

# 10 steps to telemetry



## Step 1 - Initial assessment

The developer submits an application which includes the details of the pumping station that they'd like us to own and maintain. Once the application's assessed, and we've granted technical approval of the sewerage design, a **Mobile Communication Survey** needs to be done. This will show what communication links are needed so the site can communicate with our telemetry systems.

The survey costs £246 which will be issued as an invoice to the developer as soon as this stage is reached. Once paid, we'll share the survey results with the developer's point of contact within 12 weeks.

## Step 2 - Mobile Communications Survey

The Mobile Communications Survey will confirm the type of hardware needed for the pumping station. Mobile GPRS is always our preferred option, but in cases where our survey shows it's not possible due to poor signal, we'd recommend a Radio Link instead.

Along with the Mobile Communication Survey results, we'll also send the developer a hardware proposal that confirms the necessary telemetry equipment and the associated costs. The hardware cost will vary depending on type.

## Step 3 - Order hardware

The developer then needs to complete a hardware proposal. Once returned to us, we'll order the hardware through our dedicated supplier. This means we can get the hardware built to order at a discounted rate allowing us to pass the savings onto developers. It'll take around 12 weeks to build and send back to the developer's preferred address (we'd recommend this should be directly to site due to the weight of the hardware). In addition to the hardware cost, a £78 fee applies to all hardware orders. We'll issue an invoice to the developer once the order's been placed.

## Step 4 - Hardware installation

Once the hardware arrives, the developer will need to get their contractor to install it at the site. This isn't something we can do for you.

## Step 5 - Commissioning

Once the hardware's been installed, the developer needs to get in touch with our **Legal & Telemetry team** to arrange a commissioning appointment. On the agreed date, one of our Telemetry Engineers will come to the site for around 3-4 hours to meet the developer's appointed contractor/electrician, and check that the site's correctly configured so that data

can feed back to our telemetry monitoring system. If everything's working as it should, we'll be able to see the pumping station 'live' on our monitoring system.

The commissioning appointment visit costs £282. We'll issue an invoice to the developer as soon as the date's agreed.

### **Step 6 - Monitoring contract**

Once the site's commissioned, it's eligible for one of our optional monitoring contracts. For £69 per 6 months or £86 per 12 months (excluding VAT), we'll notify the developer's appointed contact any time we see any alarms triggered. This is a service we offer 24 hours a day, 7 days a week. It's still the developer's responsibility to investigate the alarm and fix any faults.

### **Step 7 - Final Inspection**

Once the pumping station's reached the end of its initial maintenance period, the developer needs to ask us to come and do a final inspection. At this stage we'll check the following documentation's been completed/supplied.

- A land transfer of the pumping station registered at HM Land Registry.
- A Lifting Davit Test Certificate with at least 6 months validity and which shows a serial number.
- An Electrical Test Certificate with at least 18 months validity.
- An electronic copy of the Operation & Maintenance manuals. A hard copy must also be provided for the kiosk on site.
- A copy of a recent electricity bill to organise the transfer of the electricity supply.

If the pumping station's confirmed as suitable for adoption, we'll issue an inspection sheet to the developer and organise an initial handover date.

### **Step 8 - Pre-adoption**

At least 10 days before the handover date, we'll do a telemetry check (TF070) to make sure the pumping station's been operating without any faults or issues for at least 6 months. If any faults or issues are spotted, we'll let the developer know so they can be fixed before the handover can be agreed. Once any remedial works have happened, the developer needs to let us know so one of our Drainage Engineers can complete a further TF070 check to confirm there are no outstanding issues. Once this second check is successful, we'll be able to confirm a handover date.

### **Step 9 – Final approval**

Once there's a successful telemetry result, there needs to be a minimum of 14 days between that date and the handover date. This is so there's time for our systems to be updated.

## Step 10 - Handover and adoption

On the agreed date we'll hold a handover meeting, where we do a final check of the pump station before we change the locks and signage. We'll also take meter readings so that the electricity supply can be transferred to us. We'll then formally adopt/vest the site and our Telemetry Automation team will update our monitoring system to show the pumping station as one of our adopted assets.

### Need to get in touch?

Give us a call on 03456 066 087 (choosing option 2) and ask to speak to a member of our Legal & Telemetry team. Or, if it's easier, drop us an email at [DevelopmentServices-LegalandTelemetry@anglianwater.co.uk](mailto:DevelopmentServices-LegalandTelemetry@anglianwater.co.uk).