

Ten steps to telemetry

Step 1 - Initial assessment

The developer submits an application (S104/S185/S30/S102) which includes a pumping station to be technically assessed. Once the application is assessed and technical approval is granted, the Drainage Engineer will then request that a Radio Survey (TF81) is undertaken. TF81 is sent to the Legal & Telemetry Coordinator to arrange. This takes approximately 12 weeks and is £237 (A one off survey takes 4-6 weeks and is £237).

Step 2 - Radio survey

A radio survey is undertaken and results are received by the Legal & Telemetry Coordinator. This then determines the type of hardware required (aerial/public switched telephone network (pstn)). The hardware proposal is prepared and sent to the developer along with the radio survey results. The hardware cost varies depending on type. A price is given on the hardware proposal.

Step 3 - Order hardware

The developer completes the proposal and returns to the Legal & Telemetry Coordinator. We order hardware on the developer's behalf and at a reduced price to them. The hardware is ordered from an external company and built to order which takes approximately 6 weeks. It is then delivered to the developer's preferred address (usually to site due to the weight).

Step 4 - Hardware installation

The developer receives the hardware and has their contractor install it on site. Anglian Water do not install the telemetry hardware.

Step 5 - Commissioning

Once installed (including aerial/phone line), the developer should contact the Legal & Telemetry Coordinator to arrange a commissioning date. There is a fee of £272 for this service. This involves an Anglian Water Telemetry Engineer attending site as well as the developer's appointed contractor/electrician to ensure the site is correctly configured to allow data to be fed to our telemetry monitoring system (IRIS). If the commissioning meeting is successful, Anglian Water will be able to see the pump station 'live' on our monitoring system, IRIS. A commissioning appointment should take approximately 3-4 hours.

Step 6 - Monitoring contract

Now that the site is commissioned it can benefit from an optional monitoring contract with Anglian Water. For £83 per 6 months (excl. VAT) Anglian Water will notify your appointed contact of any alarms that may be triggered 24 hours a day, 7 days a week. The responsibility of investigating the alarm and rectifying faults remains with the developer.

Step 7 - Final inspection

Once the pumping station has served its maintenance period a final inspection will take place with a Drainage Technician, EAWR Engineer and a representative from Maintenance. If the station is confirmed as suitable for adoption the Drainage Technician will issue an inspection sheet to the Drainage Support Technician to confirm this and advise the date that handover is due to take place. Documentation such as operating manuals, electricity bills, meter readings and the davit lifting certificate should also be provided at this point, if available.

Step 8 - Pre-adoption

At least 10 days prior to the handover the Drainage Support Technician will check that the land transfer of the pumping station compound has been completed. If so, they will complete and send the TF070 to the Legal & Telemetry Coordinator to check the telemetry for any faults. If faults are identified details will be sent to the Drainage Team to notify the developer as these must be rectified before adoption can take place.

Step 9 - Final approval

The developer will need to advise the Drainage Technician once remedial works have taken place as we will need to re-do the telemetry survey to confirm. Once the survey comes back as successful we will then arrange a handover meeting.

Step 10 - Handover and adoption

At the handover meeting the Drainage Technician will confirm with the Legal & Telemetry Coordinator, that the pumps are still working as expected, by phone, whilst on site, before we change the locks. The Drainage Team will then formally vest the site. At the same time our Telemetry Automation Team will update our monitoring system, IRIS to show this as an Anglian Water Adopted Asset.