

TERMS & CONDITIONS FOR THE RECEIPT OF PASSIVE AMR (AUTOMATED METER READ) DATA FROM UNITED UTILITIES

1. United Utilities Water Limited (UU) offer a service to provide retailers operating in the UU water supply area with passively collected AMR data.
2. Data will only be provided where it is obtained from meters which are enabled to provide AMR data and only where that data is collected passively by UU in the course of undertaking other meter reading activity.
3. If a meter or AMR transmitter ceases to operate then there are no implied guarantees regarding repair or replacement, the provision of data will simply cease for the period where the meter or AMR transmitter is not working.
4. Frequency – There will be no set schedule for the timing or frequency with which read data is provided. The provision of data for any meter will be determined solely by the frequency and timing by which the data is obtained in the course of UU carrying out other meter reading activity.
5. Charges will be as set out in our Wholesale Charges Scheme and will be raised annually in arrears for the preceding charging year. A single annual charge will apply for every meter for which one or more reads have been provided during the preceding charging year. Charges will be levied upon the retailer to whom the SPID is registered on 31st March of the preceding charging year, provided that they have received one or more meter reads in relation to that meter within the preceding charging year. Where a retailer enters a contract with UU for the separate commercial meter reading service or gives notice to cease receiving AMR data then charges will be apportioned pro rata based on the number of days for which the service was provided.
6. Delivery of data – Data will always be sent using secure FTP facilities set up by UU.
7. Data Format – Data will be provided in Excel format. UU reserve the right to change or amend the formatting if system changes or circumstances dictate. UU will endeavour to give retailers advance notice of any formatting changes to allow retailers sufficient time to accommodate any such change.
8. Data accuracy – the data supplied to retailers is a direct data extract as delivered into UU from the AMR reader network. The data is not filtered, verified or modified in any way before transmissions, and retailers therefore must employ validation regimes before accepting and/or processing the data into billing systems and/or the Central market Operator System (CMOS). UU provides no guarantee in regards to the accuracy of the data or any issues that may arise from the retailers uploading of this data into their own systems or into CMOS.
9. Alarms – Alarms indicated in the data for blocked meters or continuous use cannot be guaranteed, and similar to read data, these should be verified by the receiving retailer prior to use. No warranty or guarantee in regards to alarm data is implied or expressed.
10. Signing up to this service – Any retailer currently in receipt of this service must actively ‘Opt in’ prior to 1 April 2021 to continue receiving AMR data. Any retailer wishing to sign up to this service may do so by sending a request to wholesalerepresentation@uuplc.co.uk
11. Ending the provision of service – The retailer may request that the service ends with immediate effect by emailing their request to wholesalerepresentation@uuplc.co.uk