



Meter Reading Guidance

Non-Household Market

Overview

Southern Water Services Limited does not offer a meter reading service. We expect this to change when smart metering technology is rolled out across our network, starting in late 2025. Please contact us for any update to our smart metering programme as required.

Reading our meters

There are two main ways to read our current, legacy AMR meters. The first is via visual reads that do not require any specialist equipment or approvals from Southern Water Services Limited and is the simplest way to gain a meter read of your Non-household (NHH) customer's meter. You will need to engage a third-party meter reading service to carry out this work on your behalf.

The second option is to utilise the remote read function of the current AMR meters and collect the NHH meter read via a 'drive by' collection of the meter reading data. This function should be available on most of our meter stock, but we cannot guarantee this will be successful for all the meters we have. This is due to the type of meter in use for your NHH customer and the length of time the meter has been in situ, meaning the health of the meter battery may be in decline. This is being remedied in the medium term through our new Smart Metering programme which will roll out AMI meters connected to a meter reading network. This programme is estimated to begin in 2025.

Remote meter reading process ('drive by')

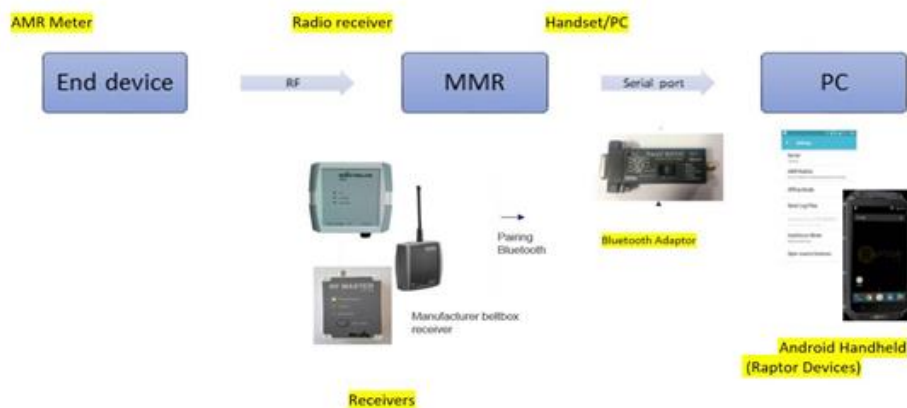
This will depend on the Operating System (OS) you are using to collect the meter reading data. E.g. is it via Windows or Android based devices / is it via Temetra or another software?

The Arad meters that we have in the ground now (that are still transmitting) don't naturally lend themselves towards android based reading devices – but we have the drivers for Windows based solutions and a newly developed software driver for Android. However, these have been produced with the use of Temetra in mind.

Any third-party meter reading service would need to purchase belt boxes/Bluetooth receivers from the manufacturer (ARAD) directly. Please note, the lead time on some of these devices can be long and is not something Southern Water Services is responsible for.

The final step will be to engage with Southern Water Services on procuring the encryption keys used on our ARAD meters to be able to download and decode the data.

An overview diagram of the process used for collecting remote reads is as below;



Hard to Read Meters

Please refer to the MOSL Strategic Metering review document 'Hard to Read Meters – Definition & Guidance' document for a recognised definition of what hard to read meters are classed as. We will in all cases work with you to find an appropriate solution to remove the difficulty of reading such meters.

A meter should not be deemed as 'hard to read' in instances where the meter read provider is not carrying the appropriate equipment.

A useful reference document is the [RWG Metering Standards Good Practice Guide](#), which provides market guidance in relation to meter reading services with a view to encouraging a standardised and SMR Hard to Read Meter Definition & Guidance V2.0 | 3 October 2022 3 consistent approach where possible. It includes roles and responsibilities for reading meters, including the health and safety aspects.

Smart Metering Programme

Whilst we finalise our new Smart Metering programme it is worth stating that part of the process will be to tender for the new meters across the meter provider industry. This could mean that our current meter provider is not selected and with any new meter provider this may need a new set of equipment /drivers / encryption keys to read those specific types of meters.

We are also looking into ways of providing a meter reading service using the new Smart metering estate and network. More details on this will follow when known along with dates this may become operational by.

The Smart metering programme is scheduled to begin in 2025 lasting until 2030 when we envision most of the Southern Water meter network will have transitioned over to this new smart metering technology.

If you have any further questions please contact your Retailer Relationship manager, Ben Day at Ben.Day@southernwater.co.uk.