

INFORMATION ABOUT THE PROCESS OF REPLACEMENT OF FLAT SUB-METERS WITH EXPIRED VALIDITY

With this present information we aim to assist understanding of the process of **replacement of household water sub-meters**.

According to the regulation in force*, the validity of sub-meters used for settlement is eight years for meters that were validated in 2006 or later. The meters validated earlier can still be considered valid for six years.

As the meter is in the customer's ownership, it is the customer's responsibility to provide for the re-validation. Replacement of the sub-meter is necessary in the event of breakdown of the meter or expiry of its validity.

Replacement of the meter and recording of the meter in the billing system consists of the following steps:

1. Removal of lead seals

Pursuant to 84. § (9) of Government Decree no. 58/2013. (II. 27.), during commissioning, our company has been installing lead seals on water sub-meters which is the basis of sub-meter service agreements. The lead seal ensures that the meter binding is unbroken, and thus ensures valid, legally effective measuring. The lead seal placed on flat sub-meters is a yellow, plastic ring with individual serial number and the supplier's stamp or suspended seal.

In order to avoid misuse of water meters and to prevent subsequent complaints, lead seals shall be removed in the presence of at least two parties of the Agreement on Tariff Sharing by Sub-meters (sub-meter customer, representative of the block of flats or his agent, Waterworks of Budapest or its agent, or partner).

If the meter is replaced, the removal of the lead seal **shall be documented in the form sheet Amendment of Agreement on Tariff Sharing by Sub-meters**, where the factory serial number and index of the meter, the serial number of the lead seal and its condition shall be recorded as well. The form has to be signed also by those present when the lead seal is removed.

- If the meter is replaced by a **contracted partner** of Waterworks of Budapest, checking, removal and documenting of the lead seal is completed at the same time.
- If a **different contractor is assigned** to replace the meter, **the representative of the block of flats has to accept the above mentioned removal of the lead seal by his signature.**

Removed lead seals shall be returned to Waterworks of Budapest in all cases, and it is done free of charge by our partners or agents after the technical takeover of the new meter.

If required, for a certain fee, our company or our agents can help in removing lead seal.

2. Replacement of the meter

The water meter can be replaced by a contractor chosen by the customer or by the contracted partners of our company.

3. Documentation of meter replacement

The fact of replacement of the meter will be registered on a form of **Amendment of Agreement on Tariff Sharing by Sub-meters**, which – if it is not our contracted partners replacing the meter – has to be obtained and completed by the customer. The form sheet can be obtained from the Customer Service Office of the Waterworks of Budapest (XIII, Váci út 23-27), at the offices of Díjbeszedő Holding Zrt., it can be downloaded from the web site of the Waterworks of Budapest (www.vizmuvek.hu) or it can be requested from our Call Centre.

The form must be completed accurately (by stipulating the customer data of the meter and sub-meter, the exact consumption site of the sub-meter, the customer ID recorded by Díjbeszedő Holding Zrt. and the details and status of the dismantled and the new meter to be installed).

The form sheet will be **signed** in every case by the **bill-payer of the main meter** (who is normally the representative of the block of flats). The signature will be obtained by the customer holding the sub-meter.

*Government Decree no. 247 of 2012. (VIII. 31.)

If you select one of our contracted partners, they will deliver the form sheet of Amendment of Agreement on Tariff Sharing by Sub-meters simultaneously with the replacement of the meter. When the date and time of the replacement is agreed, the **site code of the meter** will be announced, which is indicated on the water bill.

4. Technical take-over

After replacement of the meter, the **technical take-over must be performed, where professional performance of the installation will be tested**, and when the lead seal certifying the proper technical installation of the equipment is applied.

In case the replacement of the meter is performed by a partner of our Company, our professionals will perform technical acceptance test simultaneously.

In case replacement of the meter is performed by third party other than the partner of our Company, the date and time of the technical acceptance test will be agreed with HEXAÉDER Építési és Szolgáltató Kft. when coordination will be initiated by the Customer. When such coordination is made, the **site code of the submeter** will be announced, which is indicated on the water bill. The number of the lead seal installed upon the technical take-over will be recorded on a form sheet by HEXAÉDER Építési és Szolgáltató Kft.

If the form sheet is completed in full at the time of replacement of the meter or the technical acceptance, and all the necessary signatures are applied, our contracted partners or the agent performing the technical acceptance test will forward it to our Company. If the signature of the bill-payer of the main meter is missing from the document, our contracted partner or the agent responsible for technical take-over will take over only the copy of the document which goes to Díjbeszedő Holding Zrt, and in this case the Customer is responsible for **delivering the copy of Waterworks of Budapest either personally, or by mail to the Company**.

5. Recording replacement of the meter in the billing system

Replacement of the meter will be recorded in our billing system on the basis of the form sheet of Amendment of Agreement on Tariff Sharing by Sub-meters, completed and submitted or posted to our Company by our partners or by the technical acceptance staff.

Waterworks of Budapest