



Ordering  
services  
policy.

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## 1. Background

We are committed to conducting all activities in accordance with the Wholesale Contract/Wholesale – Retail Code and improving customer service. This means that Thames Water complies with the rules of the non-household market, we provide an efficient user friendly service and we respond to changing customers needs.

## 2. Scope

This policy is in place to ensure that all 'Requestors' know how to submit a service request to Thames Water Wholesale (TWUL Wholesale).

This allows all parties that submit requests to understand and ultimately be able to submit a service request correctly first time, every time.

This policy includes the below points:

- ordering a non primary service
- rejection of a service request
- cancellation of service requests
- changing a service request
- changes to a non primary service
- SPID transfer
- non payment.

For avoidance of a doubt this policy covers the services described and listed in the Wholesale Service Offering only.

## 3. Definition of terms

**Business day** - a business day is defined as 08:00 (8am) to 18:00 (6pm) on any day other than a Saturday or Sunday, Christmas Day, Good Friday or any day which is a public holiday or a bank holiday in England and Wales under the Banking and Financial Dealings Act 1971.

**Default** - a debtor has not paid a debt which is required to have been paid.

**Delivery hours** - the delivery hours are defined as the hours the service will start to be delivered; this is defined as 09:00 (9am) to 17:00 (5pm) on a business day.

**Form** - forms are used to request services. Forms can relate to those laid out in the Wholesale Contract/Wholesale-Retail Code Part 3: Operational Terms as well as bespoke forms created by TWUL to be used to request non-appointed services.

**Materially complete** - materially complete means all mandatory information required is filled in and the information is sufficient to process the service which has been requested.

**Non primary service** - one off or discrete services performed pursuant to the Operational Terms or as otherwise set out in the Wholesale Tariff Document or Wholesale Service Offering in relation to specific circumstances or events.

**Portal** – web-based system, which can be accessed by retailers to submit service request forms.

**Primary charge** - all those charges in the Wholesale Tariff Document that relate to the supply of water services and the supply of sewerage services, both on an enduring or temporary basis.

**Service request** - a formal request from a Retailer/Inset Provider/Third Party for a service to be provided. Service requests will be made in writing using specified forms and will be sent through a series of order management channels offered by TWUL Wholesale business.

**Service level agreement (SLA)** - an agreement that sets out timescales for delivering a service.

**Short delivery timescales** - Refer to services that either:

- need to be delivered in less than 2 business days of the date we successfully receive a service request; or,
- an appointment for the delivery of that service is arranged within 2 business days of the date when the appointment was agreed.

**Supply Point ID** - supply point identifier as outlined in Wholesale Contract/Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

**Third party** - businesses that may act on behalf of retailers or non-household (NHH) customers.

**TWUL** - Thames Water Utilities Ltd.

**WMS** - Wholesale Market Services.

**WCWS** - Wholesale Contract for Wholesale Services.

**Website** - refers to [www.thameswater.co.uk/wholesale](http://www.thameswater.co.uk/wholesale).

## 4.Principles

TWUL Wholesale offers services in accordance with, and in addition to, the Wholesale Contract/Wholesale-Retail Code Part 3: Operational Terms. TWUL Wholesale is committed to always improving the delivery and the way we work through continuous improvement.

## 5.Policy

### a. Ordering a service

- TWUL Wholesale will only accept requests for services to be delivered within the TWUL Wholesale operational area.
- Service requests must be submitted using the relevant form, where applicable.
- Each service request must be made using a separate form.
- Retailers may submit service requests using the forms provided in the Portal. If retailers choose to submit forms via email, each email should only contain one service request form. The subject line of the email should include the form reference and the name of the service being requested. Example: B01 for Meter installation.
- Forms must be materially complete in order to be accepted as a valid service request.
- All service requests should be made electronically following the guidance outlined above, TWUL wholesale will not take service requests over the phone.
- It is the requestor's responsibility to review the form before submitting the request, if the form submitted is incorrect or missing information the service request will be rejected. In some instances, a letter of authorisation from the non-household customer will be required as well as the form.
- Bespoke forms will be available for services that are not in the Wholesale Contract/Wholesale – Retail Code but will be offered to the market by TWUL Wholesale. These forms will be known as the T series.
- An acknowledgment notification with a unique order reference number will be sent to the requestor within one business day of receipt of the service request. This will be sent to the requestor as well as any email address stated in the form. If you do not receive an

acknowledgement or a rejection notification following submission of a service request, please contact us.

- Service requests received within delivery hours will be processed the same day. Orders received outside of these times, including on weekends, bank holidays or public holidays, will be processed the next business day. Any duplicate requests identified by TWUL Wholesale may be charged for.

## b. Rejecting a service request

Service requests may be rejected for the following reasons:

- the form is not materially complete
- the incorrect form is used to request the service
- sufficient authorisation is not provided.

If the service request is rejected, a rejection notification will be sent to the requestor within one business day of receiving the service request outlining the reasons why the request was not accepted. This will be sent to the requestor as well as any email address stated in the form. If you do not receive an acknowledgement or a rejection notification following submission of a service request, please contact us.

## c. Rescheduling and cancelling a service request

All requestors have the ability to submit cancel or reschedule a service request during the life cycle of that said service request.

We will only accept requests to reschedule or cancel a service request submitted in writing no later than 1 business day in advance of the planned visit associated with the delivery of the service request.

We will not charge for the provision of the service if a request to reschedule or cancel a service request is submitted in writing no later than 1 business day in advance of the planned visit associated with the delivery of the service request, unless a quote has already been accepted. If a quote has already been accepted we may charge for any costs reasonably incurred, including costs from obtaining any permits or other traffic management measures in line with the Traffic Management Act 2014.

Requests to reschedule or cancel a service request submitted less than 1 business day in advance will be accepted but we will charge for the provision of the service.

Services with short delivery timescales shall attract abortive charges. Once the service request for a service with a short delivery timescale has been submitted the service cannot be cancelled without incurring charges, although we will accept notifications that the service is no longer required.

A cancellation notification is sent to give confirmation that the service request has been cancelled. The cancellation notification will be sent to not only the requestor but the email address stated in the service request form.

## d. Changes to a service

If TWUL Wholesale make a change to a service, all service requests in progress at the point of amendment will be delivered in line with the pre-amendment service terms. All service requests received after the amendment date will be delivered in line with the new service terms.

If TWUL Wholesale withdraw a service from operation, all in progress service requests will be delivered but no new requests will be accepted from the date of withdrawal.

## e. SPID transfer

## i. Incoming retailers

Providing you have a Wholesale Contract for Wholesale Services with TWUL Wholesale, a report of all open and in progress service requests will be provided to you by email for the Supply Point ID being transferred. We will provide you with the report for one Supply Point ID at a time.

The report will show:

- type of service requested
- date the service was requested
- estimated completion date for that service request
- current status of the service request.

## ii. Outgoing retailers

We will notify you upon completion of any service requests for the premises switching from you to another retailer. As the outgoing retailer, who originally submitted the service request, any charges associated with the service will be invoiced to you.

## f. Non payment

For more information on where there is outstanding money for services and credit support, please refer to the Wholesale Tariff Document.

## 6.Changes to policy

This policy will be reviewed on an annual basis and updated periodically as required.

## 7.References

- Wholesale Contract/Wholesale-Retail Code Part 4 Market Terms Section 4.7.2 and 4.7.3
- Wholesale Contract/Wholesale-Retail Code Part 3: Operational Terms - Section P
- Wholesale Contract/Wholesale-Retail Code Part 1: Objectives, Principles and Definitions
- Wholesale Tariff Document
- Wholesale Service Offering

## 8.Appendices