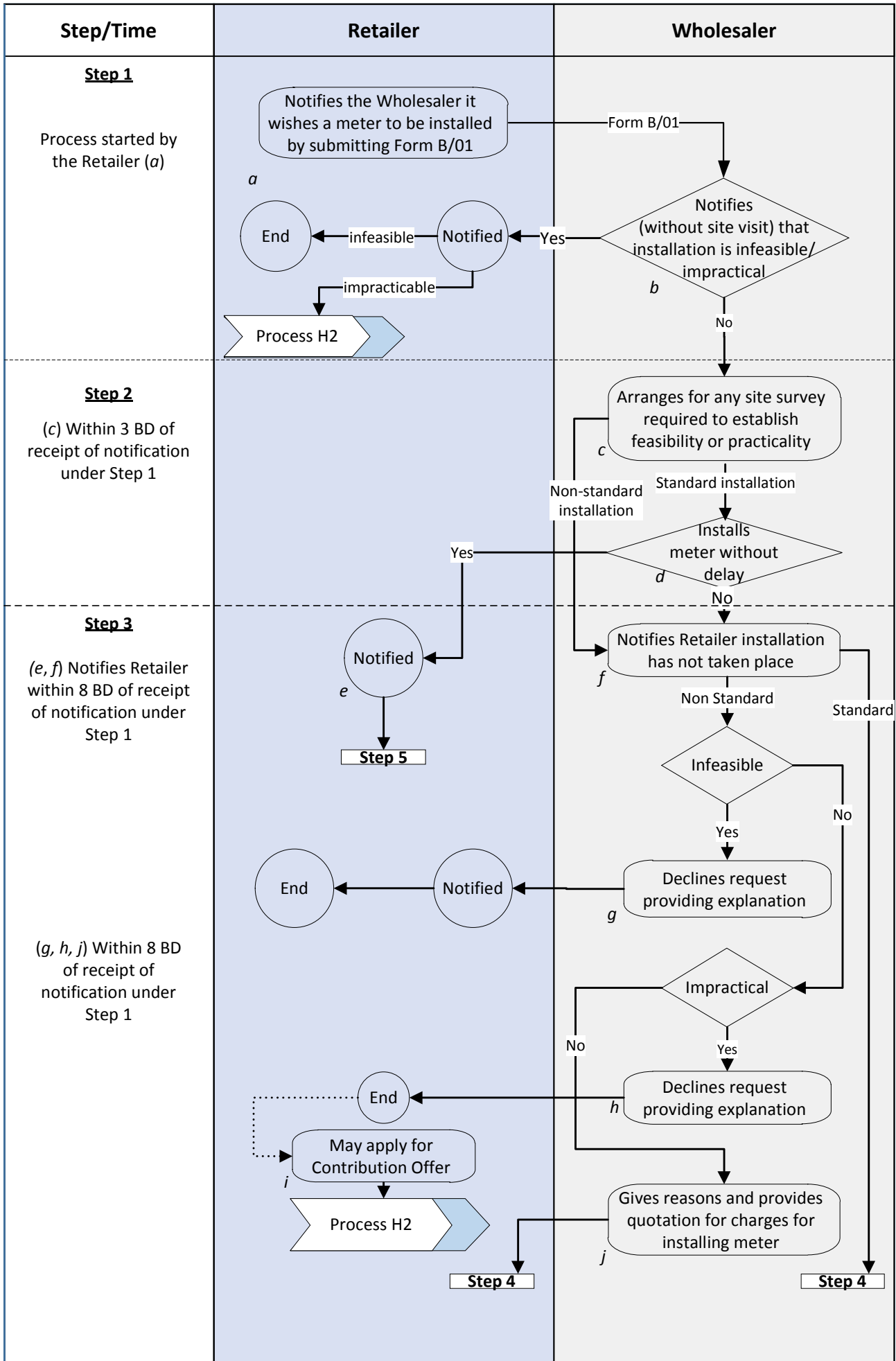




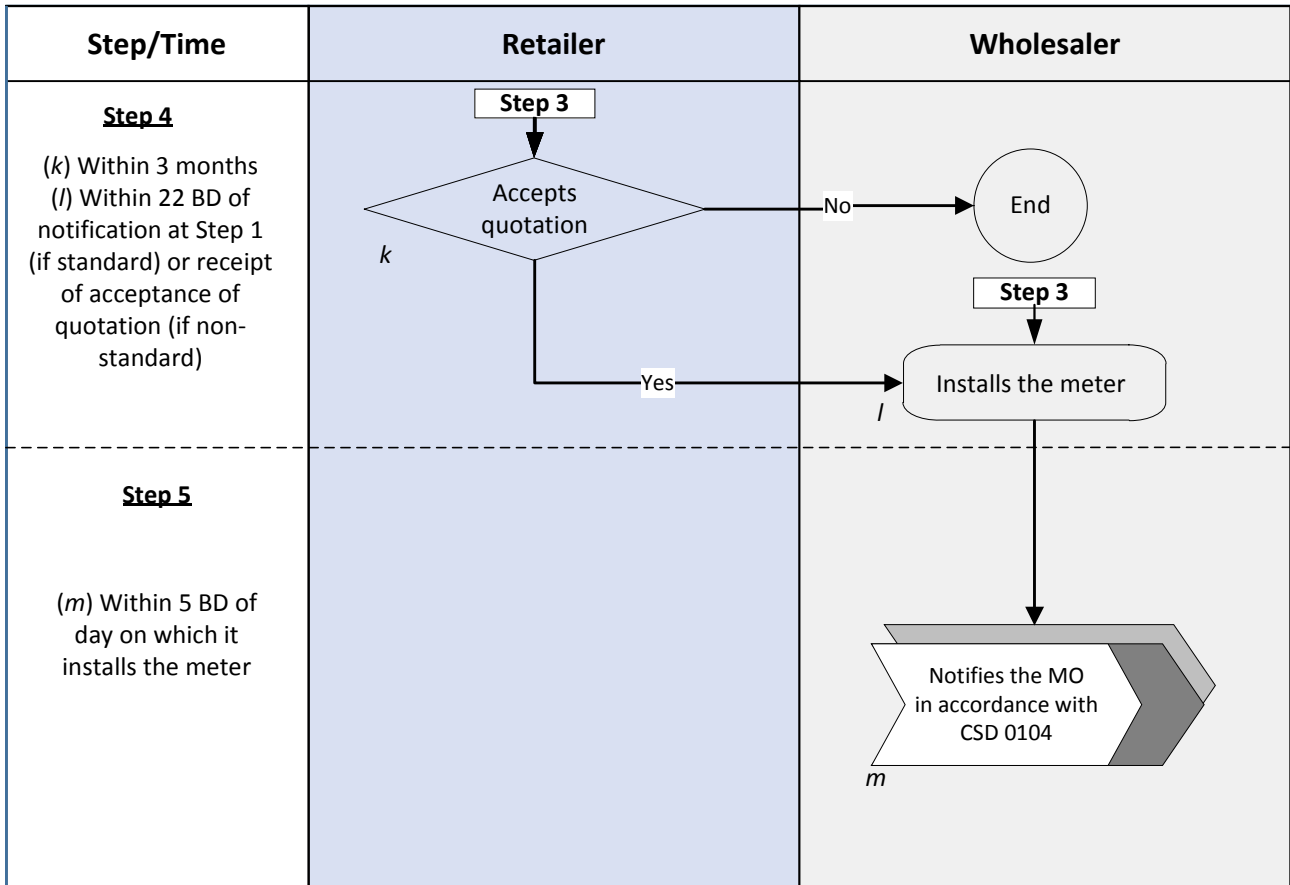
Operational Terms: Annex B - Process diagrams for part B (Metering)

September 2015

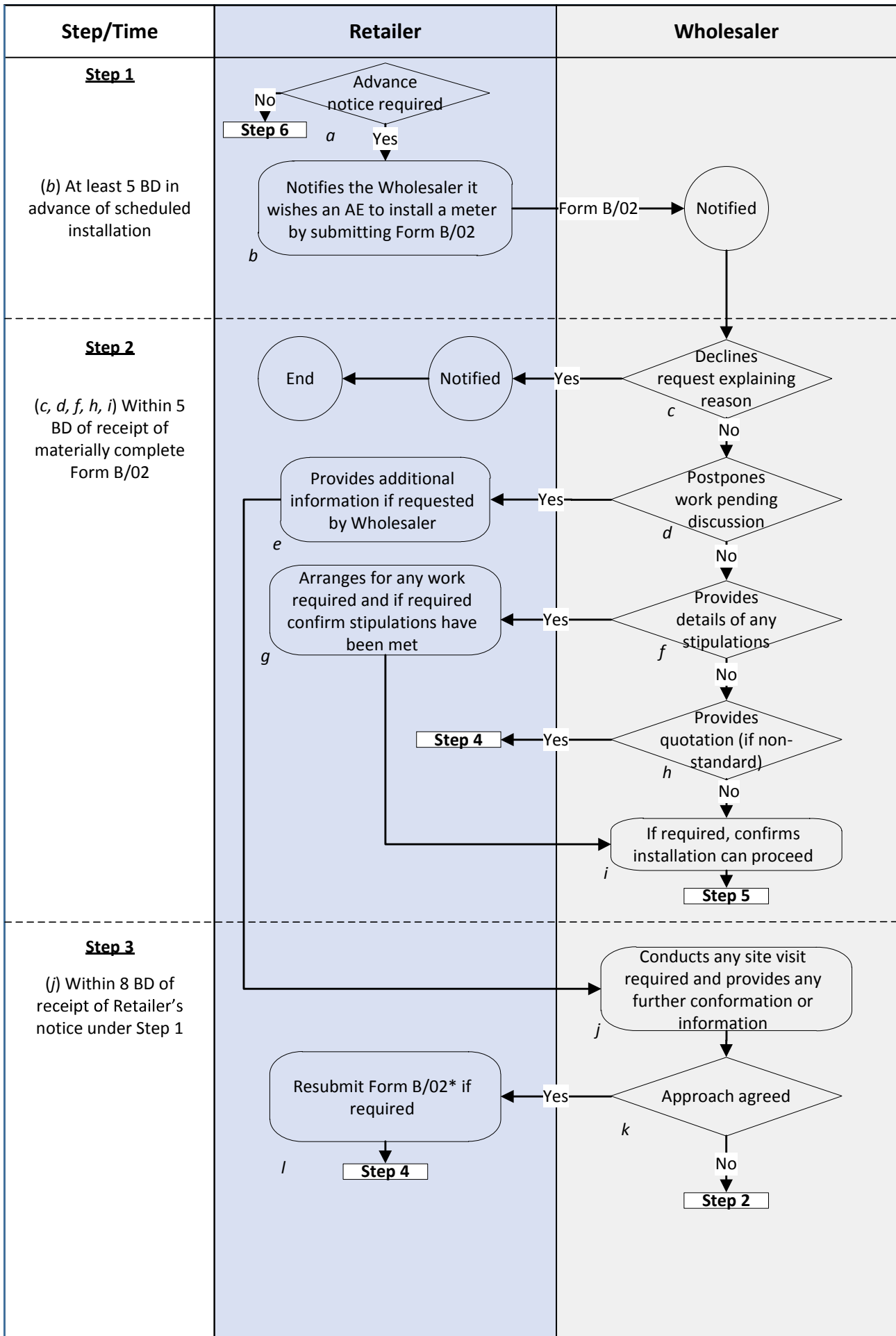
Process B1 – Installation of a meter performed by the Wholesaler [Steps 1 to 3]



Process B1 – Installation of a meter performed by the Wholesaler [Steps 4 and 5]

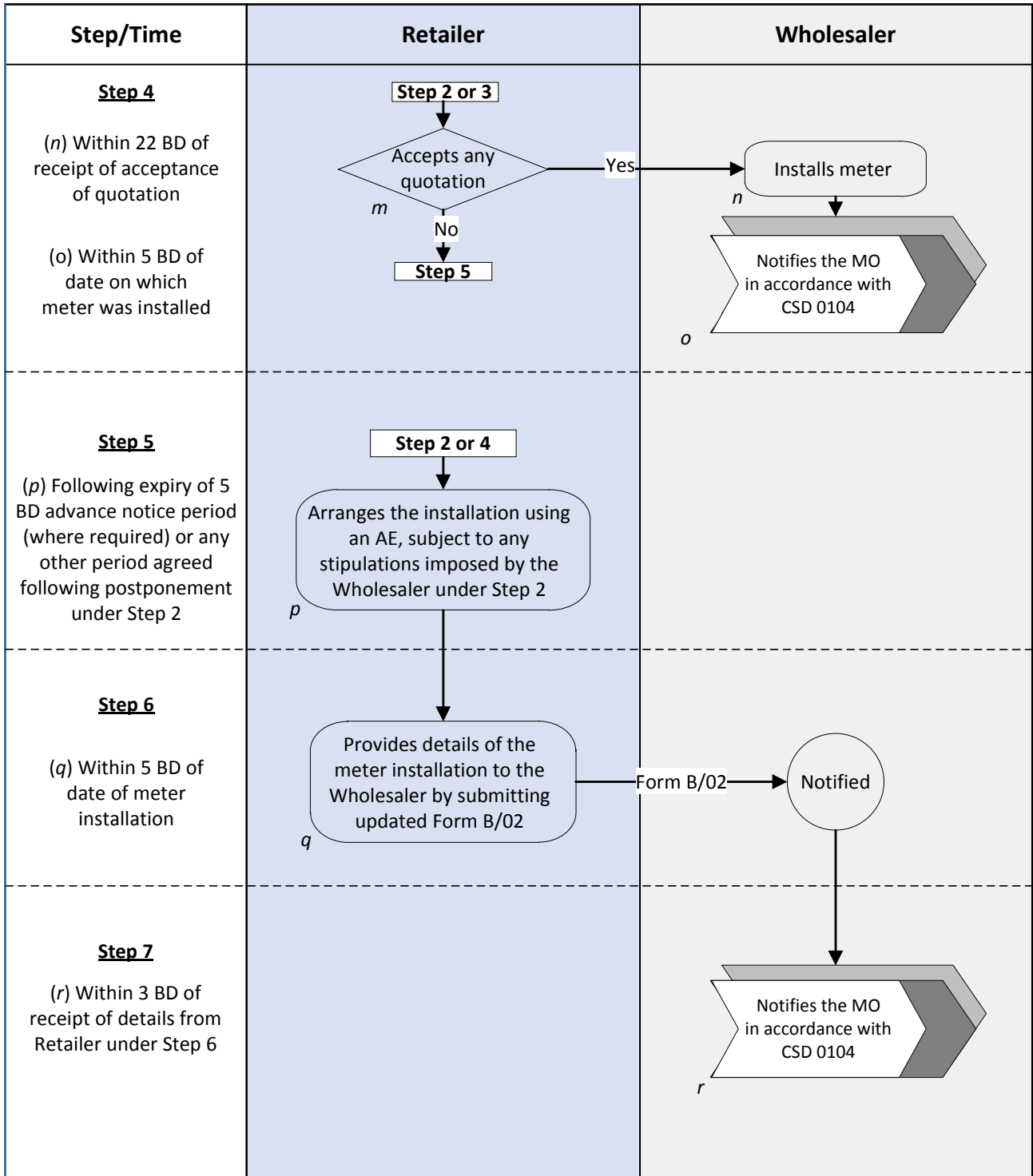


Process B2 – Installation of a meter performed by an Accredited Entity [Steps 1 to 3]

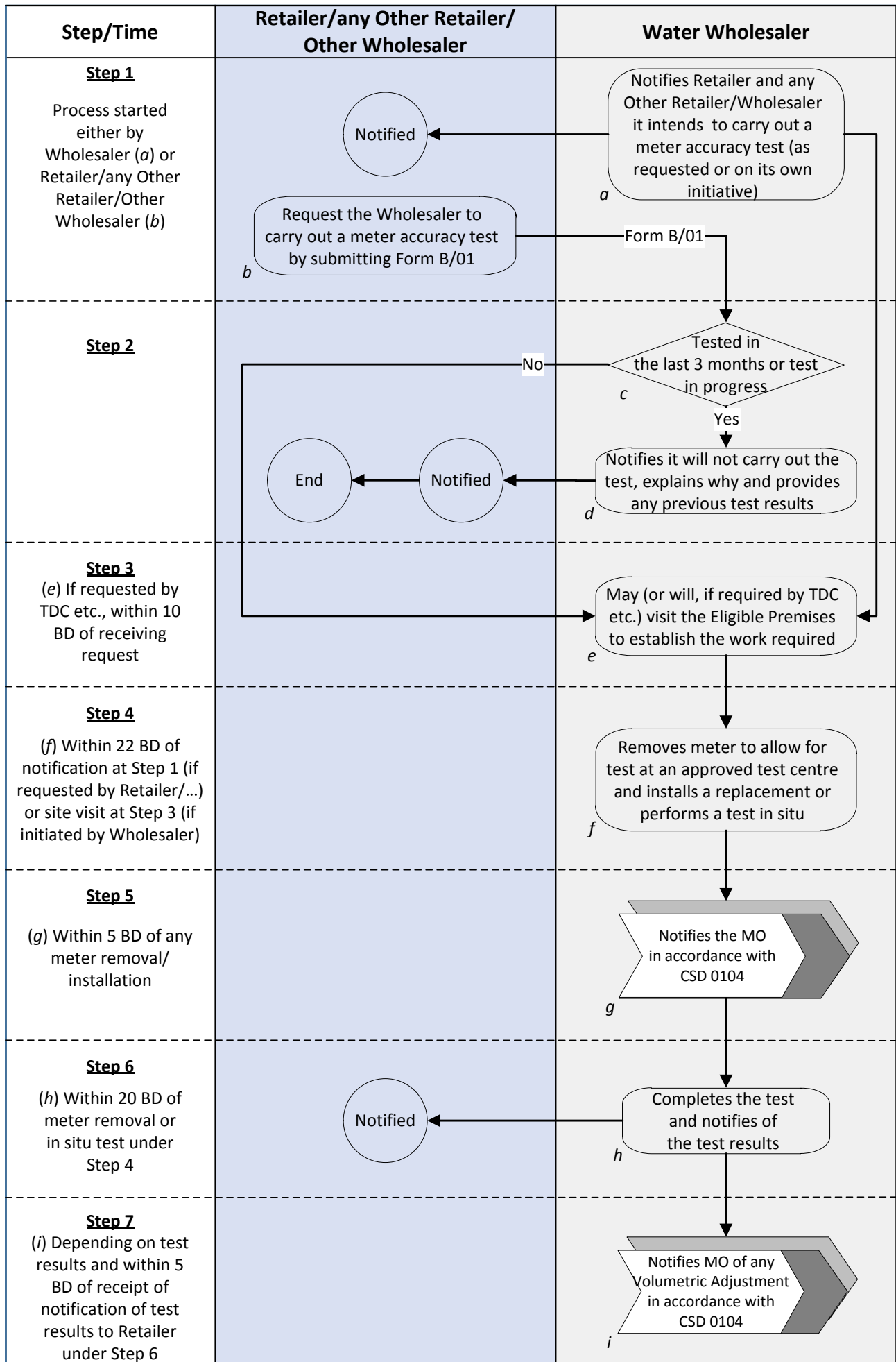


*If the updated Form B/02 contains a material change, Step 1 of this process shall be repeated.

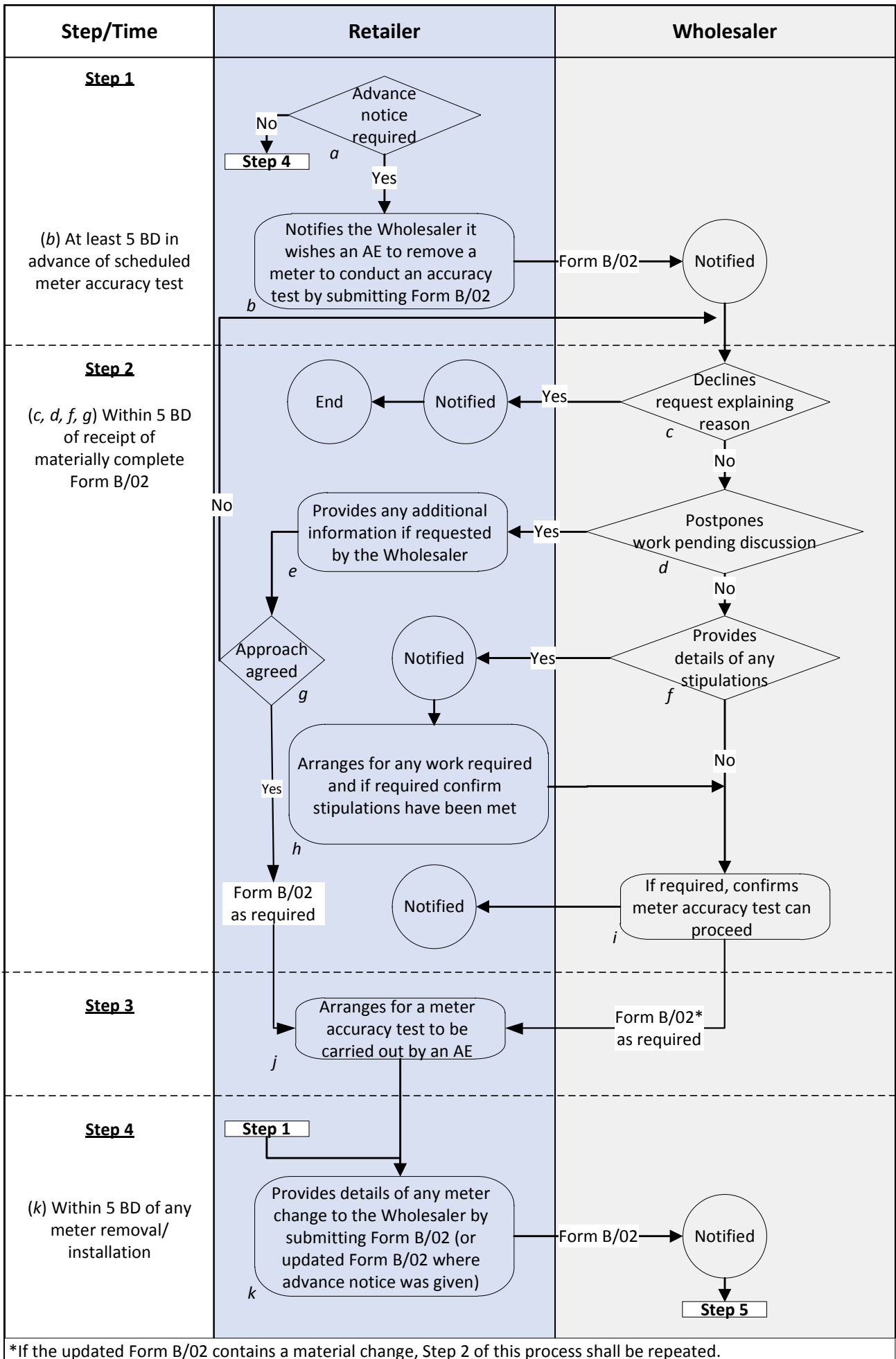
Process B2 – Installation of a meter performed by an Accredited Entity [Steps 4 to 7]



Process B3 – Meter accuracy test performed by the Wholesaler

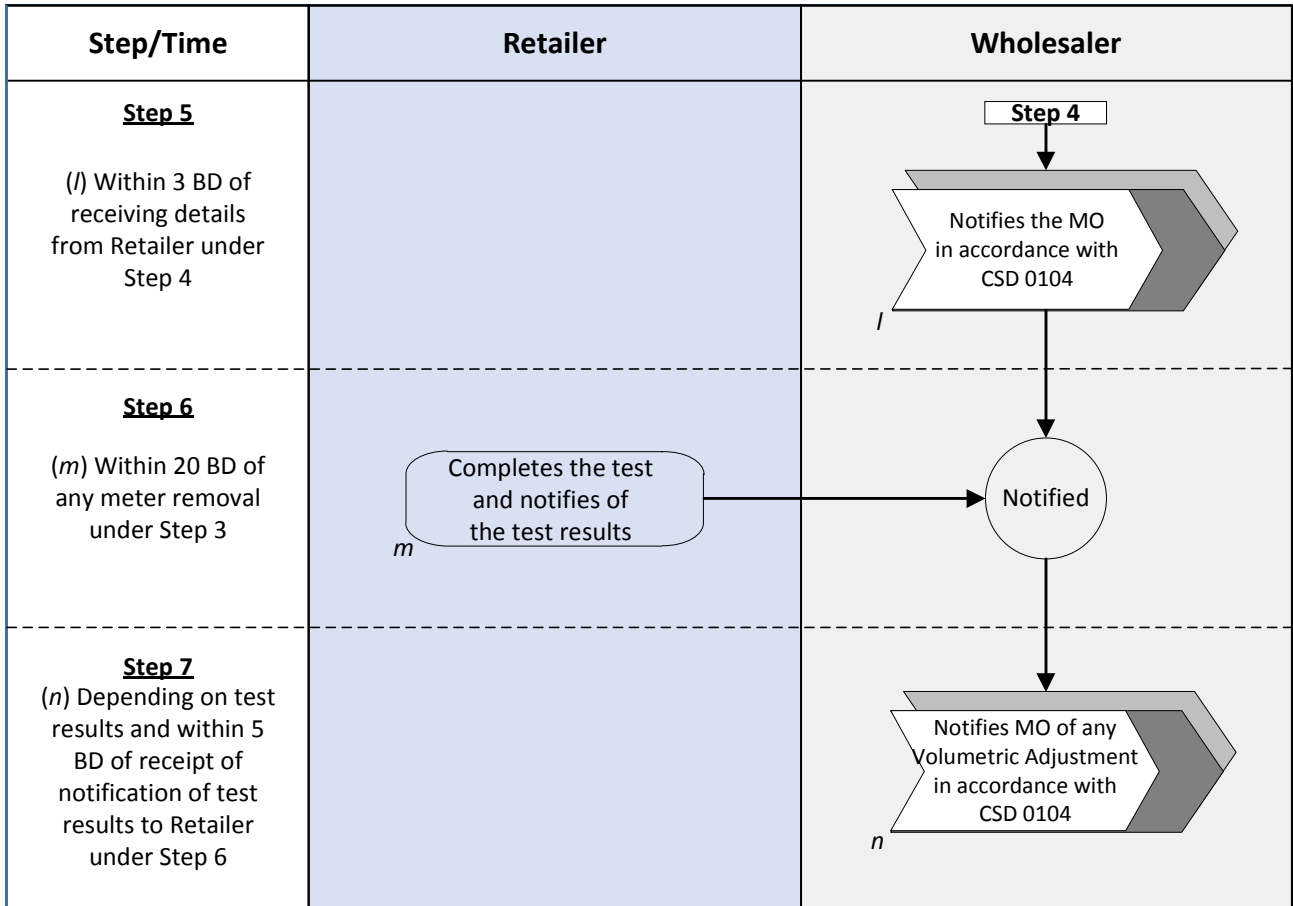


Process B4 – Meter accuracy test performed by an Accredited Entity [Steps 1 to 4]

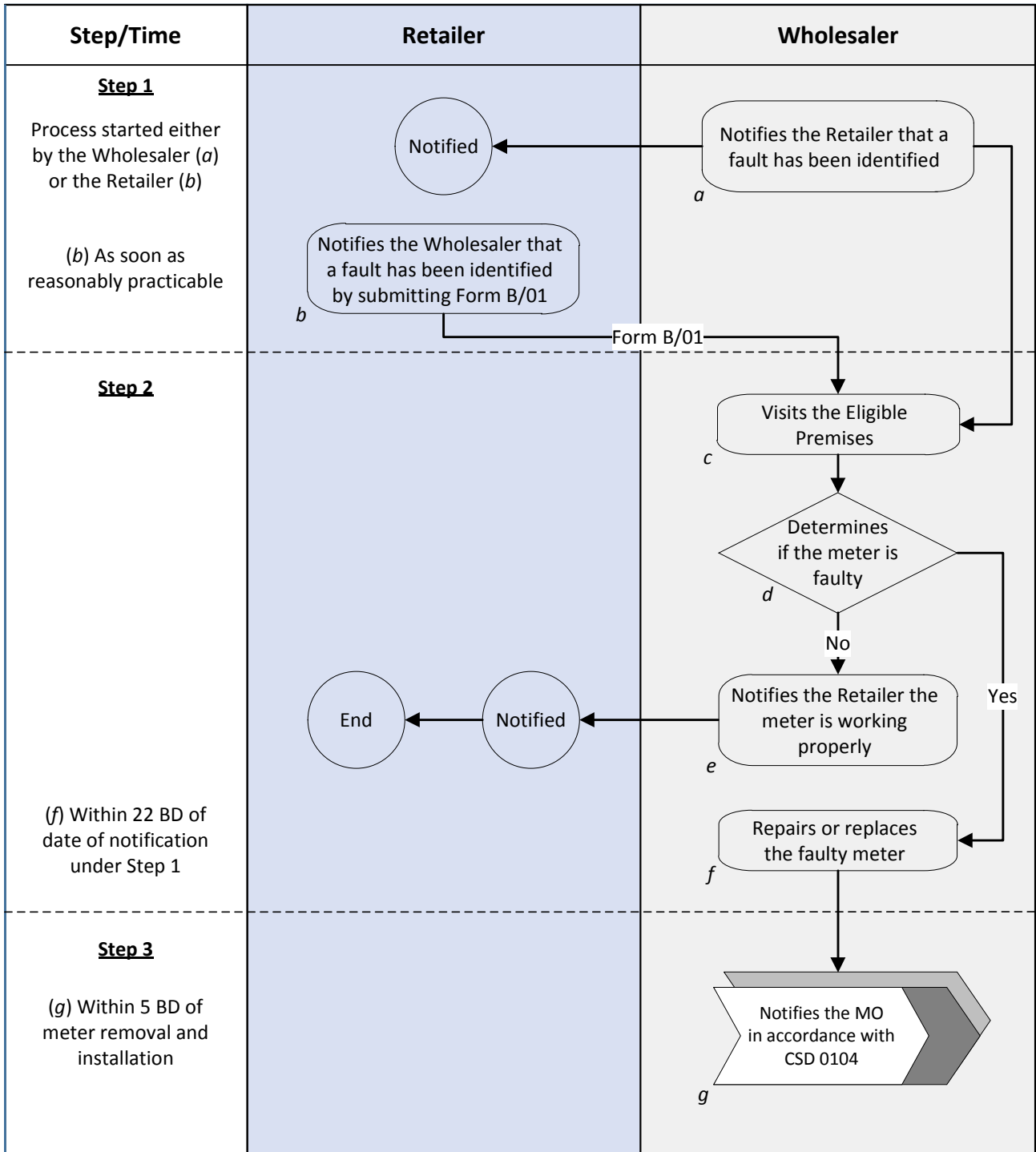


*If the updated Form B/02 contains a material change, Step 2 of this process shall be repeated.

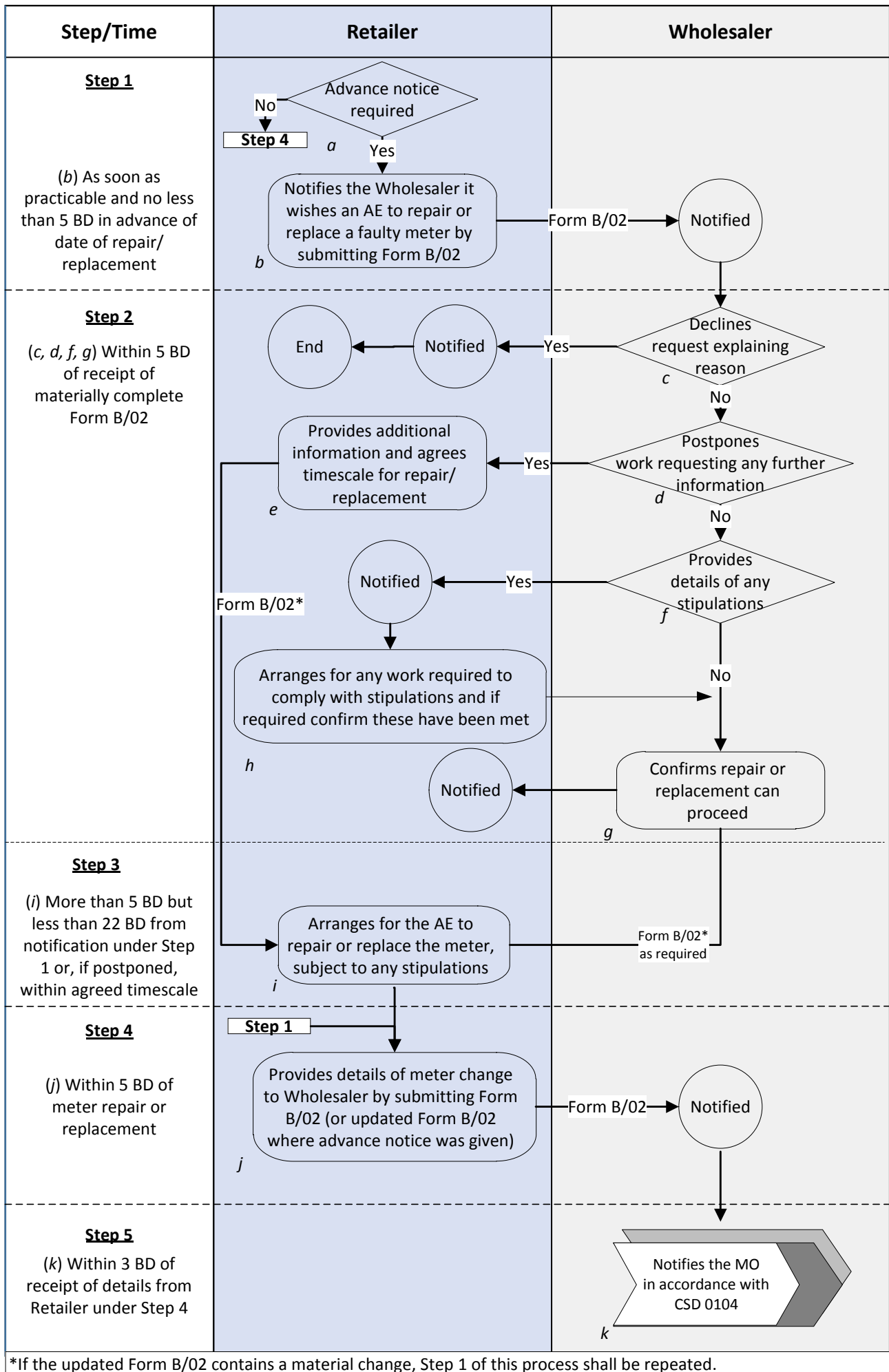
Process B4 – Meter accuracy test performed by an Accredited Entity [Steps 5 to 7]



Process B5 – Repair or replacement of a faulty meter performed by the Wholesaler

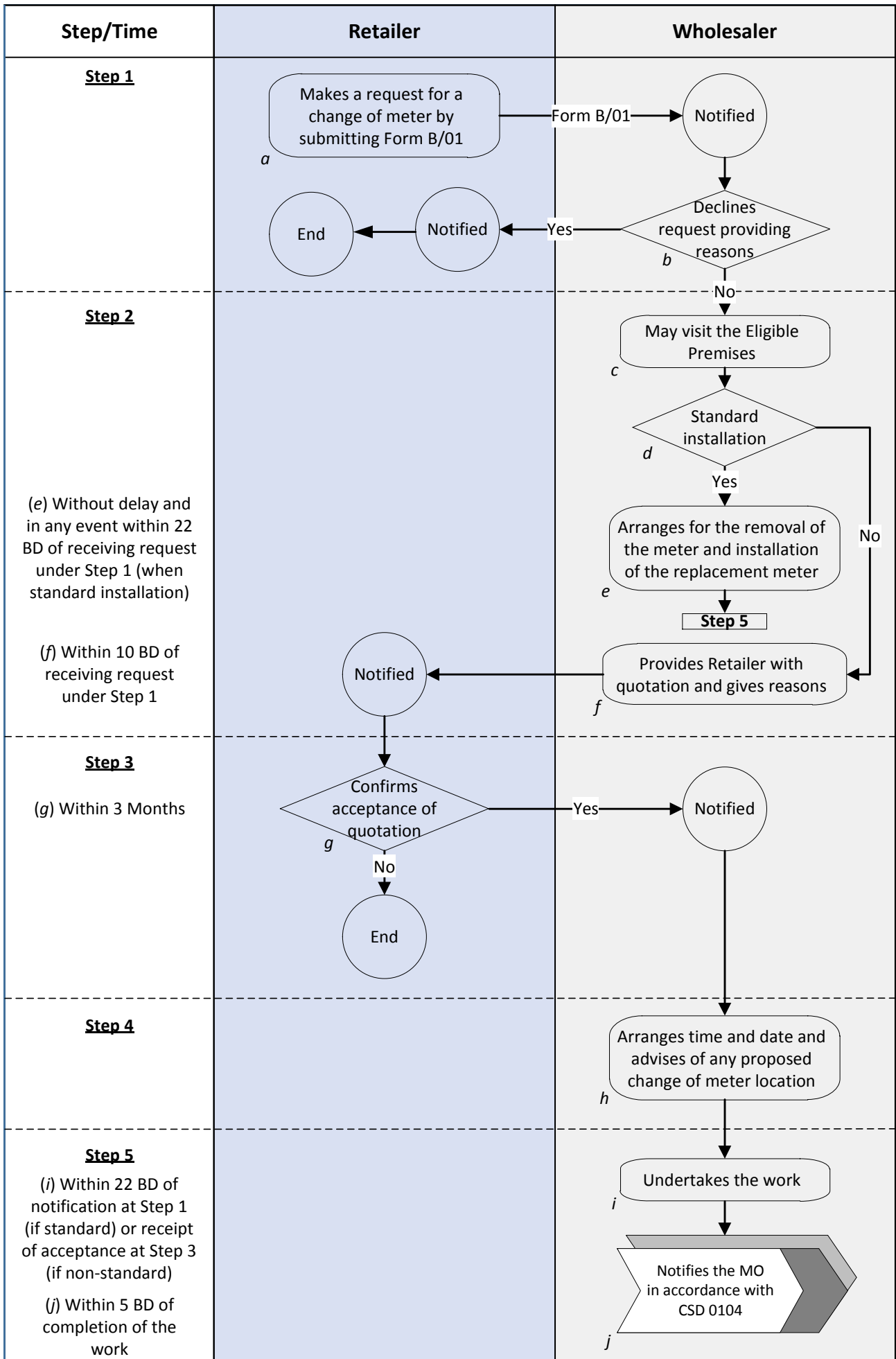


Process B6 – Repair or replacement of a faulty meter performed by an Accredited Entity

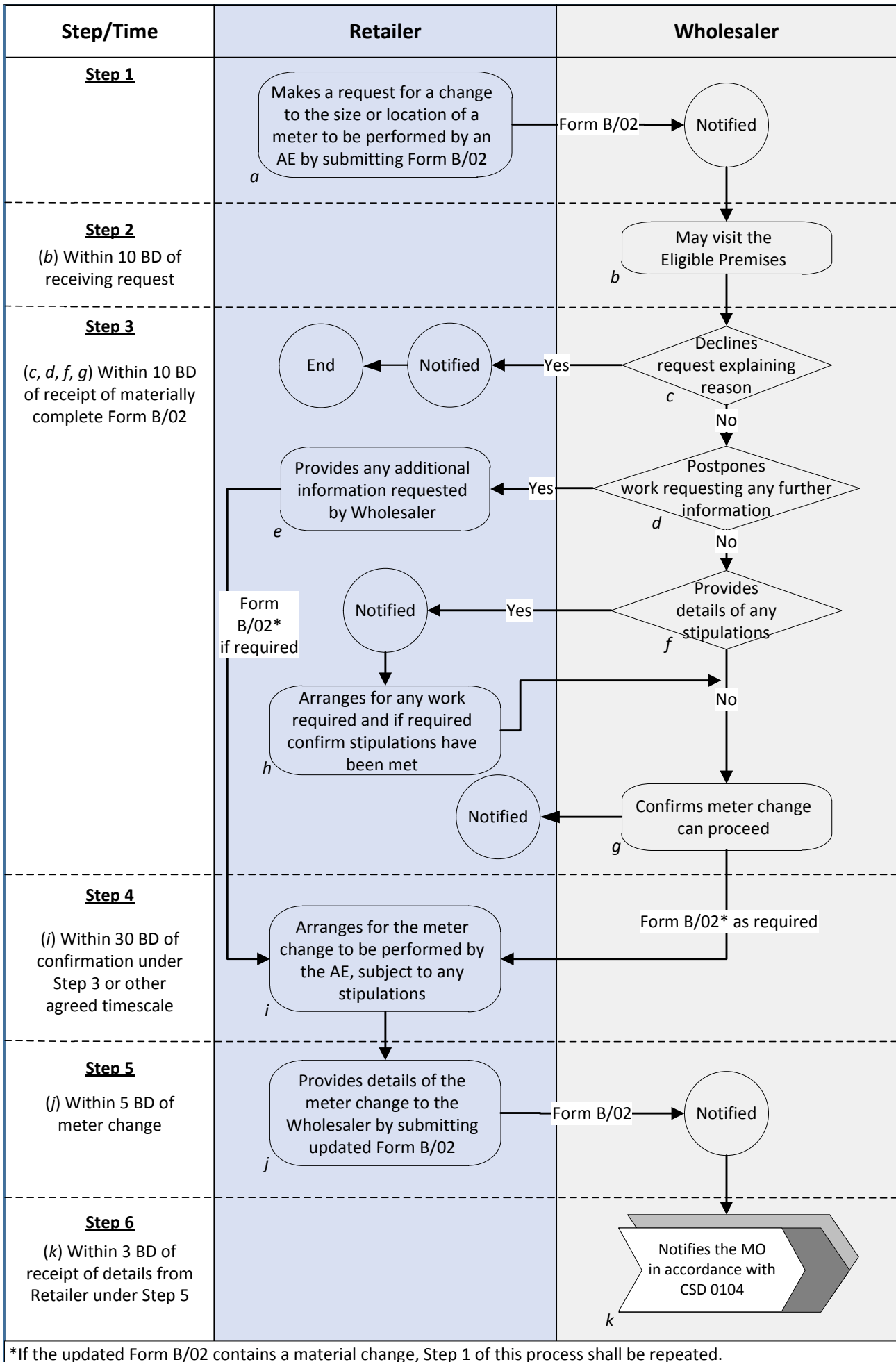


*If the updated Form B/02 contains a material change, Step 1 of this process shall be repeated.

Process B7 – Retailer requested change to size, model or location of meter performed by the Wholesaler

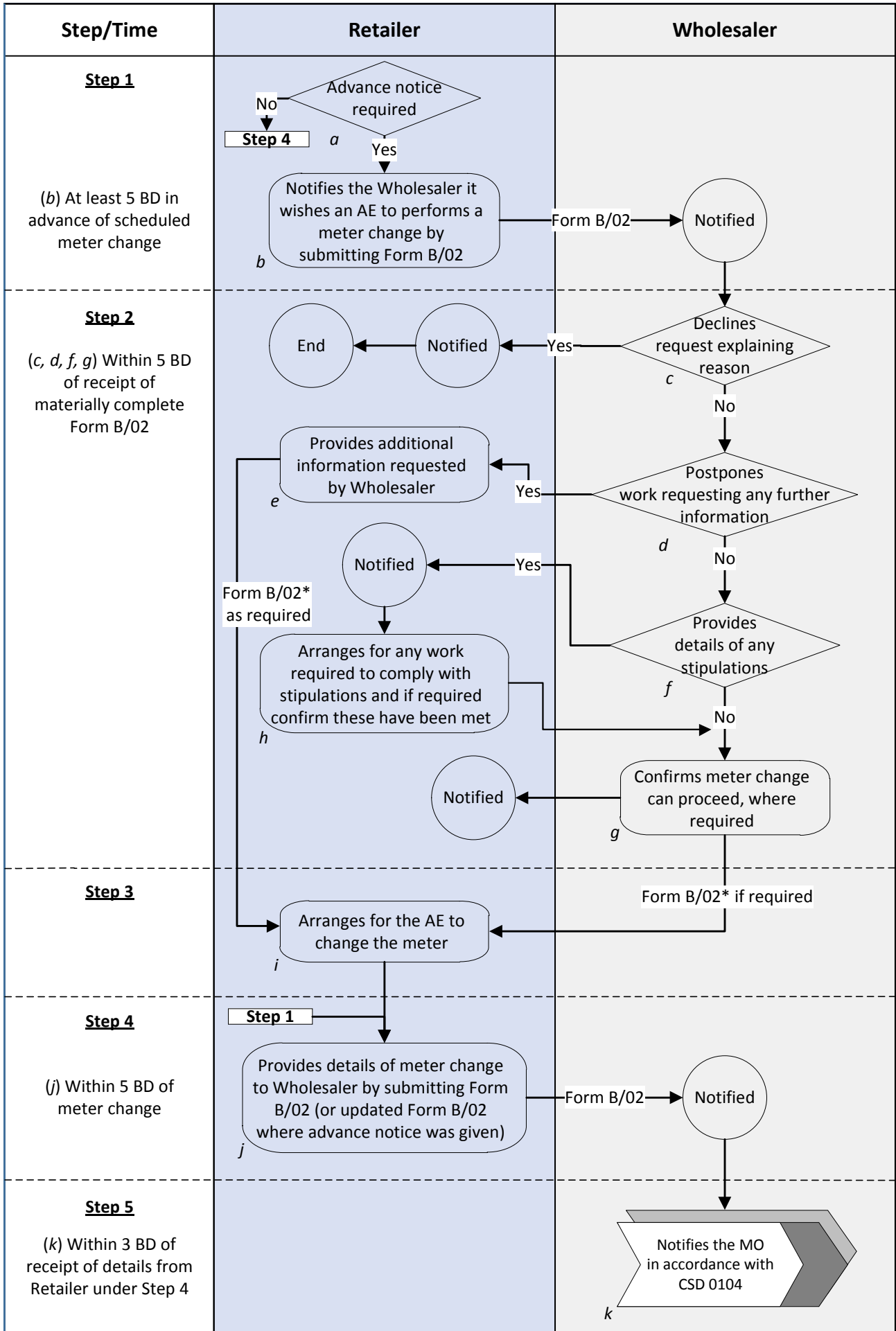


Process B8 – Retailer requested change to size or location of the meter performed by an Accredited Entity



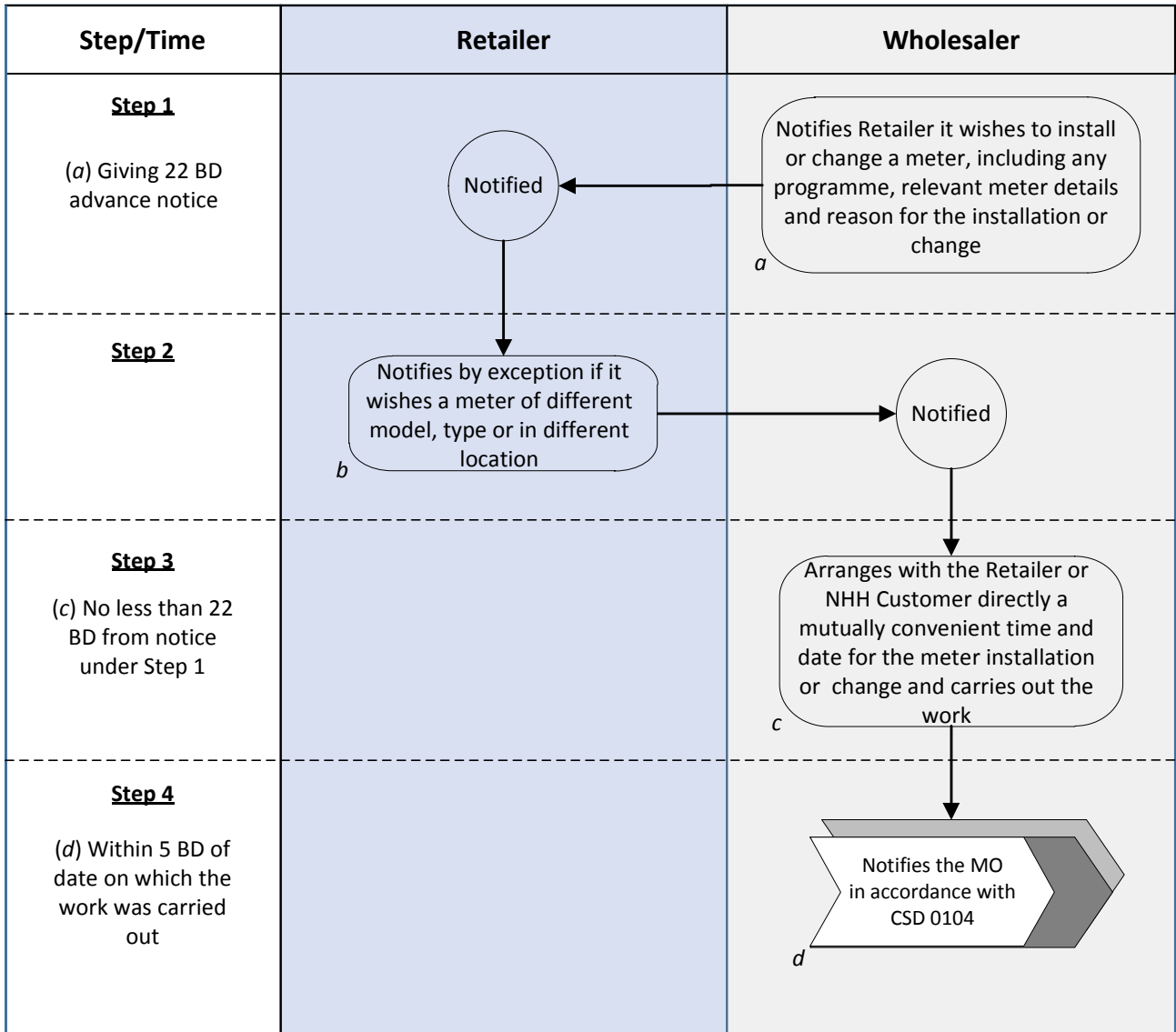
*If the updated Form B/02 contains a material change, Step 1 of this process shall be repeated.

Process B9 – Retailer requested change of meter performed by an Accredited Entity (other than a replacement following a fault or a change to the size or location of the meter)

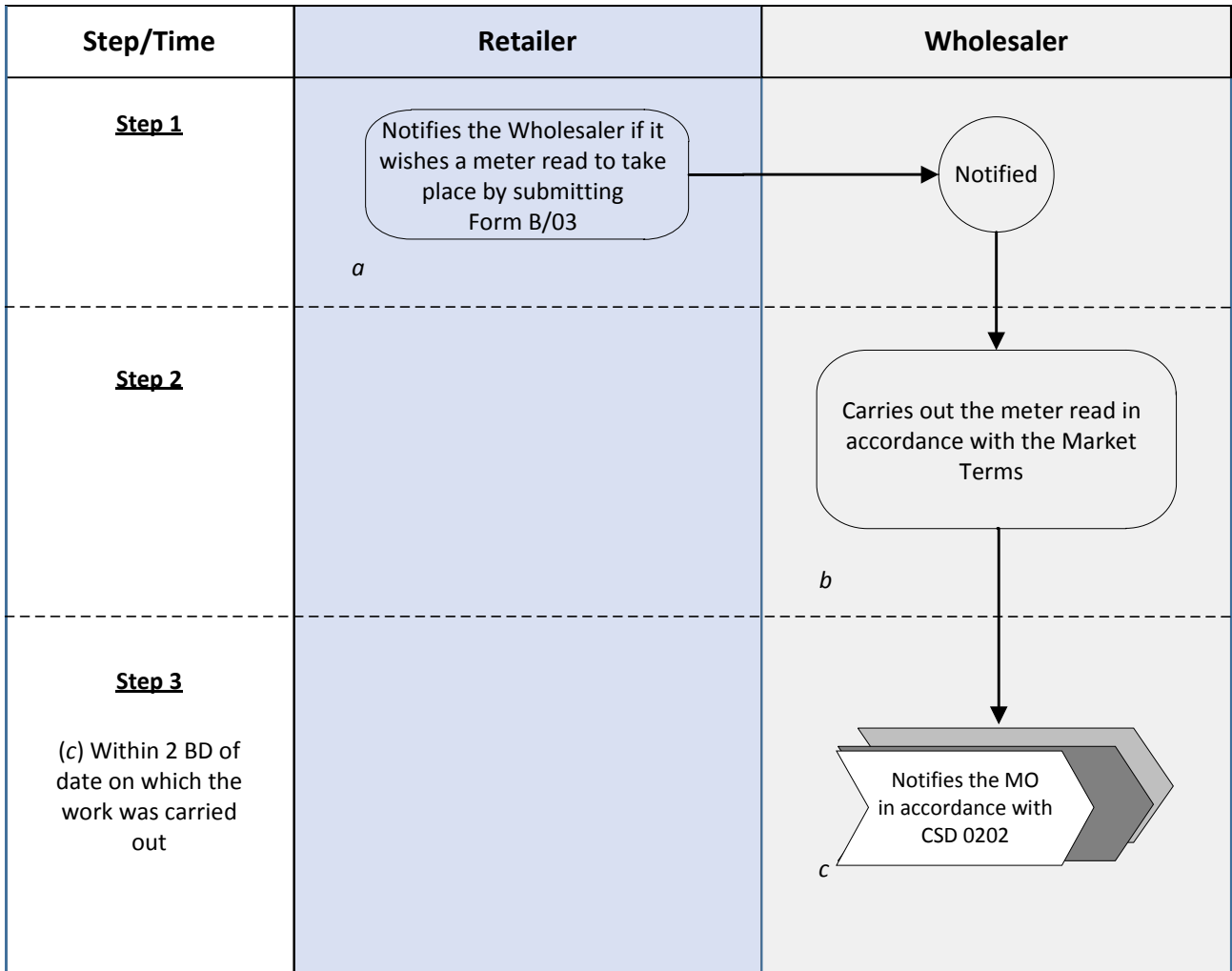


*If the updated Form B/02 contains a material change, Step 1 of this process shall be repeated.

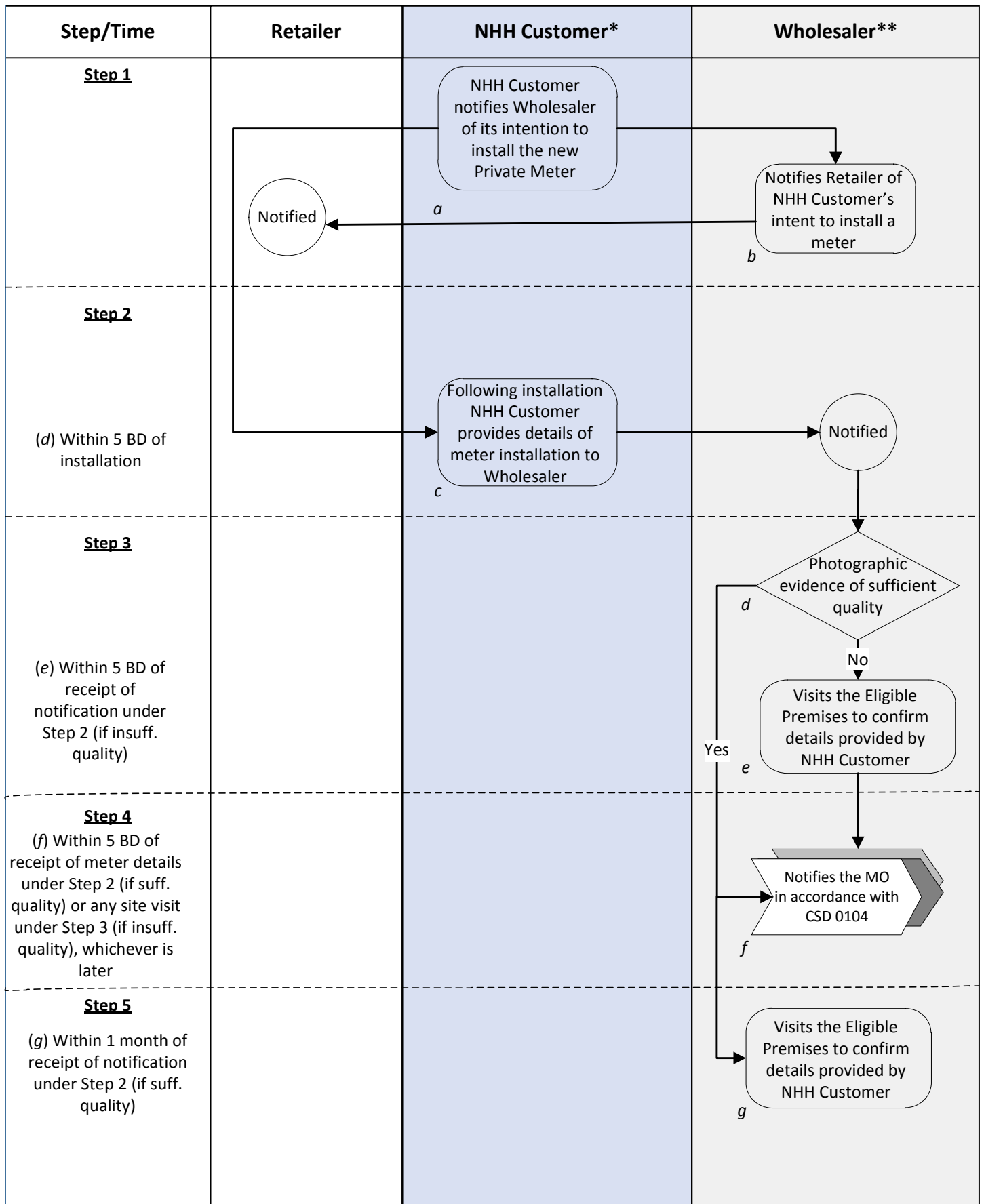
Process B10 – Wholesaler requested installation or change of meter performed by the Wholesaler (other than a replacement following a fault)



Process B11 – Retailer request for Wholesaler to carry out Meter Read for a Non-Market Meter pending Transfer or allocation of a Supply Point



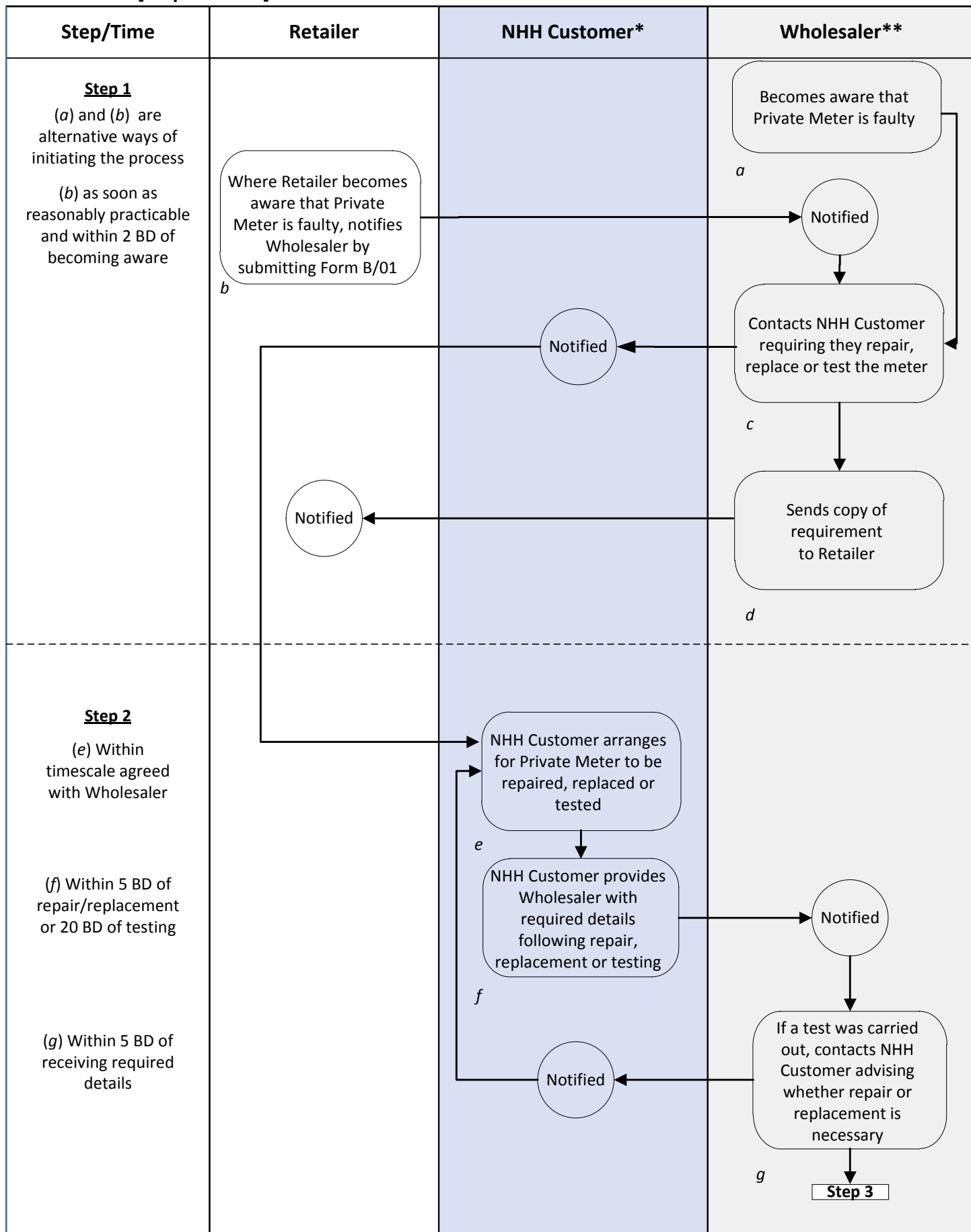
Process B12 – Installing Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services



* Throughout Processes B12-B14, the Wholesaler shall be responsible for procuring that the Non-Household Customer provides the relevant information or carries out the activities required by these processes.

** Throughout Processes B12-B14, the Wholesaler shall copy any written communications to the Non-Household Customer to the Retailer.

Process B13 – Testing, repairing and replacing Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services [Steps 1 and 2]



* Throughout Processes B12-B14, the Wholesaler shall be responsible for procuring that the Non-Household Customer provides the relevant information or carries out the activities required by these processes.

** Throughout Processes B12-B14, the Wholesaler shall copy any written communications to the Non-Household Customer to the Retailer.

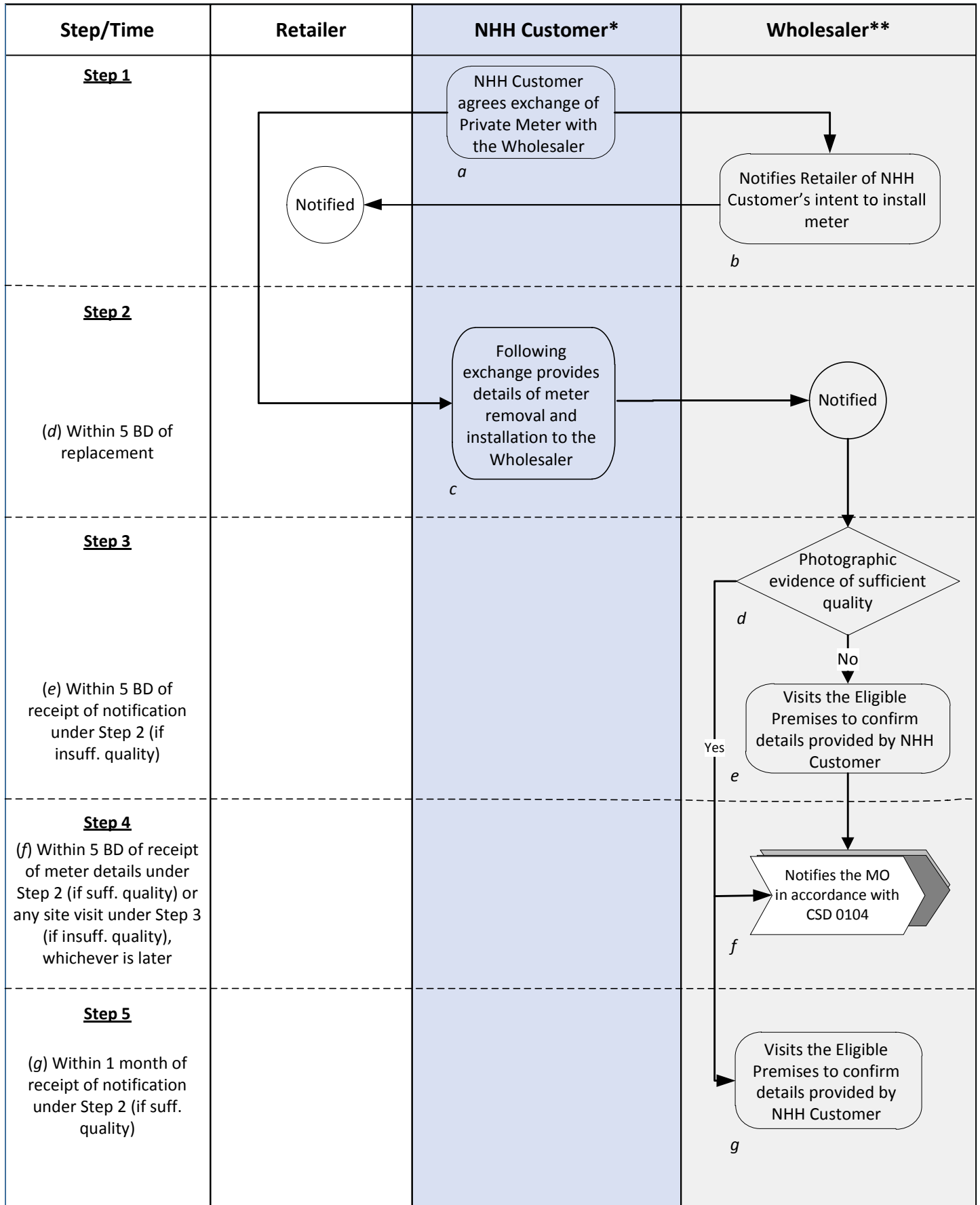
Process B13 – Testing, repairing and replacing Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services [Steps 3 to 5]

Step/Time	Retailer	NHH Customer*	Wholesaler**
<p>Step 3</p> <p>(i) Within 5 BD of receipt of notification under Step 2 (if insuff. quality)</p>			<p>Step 2</p> <p>Photographic evidence of sufficient quality</p> <p>No</p> <p>Visits the Eligible Premises to confirm details provided by NHH Customer</p> <p>Yes</p>
<p>Step 4</p> <p>(j) Within 5 BD of receipt of meter details under Step 2 (if suff. quality) or any site visit under Step 3 (if insuff. quality), whichever is later</p>			<p>Notifies the MO in accordance with CSD 0104</p>
<p>Step 5</p> <p>(k) Within 1 month of receipt of notification under Step 2 (if suff. quality)</p>			<p>Visits the Eligible Premises to confirm details provided by NHH Customer</p>

* Throughout Processes B12-B14, the Wholesaler shall be responsible for procuring that the Non-Household Customer provides the relevant information or carries out the activities required by these processes.

** Throughout Processes B12-B14, the Wholesaler shall copy any written communications to the Non-Household Customer to the Retailer.

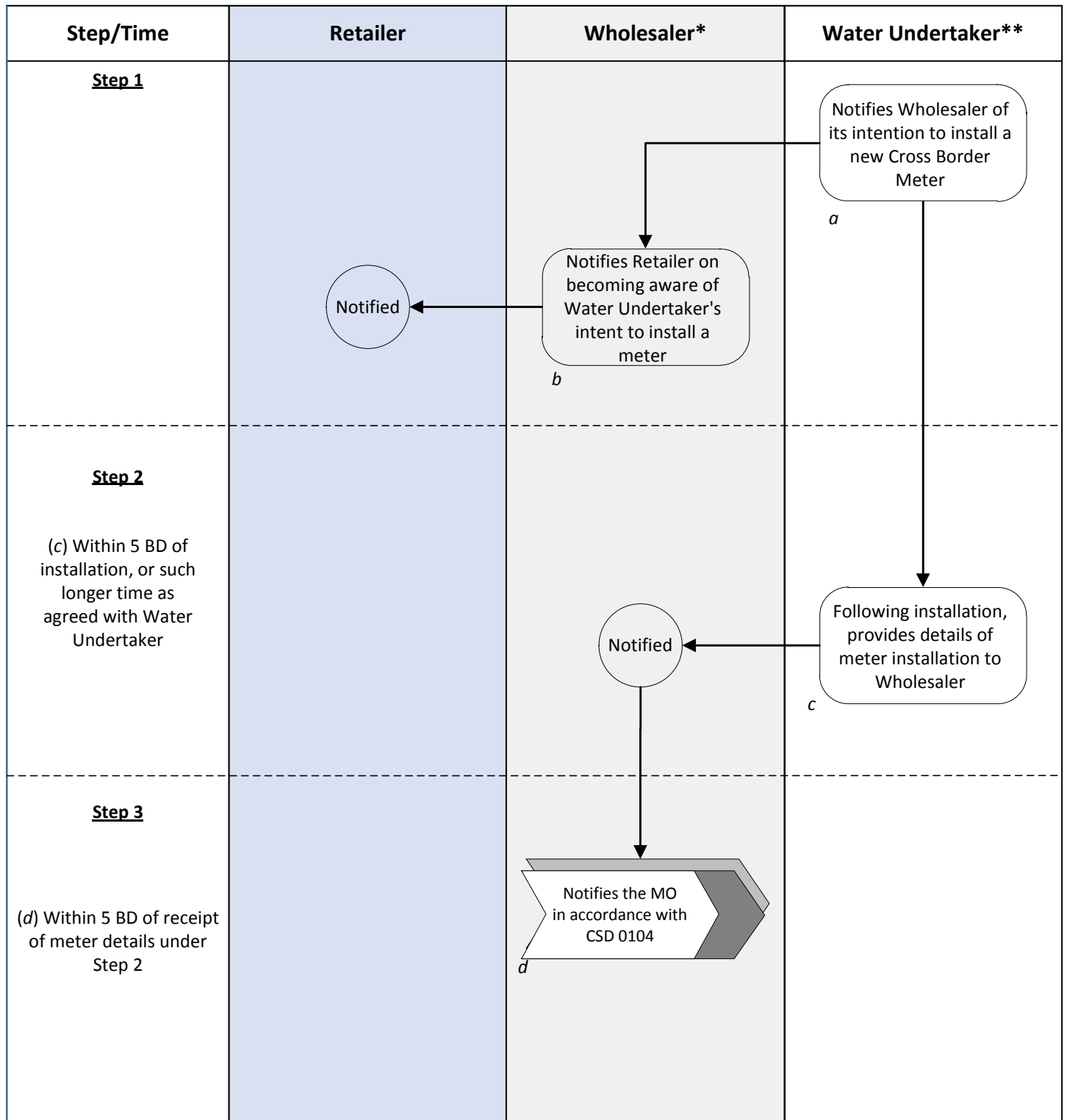
Process B14 – Exchanging Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services



* Throughout Processes B12-B14, the Wholesaler shall be responsible for procuring that the Non-Household Customer provides the relevant information or carries out the activities required by these processes.

** Throughout Processes B12-B14, the Wholesaler shall copy any written communications to the Non-Household Customer to the Retailer.

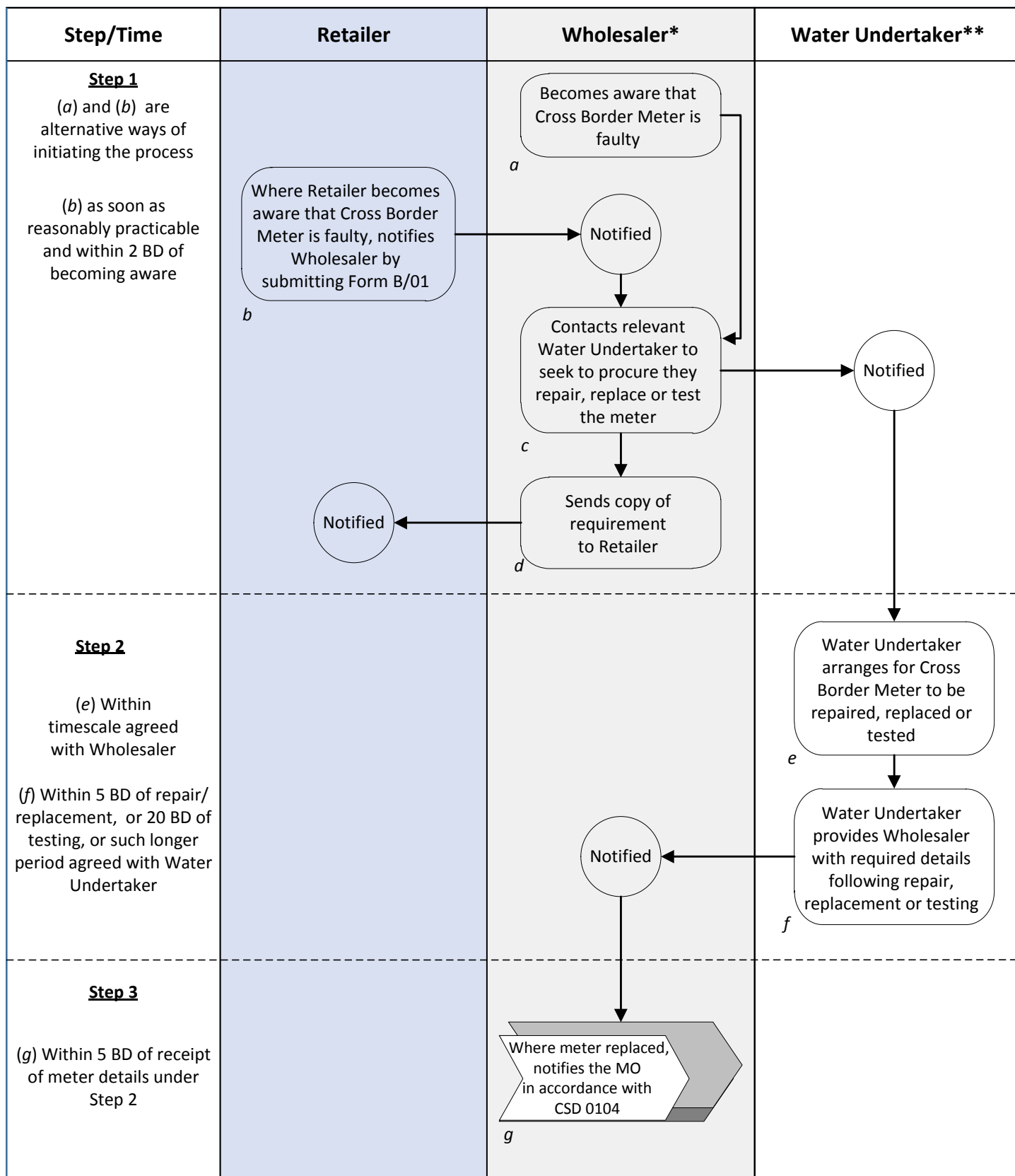
Process B15 – Installing Cross Border Meters necessary for the calculation of Primary Charges for Sewerage Services



* Throughout Processes B15-B17, the Wholesaler shall provide updates and notifications to the MO.

** The Wholesaler is required under the Business Terms to seek to put in place appropriate arrangements with the relevant Water Undertaker in respect of Cross Border Meters. Throughout Process B15-B17, it shall be the responsibility of the Wholesaler to seek to procure that the Water Undertaker provides the relevant information or carries out the activities required by these processes. The Wholesaler and the Retailer shall work together and co-operate in relation to these meters.

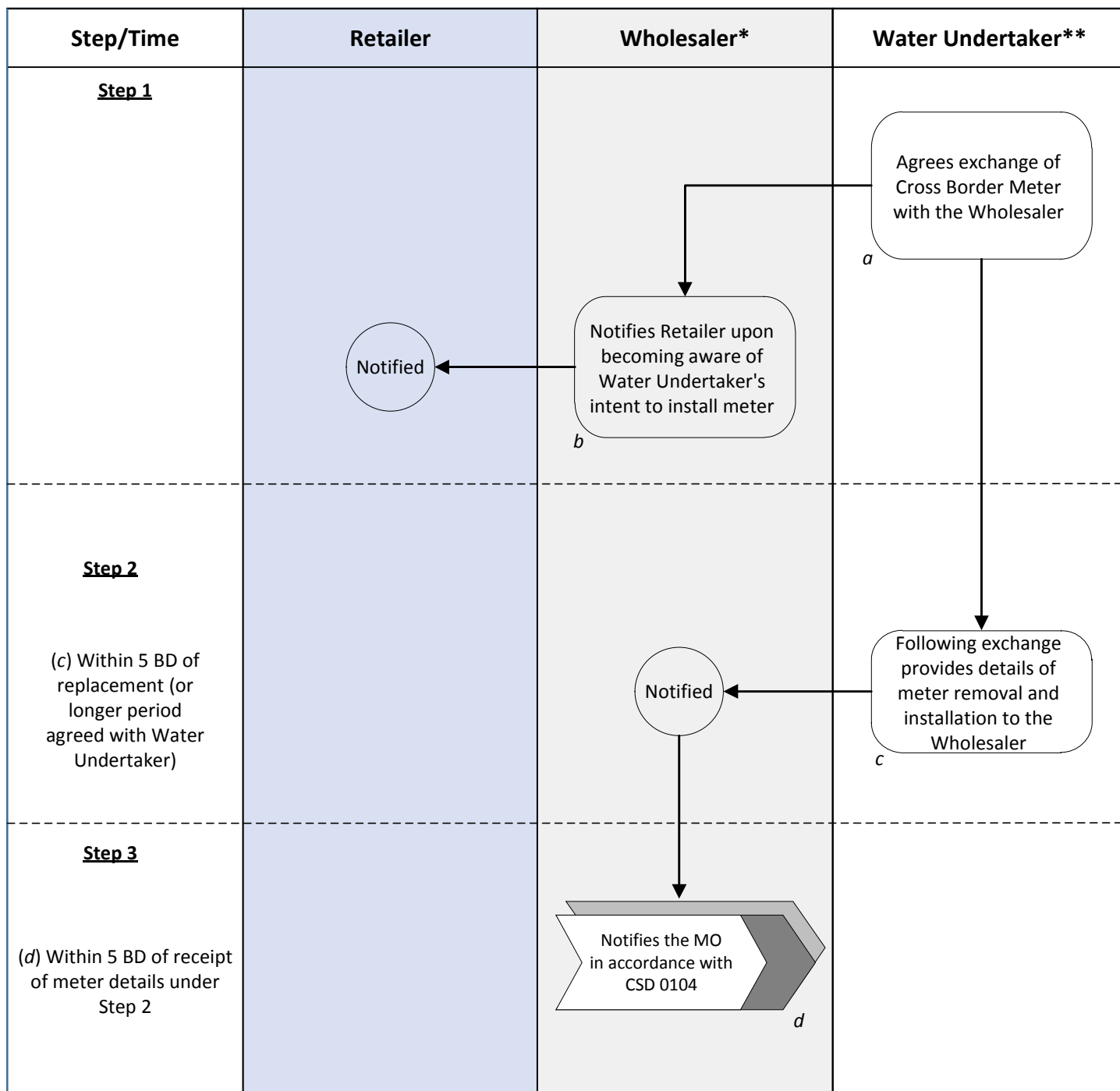
Process B16 – Testing, repairing and replacing Cross Border Meters necessary for the calculation of Primary Charges for Sewerage Services [Steps 1 to 3]



* Throughout Processes B15-B17, the Wholesaler shall provide updates and notifications to the MO.

** The Wholesaler is required under the Business Terms to seek to put in place appropriate arrangements with the relevant Water Undertaker in respect of Cross Border Meters. Throughout Process B15-B17, it shall be the responsibility of the Wholesaler to seek to procure that the Water Undertaker provides the relevant information or carries out the activities required by these processes. The Wholesaler and the Retailer shall work together and co-operate in relation to these meters.

Process B17 – Exchanging Cross Border Meters necessary for the calculation of Primary Charges for Sewerage Services



* Throughout Processes B15-B17, the Wholesaler shall provide updates and notifications to the MO.

** The Wholesaler is required under the Business Terms to seek to put in place appropriate arrangements with the relevant Water Undertaker in respect of Cross Border Meters. Throughout Process B15-B17, it shall be the responsibility of the Wholesaler to seek to procure that the Water Undertaker provides the relevant information or carries out the activities required by these processes. The Wholesaler and the Retailer shall work together and co-operate in relation to these meters.