Process 25A – Private Meter installation

Purpose and scope of Process 25A: -
The installation of a new Private Meter at a Trade Effluent Discharge Point will be carried out by the Non-Household Customer. The meter could be a Private Effluent Meter recording discharges to the Public Sewerage System or a Private Water Meter recording water from a private supply. This Process sets out the operational arrangements which apply where a new Private Meter is installed at a Discharge Point.

Step 1
The customer agrees the installation of a new Private Meter with Scottish Water. Scottish Water will notify the Licensed Provider of the Non-Household Customer’s intent to install a meter.

Step 2
Within 5 Business Days of the meter installation, the Non-Household Customer will provide to Scottish Water details of the meter installation including meter serial number, meter location and opening meter read and supporting photographic evidence. The photographic evidence must include the opening meter read and the meter serial number.

Step 3
Scottish Water will visit will visit the Non-Household Premises within 5 Business Days of the notification in Step 2 to confirm the details provided by the Non-Household Customer.

Step 4
Within 5 Business Days of the site visit in Step 3, Scottish Water will notify the Central Market Agency of the meter installation details including opening meter reading in accordance with the Market Code.

Process 25B – Private Meter accuracy testing, repair and replacement

Purpose and scope of Process 25B: -
The repair, replacement, calibration and accuracy testing of a Private Meter will be carried out by the Non-Household Customer. The meter could be a Private Effluent Meter recording discharges to the Public Sewerage System or a Private Water Meter recording water from a private supply. This Process sets out the operational arrangements which apply where either the Licensed Provider or Scottish Water become aware that that a Private Meter is faulty or may not recording consumption accurately.

Step 1
Where the Licensed Provider becomes aware that the Private Meter is faulty or may not be recording consumption accurately, they will notify Scottish Water as soon as reasonably practicable.

Where Scottish Water becomes aware, or is notified by the Licensed Provider, that the Private Meter is faulty or may not be recording consumption accurately, Scottish Water will contact the Non-
Household Customer requiring that they repair, replace or test the meter as appropriate. A copy of the notification will be sent to the Licensed Provider.

**Step 2**
The customer will arrange for the Private Meter to be repaired, replaced or tested as appropriate within a timescale agreed with Scottish Water.

In the event of replacement of the Private Meter, within 5 Business Days of the meter replacement the Non-Household Customer will provide to Scottish Water details of the meter removal and installation including meter serial numbers, meter location, closing and opening meter reads and supporting photographic evidence. The photographic evidence must include the opening and closing meter reads and the meter serial numbers.

In the event of repair of the Private Meter, within 5 Business Days of the meter repair the Non-Household Customer will provide to Scottish Water details of the meter read and supporting photographic evidence. The photographic evidence must include the meter read and the meter serial number.

In the event of testing of the Private Meter, the Non-Household Customer will notify Scottish Water of the test results within 20 Business Days of the testing. Scottish Water will contact the Non-Household Customer within 5 Business Days advising whether repair or replacement of the meter is necessary.

**Step 3**
Scottish Water will visit will visit the Non-Household Premises within 5 Business Days of the notification in Step 2 to confirm the details provided by the Non-Household Customer.

**Step 4**
Where the meter has been replaced, within 5 Business Days of the site visit in Step 3, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

**Process 25C – Private Meter exchange**

**Purpose and scope of Process 25C:**
The exchange of a Private Meter will be carried out by the Non-Household Customer. The meter could be a Private Effluent Meter recording discharges to the Public Sewerage System or a Private Water Meter recording water from a private supply. This Process sets out the operational arrangements which apply where a Private Meter is replaced.

**Step 1**
The customer agrees the exchange of a Private Meter with Scottish Water. Scottish Water will notify the Licensed Provider of the Non-Household Customer’s intent to install a meter.
Step 2
Within 5 Business Days of the meter replacement the Non-Household Customer will provide to Scottish Water details of the meter removal and installation including meter serial numbers, meter location, closing and opening meter reads and supporting photographic evidence. The photographic evidence must include the opening and closing meter reads and the meter serial numbers.

Step 3
Scottish Water will visit the Non-Household Premises within 5 Business Days of the notification in Step 2 to confirm the details provided by the Non-Household Customer.

Step 4
Within 5 Business Days of the site visit in Step 3, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.