers.
- provide Applicants with guidelines on Yorkshire Water's metering standard and specification.
- give Applicants visibility of Yorkshire Water's meter catalogue.
- ensure a consistent approach is followed within Yorkshire Water's operational area.

## **3. Principles**

- 3.1 The water meter should only be removed, installed, and tested by Yorkshire Water (YW) and its Service Partners.
- 3.2 YW does not allow the use of Accredited Entities for accuracy testing of a meter in respect of the Wholesale-Retail Code Part 3: Operational Terms, Part B Metering.

3.4 This policy applies to a Non-Household water meter used for the billing of clean water, sewerage and trade effluent charges, and for leakage monitoring purposes.

## **4. Responsibilities**

### **4.1 Wholesaler responsibility**

4.1.1 YW is responsible for testing the accuracy of an existing meter in line with the Market Codes. A meter accuracy test will not be undertaken on a meter within 3 months of being installed.

4.1.2 The replacement meter will be the same technical specification as the meter being removed for testing.

4.1.3 We will carry out the removal and replacement of the meter within **twenty-two (22)** business days per the Operational Terms, Part B Metering, Process B3. There may however be instances where this is not possible due to factors outside our control e.g. Council and Highway restrictions or where the customer requests an alternative date.

4.1.4 We will update the Central Market Operating System (CMOS) with details of the meter installation within **five (5)** business days:

- Supply point identification (SPID)
- Unique meter serial number
- Meter location
- Meter size and type
- Date of meter installation or exchange
- Opening reading on the meter
- Final reading on the old meter

4.1.5 A copy of the test results; confirmation of pass or fail and details of any volumetric adjustment, will be provided to all relevant parties within **twenty (20)** business days of the meter exchange.

- 4.1.6 We will use our approved test centre to carry out the accuracy testing.
- 4.1.7 We will pay the associated fees if the meter is outside the permitted limits of error.
- 4.1.8 If a meter is found to be recording inaccurately, we will notify the Market Operator of any volumetric adjustments within **five (5)** business days of the test results.
- 4.1.9 We will not be held responsible either at the time of installation or at any time in the future for metering inaccuracies due to:
- Unidentified deterioration in meter performance
  - Use of meters not on the metering list within this Standard
  - Changes in a Non-Household Customer's water usage.
- 4.1.10 Where a meter accuracy test is requested by an arbitration tribunal, Trading Disputes Committee or YW, the Retailer will be notified via a form B/01, process B3.

## **4.2 Retailer responsibility**

- 4.2.1 The Retailer shall verify the data accuracy before submitting a request to YW to undertake a formal meter accuracy test. These checks should include:
- Checking for meter reading / data handling errors
  - Contacting the customer to understand if there have been any significant changes in their water usage, which may be outside the accuracy range of the meter
  - Comparing the cumulative consumption recorded over a specific period using meter readings and logged data where available
  - Checking for leaks and other anomalies.
- 4.2.2 The Retailer should submit a request for a meter accuracy test without delay following the above checks.
- 4.2.3 The Retailer will make the customer aware of any associated fees prior to submitting a meter accuracy test.

4.2.4 The Retailer can request meter accuracy tests for non-market meters that are linked with market meters.

### **4.3 Non-Household customer responsibility**

4.3.1 If a customer requires a meter accuracy test they should contact their Retailer immediately, who in turn shall contact YW via B/01 form, Process B3.

4.3.2 The meter shall not be tampered with in any way by the customer.

4.3.3 The customer should ensure any changes to their consumption is in line with their meters specifications e.g. a 40mm Flowstar meter has a maximum flow of 5.556 litres per second, continuous usage over this flow rate may cause damage to the meter or pressure reduction on site.

4.3.4 The customer will be charged the associated fees if the meter is within the permitted limits of error.

## **5. Limits**

Following a meter accuracy completion, the outcome is either:

Meter test outcome	Limits	Fees payable
Passed	The meter has passed and is within the permitted limits of error of +/- 2.5% to +/-6% as per our Terms & Conditions of Metered Water Supply	The meter accuracy test fee and exchange fee are payable
Failed	The meter has failed and is outside the permitted limits of error of +/- 2.5% to +/-6% as per our Terms & Conditions of Metered Water Supply	The meter accuracy test fee and exchange fee will therefore not be charged

## **6. Charges**

Any charges related to the services outlined in this document can be found in the latest published Yorkshire Water Wholesale Charges Scheme (Non-Primary Charges Section G: Metering Services).

<https://www.yorkshirewater.com/business/wholesale-charges/>

## **7. References**

- YW Meter Installation, Replacement and Repair Policy.
- YW Data Logging Policy;
- YW Leaks on Customer Supplies Policy
- The Wholesale-Retail Code Part 3: Operational Terms, Part B Metering.
- YW Terms & Conditions of Metered Supply
- Customer Protection Code of Practice for the non-household retail market
- The Competition Act 1998;
- The Weights and Measures Act 1985;
- New Roads and Street Works Act 1991.
- The Water Industry Act 1991, 2014
- The Water Supply (Water Fittings) Regulations 1999 (all meters, pipework and fittings shall be Water Regulations Advisory Scheme (WRAS) approved);
- The Measuring Instrument Regulations 2016
- Water Regulations Advisory Scheme (WRAS);

## **8. Contact details**

YW Wholesale Service Desk between 08:00 to 18:00 Monday to Friday - 0344 902 0228.

## 9. Review date/ version control

### Document Control

<b>Document Control Ref:</b>	YW MAP-001
<b>Document Custodian:</b>	Wholesale Market Services Team
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### Document Approval

NHH Customer Manager <b>Document Owner (Author)</b>	Head of Wholesale Market Services <b>Document Approval Manager</b>
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### Document Revision History

<b>Version</b>	<b>Date</b>	<b>Amendment Details</b>
1	Jul-21	New policy created from YW Wholesale Policy on the installation, repair and replacement of a Non-Household Water Meter v2



# 10. Appendix A – Meter Service Products

Procured from YW’s Framework Supplier(s) for Meters

Issue Date: 10 June 2019

Itron Water Meter Selection Tool

Meter Make	Meter Model	Size	Flanged/ Threaded	Flow in Litres/ sec				Flow in Cubic Meters/ hr (m3)					MID Ratio	Size	Pulse Weight	Leakage Threshold Value (Litres/ hr)
				Min Flow (Q1)	Transitional Flow (Q2)	Nom Flow (Q3)	Max Flow (Q4)	Min Flow (Q1)	Transitional Flow (Q2)	Nom Flow (Q3)	Max Flow (Q4)	Headloss at Q3				
Itron	Aquadis+ Manifold Composite	15mm	Manifold	0.002	0.004	0.634	0.868	0.008	0.013	2.5	3.125	<0.63	315	15mm	1 ltrp (0.001 m3)	8
Itron	Aquadis+ In Line Composite	15mm	Threaded	0.002	0.004	0.634	0.868	0.008	0.013	2.5	3.125	<0.63	315	15mm	1 ltrp (0.001 m3)	8
Itron	Aquadis+ 20mm Manifold	20mm	Manifold	0.007	0.011	1.111	1.389	0.025	0.040	4	5	<0.63	160	20mm	1 ltrp (0.001 m3)	25
Itron	Aquadis In-line (PSM)	20mm	Threaded	0.007	0.011	1.111	1.389	0.025	0.040	4	5	<0.63	160	20mm	1 ltrp (0.001 m3)	25
Itron	Aquadis In-line (PSM)	25mm	Threaded	0.011	0.018	1.750	2.188	0.039	0.063	6.3	7.9	<0.63	160	25mm	1 ltrp (0.001 m3)	39
Itron	Aquadis In-line (PSM)	30mm	Threaded	0.011	0.018	1.750	2.188	0.039	0.063	6.3	7.9	<0.63	160	30mm	1 ltrp (0.001 m3)	39
Itron	Aquadis In-line (PSM)	40mm	Threaded	0.028	0.044	4.444	5.556	0.100	0.160	16	20	<0.63	160	40mm	1 ltrp (0.001 m3)	100
Itron	Flostar M	40mm	Flanged Threaded	0.022	0.036	4.444	5.556	0.080	0.128	16	20	<0.6	200	40mm	10 ltrp (0.010 m3)	80
Itron	Flostar M	50mm	Flanged Threaded	0.022	0.035	6.944	8.681	0.079	0.127	25	31	<0.6	315	50mm	10 ltrp (0.010 m3)	79
Itron	Flostar M	80mm	Flanged	0.044	0.070	17.500	21.875	0.158	0.252	63	79	<0.6	400	80mm	10 ltrp (0.010 m3)	158
Itron	Flostar M	100mm	Flanged	0.069	0.111	27.778	34.722	0.250	0.400	100	125	<0.6	400	100mm	10 ltrp (0.010 m3)	250
Itron	Flostar M	150mm	Flanged	0.071	0.113	44.444	55.556	0.254	0.406	160	200	<0.6	630	150mm	100 ltrp (0.1 m3)	254
Itron	Woltex M	50mm	Flanged	0.111	0.178	11.111	13.889	0.400	0.64	40	50	0.12	100	50mm	10 ltrp (0.010 m3)	400
Itron	Woltex M	80mm	Flanged	0.175	0.280	17.500	21.875	0.6	1.0	63	79	0.15	100	80mm	10 ltrp (0.010 m3)	630
Itron	Woltex M	100mm	Flanged	0.278	0.444	44.444	55.556	1.0	1.6	160	200	0.15	160	100mm	10 ltrp (0.010 m3)	1000
Itron	Woltex M	150mm	Flanged	0.634	1.111	111.111	138.889	2.5	4.0	400	500	0.14	160	150mm	100 ltrp (0.1 m3)	2500
Itron	Woltex G	200mm	Flanged	4.375	7	175	218.750	15.75	25.20	630	798	0.12	40	200mm	100 ltrp (0.1 m3)	15750

# Thank you

For more information contact:

Wholesale Contracts Team

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