

FORM F (1)



**Meter Service Request Form**

**For Use by Licensed Providers**

**Request for Scottish Water to carry out Metering Activity**

**1. Licensed Provider Details:**

Licensed Provider: .....  
Licensed Provider ID: .....  
Licensed Provider's own reference: .....  
Contact name: .....  
Contact number: .....  
Contact e-mail: .....

**2. Premises Details:**

Supply Point ID: .....  
Address of premises to be visited: .....  
.....  
.....  
.....  
Postcode: .....

Is the address of the meter at which the activity is to be carried out the same as the address provided above?

Yes  Please select one option by placing an X in the appropriate box  
No

If No, please provide details of the meter address below

Postcode: .....

Is there a Sensitive Customer at this Supply Point?

Yes  Please select one option by placing an X in the appropriate box  
No

**3. Metering Activity to be carried out:**

Please indicate the Metering Activity to be carried out and complete the relevant section below, select one option only by placing an X in the appropriate box:

Meter Installation  Please complete Section 3.2  
Meter Accuracy Test  Please complete Section 3.1 and Section 3.3  
Meter Repair or Replacement due to fault  Please complete Section 3.1, Section 3.4 and Section 3.4.1  
Change of meter  Please complete Section 3.1 and Section 3.5

**3.1 Existing Meter Details:**

Please provide details of the existing meter (mandatory except for meter installation requests)

Meter serial number: .....  
Meter make: .....  
Meter size: .....  
Meter easting (X Coordinate): .....  
Meter northing (Y Coordinate): .....  
Meter location: .....

**3.2 Meter Installation:**

**Proposed Meter Details**

Please also fill in the Appendix A - Meter Size Data Assessment Sheet

Proposed physical size of the meter to be installed, please select one option by placing an X in the appropriate box:

15mm  20mm  25mm  30mm

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40mm	<input type="checkbox"/>	50mm	<input type="checkbox"/>	80mm	<input type="checkbox"/>	100mm	<input type="checkbox"/>
150mm	<input type="checkbox"/>	200mm	<input type="checkbox"/>	250mm	<input type="checkbox"/>	300mm	<input type="checkbox"/>
350mm	<input type="checkbox"/>	400mm	<input type="checkbox"/>	450mm	<input type="checkbox"/>	500mm	<input type="checkbox"/>
600mm	<input type="checkbox"/>	80 - 20mm	<input type="checkbox"/>	100 - 20mm	<input type="checkbox"/>	Other	<input type="checkbox"/>

If other please specify: .....

Type of meter to be installed (from the Scottish Water meter menu) please put an X in the appropriate box:

Standard  Non-standard

Scottish Water meter menu reference .....

Please indicate the proposed location of the new meter by placing an X in the appropriate box:

Outside the premises/property boundary (M1)

Outside the property/building but within the premises/property boundary close to the boundary (M2)

Outside the property/building but within the premises/property boundary close to the property (M3)

Inside the property/building (M4)

To be determined on survey

Please provide a description of the proposed location (where available)

.....

Please provide any additional information in relation to the request:

.....

**3.3 Meter Accuracy Test:**

Please provide the reason for the Meter Accuracy Test, select one option by placing an X in the appropriate box:

Meter suspected to be over recording usage

Meter suspected to be under recording usage

Other

If other please specify: .....

Please provide details of the type of meter to be installed

Type of meter to be installed (from the Scottish Water meter menu) please put an X in the appropriate box

Standard  Non-standard

Scottish Water meter menu reference .....

Please provide any additional information in relation to the request:

.....

**3.4 Meter Repair or Replacement due to fault:**

Please provide details of the suspected nature of the fault at the meter, select one option by placing an X in the appropriate box:

The meter has stopped recording

The meter has slowed

The meter is running backwards

There is a burst / leak at the meter

The meter is thought to be buried / tarred over but is still in situ

The meter cannot be read due to smashed dials

The meter cannot be read due to condensation

Other

If other please specify: .....

If the meter has stopped recording please provide a stopped meter read: .....

Type of meter to be installed (from the Scottish Water meter menu) please put an X in the appropriate box

Standard  Non-standard

Scottish Water meter menu reference .....

Please provide any additional information in relation to the request:

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Are there any public health issues in relation to the request? Please indicate by placing an X in the appropriate box:

Yes  Please complete section 3.3.1

No

### 3.4.1 Public Health Issues

Please confirm why this is a public health issue by placing an X in the appropriate box:

No water at the premises

Flooding at premises

### 3.5 Change of Meter

Please indicate the reason for the change of meter (please place an X in the box of all that apply)

Change to a meter of the same size  Please complete Section 3.2

Change to a smaller meter (downsize)  Please complete section 3.5.1 and Section 3.2

Change to a larger meter (upsized)  Please complete section 3.4.1 and Section 3.2

Change to the location of the meter (relocation)  Please complete section 3.5.2

Please indicate here if you wish for a quotation to be provided prior to the meter exchange taking place; or for the work to take place without quotation/delay (where standard circumstances apply):

Quotation required prior to the meter exchange taking place

### 3.5.1 Meter Resize Requests

Please also fill in the Appendix A - Meter Size Data Assessment Sheet

Please indicate if any additional information is supplied in support of the request by placing an X in the appropriate box:

Logging data  Reference: .....

Other  Reference: .....

Please provide any additional information in relation to the request:

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### 3.5.2 Meter Relocation

Please indicate the proposed location of the new meter by placing an X in the appropriate box:

Outside the premises/property boundary (M1)

Outside the property/building but within the premises/property boundary close to the boundary (M2)

Outside the property/building but within the premises/property boundary close to the property (M3)

Inside the property/building (M4)

To be determined on survey

Please provide a description of the proposed location (where available)

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## 4. Consent to Contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes  Please provide contact details below

No

Where consent is given to contact the Non-Household Customer, please provide contact details below

Contact name at premises: .....

Contact number: .....

## 5. Declaration

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I hereby acknowledge that the information provided in this form is correct to the best of my knowledge and up to date at the date of submission.

Signature: .....  
Date (dd/mm/yyyy): .....  
Full name (in capitals): .....  
Role in the company or job title: .....

APPENDIX A - METER SIZE DATA SHEET ASSESSMENT:

Proposed Number of Meters: .....

1. Site Information	Details of all available data items should be completed.			
	Meter 1	Meter 2	Meter 3	Meter 4
Size of any existing meters, or "NEW" for new meters:				
Any existing meter serial numbers:				
Supply pressure (Bar) if known:				
Diameter of incoming pipe into building/premises (mm):				
Fire supply (Y/N): <i>(If YES, please complete section 4 – Fire Supplies)</i>				
Contaminated land (Y/N):				
Operational time period (hours): <i>Please select one of the following: ,8; 8-12; 12 If no time period is selected, 24 hours will be used as the default</i>				

2. Number of Water Fittings	Please provide details of the number of water fittings (as listed) and indicate whether they are fed from the mains or from a storage tank. If no information is available please complete section 3 – Flowrate.							
	Meter 1		Meter 2		Meter 3		Meter 4	
Storage tank supply pipe size (mm):								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
WC flushing cistern:								
Domestic sized wash basin:								
Commercial sized wash basin:								
Bath (tap nominal size 20mm):								
Bath (tap nominal size larger than 20mm):								
Shower:								
Power Shower:								
Sink (tap nominal size 15mm):								
Sink (tap nominal size larger than 15mm):								
Spray tap:								
Bidet:								
Domestic sized washing machine:								
Domestic sized dishwasher:								
Domestic sized waste disposal unit:								
Commercial sized washing machine:								
Commercial sized dishwasher:								
Commercial sized waste disposal unit:								
Outside tap:								
Swimming pool:								
Any other water fitting or outlet:								

3. Flowrate	Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2.			
	Meter 1	Meter 2	Meter 3	Meter 4
3.1 From Logging Data	Please provide details of all three flowrates requested.			
Minimum (l/sec):				
Maximum (l/sec):				
Typical (l/sec):				
3.2 Estimate of Flowrate	Please provide details for the daily water requirement..			
Daily requirement (l/day):				

4. Fire Supplies	Please provide details for the number of fire supplies and their estimated flowrates.							
	Meter 1		Meter 2		Meter 3		Meter 4	
Number of fire hydrants:								
Estimated flowrate (l/sec):								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Number of fire hoses:								
Estimated flowrate (l/sec):								
Number of sprinkler system heads:								
Estimated flowrate (l/sec):								

5. Meter Requirements	Please indicate whether there is power available at the site if a meter that requires power is being selected from the meter menu.			
	Meter 1	Meter 2	Meter 3	Meter 4
Power available (Y/N):				