



DESC Update: NDM Sample

Data Recorders Update

DESC 1st February 2011

Datarecorders: Background

- Datarecorder equipment has been used to provide sample data for Bands 1 and 2 sites since 1994.
 - Equipment was ageing and parts have been unobtainable since 2006.
- Solution was required to maintain the robustness of the sample going forward
- Following an open tender process xoserve commissioned a new service provider (Utilitec Services Ltd - a Technolog subsidiary) to manage sample and install and maintain equipment, manufactured by Technolog Ltd.
- An installation programme was planned, (01 July & 31 October), where all data recorder equipment would be replaced with Automatic Meter Reading (AMR) technology
- Key to AMR transfer programme was maintaining the ongoing integrity of sample whilst realising benefits of an automated solution.

Datarecorders to AMR: Process for Transfer of Equipment

- Communicate with 4,200 end consumers, providing information on new equipment and requesting permission to install AMR.
- Web site set up to enable end consumers to read about programme, with a link to facilitate further questions and agree permission to install.
- Dedicated freephone number set up for end consumers to track installation plan and contact service provider after installation.
- Planned installation of three LDZ's per month commencing 12th July.
 - Phase 1 – North West, North East, Eastern;
 - Phase 2 – Wales, West Midlands, East Midlands;
 - Phase 3 – North Thames, South West, Scotland;
 - Phase 4 - Northern, South East, Southern.
- Installation programme completed as per schedule.
 - Replacement sites required due to number of terminations.

NDM Sample: Data Recorders Bands 1 & 2

Actual Sample : Project Start – July 2010

LDZ	ACTUAL Recorder Sample Size		
	Band 1	Band 2	Total
SC	271	78	349
NO	267	68	335
NW / WN	258	68	326
NE	292	69	361
EM	290	60	350
WM	272	64	336
WS	281	78	359
EA	296	62	358
NT	273	61	334
SE	273	64	337
SO	289	89	378
SW	283	77	360
TOTAL	3345	838	4183

NDM Sample: Data Recorders Bands 1 & 2

No. of losses during transfer programme

LDZ	No. of losses during transfer programme		
	Band 1	Band 2	Total
SC	48	1	49
NO	26	4	30
NW / WN	17	0	17
NE	28	4	32
EM	23	3	26
WM	28	1	29
WS	28	8	36
EA	30	4	34
NT	35	9	44
SE	41	3	44
SO	20	8	28
SW	29	8	37
TOTAL	353	53	406

- Table details the number of sample points which were 'lost' during the AMR transfer programme

- Generally sample sites were 'lost' for the following reasons:

- End user refused permission.
- Meter fault – LF problem / no pulse.
- No signal on any network.
- Weak/inconsistent signal.
- Vacant site.
- Non loggable meter.

Actual overall loss rate was 9.72%.

NDM Sample: AMRs Bands 1 & 2

No. of new sites commissioned

LDZ	No. of new AMRs installed		
	Band 1	Band 2	Total
SC	24	9	33
NO	13	5	18
NW / WN	16	6	22
NE	19	13	32
EM	18	2	20
WM	22	1	23
WS	22	17	39
EA	20	1	21
NT	30	14	44
SE	25	8	33
SO	1	11	12
SW	11	11	22
TOTAL	221	98	319

- During five year seasonal normal review 194 band 2 sites dropped into band1
- Table summarises the number of sites commissioned so far
- 11,335 letters sent out
- Band 1 response rate 5.6%
- Band 2 response rate 3.6%
- 113 installations aborted due to no LF pulse on meter.
- 75 sites currently pending install
- Work ongoing to find additional sites

NDM Sample: AMRs Bands 1 & 2

Actual Sample : – Jan 2011

LDZ	ACTUAL AMR Sample Size			Difference: Jul '10	
	Band 1	Band 2	Total	Band 1	Band 2
SC	273	62	332	+2	-16
NO	265	59	324	-2	-9
NW / WN	264	65	329	+6	-3
NE	295	65	360	+3	-4
EM	301	47	348	+11	-13
WM	274	56	330	+2	-8
WS	295	68	363	+14	-10
EA	296	51	347	0	-11
NT	271	60	331	-2	-1
SE	269	58	323	-4	-6
SO	291	72	363	+2	-17
SW	284	62	346	+1	-15
TOTAL	3378	725	4102	+33	-113

Installed AMRs: Meter Exchanges

- Since the installation programme was completed, to date, 96 AMR's have been refitted, due to meter exchanges taking place.
- All installed AMR's carry a label requesting the engineer to contact our service provider via a 'freephone' number.
- Our service provider was advised by an engineer in 10% of cases.
- 90% of meter exchanges were advised by xoserve using internal systems.
- The installed AMR was removed from site by the engineer in 9% of exchanges.