

TECHNICAL SHEET

PROVISIONS FOR THE SUPPLY OF THE METERING SERVICE FOR THE INTEGRATED WATER SERVICE AT NATIONAL LEVEL

218/2016/R/idr (*)

With resolution 218/2016/R/idr the Italian Regulatory Authority for Electricity Gas and Water lays down the provisions for the supply of the metering service for the integrated water service, approving the “Consolidated Text for the regulation of the metering service for the integrated water service at national level (TIMSII)”, enclosed with the aforementioned resolution.

The measure, which follows consultation document 42/2016/R/IDR, of which it confirms the general approach, introduces a first set of provisions concerning usage metering, postponing the regulation relating to industrial usage metering authorised to discharge into public sewers, the topic of the water balance and the introduction of definitions for the levels of performance for the metering service to subsequent measures.

In particular, the regulation focuses on the following aspects:

- **Responsibility for the metering service** - Responsibility for the metering service is entrusted to the integrated water services operators (SII), who manage the water supply network activity on the national territory and who are in charge of billing the amounts due for sewerage and water treatment for these same consumption levels.
- **Obligations concerning installation, maintenance and verification of the usage meters** - The operators shall ensure the installation, proper functioning, maintenance and verification of the meters (including where this is requested by the consumer), as well as ensure that the criteria for carrying out the legal metrological controls are respected.
- **Obligations concerning collecting usage metering data** - An annual minimum number of attempts to collect the metering data is introduced, differentiated depending on the consumption category (for consumers with an average annual consumption up to 3,000 cubic meter, 2 attempts to collect the metering data per year; for end users with an average annual consumption of more than 3,000 cubic meter, 3 attempts to collect the metering data per year); minimum time lapses between attempts to collect the metering data shall be respected (150 and 90 calendar days respectively). In the cases of usage with meters which are not accessible or partially accessible for which the attempt to collect the metering data fails at least two consecutive times and in the absence of validated recent self-readings, provision has been made to try one more time, at the latest in the month following the month of the second failed attempt, also in time-slots other than the usual, if necessary. It is furthermore provided that the operators are equipped with meter photo-reading procedures.
- **Procedure for self-reading usage meters** - Operators are required to make at least three self-reading modalities (SMS message, telephone call, web chat) available for the consumers, which shall be constantly active for 365 days of the year. The metering data communicated through self-reading shall be taken in charge by the operators (except in the cases of data which is

clearly false) for the purpose of validation and to be used for billing, giving the consumer feedback in the case of failure to take in charge or to validate.

- **Validation of the metering data** - The operators are obliged to validate the metering data obtained both through collection and through self-reading.
- **Average annual consumption calculation and data estimation and reconstruction procedures** - The average annual consumption calculation **procedures** are defined, to also be used with the purpose of determining the annual minimum number of metering data collection attempts, and a method for the estimation and reconstruction of metering data is introduced.
- **Archiving and making the metering data available to eligible parties** - The obligation for the operators to keep the validated metering data for 5 years, as well as to guarantee the use of the metering data to the user and to any other possible eligible parties are introduced.
- **Obligations for recording and communication to the Regulatory Authority** - The obligations and procedures for recording the data related to the attempts to collect the metering data and to the self-readings received are regulated. The obligation to annually communicate the information regarding usage metering data to the Regulatory Authority is also stipulated.

Resolution 218/2016/R/idr stipulates furthermore that the obligation to communicate with the user by means of bills (as in resolution 586/2012/R/IDR) be integrated, defining that the bill reports both the data relating to the user's average annual consumption and the minimum number of annual attempts to collect the metering data.

Finally, the resolution provides that the provisions of the TIMSII come into effect on the 1st July 2016 (except for some elements which will be applied during 2017), but recognises that if the operators demonstrate that they cannot comply with these provisions, the competent local Authority may submit a reasoned request for derogation, to the Regulatory Authority for a maximum period of twelve months.

(*) This sheet is for disclosure purposes only; it is not a measure.