



RWG Smart Meter Roll Out Sub-group

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## **Engaging business retail customers effectively through the smart meter roll out - Good Practice Guide**

FINAL

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The purpose of this document is to outline the minimum communications that a business retail customer should receive on the journey before, during and after a smart water meter has been installed together with the roles and responsibilities in the market for ensuring customers receive the communications needed.

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## 1. Background

The RWG Smart Meter Roll Out Group formed in October 2024 to define a plan for engaging with business retail customers before, during and after the smart water meter roll out. The work was intended to expand on – not revisit – the guidance included in the Strategic Panel's National Metering Strategy. The strategy identified that wholesalers and retailers need to work together to ensure customers are communicated with effectively and that their expectations are managed before, during and after rollout. This plan constitutes an agreement made by the industry for the industry, enabling trading parties to play their part in serving business retail customers well.

We have been fortunate to benefit from the contribution of many experts across the market in the RWG sub-group. We have drawn on expertise from Thames and Anglian who are ahead on smart water metering and able to offer practical insights as to their lessons learned. CCW has also been able to add their insights as they have been on the sharp end of supporting customers who have had poor experiences of smart metering to date. We have also benefitted from the expertise of individuals who have delivered smart metering programmes in the energy sector and now work in water retail or wholesale water companies. The MOSL team has also made a significant contribution to getting this plan agreed and published.

The group agreed to document this plan in a good practice guide, although a number of further deliverables have been identified and are being worked on by the group. Some will be published alongside this document; others require further development.

The aim of our work is to ensure that the smart water meter roll out delivers for customers and the environment by recognising that effective customer engagement lies at the heart of achieving results.

The results that all parties hope to achieve through smart water metering are broadly:

1. Improvements to service (e.g. accurate billing)
2. Water savings (e.g. earlier leak detection)

These benefits are not automatic. They rely on the actions of water service providers (wholesalers and retailers) and how effectively they work together to inform, engage with, and serve customers before, during and after smart meters are installed.

For customer engagement to be effective there is a need for greater standardisation around the way customers are communicated with before, during and after they receive a smart water meter. This is especially true in the business retail market, where some customers have premises across multiple wholesale areas.

## 2. Approach

The RWG group's approach has been to map the customer journey and consider the minimum communications that a business retail customer should receive on that journey as standard, regardless of water wholesaler and retailer provider. We have then considered the roles and responsibilities in the market for ensuring customers receive the communications needed.

Behind the minimum communications to customers there are also a series of communication needs between wholesalers and retailers, which we have mapped. Guidance on 'background communications' is very much part of the scope of this document, to enable the market to deliver against the minimum communications standards for customers.

It was acknowledged that there is a 'happy path' for customers receiving their smart meter, but that there would also be a number of common exceptions to be considered beyond the happy path.

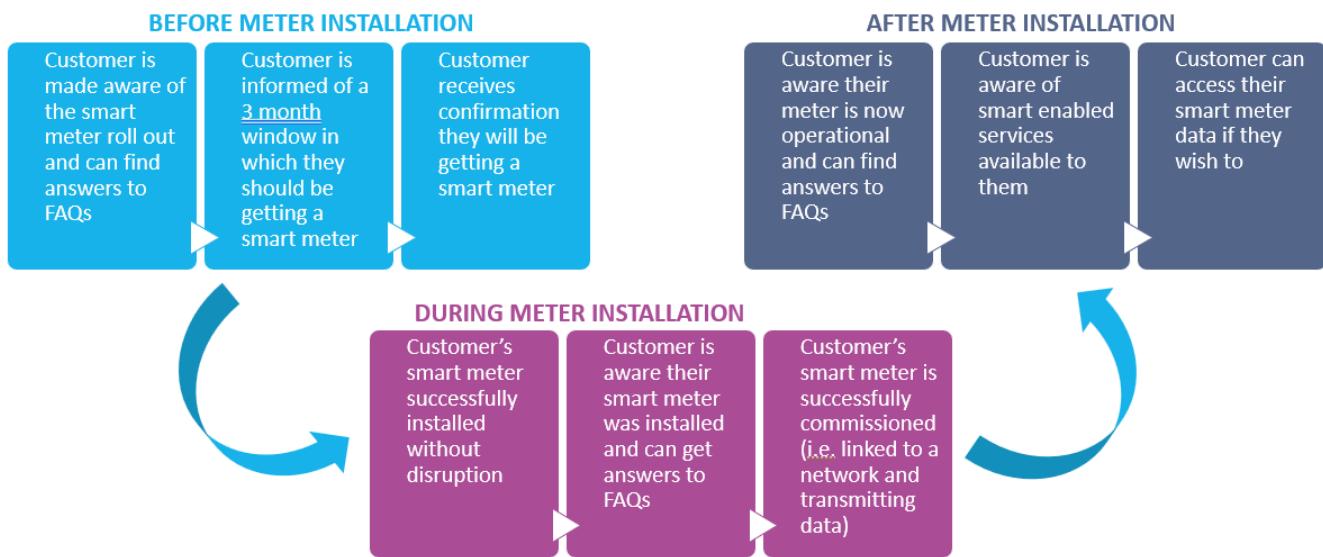
The RWG group consulted the wider market on the customer journey and a series of proposed minimum communications standards in Spring 2025. This consultation revealed significant support for the group's work and helped to shape the development of this guidance. A [summary of the findings of the consultation](#) was published and the views of the market as expressed in the consultation are referenced throughout the document.

This publication focuses primarily on the 'happy path', setting out proposals developed by the RWG sub-group and refined in response to consultation on the initial proposals. This will lay a foundation for customer engagement that is urgently needed.

The sub-group has needed to focus its efforts on reaching agreement around minimum communications for customers on the 'happy path' but still intends to provide some further guidance around exception handling in a planned extension to this good practice guide. It is considered that the greatest threat to customer experience is poor communication and that this could actually create the 'exceptions' we want to plan for as a next step. By defining our communication plan for a standard smart meter installation, we can get as many customers as possible onto the 'happy path'.

### 3. The 'happy path' of customer communications

All market players want customers to have a great experience of the smart water meter roll out. The better coordinated our communications are, the better the experience for customers will be. We have mapped the customer journey and identified the essential communications that we believe customers need for a positive experience. These are based on existing market practice and the views of experts contributing to the RWG group.



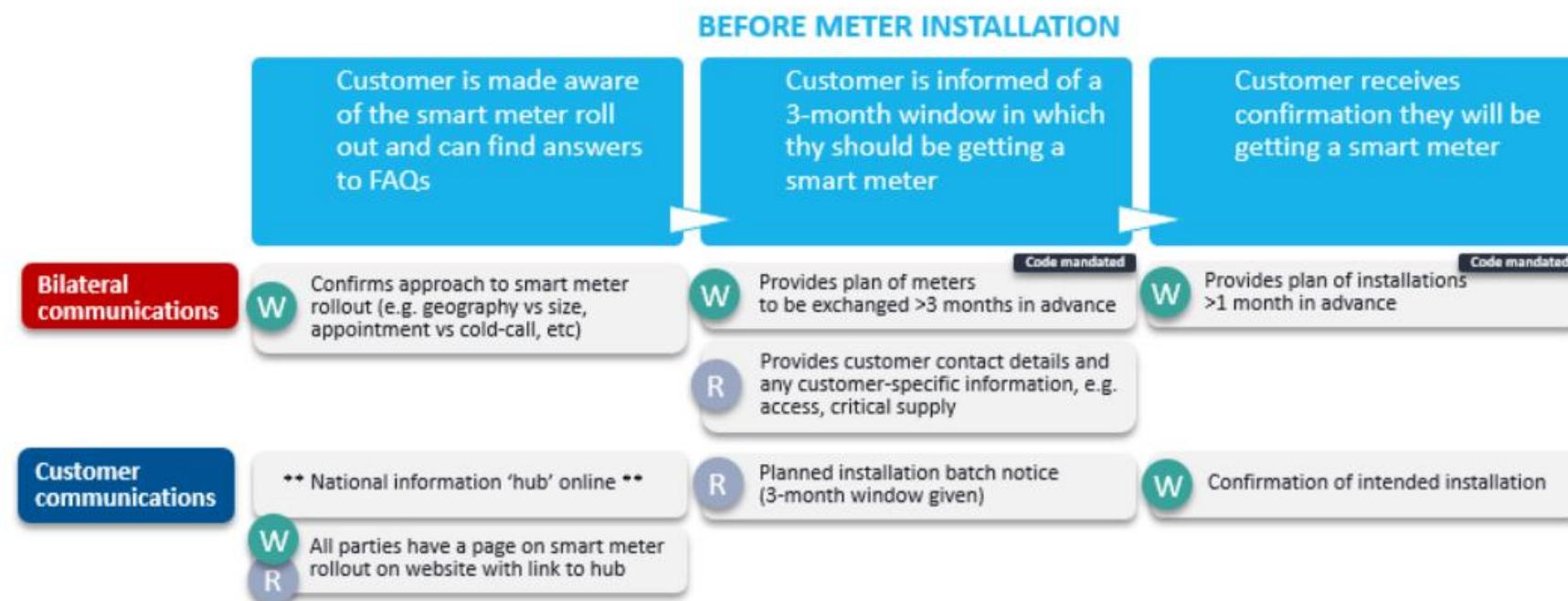
The following diagrams expand on the above, taking each of the three stages of communication in turn. Each stage identifies minimum communications proposed by the RWG subgroup. The 'bilateral communications' will need to take place in the background to enable trading parties to meet the minimum standards around communications to customers. The minimum communications to customers are set out alongside the label 'customer communications'.

## Before meter installation

### Smart metering rollout communications

## Communications before meter installation

 Wholesaler responsibility  
 Retailer responsibility  
 Code mandated



During meter installation

#### Smart metering rollout communications

## Communications during meter installation

W

Wholesaler responsibility

R

Retailer responsibility

Code mandated

Code requirement

### DURING METER INSTALLATION

Customer's smart meter  
successfully installed  
without disruption

Customer is aware their  
smart meter was installed  
and can get answers to  
FAQs

Customer's smart meter is  
successfully  
commissioned (i.e. linked  
to a network and  
transmitting data)

Bilateral  
communications

W  
R

Requests for support with installation

Customer  
communications

W

Customer given standard 'leave  
behind' info pack with every  
installation

W

Records evidence of exchange, e.g.  
photos of new/old meters, location,  
etc

After meter installation

#### Smart metering rollout communications

## Communications after meter installation



Wholesaler responsibility



Retailer responsibility

Code mandated

Code requirement

### AFTER METER INSTALLATION

Customer is aware their meter is now operational and can find answers to FAQs

Customer is aware of smart enabled services available to them

Customer can access their smart meter data if they wish to

#### Bilateral communications



CMOS updated with meter exchange details

Code mandated



Meter status updated to SMARTAMI on CMOS to confirm connectivity



Confirmation that minimum service levels are being provided, i.e. daily consumption data, high usage and continuous flow alerts

#### Customer communications



Post commissioning (i.e. live) communication to confirm meter operational and services available

## 4. National information hub

There are many different drivers and benefits to smart metering, and this can be confusing to customers. The RWG group has identified the need for a nationally consistent message about smart metering to build customer support and engagement. One national message will be far more impactful and credible than a range of different messages. Not only this, but it is considered important for customers to be able to directly access a standard source of information, and that having this in place will enable the market to carefully ‘manage the message’ on an ongoing basis. The happy path also identified that customers need a place to find answers to frequently asked questions (FAQs) before, during and after smart metering.

We want to create a ‘hub’ for information that will act as a central communications anchor; a reference point for all trading parties to align with as well as being directly customer facing.

This ‘hub’ aims to ensure the market communications about smart metering can consistently be:

- Customer needs led
- Positive about the benefits of smart meters
- Easy for customers to understand
- Realistic about timescales to manage expectations
- Appropriate for all customers and accessible
- Up to date (e.g. FAQs section)
- Informative about the non-standard aspects of the smart water meter roll out and where to find more information.

The concept of the national information hub was supported by a majority of respondents to our consultation, but not all. Some trading parties appear to be concerned about the potential for unduly rigid standardisation that interferes with competition and brand differentiation. The sub-group recognises the importance of differentiation of messaging for retailers in particular. It is important to state that the vision for a national information hub does not assume that trading parties would not deliver further messaging about smart metering in line with their own brand. The national hub would aim to provide key national level messages; define a common language; and provide reliable FAQs. We are also looking at whether MOSL’s live map of the smart meter roll out could be housed on this website. With the existence of competition in the business retail market, different messaging about the services data will enable is expected and encouraged (see final section on ‘Confirmation of meter commissioning and services available’).

The most obvious means of delivering an information source or ‘hub’ is through introducing a dedicated website or adding a dedicated area to an existing website. The market consultation revealed that trading parties would favour the option of a new standalone website. The RWG is proactively engaging with regulatory stakeholders and other market

bodies to determine how the concept of a standalone independent website may be brought to fruition. Clearly this is not something the RWG can fund and deliver itself, but we can act as a catalyst for this and provide industry input and support. The website will need dedicated resource, ongoing management and suitable governance to be useful as a trusted source for all, and the group intends to continue pursuing possible solutions that will address these needs.

Given the work involved, the funding required, and the timescales associated with delivering a centralised information hub the RWG sub-group is providing recommendations as to the standardised content for trading parties to host on their own websites as part of this good practice guide. This content will form part of the follow up work for this sub-group which has already been identified and is outlined later in this document.

### Consistent and careful language

One issue that has been repeatedly flagged by those with more experience of delivering smart water metering programmes, including CCW, is confusing and unhelpful terminology. Trading parties are also using terminology in different ways. One feature of the smart water meter roll out is that some companies will be installing meters that are smart ready while they are delivering a communications network alongside this. In a number of cases this will mean there is a delay between meter installation and smart meters becoming fully operable.

The RWG sub-group wants to recognise the need for careful and consistent use of language with customers to avoid raising expectations unnecessarily, leaving customers confused and dissatisfied. We have developed a proposed common language for the smart meter roll out which can be found in Appendix B.

## 5. Trading party webpages

Our consultation revealed that trading parties do plan to have dedicated webpages to provide information about the smart meter roll out, although the majority of trading parties' pages have not yet gone live.

A national information hub is not yet available for trading parties to align their website messaging to, but there will be value in ensuring the messages intended for a website are repeated across all trading party websites.

A further intention for a national website is to provide clarity about non-standard aspects of the smart meter roll out and provide links for customers to find more information on trading parties' websites. We do not want to be overly prescriptive about trading parties' own websites, but it would be valuable to include some standardisation; particularly around non-standard information that a national hub will ideally be able to point to trading party websites for.

We recommend that good practice would look like including the following non-standard items on trading party websites so as to provide transparency for customers and other trading parties

- **W:** Specific information on how the roll out is being prioritised by each wholesale company.
- **W:** Specific information about whether the wholesaler's roll out approach will mean there is a gap between meter installation and commissioning
- **W:** Information about the pace of delivery each wholesaler has committed to. Some aim to deliver smart meters to all customers by 2030; others plan to different smart metering at a different pace.
- **W:** Clarity about whether currently unmetered business retail customers will be included in the smart metering programme or not.
- **R:** Information about the services that are currently being provided after a smart meter installation.
- **R:** Information about how the customer can access meter read data that is being collected.
- **R:** Details of how unusually high usage or continuous flows will be actioned. Will the retailer take responsibility for this or is there an agreement that the relevant wholesaler will take responsibility?
- **R:** Information for customers who have a meter installed for the first time and are moving from unmeasured or assessed charges to measured charges.

## 6. Pre-installation notices to customers

The RWG group agrees with the market position that customers should receive a minimum of two communications before they have a smart meter installed. We also agree with the timings – that a first notice should be given three months in advance and a further notice one month in advance. The consultation did not uncover a different view in the market.

As shown on the happy path diagram, it is proposed that retailers provide a first notice of a smart meter upgrade at least three months in advance of the planned installation date, in line with the market code provisions for smart meter communications. However, what the RWG sub-group has agreed is that this notice will signal a handover to the wholesaler for the installation process, as part of enabling wholesalers to manage the installation itself without unnecessarily involving retailers. Retailers will use the three-month notice to encourage customers who consider themselves to be critical water users to identify this to their retailer so that their smart meter upgrade can be handled appropriately. Retailers would then be responsible for providing this information to wholesalers who can manage these meter exchanges differently (e.g. by appointment).

It is proposed that pre-installation notices should not be issued more than six months in advance, as anything more would be too long from a customer perspective. To establish a smooth running and consistent communication process which is as accurate as possible, wholesalers should release planned 'batches' of smart meter upgrades on a regular basis.

Monthly batches for a rolling three-month period or quarterly batch for the quarter ahead would allow the retailer to issue the agreed communications to the customer.

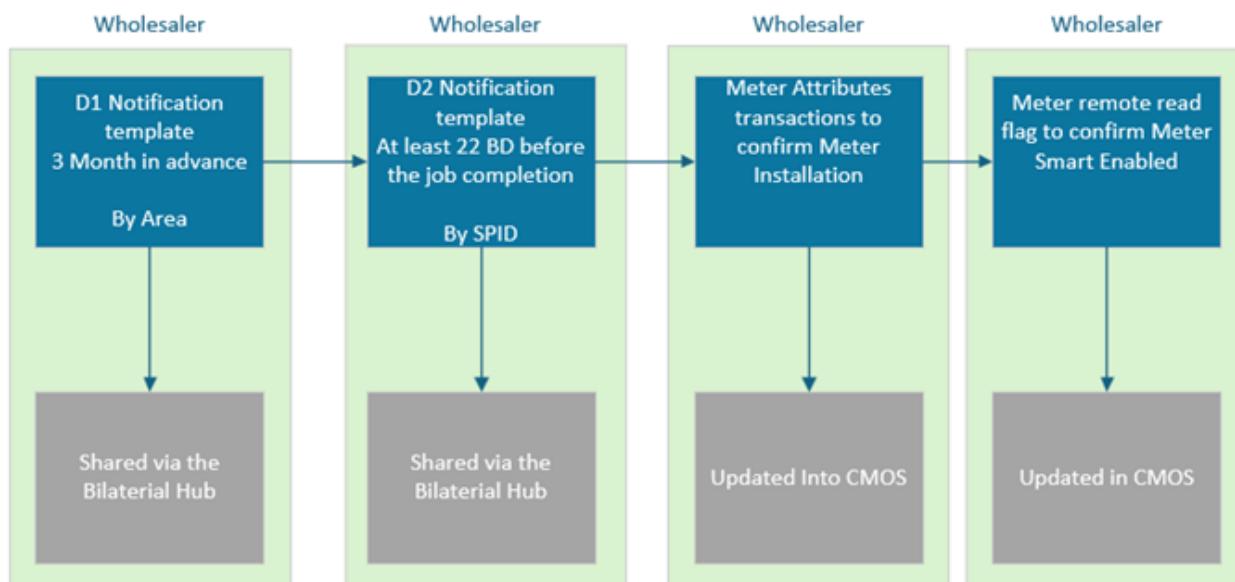
The RWG sub-group believes that the follow up confirmation of a planned meter installation one month in advance is appropriate, as specified in the codes. Although the code implicitly suggests that this notice will be given by retailers, the market consultation showed widespread agreement with the RWG sub-group's proposal that wholesalers should give this notice and go on to handle the installation process without the involvement of retailers. In the majority of cases, the involvement of retailers in the installation process will simply add cost and inefficiency, and the RWG sub-group has developed a proposal as to how we can enable wholesalers to handle this directly.

### Essential enabling steps: sharing meter installation plans

The Code requirements at present may not align perfectly with our proposal, but the group's view is that the codes themselves do not *prevent* us from moving towards following the preferred process. The greater challenges to delivering this plan are:

- That the market mechanism for wholesalers to share smart meter installations plans with retailers is being used inconsistently and lacks flexibility.
- That wholesalers do not have access to customer data to deliver the one month notice prior to installation.

The diagram below outlines the wholesaler obligations in the current market code to notify retailers of notification of capital works through to the final update in CMOS to confirm the meter is smart enabled.



An extract from the Market Code is provided below which outlines the process in more detail.

*Process D1 - Notification of capital works*

2.1.2 At least three (3) Months (SLA D1-1) in advance of commencement of the activities, but sooner if known, the Wholesaler shall notify the Retailer of all work that it intends to conduct on its Network and which may have a material impact on the Water Services and/or Sewerage Services that it provides or on the operations of the Retailer's Non Household Customers; together with information about the expected impact. At the same time, the Wholesaler shall

also notify affected Non-Household Customers, together with information about the expected impact. Such information shall include:

(a) high level indications of the planned work to the Wholesaler's Network including the nature of the work and the geographical area affected; and

(b) more detailed information about the programme of work, where available, including specific geographical areas by postcode outcode (i.e. the first three (3) or four (4) characters of the postcode), the nature of the work and the likely level of any impact on or disruption to Water Services and/or Sewerage Services.

2.1.7 In the case of a programme of meter installations or meter renewals, the Wholesaler shall notify the Retailer and any affected Non-Household Customers as set out in this process, and when sufficient information is known it shall follow up through Process D2.

*Process D2 – Short-term planned activities*

3.1.2 The Wholesaler shall notify and update the Retailer and affected Non-Household Customers of those activities, at least twenty-two (22) (SLA D2-1) Business Days in advance of commencing the work and shall keep the Retailer and those Non Household Customers updated as any information previously provided changes and as further information becomes available.

3.1.5 In the case of a programme of meter installations or meter renewals, advance notification shall be provided by submitting the Wholesaler Action Notification Template and may also include publication of any planned meter installation or replacement programme, identifying the SPIDs and meters which will be affected and the proposed dates for carrying out the programme, such notification to be kept updated as appropriate.

3.1.6 In the case of a programme of meter installations or meter renewals, the Retailer shall notify the Wholesaler by exception where it wishes a meter of a different model and/or in a different location to that proposed by the Wholesaler to be installed.

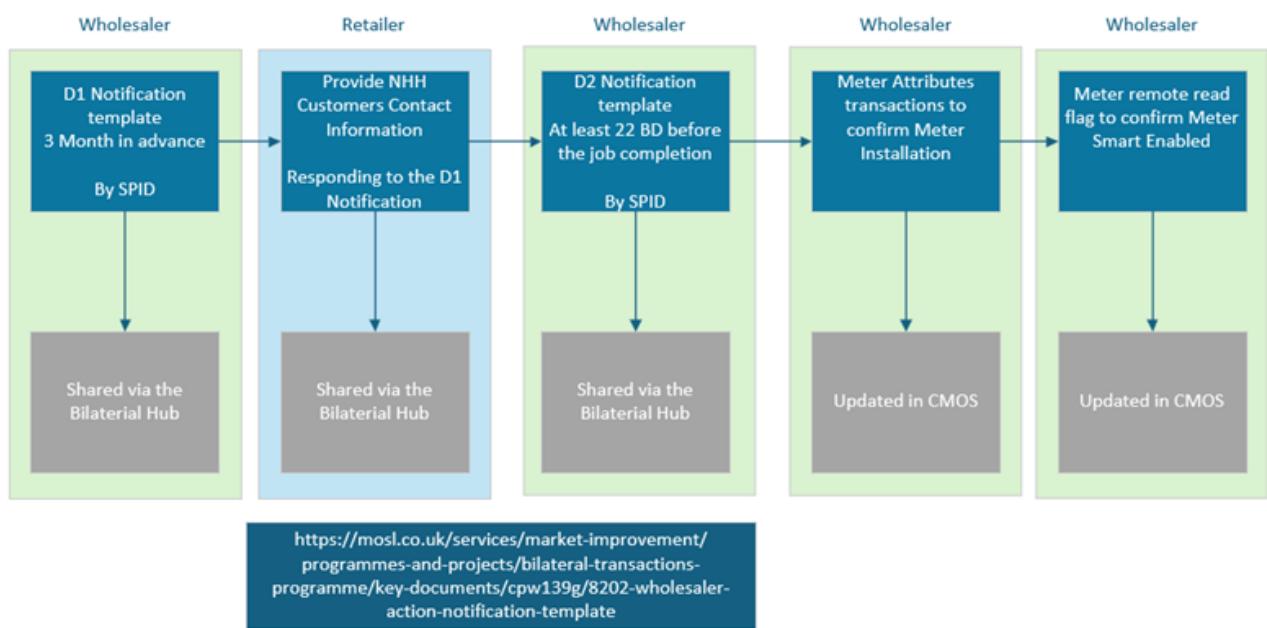
The RWG suggests that good practice is to notify the customer at least 3 months in advance of the commencement of activities. The "Happy Path", outlined above, recommends that this communication is completed as standard by the Retailer and therefore it is recommended that SPID detail is provided to the Retailer at an earlier stage of 4-6 months before installation is planned where possible.

The D1 process does not mandate the provision of SPID detail at this stage, however the D1 template does allow for this information to be provided. The RWG sub-group agrees that best practice is for the D1 notification to include SPID level detail quarterly, one quarter in advance, or monthly for a rolling three-month period. The provision of SPID detail would give retailers confidence about which customers they should provide a three-month notice to. It is recognised that not all trading parties are able to provide this level of detail now and it may take some time to align to this guidance.

In addition, to support the wholesalers to complete the installation process, there may be a further requirement for retailers to respond to the D1 action notification template with business retail customer contact details to enable wholesalers to make positive contact to initiate the installation process 22 business days in advance on the completion. Wholesalers should be clear as part of the D1 notification template whether this action is required. Customer data sharing agreements are covered at a later stage in this document.

With respect to the D2 notification, it is recommended that the D2 notification process is to be used to provide updates on changes to previously communicated schedules i.e. where a meter has been removed from the roll out programme for any reason or where the meter exchange is due to happen in a different month than initially communicated. This would purely be for information in case of need, as under our plan it is the wholesaler who will provide the customer with their second notice, confirming the installation will go ahead around 1 month before the intended date,

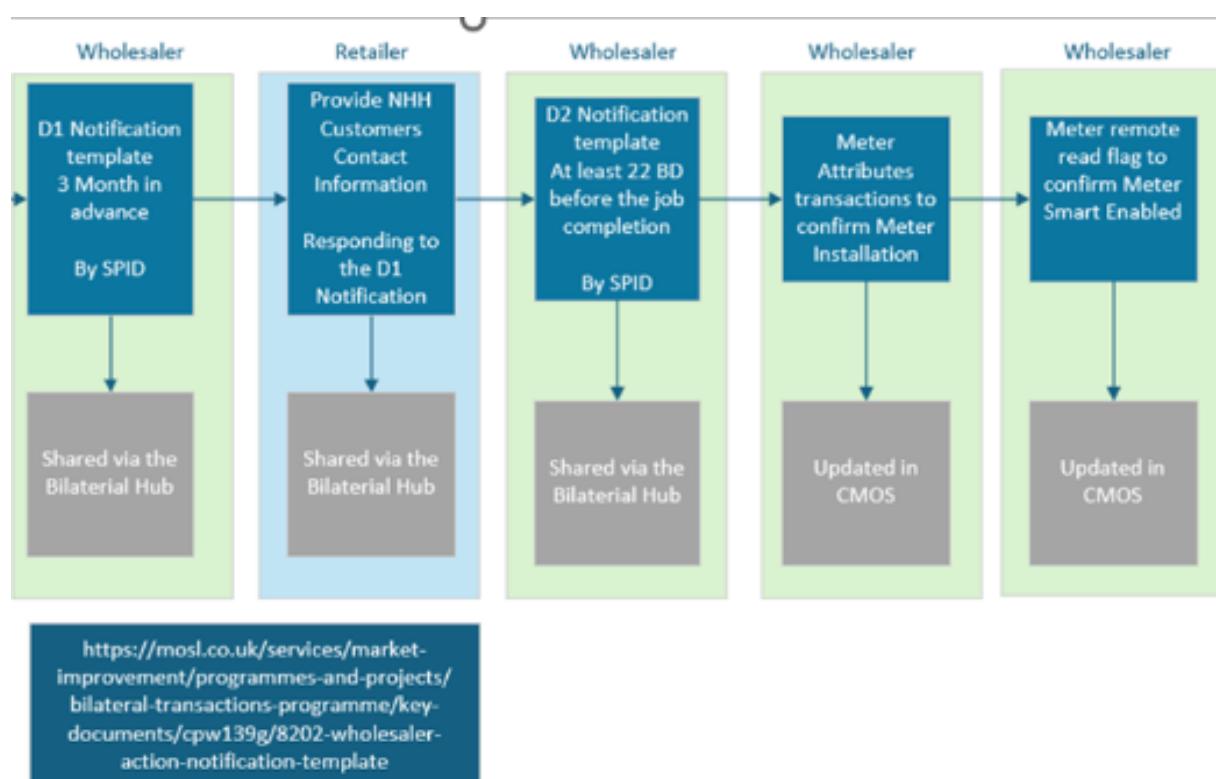
The below diagram outlines the updated data sharing journey which include the recommendations in the good practice guide.



Trading parties report that the D1 and D2 processes are somewhat inflexible and a better process for sharing smart meter installation plans is needed to improve operational handling of the roll out. The RWG is considering the potential for MOSL's Smart Meter Implementation dashboard as an option for sharing the appropriate information between trading parties to facilitate the customer communications.

For this to be successful wholesalers are asked to complete the AREA or SPID based templates provided on their MOSL SharePoint areas under TPUploads/NMS2\_SmartMeterPlans for the AMP ahead and share these with MOSL. It is appreciated that AMP or year-based plans will change so there is an option to upload revised dates as plans become more confirmed closer to the implementation start date.

Furthermore, MOSL will use the planned implementation dates provided by wholesalers to create a more detailed SPID level dashboard which will be available to authorised trading parties for the SPIDs they are responsible for behind a logon on MyMOSL. The intention of this dashboard is to aid collaboration between wholesalers and retailers at the SPID level.



Should this be successful, a further review of the Market Code should be conducted to establish the requirement for the D1 process for Smart Installations.

## Essential enabling steps: customer data sharing

For wholesalers to be able to handle smart meter installations from a purely operational point of view, they may need access to customer contact information. This has been a contentious issue for the group to consider, because some believe there is no reason data cannot be shared under current market arrangements. However, there are sensitivities around sharing data because some retailers have invested significantly in improving their data as a competitive differentiator. There are also concerns around GDPR and data privacy.

The group has reached a necessary compromise solution, which is to recommend that all trading parties enter into data sharing agreements specifically for the purpose of managing smart meter installations. These agreements would give comfort that the data will only be used for the purposes agreed and destroyed after it has been used. Data would have to be shared bilaterally at least in the short term, as a central mechanism for sharing this data is not yet in place. The group further recommends that data sharing for the purposes of facilitating the smart meter roll out should be done without levying charges for access to the data.

A [standard template](#) is provided as an addition to this document to support trading parties in entering these agreements in a timely manner.

Retailers may need to review their customer terms and conditions and/or relevant policies to enable data to be shared under data sharing agreements.

## 7. Physical handout at the point of installation

As one of the key communication challenges faced by wholesalers and retailers is making the customer aware of the installation and the water market there is an important opportunity that should be utilised with a physical handout at the time the premises is visited for a smart meter to be installed. The RWG group has considered the appropriate level of standardisation for this and agreed that wholesalers and retailers should look to align the content of the handout (i.e. wording and details) while retaining freedom on branding (i.e. look and feel). The template will align with and signpost to the national communication hub. The group is minded to discourage adding any further content out of a desire to signal to customers that the smart meter roll out is a national effort to address national challenges. It is recognised, however, that wholesalers may wish to take advantage of the visit to alert customers to other important issues (e.g. water quality or wastewater services).

The industry consultation confirmed that the vast majority of wholesalers and retailers supported the need for a physical “leave behind” notice following every meter installation. As a minimum this should be in the format of a physical card/letter left on site. However, wholesalers in addition can also send out this information in alternative formats should they have the functionality to do so.

The cards/letters can be branded to identify each wholesale company and includes the templated information as specified in the template. This can also include key additional operational information to help support customers after the installation has taken place. Examples of this are discolouration advice, or how to contact a wholesaler if they do experience any water supply issues immediately after the meter work.

Wholesalers need to be aware that the card is for the purpose of the end customer so should be easy to read and understand. The installer must complete this without using jargon and/or company abbreviations.

In particular, the meter location field must be fully completed and contain simple customer language and/or a small diagram if appropriate to show the customer where their new meter has been installed. Ensuring that the customer is fully aware of where this is if they need to find this themselves. This can include the use of '[what3words](#)' as additional guidance where appropriate.

The RWG are aware that some wholesalers may already have a version of leave behind cards that have been printed and produced ready for use. We do not want to encourage waste of valuable resources, therefore suggesting that a sensible approach is to request that amendments are made to align with the good practice template when these are next produced by each wholesaler, to work towards industry alignment in this area.

We recognise that wholesalers will not be able to fully align to the template until the national information hub is live. In the meantime, it is recommended that wholesalers seek to align their handouts to the template and prepare to include a link to the national hub by amending any handout to include appropriate space for inclusion of a QR code and any other information recommended as part of the template in the appendix.

## 8. Confirmation of meter commissioning & services available

The final essential communication to customers is a confirmation that their smart meter is operational, together with an explanation of the services now available. The national metering strategy already recommends that retailers are responsible for doing this, and to provide a 'minimum service level' that includes offering three services:

1. The provision of daily consumption data to customers
2. High usage alerts to customers, and
3. Continuous flow alerts to customers.

or

4. The retailer may allow the Wholesaler to contact the customer/premises directly to offer the above services.

The strategy also recommends that all retailers should confirm to MOSL whether or not they are offering the above services. The RWG group believes that full transparency will be needed around which retailers are committed to providing the minimum recommended

services and which are not, so that wholesalers have clarity about where they can take action. In addition, customers should be able to ascertain where they can access these minimum services.

It is important to be clear that retailers can only deliver these services once smart meters are successfully commissioned, and the data is accessible to retailers. There is a clear dependency here on the development of the centralised data solution ([Smart Meter Read Hub](#)) for smart meter readings. The Smart Meter Read Hub is currently being taken forward by the [Metering Committee](#) with delivery partners appointed. In the interim, trading parties should collaborate in the interests of the customer whilst recognising the constraints that may inhibit trading parties from delivering the minimum service levels as described in the national metering strategy.

It should be noted there could be quite a significant gap between a smart meter being installed by a wholesaler and a customer receiving a confirmation from their retailer that their meter is operational. This scenario will be considered as an exception to the happy path.

The market consultation on the RWG's proposed plan for effective customer communication during the roll out of smart meters revealed strong support for the plan we have articulated, but concerns were raised about its deliverability in a few key areas.

Several retailers have raised concerns over how they will be funded to deliver the 'minimum service level' outlined in the [Strategic Panel's national metering strategy](#).

Most retailer respondents to the RWG sub-group's consultation have indicated that they want to deliver the minimum services, but several also indicated this will require funding which is not currently allowed for in the default price cap under the terms of the REC (Retail Exit Code). Ofwat have launched a [review of the REC review](#) with a consultation currently open until September 2025. This provides an opportunity for the market to formally table this matter and provide evidence to Ofwat. The RWG sub-group has engaged with Ofwat about the opportunity to include smart metering services costs in the scope of the upcoming REC review, and Ofwat has encouraged trading parties to engage with this consultation process.

## 9. Exception handling and follow up work

The RWG group has identified a series of common exceptions to the 'happy path' that will benefit from some guidance around the best way to handle such scenarios.

The most common exception scenarios reported so far are "poorly informed customers" and "unhappy customers" (e.g. smart meter resisters). The group agrees that the solution to these scenarios lies in delivering our core objective of a well-managed series of communications – and ensuring as many customers as possible can then follow our 'happy path'.

Some exception scenarios will need special handling. The exception scenarios have been grouped according to the manner in which they would be handled, as follows:

Exception group	Exceptions scenarios covered
<b>Critical water users</b>	<ul style="list-style-type: none"> <li>Business Retail Sensitive customers</li> <li>Customers with commercial sensitivity to disruption</li> </ul>
<b>Customers with smart loggers</b>	<ul style="list-style-type: none"> <li>Customers with retailer provided loggers</li> <li>Customers with loggers not previously known about</li> </ul>
<b>Multi-site customers</b>	<ul style="list-style-type: none"> <li>Multi-sites served by a single retailer</li> <li>Multi-sites served by multiple retailers</li> </ul>
<b>Hard to access meters (covering prevention and response to aborted installs)</b>	<ul style="list-style-type: none"> <li>Internal meters</li> <li>Vacant sites</li> <li>Meters in unsafe locations</li> <li>Long unread/lost meters</li> </ul>
<b>Delayed operability</b>	<ul style="list-style-type: none"> <li>Planned gap between installation and commissioning</li> <li>Challenges with successful commissioning</li> </ul>

The RWG group intends to provide guidance on handling these exceptions in a planned update to the good practice guide later in 2025-26.

Further to this list of exceptions, this group intends to share some additional guidance as to the standardised communications that should be included on trading party websites in advance of the launch of a potential National Information Hub.

## Appendices:

## Appendix A - Proposed handout template

RWG Standard Template - Customer Information Post Smart Meter Informations

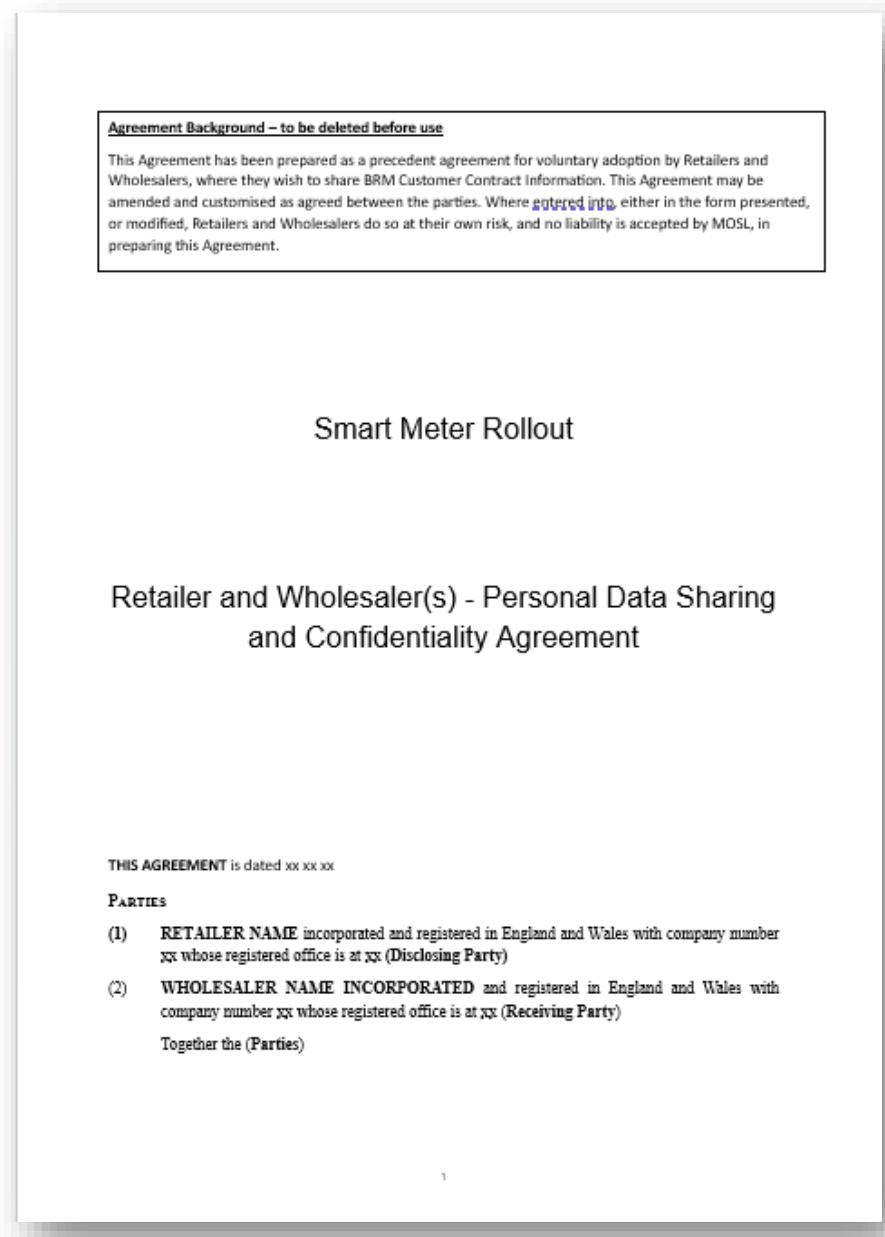
<b>INFORMATION ON YOUR NEWLY UPGRADED METER</b>		<b>WHOLESALER LOGO</b>
<p>We've been working on water pipes that service your premises today to upgrade your water meter. Scan the QR code for more information</p>		<b>QR Code</b>
<p><b>Reference Number</b> (This reference number relates to the work we have done today and may not be recognised by your retailer).</p> <p> </p> <p> </p>		
<p><b>Meter Location</b></p> <p> </p> <p> </p>		
<p><b>Upgraded Meter Details</b></p>		
<p><b>Serial Number:</b></p>		
<p><b>Size:</b></p>		
<p><b>Previous Meter Details</b></p>		
<p><b>Serial Number:</b></p>		<b>Size:</b>
<p><b>Final Reading:</b></p>		<b>Final Reading Date:</b>
<p><b>Logger present?</b></p>	Yes	<p><b>Location of removed logger:</b></p>
	No	
<p><b>Logger removed?</b></p>	Yes	
	No	
<p>If you have any supply issues, please contact us on XXXXXXXXXXXXXXX</p>		
<p>We will notify your retailer of the change within 5 business days</p>		

## Appendix B - Standardised terminology

Item	Definition
<b>Traditional meter (visual read) meter</b>	A water meter that needs to be visited to take a visual reading and cannot be read remotely
<b>Automatic Meter Reading (AMR) meter</b>	Data is captured from a water meter using 'walk-by' or 'drive-by' methods, with an electronic interface (transfer) unit near the meter (typically up to 10m)
<b>Advanced Metering Infrastructure (AMI) meter</b>	A meter installation is classed as 'SmartAMI' (Advanced Meter Infrastructure) where meter read data is captured from a meter using a fixed network radio infrastructure (communication Tower). The radio infrastructure can be either a private or public network, such as cellular communications
<b>Upgraded meter</b>	A meter and/or equipment, which has been installed in preparation for it to connect to a fixed network radio infrastructure once available, which will subsequently convert the meter to an AMI
<b>Smart enabled meter</b>	An AMI meter which has connected to a fixed network radio infrastructure and is transmitting meter reads through the fixed network
<b>Natural persons guidance</b>	A guide created by MOSL to help determine sole traders for GDPR to enable daily/hourly reads to be available

## Appendix C – Retailer to wholesaler data sharing agreement

A copy of the [Smart Meter Rollout retailer to wholesaler data sharing agreement](#) can be found on the MOSL website in the RWG area.



**RWG**