



# Meter Accuracy Test Policy

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# 1. Objective

**1.1** This document details SES Water's, policy guidelines to water retailers when requesting a meter accuracy test.

# 2. Procedure

**2.1** When a customer requests a meter accuracy test, the water retailer must have exhausted all other avenues through investigation for high consumption first. It is very rare that meters fail and when they do, they normally under record, not over record. Water retailers should 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 (both internally and externally).

**2.2** If the customer still believes they require a meter accuracy test, when submitting their meter accuracy test request, they should do so via their water retailer and supply the evidence listed below:

2.2.1 A plumbers report confirming no leak, either internally or externally

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

**2.3** SES Water will review the request and based on the evidence supplied. Two outcomes are possible;

2.3.1 meter accuracy test request accepted

2.3.2 the request is declined through insufficient data.

# 3. Service Provider

**3.1** SES Water uses an independent third party called Water Research Centre 'WRC' ([www.wrcgroup.com](http://www.wrcgroup.com)) to conduct meter accuracy tests. The meter will, on removal by SES Water, be sent directly to WRC.

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

# 4. SES Water's Charges Scheme

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

**4.2** If the water retailer believes a water meter is not registering accurately, they must notify the SES Water as soon as

reasonably practicable, in accordance with the wholesale-retail code part 3: Operational terms.

**4.3** If requested by the water retailer, SES Water will arrange to undertake a meter accuracy test in accordance with The Water (Meter) Regulations 1988 (<https://www.legislation.gov.uk/uksi/1988/1048/contents/made> ), and confirm the test results to the water 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 SES Water to the water 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 SES Water the appropriate charge for the meter accuracy. In addition, the water 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.