

Form C/01:

**Verification of meter details or
meter supply arrangements**

Form C/01: Verification of meter details or meter supply arrangements

For use by Retailers

Request for Verification of Meter Details or meter supply arrangements

To Wholesaler

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This form should be used under Process C1 of the Operational Terms where:

- Either the Retailer or the Wholesaler consider that the meter details differ from the details held on their records and the Wholesaler determines that a physical inspection of the meter is necessary; or
- The meter supply arrangements in relation to an eligible premises need to be verified.

The form is divided into sections as follows

Number	Section
1.	Retailer details
2.	Eligible premises details
3.	Meters/meter supply arrangements to be verified
4.	Information on meters and meter supply arrangements
5.	Consent to contact the Non-Household Customer
6.	Declaration
7.	Wholesaler – response to investigation or findings of inspection

Sections 1 to 6 are mandatory for the Retailer to complete. The Wholesaler will complete and return section 7.

Mandatory means that the Retailer must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Retailer must note this and, where relevant, provide a reason why it is not applicable.

1. Retailer details

Retailer name

Retailer ID

Retailer's own reference

Contact name

Contact number

Contact e-mail

2. Eligible premises details

SPID

UPRN,(if not available please provide a reason)
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VOA BA Reference,(if not available please provide a reason)
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Address of eligible premises

Secondary Addressable Object

Primary Addressable Object

Address line 1

Address line 2

Address line 3

Address line 4

Address line 5

PAF Address Key (if available)

Postcode

Customer Name

Customer Banner Name (if different from Customer Name)
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Please indicate if the SPID relates to a landlord property with more than one tenancy and where the tenancy units are also registered in the Supply Point Register

Yes

No

If yes please provide the SPIDs if available for the tenancy Supply Points

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Please indicate if the SPID to which the enquiry relates is a tenancy unit within a multi-tenancy landlord property

Yes

No

If yes please provide the SPID for the landlord property

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3. Meters/meter supply arrangements to be verified

Please indicate if this request is for

A meter verification, i.e. verification of meter details such as digits, physical size

Meter supply arrangements, i.e. verification of whether the meter serves the Supply Point, or of the Supply Point(s) which the meter serves

Please indicate the number of metered connections associated with the Supply Point

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Please tick if the water supply is unmeasured

Please indicate the number of unmeasured supplies

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Trough connections

4. Information on meters and meter supply arrangements

4.1 Please provide the meter details that you have on your records in relation to the Supply Point at 2 above (use additional sheets if required)

	Meter 1	Meter 2	Meter 3
Meter model
Meter manufacturer

Meter size ¹
Number of digits ² to provide reading to 1m ³
Meter serial number(s)
Meter pit number
Meter location (GIS X)
Meter location (GIS Y)
Last meter read
Meter 1 Location
Meter 2 Location
Meter 3 Location
Where meter details described at 4.1 are to be verified, please indicate the meter information to be verified			
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¹ Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

² E.g. if a x10 meter, the number of digits that are required to read 1m³ is one more than the number of physical dials

4.2 Reason for request of verification of meter details or verification of meter supply arrangements

Please provide the reason(s) for the request or any information to assist the query i.e. why the meter information is thought to differ from records held.

If you consider the meter registered to the Supply Point referenced at section 2 above in fact serves another Supply Point, please indicate the other Supply Point references and the addresses along with the reasons for your views

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4.3 Additional information

Please provide additional information where appropriate

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5. Consent to contact the Non-Household Customer

The Wholesaler may wish to contact the Non-Household Customer to arrange a visit to the premises. Please provide contact details below. Please indicate whether you give consent to the Wholesaler to contact the Non-Household Customer directly to arrange a visit to the premises.

- Yes
- No

Customer Contact details

Contact name

Contact details

Please indicate if you want to be notified of the date of the visit

- Yes
- No

6. Declaration

I hereby acknowledge and declare that the information provided in this form is correct to the best of my knowledge and up to date at the time of submission.

Signature

Date (dd/mm/yyyy)

Full name (in capitals)

Role in the company or job title

7. Wholesaler – response to investigation or findings of inspection

This section is to be completed following the site investigation and ensures the requisite information is captured at the site visit or as part of the investigation and passed to the Retailer. As appropriate the Wholesaler will amend the Supply Point Register in accordance with the Market Terms.

Findings of Inspection	Response	Mandatory/Optional
Date of visit	Mandatory
Meter read on date	Mandatory
Meter location (GIS X)	(Mandatory, if different from market data)
Meter location (GIS Y)	(Mandatory, if different from market data)
Meter manufacturer	(Mandatory, if different from market data)
Meter serial number	(Mandatory, if different from market data)
Number of digits ³ to provide reading to 1m ³	(Mandatory, if different from market data)
Location	(Mandatory, if different from market data)
Meter physical size ⁴	(Mandatory, if different from market data)

Please indicate if investigation will lead to update to data held by the Market Operator

Yes

No

If yes, expected date of transaction (dd/mm/yyyy)

³ E.g. if a x10 meter, the number of digits that are required to read 1m³ is one more than the number of physical dials

⁴ Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

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Charge to Retailer for visit?

Yes

No

Other comments relating to the investigation of the supply arrangements

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