



Dŵr Cymru
Welsh Water

Standard terms and conditions for the installation of a Third Party or Business Customers Data Logger on Dŵr Cymru's Apparatus

Terms and conditions for the installation of a Third Party or Business Customer's Data Logger on Dŵr Cymru's Apparatus

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Version Control

Version Number	Date of Issue	Modifications to previous issue
4.0	22 March 2021	Insertion of Contents table and version control and updated hyperlinks
5.0	20 January 2022	Update to 4.2 to clarify when a splitter is required

This document is available in Welsh on request.

1.0 Definitions and Interpretations

In this document the following words and expressions have the following meanings unless inconsistent with the context:

Billing Timetable means the timetable published on the [Wholesale area of DCWW's website](#)

Charge means the charge(s) for the services as detailed in DCWW's published [Wholesale Tariff Document](#)

DCWW means Dŵr Cymru Cyfyngedig and any member of staff employed directly by DCWW or Contractors acting on DCWW's behalf

DCWW Apparatus means the DCWW meter or meters that record(s) the water usage and any associated water apparatus including fittings required to facilitate Data Logging by DCWW's Wholesale business

DCWW Asset means a DCWW owned asset including a site

DCWW Data Logger means a Data Logger that is owned by DCWW's Wholesale Business

Data Logger means the Data Logger to be installed by the Third Party or Business Customer

Third Party means a Third Party (not a Retailer¹) acting on behalf on a Business Customer.

2.0 Serving of Notice of intention to install a Data Logger and DCWW response

- 2.1 The Third Party/ Business Customer will submit [form S/04](#) to DCWW providing at least 5 Business Days' notice of its intention to install a Data Logger on DCWW's apparatus including details of the Data Logger's specifications.
- 2.2 DCWW will review the Third Party's/ Business Customer's request and respond within 5 Business Days of receipt of a request form confirming if it will allow the proposed Data Logger to be installed on DCWW Apparatus.

3.0 Access to DCWW's assets

- 3.1 The Third Party/Business Customer agrees to follow the guidance below where it requires access to DCWW Assets to install a Data Logger on DCWW Apparatus:
 - a) Work or surveys requiring any third party / contractor to enter a DCWW Asset shall request permission via the Access to Assets process using form AF02b.

¹ See [Terms and Conditions for the installation of a Retailer Data Logger](#)

- b) Access shall only be undertaken, once permission to access the DCWW Asset has been granted by the local area asset controller. No access will be made by any third party to any DCWW Asset without the knowledge and consent of the asset controller.
- c) DCWW must have knowledge of when anyone wishes to access a DCWW Asset or DCWW Apparatus. Reasonable and timely requests should not be an issue; however, operational reasons may prevent such access always being possible.
- d) DCWW's appointed site controller will have management responsibility for and control of the conditions under which any such access is granted.

All DCWW staff are empowered by the company to instruct any third party or contractor to stop work on any operations which they feel may cause injury or ill health to persons or damage to property. A list of known common hazards which need to be controlled when working in or near DCWW's meter chambers and apparatus is included in Schedule 1.

However, DCWW will not supervise the work and the Third Party /Business Customer will be responsible for carrying out its own risk assessment.

- e) DCWW's Wholesale Service Centre will NOT arrange access for any third party to any DCWW Asset. Permission must come from the local asset controller.
- f) Minimum requirements for a third party / contractor to work on a DCWW asset, is evidence of a suitable and sufficient Health and Safety management system along with competent Health and Safety advice. This is achieved via assessment and accreditation by an independent external body.
DCWW currently recognises the following bodies:

- Accreditation to one of the Safety Schemes In Procurement (SSIP) bodies; or
- Achilles Verify.

4.0 Installation of Data Logger and associated Apparatus

- 4.1 If there isn't an existing pulse unit on the meter the Third Party/Business Customer must provide its own pulse unit.
- 4.2 DCWW may require the Third Party/Business Customer to install a splitter on its meter where there is an existing DCWW Data Logger.
- 4.3 The Third Party /Business Customer will ensure it complies with the Traffic Management Act notifying the relevant Highways Authority of its intention to carry out work.
- 4.4 The Third Party /Business Customer must confirm the installation of its equipment to DCWW within two business days following the installation and provide a photograph showing the Data Logger insitu.
- 4.5 All Data Loggers must be clearly labelled with the owner's name and contact details.

5.0 The Charges

- 5.1 If during the course of the Data Logger installation the Third Party /Business Customer or their Contractor damage any DCWW apparatus, the cost of repairing or replacing the apparatus will be recharged to the Third Party/Business Customer in accordance with DCWW's Wholesale Tariff Document.

6.0 DCWW meter maintenance

- 6.1 In the event that DCWW needs to carry out work on or to replace any of its Apparatus, it will reconnect the Data Logger at its cost including (if required) the provision of a new pulse unit/cable. The reconnection will not take place at the time of the work but at the next available opportunity.
- 6.2 DCWW will notify the Third Party within five business days of any works being carried out that have resulted in the disconnection of the Data Logger.

7.0 Liability

- 7.1 The Third Party /Customer agrees that it shall take responsibility for carrying out its own risk assessment; DCWW shall take no responsibility for supervising third party access to DCWW's Assets/Apparatus.

Schedule 1 - Known common hazards which need to be controlled, when working in or near DCWW's meter chambers and associated apparatus.

(The list of hazards below is not exhaustive. Third parties are required to undertake a suitable and sufficient specific risk assessment of each site, prior to any work commencing; DCWW shall take no responsibility for supervising third parties)

Hazard	Risk	Controls
Working in the highway	Personal / third party injury. Hit by moving vehicles	Streetworks accreditation. Signing lighting and guarding.
Lifting and moving Chamber covers	Personal injury. Damage to apparatus if dropped.	Visual check of the condition of the cover. Cleaning and removal of any detritus within hinge or other mechanisms before opening. Tools suitable for the activity. Manual handling training. Fit and Capable staff.
Confined spaces	Asphyxiation. Personal Injury	Confined spaces training to City & Guilds standard 6150. Gas Monitors and 2 man working if necessary following risk assessment and safe system of work.
Needle sticks / Sharps / Bio Hazard	Infection	Suitable PPE and training in needle stick awareness. If not trained in removal then contact DCWW to arrange removal.
Work at Height / access and egress in chambers	Falls from height / personal injury	Suitable and sufficient work at height training / Personal protective equipment. Portable ladders appropriate for the task.
Poor hygienic practices	Contamination of water supply	Training in Water Hygiene practices. Water Hygiene card holder. Provision of Chlorox solution to disinfect all fittings.
High pressure water pipe lines	Personal injury / damage to key apparatus (PRV etc)	Understanding of pressurised pipelines and associated risks. Consultation with operational staff if an entry to the chamber is to be made.
General Working Environment	Personal and third party injuries	Training in risk assessment. Suitable and sufficient risk assessments and method statements for the activity.
Adjacent or close industrial processes	Contamination of the working area / chamber. Ingress of contaminant either physical or atmospheric. – personal injury	Dynamic risk assessment of working area. Stop entry if conditions are found to be problematic. Escalate to DCWW as asset owner.