

## AMR Meter Guidance

### 1 What is an AMR meter?

AMR stands for 'Automatic Meter Reading'. Instead of a 'visual' reading as standard meters require, AMR meters transmit readings using a low powered radio, so that we can read them remotely using bespoke equipment. Standard meters do not have this ability. The radios are battery powered and last up to 15 years.

Only the water meter readings are transmitted; through secure and encrypted data that is only used by Wessex Water and relevant water retailers. It is not freely available to third parties.

As well as AMR meters having the ability to be read remotely, they can still be read visually on the display located on the meter. If possible, we would encourage that you also monitor your own usage and check for leaks.

There are two types of meters for domestic connections. The only difference being how the meters connect onto the pipework. All other features are common between the two. Concentric AMR Meters are commonly on boundary boxes and have one integrated thread combining the inlet and outlet. Inline AMR Meters are more traditional and have a separate inlet and outlet unions on either end of the meter. Larger AMR Meters are also available for non-domestic applications.

### 2 When are AMR meters commonly used?

Standard water meters require 24/7 unfettered access as they are our responsibility to read and maintain. If your site is unable to provide this access, then an alternative is the use of AMR remote read meters as they do not require access to obtain a reading. They are most common in flat blocks and retirement apartments where individual meters are required for each property.

### 3 Where should I position AMR meters?

Structures with very thick walls or steel frames or cladding commonly effect the remote reading capability as they block signals from the meters to the hand-held devices. In order to avoid this, it is important that the building structure and layout is taken into account at the design stage, preferably before the initial application.

Due to this it is not suggested that AMR meters are fitted inside individual flats or in the basement levels as this can significantly reduce the effectiveness of the transmitting radio. For optimal reading it is encouraged that AMR meters are fitted in riser cupboards on each floor near the front of the building or in communal areas.

The AMR meters use a low powered radio to transmit the required data. This means that the range can be limited in certain circumstances, especially on multi storey developments higher than three floors. In cases such as these it may not be possible to receive the radio signals from the upper storeys externally. We will therefore require access to 'common' parts of the buildings so that we can receive the radio signals from the higher storeys. In some cases we may require that proposed pipework layouts be modified to ensure AMR metering will be effective.

### 4 Costs of AMR meters

You can find out more information on costs by visiting [www.wessexwater.co.uk/services/building-and-developing/charges-and-performance](http://www.wessexwater.co.uk/services/building-and-developing/charges-and-performance)

## 5 How to apply for an AMR meter

When you apply for your new supply connection, please let us know that you intend to use AMR Meters. We will require the following information in support of your application. Information required includes:

- 1 Number of storeys within the building
- 2 Inline or concentric  
(Inline = cuts into the pipework, Concentric = screws into an internal manifold set up)
- 3 Building layout.
- 4 Site plan.
- 5 Schematic drawings.
- 6 Material being used to construct the building.
- 7 Where the meters will be housed - eg, in flats, in a service cupboard on each floor, in a riser on each floor, in a basement meter cupboard.

## 6 What are the next steps?

- You will receive a quote for your new connection/s which will include the costings for the AMR meters
- Once the full payment of the quotation has been received, we will order the meters from our local stores and advise when they are ready for collection.
- It is your responsibility to collect the meters from your local Wessex Water Store and to fit them.
- The New Connections team will provide a meter installation template which will need to be fully completed and returned to [supplyconnectionenquiries@wessexwater.co.uk](mailto:supplyconnectionenquiries@wessexwater.co.uk)
- Once we have received your meter details will advise on the next steps with regards to your water connection being made.

## 7 How to set up your billing accounts

- Once the meters have been fitted and the connection made, the meter details will be assigned to each property. New occupiers will then be required to call our billing team on **0345 600 3 600** to arrange their billing accounts.

