



# Site Specific Arrangements Code of Practice



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## Purpose

This document addresses the regulatory need to develop site specific arrangements, which allow us to hold and have immediate access to up to date information about the non-household customer premises (such as 24 hour contact details) which we wouldn't otherwise hold in our systems. Where we don't have site specific arrangements in place, we will rely on the retailer to share with us the contact details of the non-household customer

## Key principles – describing our approach

Site specific arrangements will only be established to enable us to meet our statutory or other regulatory obligations in the event of a drinking water quality incident, flooding or other event which poses a threat to public health such as environmental pollution.

Only non-household customers who are deemed to be sensitive customers will be eligible for a site specific arrangement.

In all instances where a non-household customer is deemed to be a sensitive customer, we will work with the retailer and non-household customer to establish a site specific arrangement.

When a retailer has identified that their non-household customer is sensitive and has notified us of their sensitivity, we expect the retailer to provide us with their site specific arrangement.

It is up to the retailer and non-household customer to decide how much information they share with us and therefore whether a 'Basic' or 'Detailed' site specific arrangement is created. At minimum, a site specific arrangement would include Business Name, location and contact details (24hrs), but may include more detailed information, such as escalation details (phone and email) among other elements.

Non-household customers whose business processes are particularly sensitive to changes in the water supply (for example composition or pressure) are expected to maintain their own business continuity plans for managing events and incidents including unplanned changes in water services in order to be able to make use of our services. Where this information is available, it should be included within the site specific arrangement. For example:

- for water services, it's the customer's responsibility to make sure that any water fill point is accessible, that we can connect to it using standard fittings.
- for wastewater services, it's the customer's responsibility to make sure they have mapped their private drainage network, including possible locations that can be used to take sewage away by tanker if needed.

- for both water and wastewater services, it's the customer's responsibility to make sure that there's someone from their site who is available to support us.

Some site specific arrangements will include waste arrangements. Alternative wastewater arrangements will be put in place if we deem it necessary to ensure continuity of service. This will only be when the reduction in or loss of service is our fault, such as a collapsed sewer or blockage in our network. For example, this will not include loss of service due to river flooding and will not include any issues on the non-household customer's private drains. We cannot guarantee this service and cannot detail what the alternative arrangements could be, as they will be assessed on a case by case basis.

We will hold details of site specific arrangements within our internal systems to enable us to identify non-household customers and premises which have a site specific arrangement and to assess whether these customers are impacted by any events or incidents.

It's the joint responsibility of the non-household customer, the retailer and ourselves to make sure that the information contained within the site specific arrangement is up to date.

Updates provided to us by the retailer or non-household customer will be updated in our systems or records within 2 business days.

## Contacting us

For questions, comments or feedback relating to this document, you can contact us through our [website](#)

For concerns regarding dishonest or unethical behaviour, please contact us on any of the following:



If you are an employee of Thames Water, you can also speak with your Line Manager.

## Useful references

- Sensitive Customers Code of Practice