

Thames Water Utilities Limited (TWUL) Wholesale

Published date: 31 March 2022

Effective date: 31 March 2022

Version 5.0



Legal

# Wholesale Service Offering

Setting out the operational arrangements between TWUL Wholesale and licensed retailers in connection with the provision of water and wastewater services.

## Foreword

This version of the Wholesale Service Offering dated 31 March 2022 was published by Thames Water Utilities Limited ("TWUL") Wholesale and is designated by Thames Water as the Wholesale Service Offering.

This Wholesale Service Offering has been produced to provide guidance on how we will interact with companies who provide retail services to non-household customers. The actual legal relationship between Thames Water and retailers is regulated by relevant legislation and written contracts, which require compliance with, among other things the Wholesale Contract/Wholesale-Retail Code.

This document however, is not intended to create any binding obligations or to be included as part of any contractual terms and conditions between Thames Water and retailers. It should not be relied upon as an accurate summary of any legal obligations that exist elsewhere.

## Seeking feedback

This version has been published as the second version for information and use. We intend to publish updates as necessary and appreciate your comments and feedback on the document. Please send your comments to [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk).

## Change control

This document will be updated as necessary when we make changes to the services we offer, for example in response to changes in legislation, including the Wholesale Contract/Wholesale-Retail Code.

## Revision history

Date	Version	Changes
1 April 2021	4.0	SC-W084 Information regarding requesting services, responding to requests and managing SPID transfers added. SC-W091, SC-W092 updated to provide clarity regarding the source of the data provided. SC-W004, SC-W013, SC-W022, SC-W037, SC-W038 removed digital meter roll out information, SC-W095 removed digital meter roll out information and added information about LCEs and AMI mode. SC-W113 Clarified what action we will take when we gain access and updated SLAs. Ordering Services Policy withdrawn. Definitions for LCE, AMI and delivery hours added.
8 July 2021	4.1	Wholesale Market Services team structure details removed. SC-W084 updated to include bulk requests. SC-WW059 minor editorial changes and update to number of blockages per year. SC-W095 and SC-W120 updated to include bulk requests. References to SC-W084 added to orderable services.
22 September 2021	4.2	SC-W039 updated to align with Bilateral Hub process, SC-W084 update to align with Bilateral Hub and escalation process added, Disconnection and Reconnection Policy withdrawn and Disconnection and Reconnection Code of Practice published, event management policy withdrawn.
13 January 2022	4.3	SC-W011 Leak allowance information updated, SC-W095 removed policy information, SC-WW010 service renamed, manhole replaced with inspection cover, SC-W026 alternative water supply information added, SC-WW028 Low volume consents removed and short term

		consents changed to temporary consents, Service requests definition amended, Sensitive Customer Policy changed to Code of Practice, Site Specific Arrangements Policy changed to Code of Practice, Alternative Water Supply Policy withdrawn, Notices Policy withdrawn, Trade Effluent Policy withdrawn, Water Networks Works Policy withdrawn.
31 March 2022	5.0	Section regarding meter reads added to introduction, SC-W078 service withdrawn, SC-W120 service withdrawn, SC-W095 monthly option withdrawn, Outside stop valve policy, Flooding Prevention Policy and Service Recovery Policy withdrawn, Private Blockages Policy converted to Code of Practice.

# Contents

Part A – Introduction .....	7
Purpose and objectives .....	7
Summary .....	7
Our tariffs .....	7
Our commitment to customers .....	8
Compliance .....	8
Service levels .....	8
Exclusions .....	8
Working directly with non-household customers .....	10
Connection services .....	10
Reducing pollution caused by pesticides .....	10
Investigating misconnections .....	10
Approved plumbers .....	10
Recovery of costs from non-household customers .....	11
Lead pipes .....	11
Fire hydrants .....	11
Pressure management .....	11
Managing incidents, emergencies and unplanned changes in services .....	12
Meter reads .....	12
Part B – Doing business with us .....	13
Contract management .....	13
Managing contracts .....	13
Ordering services .....	16
Managing service requests .....	16
Contact arrangements .....	21
Contacting us 24 hours a day .....	21
Part C – Our services .....	23
Service catalogue – services that can be ordered .....	24
Service catalogue – services not initiated by your order .....	33
Network area map .....	40
Publishing our network area map .....	40
Tariffs, allowances and payment .....	41
Assessing allowances and abatements .....	41
Reviewing our tariffs .....	45
Reassessing trade effluent charges .....	48

Providing payments for flooding prevention devices.....	51
Disconnections and reconnections .....	52
Disconnecting for non-payment.....	52
Reconnecting following non-payment disconnection.....	56
Disconnecting and reconnecting for non-payment using an accredited entity .....	59
Dealing with illegal connection and water use .....	64
Disconnecting for illegal use.....	65
Disconnecting for a breach of water regulations .....	67
Reconnecting following breach of water regulations .....	69
Disconnecting for non-household customer request .....	71
Reconnecting for non-household customer request .....	74
Using our powers of entry at your request .....	76
Enquiries and complaints .....	78
Managing complaints .....	78
Managing enquiries .....	83
Incidents .....	87
Managing dry weather and drought events.....	87
Communicating unplanned changes in our services .....	89
Providing alternative water supplies.....	91
Managing unplanned changes in our water services .....	92
Getting your views.....	95
Consulting on drought or dry weather plans .....	95
Consulting on long term plans .....	97
Managing demand.....	99
Dealing with customer side leaks .....	99
Improving non-household customers water efficiency.....	101
Investigating leaks.....	103
Incentivising water efficiency.....	105
Market data .....	107
Maintaining existing supply point data .....	107
Verifying meter details or supply arrangement.....	109
Registering and deregistering supply points.....	111
Communicating outstanding service requests .....	113
Incentivising gap site registration.....	114
Metering and data .....	117
Installing a meter.....	117
Providing non-market meter reads .....	119
Testing meter accuracy.....	120

Giving consent for data logger installations.....	123
Repairing or replacing faulty meters.....	124
Changing meters – retailer request.....	126
Changing meters – wholesaler request.....	129
Fitting splitters for data loggers.....	131
Providing historic consumption data.....	134
Providing consumption data from our data loggers.....	136
Providing digital meter data.....	138
Using our powers of entry to enable a meter read.....	141
Network operations – Capital works.....	143
Managing short term planned capital works.....	143
Managing long term planned capital works.....	146
Network operations – Water network.....	148
Managing short term planned work.....	148
Managing of reactive activities.....	151
Repairing outside stop valves.....	153
Network operations – Wastewater network.....	155
Maintaining flooding prevention devices.....	155
Maintaining pumping stations.....	157
Responding to blockages, odour and external floods.....	158
Responding to internal floods.....	160
Responding to pollution.....	163
Dealing with rodents.....	165
Dealing with defective inspection covers.....	168
Carrying out wastewater network follow on work.....	170
Protecting our wastewater network.....	172
Protecting customers.....	174
Protecting customers from bogus callers.....	174
Managing sensitive customer changes in service.....	175
Identifying and registering sensitive customers.....	177
Managing public health site specific arrangements.....	179
Trade effluent.....	181
Managing trade effluent enquiries.....	181
Assessing applications for trade effluent consents.....	183
Assessing variations to trade effluent consents.....	185
Terminating trade effluent consents.....	187
Monitoring trade effluent discharges.....	189
Providing trade effluent sample results.....	191

Sampling & analysis for trade effluent billing .....	192
Sampling & analysis of trade effluent by customers .....	194
Working with customers regarding private meters .....	196
Water quality .....	198
Managing water quality incidents .....	198
Ensuring water regulations compliance .....	201
Managing water quality and regulations enquiries .....	203
Visiting premises for water quality – unplanned .....	206
Visiting premises for water quality – planned.....	209
Providing of water quality information .....	211
Part D Definitions of terms .....	213
Part E References .....	222
Part F Appendix – Documents list.....	223

# Part A – Introduction

## Purpose and objectives

We aim to work successfully with you, in ensuring quality, timely and effective delivery of services to non-household customers. To support this, we have established this Wholesale Service Offering to build on the Wholesale Contract/Wholesale-Retail Code. We set out several services we provide that are not covered by the Wholesale Contract/Wholesale-Retail Code and also add the specific operational context for the Thames Water Wholesale area to those services that are covered by the Wholesale Contract/Wholesale-Retail Code.

The primary objectives of this Wholesale Service Offering are to:

- explain clearly the details of our services and how we will work with you in providing services, including the responsibilities and service levels of both parties
- set out which services you can order, and how you can order these services
- state which services have discrete charges.

This document has been written with retailers as the primary audience (referred to as “you” throughout). All references to “us” or “we” refer to Thames Water Utilities Limited (TWUL) Wholesale.

## Summary

This document contains five parts:

[Part A: Introduction](#) - in this section we provide the context for this Wholesale Service Offering.

[Part B: Doing business with us](#) - here we give you all the essential information on working with us, including:

- setting up and managing your contract with us
- contact arrangements
- ordering services from us.

[Part C: Our services](#) - here we list the services that we provide for you and your customers, covering both water and wastewater services. We have set out each individual service:

- providing a description of each service
- clarifying which of the services you can actively order and those that may impact you or your customers
- showing which services have discrete charges, and the circumstances under which some services may incur charges. Note – full details of our tariffs and the conditions specifying when charges will be payable are set out in our Wholesale Tariff Document.
- giving information on how you can order each service, including any forms you may need to use, and the policies and codes of practice which are particularly relevant to the service.

[Part D: Definitions](#) - a list of the definitions for terms included in our Wholesale Service Offering has been provided.

[Part E: References](#) - a list of the references used in the Wholesale Service Offering has been provided.

[Part F: Appendix](#) - in the Appendix we have listed our policies and codes of practice which guide the way we operate. Copies of these documents can be requested by contacting Wholesale Market Services.

## Our tariffs

Our Wholesale Tariff Document, which is available on our website, details our primary, non-primary tariffs, charges for additional services, allowances and arrangements for invoicing, payment and managing credit requirements.

In this document, for each service we have set out whether discrete charges apply to the service and the circumstances under which such charges may be incurred. This document also describes the services we provide relating to assessing, reassessing and reviewing charges, tariffs allowances and abatements.



## Our commitment to customers

We are committed to:

- supporting the non-household market and customers
- providing high quality, cost-effective and responsive wholesale services to all licenced retailers
- developing good relationships with all retailers to provide excellent seamless services to your non-household customers
- fully supporting the market operator in the management of the non-household market
- seeking to ensure that there is a level playing field for all market participants and
- providing services in a non-discriminatory way.

In line with our commitment to provide good customer service we will make payments where we do not meet our Guaranteed Standards Scheme Regulations or do not make payments within the required timescales set out in our Guaranteed Standards Scheme Regulations.

All such payments will be paid to you by our Wholesale Market Services function for you to pass on to your non-household customer(s) in accordance with the Wholesale Contract/Wholesale-Retail Code.

## Compliance

With the introduction of competition within the non-household market we are committed to full compliance with all relevant legislation, including:

- the Wholesale Contract/Wholesale-Retail Code
- the Water Industry Act 1991
- the Water Act 2014
- the Competition Act 1998
- our Instrument of Appointment (licence)
- the Market Arrangements Code.

We have a governance framework in place to ensure that we will remain compliant if any of the above codes/documents should change.

## Service levels

This document describes the service levels which we aim to provide. To help ensure we have sufficient resources to achieve these service levels we have made assumptions regarding the volumes of service requests we will receive, how these service requests will be submitted, and the quality of the information provided. This is based on previous market trends. Our ability to deliver services to these service levels is dependant upon future demand for services being consistent with the forecasted volumes, the method used to submit service requests and the quality of information provided.

## Exclusions

The Wholesale Contract/Wholesale-Retail Code gives wholesalers the option to choose whether or not to offer a number of services. For clarity, we describe here the services included in the Wholesale Contract/Wholesale-Retail Code that we have decided not to offer.

Accredited entities – we do not allow accredited entities to provide metering or trade effluent services or disconnections and reconnections requested by non-household customers or disconnections and reconnections for breach of water regulations.

Contribution offers – we do not make contribution offers or enter into contribution agreements in respect of installing meters at premises.

Vacant premises incentive payments – we do not offer incentive payments for the identification and registration of vacant premises.

Discontinuation of a trade effluent consents – we will not discontinue trade effluent consents. If your non-household customer temporarily stops discharging trade effluent, you may request a reassessment of their trade effluent charges. For more information, refer to our [reassessing trade effluent charges](#) service.

Non-public health site specific arrangements – we do not offer non-public health site specific arrangements.

## Working directly with non-household customers

There are a number of circumstances in which we may need to make contact with non-household customers or work directly with these customers whilst delivering services. This can include for instance work in relation to meeting our statutory or regulatory requirements, where we are communicating in general with household and non-household customers or where non-household customers have contacted us relating to emergencies, incidents and service issues. Some of these key service-related circumstances are set out in Part C of this document and we have indicated where services can be ordered directly from us by non-household customers.

We have listed here some other services where we work directly with non-household customers, so you can better understand where these relationships exist.

### Connection services

These services have been excluded from the Wholesale Contract/Wholesale-Retail Code and are therefore not included in this document. We provide connection services directly to customers, for details of our connection services please refer to our website.

### Reducing pollution caused by pesticides

We are required by the Drinking Water Inspectorate to reduce the risk of our drinking water quality standards being breached due to high levels of certain pesticides in some of our catchment areas. Current treatment methods, designed to remove a range of pesticides, are not effective at completely preventing these, from entering the water system. Therefore, we are working with stakeholders such as farmers, landowners and local authorities to raise awareness of the diffuse pollution caused by these pesticides, promote the use of alternative solutions and we may offer financial incentives for reducing pollution caused by pesticide use.

### Investigating misconnections

We carry out investigations to identify surface water outfalls which may be polluted by non-household customers' pipework being incorrectly or illegally connected to the public sewerage system (known as a misconnection). Where our site surveys confirm that a misconnection exists, we will notify the relevant non-household customer that they need to rectify the misconnection and will arrange an appointment to check whether the work has been completed correctly.

We may ask you to provide us with information to help us investigate misconnections and if we identify a misconnection at your non-household customer's premises, we will investigate and notify you of any correspondence with your non-household customer.

### Approved plumbers

We have pre-approved thousands of plumbers and underground workers across our region through our Approved Plumbers Scheme, which is part of the national WaterSafe Scheme. This helps prevent the risk of drinking water being contaminated by poor plumbing practices or sub-standard products by ensuring plumbers have specific training in the Water Fittings Regulations.

We recommend that your non-household customers choose an approved plumber to carry out work at their premises. For further information about our Approved Plumbers Scheme or finding an approved plumber, please refer to our website.

### Recovery of costs from non-household customers

If an incident that we have resolved has been caused by the actions of a non-household customer, or our assets are damaged by a non-household customer we may contact them to recover the costs we have incurred as a result of their actions.

### Lead pipes

Non-household customers who are concerned about lead levels in their water supply should contact us directly by phoning our wholesale contact centre, so we can arrange for water samples to be collected and analysed. If the results of the sample analysis show that there are significant levels of lead in the water, we will replace any pipe that belongs to us provided your non-household customer commits to replacing their lead pipework.

### Fire hydrants

We work directly with fire authorities within our operational area to install, maintain and repair fire hydrants on our network. Fire authorities may contact us directly to arrange for repairs or other work to be carried out on fire hydrants and we may contact them to arrange site meetings to discuss the scope of work to be carried out or inspect completed work.

We may charge fire authorities for work carried out. For more information regarding our tariffs, please refer to our Wholesale Tariff Document.

### Pressure management

Water pressure may be varied in the interest of sustainability and the environment, whilst still maintaining the required minimum level of pressure. This may impact the pressure experienced within a premises.

We work directly with non-household customers to identify whether their internal plumbing will be impacted by a change in pressure and as a discretionary gesture we may offer to provide a technical solution to ensure there is no disruption to water pressure within the building.

If the customer would like us to provide a technical solution, they can instruct us to carry out the work by sending us a signed agreement.

## Managing incidents, emergencies and unplanned changes in services

When managing incidents, emergencies and unplanned changes in water and wastewater services, including water quality incidents, we will communicate with all relevant parties, including non-household customers and carry out unplanned site visits to premises where necessary, to ensure issues are resolved and the incident or emergency is concluded as soon as reasonably practical. Further details are set out in Part C.

To ensure we respond effectively to an emergency we maintain emergency plans, which we follow to respond effectively in an emergency situation, minimise its impact and ensure a return to normality as quickly as possible. When we're preparing, testing or reviewing our emergency plans for specific scenarios, we may consult with relevant authorities and ask for information or help from you. Following an emergency, we'll work with you and relevant authorities to identify any lessons learnt and update our emergency plans within 30 business days of the incident being formally closed.

When an emergency is identified, it will be managed by the relevant multi agency group to minimise its impact and ensure a return to normality as quickly as possible. We will inform you when we're involved in the management of an emergency that may impact on your non-household customers and may ask you to provide a 24 hour emergency point of contact to help us communicate with them.

## Meter reads

We do not offer a meter read service. We regularly provide smart meter reads where available as wholesaler reads entered into CMOS. We do not charge for the provision of these reads.

## Part B – Doing business with us

This section explains how we will work with you to provide services on a day to day basis, the key channels to get things done and to resolve issues and how our contractual arrangements will work.

### Contract management

ID:	SC-W027	Service:	Managing contracts
Description:		<p><a href="#">Contact us</a></p> <p>Our contracts and accounts management team is here to answer your questions and help you through the process of signing a contract with us. We are available between the hours of 9am - 5pm Monday to Friday, excluding bank holidays and public holidays.</p> <p>You will need to have a Water Supply and/or Sewerage Licence (WSSL) that allows you to act as a water and/or wastewater retailer before requesting a contract. After this we can tell you what steps to take and what information we will need in order to do business with you.</p> <p>You can contact us by:</p> <ul style="list-style-type: none"> <li>• emailing us at <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</li> <li>• Posting to us at Thames Water:                     <div style="margin-left: 40px;">                         c/o Wholesale Market Services                          Clearwater Court                          Vastern Road                          Reading                          RG1 8DB                     </div> </li> </ul> <p><a href="#">Requesting a contract</a></p> <p>When you are ready to request a contract please ensure that the following information has been provided with the request and also signed off by an Executive Director of the licenced retail business or authorised signatory:</p> <ul style="list-style-type: none"> <li>• licence reference or number (where applicable)</li> <li>• business SIC code under the United Kingdom Standard Industrial Classification of economic activities, and corresponding VAT status</li> <li>• your billing and account details</li> <li>• your proposed credit and payment terms</li> <li>• business registered address</li> <li>• key contact details for all authorised signatories and persons involved in contract management:                     <ul style="list-style-type: none"> <li>○ contact name</li> <li>○ postal address</li> <li>○ email address</li> <li>○ phone number and/or mobile number</li> </ul> </li> <li>• 24-hour contact details</li> <li>• contact details of person for whose attention notices should be marked</li> <li>• contact details of your authorised service requesters (where relevant)</li> </ul> <p><a href="#">Credit and payment terms</a></p> <p>During pre-contract discussions you will be requested to confirm your payment terms, initially in the checklist and then directly from the contract and account management</p>	

team. Once you have provided these to the contract and account management team we will update our revenue and settlement function who will contact yourselves directly regarding credit terms, where required. The contract and account management team will monitor this process and seek to ensure reasonable timescales are achieved.

#### Receiving the contract

As a retailer, the Wholesale Contract for Wholesale Services is available to you on the basis of the services you are licenced to provide. Once we have received your application we will evaluate your request and either send you a signed contract or ask for more information. We aim to send you a contract or ask for further information as soon as is reasonably practicable.

When the contract is returned including the signature of your Executive Director of the retail business or authorised signatory and any conditions precedent have been met, we will inform the market operator that you are one of our customers as soon as reasonably practicable. You will then be able to become the registered retailer for Thames Water Wholesale Supply Point IDs (SPID) and order services from Thames Water Wholesale as published in this document. You will be able to serve the customer in accordance with the Wholesale Contract/Wholesale-Retail Code (in some circumstances for Additional Services additional terms and conditions will apply).

#### Account management

Once you have a signed contract with us we will provide you with a new customer pack which will hold our operating protocols. Your account manager will provide an account management service to you throughout the duration of your contract. This service includes;

- day to day management of your contract
- contract governance, which will include monitoring contract performance with robust key performance indicators (KPIs)
- management of relationship with all retailers purchasing services from Thames Water Wholesale
- manage and resolve contractual dispute and escalations
- management of instances in which the retailer believes the terms and conditions, or delivery of the deal was breached or misunderstood
- carrying out activities to understand retailer satisfaction.

Retailers may request meetings with the contract and account management team to discuss issues they may have at any point in the contracting process.

#### Contract change

In the instance where the Wholesale Contract/Wholesale-Retail Code is amended via the Market Arrangements Code change process, the contract should be viewed as being changed in accordance with the relevant effective date.

#### Termination of contract

Termination of the contract will occur in line with the Wholesale Contract for Wholesale Services. We will keep the retailer updated throughout the process of terminating the contract. As applicable, we will notify Ofwat and the market operator within the service levels.

We reserve the right to trigger termination of the contract if notified of you becoming a defaulting trading party with another wholesale signatory to the Market Arrangements Code.

Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>The contracts and accounts management team are available (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"><li>Monday – Friday, 9am – 5pm</li></ul> <p>This service is available to the following parties:</p> <ul style="list-style-type: none"><li>Retailers, with valid wholesale and/or sewerage licence issued by Ofwat</li></ul>
To order:	This is not a service you can order.
Service levels:	Specific service levels do not apply.
Documents related to this service:	Specific documents do not apply.



## Ordering services

ID:	SC-W084	Service:	<a href="#">Managing service requests</a>																					
Description:		<p>Our service offerings can be found in Part C of this Wholesale Service Offering and on the service pages of our website. On the service pages you will find service descriptions and information about ordering the service, as well as any relevant terms and conditions and tariffs for our service offerings.</p> <p>Services can be requested by licenced retailers, third parties or accredited entities where applicable using the following methods.</p> <table border="1" data-bbox="440 667 1385 1014"> <thead> <tr> <th rowspan="2">Method</th> <th colspan="3">Customer group</th> </tr> <tr> <th>Retailer</th> <th>Accredited entity*</th> <th>Third party</th> </tr> </thead> <tbody> <tr> <td>Bilateral Hub</td> <td>Y</td> <td>Y</td> <td>N</td> </tr> <tr> <td>Portal</td> <td>Y**</td> <td>Y**</td> <td>N</td> </tr> <tr> <td>Emailed Excel Forms</td> <td>Y**</td> <td>Y**</td> <td>Y</td> </tr> </tbody> </table> <p>*Via retailer access</p> <p>**The portal and excel forms may only be used if the relevant service is not yet mandated to use the Bilateral Hub.</p> <p>We will not accept any services request by phone, nor will we accept service request from non-household customers unless stated within the Wholesale Contract/Wholesale-Retail Code or legislation. Any incidents and emergencies should be directed to our operations contact centre.</p> <p>We will only accept service requests that meet the following criteria:</p> <ul style="list-style-type: none"> <li>the service request form must be materially complete – if the form is not materially complete it will be rejected. 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.</li> <li>only one form should be submitted at a time,</li> <li>the form should be completed for one service at one Supply Point ID (SPID). However, if you would like to submit a request for multiple supply points, please contact the service desk prior to sending any volumes through (including Excel or Word documents), so that we may discuss your requirements before their receipt.</li> </ul> <p>Please note that all forms and service requests, including bulk requests are subject to acceptance by Thames Water Wholesale.</p> <p>Requests/forms received within delivery hours will be processed the same day.                  Request/forms received outside of these times, including on weekends, bank holidays or public holidays, will be processed the next business day.</p> <p><a href="#">Bilateral Hub</a></p>				Method	Customer group			Retailer	Accredited entity*	Third party	Bilateral Hub	Y	Y	N	Portal	Y**	Y**	N	Emailed Excel Forms	Y**	Y**	Y
Method	Customer group																							
	Retailer	Accredited entity*	Third party																					
Bilateral Hub	Y	Y	N																					
Portal	Y**	Y**	N																					
Emailed Excel Forms	Y**	Y**	Y																					

Where the relevant process is mandated in the Bilateral Hub, all requests shall be progressed through the Bilateral Hub. Forms shall be used where the relevant process is not available via the Bilateral Hub.

#### Portal

Our Portal can be used to submit forms and it can be accessed via our website. You can request up to 5 super user logins to enable you to manage access to our Portal within your company. To request super user access or to notify us that you no longer need super user access e.g. when people move roles or leave, please email [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk) and enter in the subject line FAO your contracts and account manager.

You can use the portal to:

- submit service requests
- track the progress of service requests; and,
- view notifications.

A copy of our Portal user guide can be found on our [website](#).

#### Email

Excel versions of forms can be sent to:

- emailing the request form to [service.requests@thameswater.co.uk](mailto:service.requests@thameswater.co.uk); or,
- emailing the request form to [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk)

If you choose to submit forms by email, please send one form per email and attach any supporting documentation or files on the same email. The subject line of the email should include the form reference and the name of the service being requested. Example: B01 for Meter installation.

#### Additional services

Bespoke forms are 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.

#### Terms and conditions

In some circumstances for Additional Services additional terms and conditions will apply. The Additional Terms and Conditions can be found on the respective Thames Water forms. Please make sure you have read all of the terms and conditions related to the delivery of the service before submitting a form or request in any format and you accept liability for any charges associated with that service as set out in our Wholesale Tariff Document.

#### Managing quotations

Where a service we offer is requested and the work required falls outside of our definition of a standard service we will provide a price on application. A site visit might be required for the preparation of the quote; charges might apply. The quote will be sent to you by Wholesale Market Services.

To accept or reject a quote, you need to reply by email to [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk), including:

- the quote reference number;
- the unique reference number that relates to the service request; and,

- confirmation of the quoted amount.

By accepting a quote you also accept liability to pay the charges set out in that quote. Following a quote being accepted, you will be liable for the charges, including when that order has been cancelled. We may charge you for any costs reasonably incurred including, for example cost of obtaining any permits or other traffic management measures in line with the Traffic Management Act 2004.

Quotes are valid for three months from the date they were issued, unless otherwise stated for the service (ie for metering services, quotes are valid for a period of 14 days) If you don't accept a quote within its time validity period, the quote will be deemed to have expired and the related service cancelled. Where a site survey was required for the production of a quote, you may be charged for that survey. For details of our tariffs, please refer to our Wholesale Tariff Document.

#### [Rescheduling and cancelling a service](#)

Subject to any specific service related conditions, rescheduling or cancellations of a service or an appointment will be accepted in writing only and no later than 1 business day in advance of the planned visit. After this time, you may still request in writing to reschedule or cancel a service or an appointment but charges will apply, for which you will be liable.

If you reschedule or cancel a service or an appointment with notice of more than 1 business day we will not apply charges, unless a quote has been already accepted where we may charge for any costs reasonably incurred, which you shall be liable for, including costs from obtaining any permits or other traffic management measures in line with the Traffic Management Act 2004.

Where rescheduling or cancelling certain services with short delivery timescales, this will attract abortive charges. In those circumstances, once you have issued the service request you cannot cancel these services without incurring charges, although you can still notify us that the service is no longer required.

All service rescheduling and cancellations can be requested by emailing our Wholesale Service Desk at: [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk) quoting the corresponding unique reference number.

For more information, please refer to our Wholesale Tariff Document.

#### [Acknowledging your form](#)

We will acknowledge receipt of your form by providing you with a unique reference number upon successful submission.

If the form is rejected, we will provide you with a unique reference number, and also provide a reason for rejecting it.

We will aim to provide you with an acknowledgement of receipt of your form within 1 business day of receiving the request.

#### [Acknowledging the completion of work](#)

On completion of each service you've requested, you will receive a notification to inform you that the work is complete.

#### [Changes to services](#)

Where a change to our service offering has been made, we will contact you to inform you of the changes that are coming.

	<p><b>Contacting us</b></p> <p>If you want more information about service requests you have submitted, please contact the Wholesale Service Desk by email at: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>. Please always have your unique reference number ready when contacting the Wholesale Service Desk. The Wholesale Service Desk is available Monday – Friday, 9am – 5pm, (excluding bank holidays and public holidays)</p> <p>In an emergency, please call our 24 hour wholesale contact centre on (0800 316 9800).</p> <p><b>Escalations</b></p> <p>If you want to raise a concern about a request, you should send an email to <a href="mailto:wmsescalations@thameswater.co.uk">wmsescalations@thameswater.co.uk</a>.</p> <p>The email needs to include 'ESCALATION' in the subject line and reference the WMS case you want to escalate. In the body of the email you need to explain why you are escalating a case. The following criteria make for a valid escalation:</p> <ul style="list-style-type: none"> <li>• the case has failed its SLA.</li> <li>• you are disputing the outcome of a case (with evidence provided of Thames Water's failings).</li> <li>• there have been failed promises (for example a site visit booked in that never took place).</li> </ul> <p>The Escalations Associate will aim to respond to all escalations within 5 working days, and aim to complete all escalations within 20 working days. We also have internal escalation stages so you can escalate if they haven't received a response within 5 business days.</p> <p>The Account Managers are also available to help, but individual cases will be worked by the Escalations Team in order to ensure the quickest possible outcome and an audit trail is in place; please make sure that all escalations are sent through the correct channel, rather than via the Account Managers.</p> <p><b>SPID transfer</b></p> <p>We will provide the incoming retailer (providing you have a Wholesale Contract for Wholesale Services with TWUL Wholesale) with a report of all open and in progress service requests for the Supply Point ID being transferred. We will provide you with the report for one Supply Point ID at a time.</p> <ul style="list-style-type: none"> <li>• The report will show:             <ul style="list-style-type: none"> <li>○ type of service requested</li> <li>○ date the service was requested</li> <li>○ estimated completion date for that service request</li> <li>○ current status of the service request.</li> </ul> </li> </ul> <p>We will also notify the outgoing retailer 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.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	Not applicable.
To order:	This is not a service you can order.
Service levels:	Specific service levels do not apply.

Documents related to this service:	Specific documents do not apply.
------------------------------------	----------------------------------

## Contact arrangements

ID:	SC-W012	Service:	<a href="#">Contacting us 24 hours a day</a>
Description:	<p>Effective and timely communication is essential in matters to do with dealing with incidents and emergencies and protecting public health. We will publish information about incidents and emergencies on our online pages, social media and other appropriate channels.</p> <p>You should encourage your non-household customers to communicate directly with us for matters related to changes to their operational service, events and emergencies, and protecting public health so that we are able to collect all the information we may need. In line with our non-household customer enquiries service, you will need to publish our wholesale contact centre number (0800 316 9800) to all of your non-household customers.</p> <p>To enable effective 24 hour communication you may contact us by calling us on the telephone number we will give you when you sign a contract with us. From Monday – Friday, 9am – 5pm you will then be provided with three options, Wholesale Service Desk, revenue and settlement and the wholesale contact centre. Outside of these hours, calls will be forwarded onto our wholesale contact centre. You should contact this line to:</p> <ul style="list-style-type: none"> <li>• notify us of any health and safety concerns</li> <li>• notify us of an unplanned change in water or wastewater services</li> <li>• contact us regarding matters relating to the management of events, incidents and emergencies related to your customers</li> <li>• report any suspected illegal use of water by your customers</li> <li>• report any suspected breaches of water fittings regulations by your customers</li> <li>• report any actual, potential or suspected unconsented trade effluent discharge by your customers</li> <li>• notify us of any pollution reported to you by your customers</li> <li>• report any bogus callers operating in our area.</li> </ul> <p>We also expect you to have a 24 hour point of contact for us to use in case we need you to communicate with your non-household customers about an unplanned change in water and/or wastewater services. If we need you to do this, we will include an explicit statement at the beginning of any such communication as to whether we wish you to:</p> <ul style="list-style-type: none"> <li>• take action</li> <li>• prepare to take action; and/or,</li> <li>• be aware of the information in order to react appropriately to any enquiry you receive.</li> </ul> <p>Where appropriate, we will proactively contact you to confirm receipt of the information, using the standing on-call arrangements.</p> <p><a href="#">Sensitive customers</a></p> <p>We provide a priority phone number, which your non-household sensitive customer can use 24/7 to contact us regarding unplanned changes in water and/or wastewater services or emergencies. You will be provided with the phone number to give to your non-household sensitive customers when we have an agreed Wholesale Contract for Wholesale Services.</p> <p>For your sensitive customers, please refer to our Sensitive Customer Code Of Practice.</p>		
Charges:	Charges do not ordinarily apply to this service.		

Availability:	If you have a contract with us, you may contact us 24/7 by calling us on the telephone number we will give you when you sign a contract with us. From Monday – Friday, 9am – 5pm, you will then be provided with three options, and depending upon what you choose this will put you to the relevant team. Outside of these hours, calls will be routed to our wholesale contact centre, to deal with events, incidents, pollutions and emergencies (as set out above).
To order:	This is not a service you can order.
Service levels:	Specific service levels do not apply.
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Sensitive Customer Code of Practice</li></ul>

## Part C – Our services

This part sets out those services which you can order and other water or wastewater services that may impact you or your non-household customer but which you may not have initiated.

### Service catalogue

The service catalogue lists all of the services which can be found within the “Part C – Our services” section of this document. Each service has a description, unique service ID and Wholesale Contract/Wholesale-Retail Code reference; also shown is whether or not the service is orderable, and if so by who, and whether or not it is discretely chargeable. To find the service definition of a service please click on the service ID.

The descriptions within the catalogue give an indication of the service provided. For further information please refer to each service definition, our policies, codes of practice, our Wholesale Tariff Document and the Wholesale Contract/Wholesale-Retail Code.



## Service catalogue – services that can be ordered

The table below sets out the services which we will provide. The provision of these services can only be triggered by submitting an order eg using a form. Details of what you need to do to order the services are given in the service descriptions, available by clicking on the service ID.

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Tariffs, allowances and payment	<a href="#">SC-W011</a>	H1	Assessing allowances and abatements	We perform a review of the allowances and abatements for firefighting, leakage, non return to sewer and surface water drainage.	Retailers	Yes
Tariffs, allowances and payment	<a href="#">SC-W085</a>	H3,H4,H5	Reviewing our tariffs	We perform a review of any service component tariff applied to a supply point following a request from you. Or we may also wish to review a service component tariff on an annual or ad hoc basis.	Retailers	Yes
Tariffs, allowances and payment	<a href="#">SC-WW013</a>	H1	Reassessing trade effluent charges	We carry out reassessments of trade effluent charges.	Retailers	Yes
Disconnections and reconnections	<a href="#">SC-W056</a>	I1	Disconnecting for non-payment	At your request we carry out temporary and permanent disconnections where your non-household customer has not paid an invoice issued by you. We also offer to carry out work outside our normal working hours and may use our powers of entry at your request.	Retailers	Yes

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Disconnections and reconnections	<a href="#">SC-W061</a>	18	Reconnecting following non-payment disconnection	<p>We reconnect the water supply of your non-household customer following a temporary disconnection related to non-payment following a request from you. We offer to carry out:</p> <ul style="list-style-type: none"> <li>• standard reconnections</li> <li>• non standard reconnections</li> <li>• work outside our normal working hours</li> </ul>	Retailers	Yes
Disconnections and reconnections	<a href="#">SC-W096</a>	12 & 19	Disconnecting and reconnecting for non-payment using an accredited entity	We will work with you to enable accredited entities to carry out disconnections and reconnections for non-payment.	Retailers	No
Disconnections and reconnections	<a href="#">SC-W062</a>	110	Reconnecting following breach of water regulations	<p>We reconnect the water supply of your non-household customer following a temporary emergency disconnection in relation to a breach of water regulations, once you let us know that you have been informed by your non-household customer that the rectification work has been completed. We will perform inspections to confirm that the breach has been satisfactorily rectified prior to reconnecting the water supply.</p>	Retailers or non-household customers	Yes

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Disconnections and reconnections	<a href="#">SC-W059</a>	I5	Disconnecting for non-household customer request	We provide temporary and permanent disconnections or provide consent for self-disconnection following a request made by your non-household customer.	Retailers or non-household customers	No
Disconnections and reconnections	<a href="#">SC-W063</a>	I11	Reconnecting for non-household customer request	We carry out reconnections of the water supply to your non-household customer premises following a temporary disconnection, where you have submitted a request on behalf of your non-household customer.	Retailers	Yes
Disconnections and reconnections	<a href="#">SC-W060</a>	I7	Using our powers of entry at a your request	We may use our powers of entry at your request, to carry out a survey, make a disconnection or any other necessary work, you've requested, where is it within in our powers to do so.	Retailers	Yes
Enquiries and complaints	<a href="#">SC-W074</a>	F5	Managing complaints	In line with the market requirements we accept feedback, including in the form of complaints, on the services we provide, via a dedicated contact point. We will act expeditiously to deal with a complaint from any of our customers.	Retailers	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Enquiries and complaints	<a href="#">SC-W083</a>	F4	Managing enquiries	We will act expeditiously to deal with enquiries eg regarding services, invoicing and contracts or any other matter from any of our customers.	Retailers	No
Managing demand	<a href="#">SC-W108</a>	Not applicable	Incentivising water efficiency	We offer financial incentives to retailers whose customers improve their water efficiency.	Retailers	No
Market data	<a href="#">SC-W028</a>	C7	Maintaining existing supply point data	We maintain existing supply point data within the market registration system.	Retailers	Yes
Market data	<a href="#">SC-W039</a>	C1	Verifying meter details or supply arrangement	We verify meter asset details including location and meter supply arrangements upon request.	Retailers	Yes
Market data	<a href="#">SC-W073</a>	C5, C6 & A6	Registering and deregistering supply points	We register and deregister Supply Point ID's (SPID's) and will monitor and manage relevant information with the market operator.	Retailers	No
Market data	<a href="#">SC-W114</a>	C3	Incentivising gap site registration	We offer an incentive scheme for the registration of gap sites.	Retailers	No
Metering and data	<a href="#">SC-W004</a>	B1	Installing a meter	Where it is practical to, we will install a meter and all associated assets to any unmeasured or assessed property within our operational area.	Retailers	Yes

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Metering and data	<a href="#">SC-W008</a>	B11	Providing non-market meter reads	We provide ad hoc non market meter reads when a customer transfers retailer or an interim retailer is appointed.	Retailers	Yes
Metering and data	<a href="#">SC-W013</a>	B3	Testing meter accuracy	We test the accuracy of a meter. We will need to remove the meter for testing, and will therefore replace the meter temporarily when we remove the original.	Retailers	Yes
Metering and data	<a href="#">SC-W022</a>	B5	Repairing or replacing faulty meters	We repair or replace all meter assets.	Retailers	Yes
Metering and data	<a href="#">SC-W037</a>	B7	Changing meters – retailer request	We change the size, type or location of our meter. This includes request to change meter type to one which is compatible with data logging equipment to enable capture of consumption data in relation to consumption data services.	Retailers or third parties	Yes
Metering and data	<a href="#">SC-W020</a>	Not applicable	Fitting splitters for data loggers	We provide an installation service of splitter equipment, if you wish to fit a data logger to our revenue meter at your non-household customer's premises.	Retailers or third parties	Yes

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Metering and data	<a href="#">SC-W091</a>	Not applicable	Providing historic consumption data	We provide flow data from water meters for a time period in the past, which is specified by you.	Retailers or third parties	Yes
Metering and data	<a href="#">SC-W092</a>	Not applicable	Providing consumption data from our data loggers	We provide flow data from water meters on a monthly basis	Retailers or third parties	Yes
Metering and data	<a href="#">SC-W095</a>	Not applicable	Providing digital meter data	We can provide data from digital meters on a regular and continual basis.	Retailers or third parties	Yes
Metering and data	<a href="#">SC-W113</a>	Not applicable	Using our powers of entry to enable a meter read	Where you have been unable to gain access to a premises to obtain a meter read you can ask us to use our powers of entry.	Retailers	Yes
Network operations – Water network	<a href="#">SC-W082</a>	Not applicable	Repairing outside stop valves	We will repair/replace a faulty outside stop valve.	Retailers or non-household customers	No
Network operations – Wastewater network	<a href="#">SC-WW006</a>	E3	Responding to blockages, odour and external floods	We respond to situations where we are either informed or become aware of your non-household customers experiencing a blockage or symptoms of a blockage, an odour or external flooding and take action to resolve the issue.	Non-household customers	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Network operations – Wastewater network	<a href="#">SC-WW007</a>	E3	Responding to internal floods	We respond to situations where we are either informed or become aware of your non-household customer experiencing an internal flooding and take action to resolve the issue.	Non-household customers	No
Network operations – Wastewater network	<a href="#">SC-WW008</a>	E3	Responding to pollution	We respond to situations where we are informed of your non-household customer experiencing flooding which is, or could, cause a pollution incident.	Non-household customers	No
Network operations – Wastewater network	<a href="#">SC-WW009</a>	E3	Dealing with rodents	We respond to situations where we are either informed or become aware of a rodent issue in relation to our assets and take action to resolve the issue.	Non-household customers	No
Network operations – Wastewater network	<a href="#">SC-WW010</a>	E3	Dealing with defective inspection covers	We respond when we are informed or become aware of a defective or dangerous inspection cover and take action to resolve the issue.	Non-household customers	No
Network operations – Wastewater network	<a href="#">SC-WW011</a>	E3	Carrying out wastewater network follow on work	We carry out work in our wastewater network following either an initial investigation or a necessary follow-up action is required, in relation to a blockage, internal or external flooding, pollution or odour, rodents issue or defective inspection cover.	Non-household customers	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Protecting customers	<a href="#">SC-W024</a>	Part E Section F	Protecting customers from bogus callers	We provide ways for people to report suspected bogus callers operating in our area.	Non-household customers	No
Protecting customers	<a href="#">SC-W046</a>	E2	Managing public health site specific arrangements	We provide specific arrangements that will support sensitive customers in the event of an incident that could affect public health. This service will support the creation of a site specific arrangement detailing the plan we will implement in the case of an emergency.	Retailers	No
Trade effluent	<a href="#">SC-WW027</a>	G1	Managing trade effluent enquiries	We provide ways for you and your non-household customer to make enquiries regarding trade effluent and respond to enquiries received.	Retailers or non-household customers	No
Trade effluent	<a href="#">SC-WW028</a>	G2	Assessing applications for trade effluent consents	We assess applications for trade effluent consents and may issue consents to discharge trade effluent.	Retailers or non-household customers	Yes
Trade effluent	<a href="#">SC-WW029</a>	G3	Assessing variations to trade effluent consents	We carry out assessments to determine whether variations to the conditions of a consent should be made.	Retailers or non-household customers	Yes
Trade effluent	<a href="#">SC-WW031</a>	G6	Terminating trade effluent consents	We carry out assessments to determine whether a trade effluent consent can be terminated.	Retailers or non-household customers	No



Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Trade effluent	<a href="#">SC-WW056</a>	Not applicable	Sampling & analysis of trade effluent by customers	We assess requests from customers who would like to carry out sampling of trade effluent for the calculation of trade effluent charges.	Retailers or non-household customers	Yes
Trade effluent	<a href="#">SC-WW038</a>	B12, B13, B14	Working with customers regarding private meters	We work with your non-household customers to ensure private meters are installed and maintained and information is provided to the market operator.	Non-household customers	No
Water quality	<a href="#">SC-W052</a>	F6	Managing water quality and regulations enquiries	We provide support to water users who contact us with enquiries or concerns regarding water quality. We assess all contacts and will investigate further where necessary. Our Water Regulations team review water regulations notifications and will answer queries regarding the regulations.	Retailers or non-household customers	No
Water quality	<a href="#">SC-W094</a>	Not applicable	Providing of water quality information	We provide a facility to identify the water supply zone for your non-household customers' premises and a summary of our current Drinking Water Inspectorate Improvement Programmes and associated water supply zone information.	Retailers	No

## Service catalogue – services not initiated by your order

The table below sets out the service we provide where this is not triggered by an order being submitted eg using a form.

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Tariffs, allowances and payment	<a href="#">SC-WW058</a>	Not applicable	Providing payments for flooding prevention devices	We perform an annual review of electrical costs for running flooding prevention devices and provide payments where appropriate.	Not applicable	No
Disconnections and reconnections	<a href="#">SC-W057</a>	C2	Dealing with illegal connection and water use	We investigate and take action where we identify illegal connection to our network and/or illegal use of water.	Not applicable	No
Disconnections and reconnections	<a href="#">SC-W006</a>	I3	Disconnecting for illegal use	We carry out disconnections of the water supply following confirmation of illegal connections and/or water use.	Not applicable	No
Disconnections and reconnections	<a href="#">SC-W058</a>	I4	Disconnecting for a breach of water regulations	We carry out an emergency disconnection of non-household customer's water supplies, where a serious breach of water regulations has been identified. We inform you and your non-household customer of the necessary steps to be carried out, before the water supply can be restored.	Not applicable	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Events and incidents	<a href="#">SC-W005</a>	E6	Managing dry weather and drought incidents	We monitor weather conditions and water resources with the relevant authorities to manage the availability of water within our operational area. We also maintain plans and procedures to manage droughts and dry weather conditions.	Not applicable	No
Events and incidents	<a href="#">SC-W025</a>	E3	Communicating unplanned changes in our services	We will tell you, non-household customers and the general public about changes to water services and/or wastewater services, using a large number of communication platforms, including website, social media, phone, press releases, post and letter drops to do so.	Not applicable	No
Events and incidents	<a href="#">SC-W033</a>	Not applicable	Providing alternative water supplies	We provide alternative water supply arrangements to household and non-household customers in the event of an emergency.	Not applicable	No
Events and incidents	<a href="#">SC-W047</a>	E3	Managing unplanned changes in our water services	We carry out work necessary to investigate and remedy any unplanned change in water services, provide alternative supplies if necessary and keep you and your non-household customers informed of progress to resolve the issue.	Not applicable	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Getting your views	<a href="#">SC-W048</a>	E6	Consulting on drought or dry weather plans	We implement measures when in drought or dry weather conditions, including usage restrictions, so as to keep overall supply and demand in balance.	Not applicable	No
Getting your views	<a href="#">SC-W021</a>	Part E Section B	Consulting on long term plans	We develop and maintain long term water resource management and drought plans and consult with you and all other all relevant stakeholders on the plans.	Not applicable	No
Managing demand	<a href="#">SC-W065</a>	Not applicable	Dealing with customer side leaks	We investigate leakage and notify customers if there have a leak on their supply. We may fix the leak if your non-household fails to do so in the required timescale.	Not applicable	No
Managing demand	<a href="#">SC-W068</a>	Not applicable	Improving non-household customers water efficiency	We provide services, including on-site audits and the fitting of devices, which help non-household customers consume water more efficiently.	Not applicable	No
Managing demand	<a href="#">SC-W080</a>	Not applicable	Investigating leaks	We proactively investigate leaks on our water network.	Not applicable	No
Market data	<a href="#">SC-WW040</a>	Part A Section G	Communicating outstanding service requests	We provide incoming retailers with information about the status of service requests that the switching non-household customer has in progress.	Not applicable	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Metering and data	<a href="#">SC-W038</a>	B10	Changing meters – wholesaler request	We run a proactive meter replacement programme; we will send you a list of which meters we intend to replace before we start the work.	Not applicable	Yes
Metering and data	<a href="#">SC-W017</a>	Part B Section D	Giving consent for data logger installations	We provide guidance on installing consumption data logging equipment, including fitting a splitter where necessary, to our meter.	Not applicable	No
Network operations – Capital works	<a href="#">SC-W093</a>	D2	Managing short-term planned capital works	We provide notifications of our short term activities following our published plans of capital projects, and we will review feedback on our plans before the work starts.	Not applicable	No
Network operations – Capital works	<a href="#">SC-W041</a>	D1	Managing long term planned capital works	We notify you of the capital projects we intend to carry out, and allow you to give us feedback on our work plans before the work starts.	Not applicable	No
Network operations – Water network	<a href="#">SC-W042</a>	D2	Managing short term planned work	We notify you of short term planned works, at least 22 business days in advance. These works may interrupt supply of our usual services to your non-household customers.	Not applicable	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Network operations – Water network	<a href="#">SC-W043</a>	D3	Managing of reactive activities	We may need to carry out works on our network, at very short notice, so that we can keep providing your non-household customers with consistently high quality water services.	Not applicable	No
Network operations – Wastewater network	<a href="#">SC-WW001</a>	F3	Maintaining flooding prevention devices	We maintain and respond to issues concerning flooding prevention devices.	Not applicable	No
Network operations – Wastewater network	<a href="#">SC-WW051</a>	F3	Maintaining pumping stations	We adopt pumping stations. Following adoption we maintain the pumping stations and respond to issues relating the pumping stations.	Not applicable	No
Network operations – Wastewater network	<a href="#">SC-WW059</a>	F1	Protecting our wastewater network	We carry out visits to premises to carry out inspections and provide guidance on preventing fat, oil and grease entering our wastewater network	Not applicable	No
Protecting customers	<a href="#">SC-W026</a>	E3 & E1	Managing sensitive customer changes in service	We will notify you regarding any unplanned changes in service which will impact upon your sensitive customers.	Not applicable	No

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Protecting customers	<a href="#">SC-W044</a>	E1	Identifying and registering sensitive customers	We publish guidance on sensitive customers and can support you to identify and register sensitive customers and ensure that eligible customers have a sensitive customer flag connected to their market data.	Not applicable	No
Trade effluent	<a href="#">SC-WW030</a>	G4	Monitoring trade effluent discharges	We carry out monitoring of discharges to our network, which may include routine and non-routine visits to your non-household customer.	Not applicable	Yes
Trade effluent	<a href="#">SC-WW037</a>	G4	Providing trade effluent sample results	We provide analysis results of trade effluent samples taken.	Not applicable	No
Trade effluent	<a href="#">SC-WW005</a>	Not applicable	Sampling & analysis for trade effluent billing	We take and analyse samples of discharges in order to determine how trade effluent charges will be calculated and calculate trade effluent charges.	Not applicable	Yes

Service area	Service ID	Wholesale Contract/Wholesale-Retail Code Process reference	Service	Description	Who can order	Do charges apply
Water quality	<a href="#">SC-W045</a>	E4	Managing water quality incidents	We provide users contacting us with any quality concerns with information and support, ensuring the early identification of water quality issues and potential incidents. Where the water supply within an area is actually or potentially considered not fit for consumption we take action to resolve the issue.	Not applicable	No
Water quality	<a href="#">SC-W007</a>	Not applicable	Ensuring water regulations compliance	We review notifications and submitted drawings for new connections and carry out inspections to ensure non-household customers meet their legal obligation not to waste or contaminate the water supplied by us.	Not applicable	No
Water quality	<a href="#">SC-W071</a>	F1	Visiting premises for water quality - unplanned	We may need to make unplanned visits to premises to ensure we can meet our regulatory obligations regarding water quality and water regulations and protect public health.	Not applicable	No
Water quality	<a href="#">SC-W072</a>	F2	Visiting premises for water quality - planned	We may need to make planned visits to premises to ensure we can meet our regulatory obligations regarding water quality and water regulations and protect public health.	Not applicable	No



## Network area map

ID:	SC-W055	Service:	<a href="#">Publishing our network area map</a>
Description:	<p><a href="#">Operational network area map and postcode search</a></p> <p>We provide a map on our website in order to support any interested party in understanding our operational area for both water and wastewater services. This operational area map is available on our website.</p> <p>We also have a postcode search, in which any interested party can enter a postcode to check if a particular location falls within the our operational area. This postcode search can be found on our website.</p> <p>This online map and postcode search will also identify new appointments and variations sites that sit within our wider boundary as well as the licenced undertaker for that appointed area. It will also identify the boundary between our operational area and those areas served by an adjoining wholesaler or wholesalers.</p> <p><a href="#">Keeping the information up-to-date</a></p> <p>It is our responsibility to keep the operational area map and postcode search up-to-date. In order to do this, we will validate the data every 6 months. We will also make sure that we update our data as soon as we're aware of new postcodes and/or changes to postcodes to which we provide wholesale water and wastewater services.</p> <p>If you think there is an error in the operational area map or in the postcode search, please contact us to let us know by emailing <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p> <p>Hard copies will not be made available, the map and postcode search that we are providing can be found on our website.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	Our wholesale operational area map and postcode search are publicly available to anyone with internet access, no password is required.		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will review the operational area map and the postcode search every 6 months</li> <li>• we will make ad hoc updates if any changes come through (eg new appointments and variations sites)</li> </ul>		
Documents related to this service:	Specific documents do not apply.		

## Tariffs, allowances and payment

ID:	SC-W011	Service:	<a href="#">Assessing allowances and abatements</a>
Description:		<p>This service is provided when you wish us to apply or perform a review of the allowances, abatements or similar, applied to a supply point for which you are the retailer.</p> <p>We may also wish to review the allowances, abatements or similar applied to a supply point.</p> <p>For information regarding requests associated with trade effluent charges please refer to our <a href="#">reassessing trade effluent charges</a> service.</p> <p><b>Firefighting allowance</b></p> <p>This is a full one-off rebate of the volumetric water charges for any water used to fight a fire, firefighting apparatus testing or training. In addition, an allowance will be provided for the fixed annual charges where the water and wastewater supply pipe is oversized for the purposes of providing water for firefighting purposes, relative to the non firefighting water provision requirements.</p> <p>Apart from when it is impractical, we request that you provide water meter reads before and after the water use, where this is not possible we will agree a reasonable estimate with you before the allowance is applied.</p> <p>We may need to visit your customer's premises to verify information stated and whether the criteria for an allowance or abatement are met.</p> <p>The allowance will be applied through a one-off volumetric adjustment to the previous meter reads. In line with our existing Wholesale Tariff Document the volumetric change will result in a one-off reduction in your water charges. The volumetric change will also be applied to your wastewater charges where you can show the water did not return to our wastewater network.</p> <p>The changes in the charges will be applied by the market operator to the subsequent settlement runs, and we will charge you accordingly.</p> <p>The firefighting allowance is paid in full to the retailer/s registered at the supply point during the allowance period.</p> <p><b>Leakage allowance</b></p> <p>A leakage allowance may be given when your non-household customer has suffered a leak on their water supply pipes. This one-off allowance is applied to the volumetric wastewater charges only. The following conditions apply:</p> <ul style="list-style-type: none"> <li>• the supply point is metered</li> <li>• the leaked water (in part, or entirety) did not return to the public sewer</li> <li>• evidence of the leak has been provided to Thames Water's satisfaction</li> <li>• the leak has been repaired within six weeks of the leak being confirmed to Thames Water</li> <li>• the Allowance is claimed within six months of the date of repair</li> <li>• the leak has not been caused by negligence of the retailer's customer, the retailer, or any third party</li> <li>• only one Allowance will be granted within a 12 month period</li> <li>• if the occupier has changed within 24 months of an Allowance being granted at the premise, the new occupier can make a claim and will not be penalised for a previous occupiers claim</li> <li>• customers with multiple premises or multi supplies on a premises would be able to apply for an Allowance per metered supply in line with the time constraints above</li> </ul>	

- Thames Water has not served a notice in connection with the leak under the provisions of section 75 of The Act.

We may need to visit your customer's premises to verify information stated and whether the criteria for an allowance or abatement are met.

The market requires that you provide only one meter reading following the leak fix. However we may ask you to take additional reads where the value of allowance is likely to be greater than £1000 or there is insufficient meter reading history to accurately determine the value of any allowance. If an additional read is not forthcoming within 5 business days we may cancel the request and ask you to reapply with the additional data. The allowance will be calculated such that your wastewater charges will exclude the estimated water leaked.

The allowance will be applied against your wastewater charges and will be applied by the market operator to the subsequent settlement runs, and we will charge you accordingly.

#### [Non return to sewer allowance](#)

This is an allowance when the full amount of water used is not returned to the sewer. We will only provide an allowance for when less than 90% of the water used is returned to a sewer.

This allowance will be removed when a premises is registered as vacant by the market operator.

We may need to visit your customer's premises to verify information stated and whether the criteria for an allowance or abatement are met.

We will provide an allowance for the amount of water not returned to the sewer over and above 10% of the water consumed. For each percentage point above the 10% you will receive an allowance for 1/90th of your wastewater charges. So if you only return 50% of your total water to the sewer you will receive 44% (always rounded down) allowance,  $\{(50-10)/90\}$  and therefore your wastewater charges will be 50/90ths.

There will also be a reduction to your fixed wastewater charges by changing the directly chargeable meter tariff size applied to the supply point.

The allowance will be applied through a percentage adjustment to the amount returned to the sewer and a change to your directly chargeable wastewater meter size.

The changes in the charges will be applied by the market operator to the subsequent settlement runs, and we will charge you accordingly.

This allowance will apply from the date of application.

To request an allowance please submit a H/01 form. Additional information may be required dependant on the type of allowance or abatement being requested. This is to allow us to assess your application and decide if an abatement can be provided. Providing this information using the T/018 form when you submit your H/01 form will help us process your application quicker.

Below is a list of the types of return to sewer abatements you can request:

- cooling tower
- swimming pool
- irrigation
- water in product
- livestock
- crop spraying

#### [Surface water drainage abatement](#)

	<p>This is a reduction in the fixed wastewater charges when there is no rainwater feeding into the sewer system. It is only applied when absolutely no rainwater whatsoever from the premises feeds directly or indirectly into the sewer system.</p> <p>We may need to visit your customer’s premises to verify information stated and whether the criteria for an allowance or abatement are met.</p> <p>A full abatement will be applied to your wastewater charges in cases that satisfy the required criteria. The amounts by which the wastewater charges are reduced are published in our Wholesale Tariff Document and will be applied from the date of application.</p> <p><a href="#">Other allowances, abatements, contributions or incentives</a></p> <p>We do not provide any allowances, abatements, contributions or incentives for the following:</p> <ul style="list-style-type: none"> <li>• charges abatements for highways drainage</li> <li>• contributions towards the installation of a meter</li> <li>• incentives for the identification of vacant premises.</li> </ul> <p>From time to time, we may become aware that an allowance, abatement or similar is no longer applicable. If so, we will ask you to provide some information so that we can determine if it should change. In some cases we may request to visit the premises to verify the premises status.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to the Wholesale Tariff Document.</p>
Availability:	<p>This service is available to retailers who have a current contract with us and are the licenced retailer for a waste or water supply points within our operational area.</p> <p>Emails will be monitored during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>If we need to visit the premises we will arrange a visit through you, or directly with your non-household customers; if permission has been granted. The permission can be given in the service application form.</p> <p>If required, appointments will be arranged during our normal working (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 8pm</li> <li>• Saturday, 8am – 4pm</li> <li>• Sunday, 9am – 1pm</li> </ul> <p>Please be aware that if an appointment is aborted you may be liable for the costs.</p> <p>Appointments outside our normal working hours can also be scheduled and would need to be agreed and priced on application.</p>
To order:	<p>To order this service, please submit form H/O1. Information to support your return to sewer abatement request can be submitting usng form T/O18.</p> <p>For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• following submission of the relevant form we will respond to you via email within 20 business days with our acceptance, rejection, alternative recommendation, request for more information or need for a site visit</li> <li>• if we recommend a site visit we will arrange this directly with the non-household customer, if permission was given, or via you if not. This will occur within the 20 business days stated above</li> </ul>

	<ul style="list-style-type: none"> <li>• if we request further information please either resubmit the form with the additional information or reply back to email directly maintaining the header content. Again, from receipt we will respond, including any site visits, within 20 business days</li> <li>• if we agree that an allowance, abatement or similar should be given we may send you details of our findings for you to validate or verify. After 5 business days of providing the information to you, if you have not contacted us we will update the central market operating system.</li> <li>• again if we think a site visit is necessary we will inform you via email and will look to arrange a site visit either through you or with the non-household customer directly, if we have received permission to do so</li> <li>• at least 20 business days in advance of our planned date of notification to the market operator we will communicate to you our recommendation for the application of, or update to, an allowance, abatement or similar along with the reasons for doing so</li> <li>• you then have 10 business days to challenge the recommendation providing any information or evidence to support such a challenge. Please respond to the email we provided with the recommendation retaining the subject content</li> <li>• once we receive the challenge we will respond within 8 business days whether we will continue to make the change as originally communicated, make a different amendment based on the information and evidence provided, or not make any changes. We will provide a report with the reasons for our decision to you via email</li> <li>• regardless of the route taken, any required changes will be communicated to the market operator within 2 business days of informing you of our decision.</li> </ul>
<p>Documents related to this service:</p>	<p>Specific documents do not apply.</p>

ID:	SC-W085	Service:	<a href="#">Reviewing our tariffs</a>
Description:	<p>This service is for when you wish us to perform a review of unmeasured or business assessed tariffs applied to a supply point for which you are the retailer. It also describes when we may wish for a service component tariff to be reviewed on an ad hoc basis and the annual tariff review service that we will undertake.</p> <p><a href="#">Review requested by you</a></p> <p>If the service components are charged using our unmeasured, assessed or sundry tariff prices you will need to complete form H/03. This service request will follow the H3 process as set out in the Wholesale Contract/Wholesale-Retail Code. Please see the service levels section below for the outline of the steps and timescales.</p> <p>Under the Wholesale Contract/Wholesale-Retail Code you may apply for a change to metered tariffs using form H/04. However, as set out below we establish the metered tariffs annually based on the previous twelve months consumption data, and we would not ordinarily make changes to metered tariffs on request.</p> <p>To support your request it is important to provide us with adequate evidence so we can verify and corroborate your application. This may be in the form of premises assessments, building plans, annotated diagrams, photographs, numbers of employees, signed statements or anything else you consider pertinent. If we think we need some extra information then will we contact you detailing what is needed.</p> <p>We may also need to arrange a visit to a premises to assess the particulars of the request, see section below for site visits and appointments.</p> <p><a href="#">Review initiated by us</a></p> <p>This will be done in one of two ways. Firstly, at any given time we may become aware that a service component tariff needs to be changed. Secondly, on an annual basis around the time our updated tariff prices are published; we may review whether supply points are on the correct service component tariffs, based on the latest information we have available at the time.</p> <p>We will use the most up to date historic information present to determine the appropriate tariffs for the coming year.</p> <p>Additionally, to be able to determine what the correct tariff should be, we may need to arrange a site visit to be able to complete an investigation.</p> <p>These services will follow the H4 process as set out in the Wholesale Contract/Wholesale-Retail Code. Please see the service levels section below for the outline of the steps and timescales.</p> <p><a href="#">Application of any changes to the charges</a></p> <p>Typically, the changes requested will be applied from some future date. If the change is to rectify an error then it may be applied from a historic date, from when it should have applied. In these cases we will let the reconciliation process deliver the corrections and true up any monies owed. Our Wholesale Tariff Document contains any specific rules around back charging that may be pertinent.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to the Wholesale Tariff Document.</p>		
Availability:	<p>Site visits and appointments</p>		

	<p>If we need to visit the premises we will arrange a visit through you, or directly with your non-household customer; if permission has been granted. The permission can be given in the service application form.</p> <p>If required, appointments will be arranged during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 8pm</li> <li>• Saturday, 8am – 4pm</li> <li>• Sunday, 9am – 1pm</li> </ul> <p>Please be aware that if an appointment is aborted you may be liable for the costs.</p> <p>Appointments outside our normal working hours can also be scheduled and would need to be agreed and priced on application.</p>
<p>To order:</p>	<p>To order this service, please either submit form H/03 or H/04, based on the parameters. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
<p>Service levels:</p>	<p>We aim to provide the following service levels:</p> <p><a href="#">Unmeasured or assessed tariffs</a></p> <ul style="list-style-type: none"> <li>• you will submit a request due to a change in circumstances within 30 business days of becoming aware of the change</li> <li>• we will respond to you within 10 business days with the values and tariff that apply</li> <li>• if we initiate the process it will effectively begin at this point with us requesting information from you to assist in the review. We would also arrange a visit, if it were required, at this point. If we do ask for this information you have 20 business days to respond. Thereafter, we will notify you of our intent to change the tariffs, along with our rationale</li> <li>• should you consider the value and tariffs to be applied are not correct, you have 10 business days to respond. If there is no response we will update the market operator with the changes accordingly</li> <li>• if you do wish to challenge the values and tariffs, and have informed us of such within the 10 business days, you have 20 business days, from the time we notified you of the intended changes, to provide any additional information and evidence. If none is received within this time we will update the market operator with the changes within 2 business days of the "effective from date"</li> <li>• where you have provided additional information or evidence we will respond to your challenge within 10 business days</li> <li>• if the request is associated with an unmeasured supply point we may wish to assess whether it is possible for a meter to be installed, if so we will follow our <a href="#">installing a meter</a> service.</li> </ul> <p><a href="#">Our annual tariff review</a></p> <ul style="list-style-type: none"> <li>• we will inform you 20 business days before the "effective from date" of our intention to change service component tariffs. This notification will specify which service components tariff, for which supply points, will be changed and the rationale for the proposal</li> <li>• within 10 business days of receiving the notification from us you may respond with a challenge to our proposals. This challenge will need to be evidenced in full for us to be able to make the appropriate decision</li> <li>• within 8 business days of receiving a challenge from you, we will review the evidence provided and make a final proposal that will be:             <ul style="list-style-type: none"> <li>○ change tariff as originally proposed</li> <li>○ make changes based on challenge evidence</li> <li>○ withdraw change</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>• for any of the above we will inform you of our final decision and rationale in a report we will provide to you</li><li>• we will then update the market operator within 2 business days of 1 April, with an "effective from date"</li></ul>
Documents related to this service:	Specific documents do not apply.



ID:	SC-WW013	Service:	<a href="#">Reassessing trade effluent charges</a>
Description:	<p>You can request a reassessment of trade effluent charges on behalf of your non-household customer:</p> <ul style="list-style-type: none"> <li>• if you would like to request an allowance and/or volumetric adjustment to your water loss and water consumption, please send us form: H/O1 , selecting trade effluent at the beginning of the form and Change in Trade Effluent Allowance in section 3 or,</li> <li>• for other requests associated with trade effluent charges, please send us form G/O1 .</li> </ul> <p>Please be aware that our tariffs are based upon an annual review that we carry out of the last 12 months discharge volumes. Any request to reassess outside of this annual review will be charged. For details please refer to our Wholesale Tariff Document.</p> <p>If we receive a billing enquiry from your non-household customer, we will ask them to contact you.</p> <p>When we receive your request we will:</p> <ul style="list-style-type: none"> <li>• acknowledge its receipt</li> <li>• check that it's complete</li> <li>• if complete, review it to see if a billing reassessment is required</li> <li>• if it isn't complete or we require further information, we will tell you what information we need. If we do not receive the information within 5 business days we will reject the application and you will need to restart the process providing all required information</li> <li>• contact you or your non-household customer, where you've given us permission to do so, to arrange any site visits necessary to assess the request or ask for further information</li> <li>• carry out any site visits needed.</li> </ul> <p>If you've stated that you'd like to be present at the visit, we will notify you of the date and time. If you've said on the request that you want to arrange the visit, we will contact you to agree the date and time.</p> <p><a href="#">Our decision</a></p> <p>Once we've completed our assessment of your request, we will either:</p> <ul style="list-style-type: none"> <li>• write to you confirming the details of the reassessment. We will then notify the market operator of the changes to the trade effluent charges; or,</li> <li>• write to tell you that the request has been rejected and the reasons why.</li> </ul> <p><a href="#">Reviews initiated by us</a></p> <p>If we wish to review any allowance in respect of a Trade Effluent Consent we will let you know and may request information from you (or your non-household customer if you do not provide the information). We may consider a site visit is required and will ask your consent to do so and explain why the visit is necessary. If we have not received the information or consent to visit the customer within 20 business days we will contact your non-household customer directly.</p> <p>Where we identify that the method of calculating trade effluent charges or operational parameters needs to be amended, we will let you know and update the market operator. If you want to challenge our decision you should submit your challenge, along with any additional information using form G/O1 , within 10 business days of receiving our notification.</p>		

Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to the Wholesale Tariff Document.</p>
Availability:	<p>To request a trade effluent charges reassessment on behalf of your non-household customer you must have a valid contract with us and be the registered retailer for the waste supply point.</p> <p>You can request an allowance adjustment and/or volumetric adjustment by sending us form H/01, which should be submitted electronically.</p> <p>You can request other types of billing reassessment by sending us form G/01, which should be submitted electronically.</p> <p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We will arrange appointments during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>
To order:	<p>To order this service, please submit form H/01 for allowances and/or volumetric adjustment or form G/01 for other trade effluent charges reassessment requests. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will respond to billing reassessment requests submitted using form G/01 within 10 business days</li> <li>• we will process requests for an allowance and/or a volumetric adjustment submitted on form H/01 within 20 business days; or,             <ul style="list-style-type: none"> <li>○ ask you for further information; or,</li> <li>○ request a visit to the non-household customer to verify the information; or,</li> <li>○ reject the application, providing an explanation of why it is rejected; or,</li> <li>○ consider that an alternative allowance is appropriate and share the details with you</li> </ul> </li> <li>• where necessary, we will notify the market operator within 2 business days of any change made to your non-household customer's trade effluent operational parameters and any other information which affects the calculation of charges</li> <li>• where we identify that a change to your non-household customers allowances and/or operational parameters is needed we will notify you and provide the reasons for doing so at least 20 business days in advance of notifying the market operator of the change</li> <li>• where we need information or require a site visit to enable us to complete a review initiated by us we will let you know and specify what information is needed. If we have not received the information or consent to visit the customer within 20 business days we will contact your non-household customer directly.</li> <li>• where we have carried out an unannounced visit, we will inform you of the visit, within 2 business days of the visit taking place and provide you with a copy of any correspondence issued to your non-household customer, within 2 business days of the correspondence being issued to your non-household customer</li> <li>• where we have arranged a visit directly with your non-household customer and where the visit is planned 2 or more business days in advance we will provide you with advance notice of the visit. Following the visit we will provide you with a copy any correspondence issued to your non-household customer, within 2 business days of the enforcement notice or other notice or correspondence being issued to or served on your non-household customer.</li> </ul>

Documents related to this service:	Specific documents do not apply.
------------------------------------	----------------------------------

ID:	SC-WW058	Service:	<a href="#">Providing payments for flooding prevention devices</a>
Description:	<p>A FLIP is a flooding prevention device, usually a pump that is strategically placed to mitigate against a premises being subjected to flooding. A FLIP payment is a contribution to the electrical running costs of the FLIP device.</p> <p><a href="#">Reviewing FLIP payments</a></p> <p>Once per year we will undertake a review of the FLIP payments to be made to those responsible for the electrical supply of the FLIP devices maintained by us. We make these payments in order to subsidise the costs of running the FLIP devices.</p> <p>Once per year, from January to March, we will undertake a review of the FLIP payment amounts and who they should be made to.</p> <p>We will use the information that we have from the previous year installations and those on the ongoing maintenance list.</p> <p>For every end user (payer for the electrical supply) for whom you are the wastewater retailer we will credit you once per year during the first quarter of the calendar year for all those end users, along with a detailed itemisation of who should be paid what. Payment will be made to the wastewater retailer registered to the wastewater SPID at the time the payment is made.</p> <p>As per the requirement of the Wholesale Contract/Wholesale-Retail Code Part 2: Business Terms, you are obliged to pass the right money onto the right individuals.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>This is not a service that you can request, as it is put in place based on the installation of FLIP devices by us.</p> <p>You may of course have queries over the FLIP payments that we send through to you, for which we are more than happy to respond to. If you have any queries please email: <a href="mailto:wholesalemarketsservices@thameswater.co.uk">wholesalemarketsservices@thameswater.co.uk</a> and state that you have a FLIP payment query.</p>		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will endeavour to respond to your enquiry within 10 business days.</li> </ul>		
Documents related to this service:	Specific documents do not apply.		

## Disconnections and reconnections

ID:	SC-W056	Service:	Disconnecting for non-payment
Description:		<p>You can request to have the water service of any of your non-household customers temporarily or permanently disconnected if they haven't paid their water bills.</p> <p>We currently offer the following services relating to disconnections:</p> <ul style="list-style-type: none"> <li>• temporary disconnection – isolation of the supply from the network, without the removal of any assets or any excavation activity</li> <li>• permanent disconnection – disconnection of the water services with the removal of fixed assets</li> <li>• using our powers of entry service – if we're refused entry to the premises we can obtain a warrant to use any of our 'Powers of Entry'. For further details refer our <a href="#">using our powers of entry at a your request</a> service</li> <li>• out of hours service – if requested by you, or a disconnection is not reasonably practicable within normal working hours, due to any operational constraints.</li> </ul> <p><a href="#">Standard temporary disconnection</a></p> <ul style="list-style-type: none"> <li>• shutting off an operable outside stop valve</li> <li>• where access has not been refused</li> <li>• does not require street works</li> <li>• does not require traffic management</li> <li>• requires only the commitment of technician resource to deliver the service.</li> </ul> <p><a href="#">Non standard temporary disconnection</a></p> <p>For non standard temporary disconnections, we offer a site specific quotation.</p> <p><a href="#">Permanent disconnection</a></p> <p>For permanent disconnections, we offer a site specific quotation.</p> <p>Please refer to our Disconnections and Reconnections Policy, and our Wholesale Tariff Document for further information.</p> <p>You will be charged for the disconnection visit, irrespective of the disconnection outcome. If the reason why we cannot disconnect is due to a faulty asset on our water network, then we will fix the problem as soon as reasonably practicable, and carry out the disconnection at a later stage.</p> <p>You can request a disconnection by submitting a materially complete form I/O1 along with copies of any notice you've served to your non-household customer.</p> <p><a href="#">Disconnection request</a></p> <p>If you request a disconnection, we'll check our records and the information you submitted to check if a standard disconnection is possible and whether a survey is required, or not.</p> <p>If we think a standard temporary disconnection can be made or if you have requested a permanent disconnection, we'll arrange a visit to the premises within 12 business days of receiving your form. If requested, we'll let you know of the date and time of our visit. During this visit we will:</p> <ul style="list-style-type: none"> <li>• confirm whether we can make the disconnection</li> </ul>	

- make a requested temporary disconnection, where possible if standard
- carry out a survey, if a standard disconnection is not possible or you have requested a permanent disconnection.

We'll report the findings of our site visit to you, in relation to your disconnection application.

If we are unable to make the standard temporary disconnection during the first visit, we'll arrange a second visit within 6 business days of providing you the report on the initial site visit.

If the disconnection is a non standard or permanent disconnection, we'll prepare a quote and send it to you within 3 business days of either receiving your application or visiting the premises.

After receiving our quote for the non standard disconnection you have:

- 5 business days to accept or reject our quote for temporary non standard disconnections
- 3 months to accept or reject our quote for permanent disconnections.

After that date, your service request will become invalid and you'll need to submit a new disconnection request form I/O1.

#### Disconnection of the water service

If we find that the disconnection is possible during the first site visit, we'll remain at the premises for 30 minutes where we will:

- attempt to contact your non-household customer
- allow your non-household customer to get in contact with you and
- allow you to advise our Wholesale Market Services team, in writing, to cancel the disconnection.

Unless we receive an accepted cancellation notice, we'll carry on with the disconnection.

If we can't make contact with your non-household customer at the time of our visit, we will:

- check to see if a disconnection can be made
- wait at the premises for 30 minutes for your non-household customer to make contact with you; if not, we'll disconnect their water service.

After making the disconnection we'll leave a calling card with your non-household customer to inform them of the disconnection and advising them to contact yourselves.

After our site visit, within 3 business days, we will:

- inform you of our findings and any actions we carried out
- prepare and send you a quote for a non standard temporary disconnection, if required.

#### Disconnection request changes

For any reason, if you want to cancel the disconnection you've requested, you need to contact us in writing to request a cancellation. Charges may apply. For more information, please refer to our Wholesale Tariff Document.

#### After the disconnection

We'll notify the market operator within 2 business days of any temporary or permanent disconnection to tell them about any change of connection status at the premises.

	<p>When and if required, we'll inform any other relevant authority, such as the Environmental Health Department, Animal Health and Veterinary Laboratories Agency and/or Defra.</p> <p><a href="#">Reconnecting your non-household customers</a></p> <p>You can request us to reconnect your non-household customers as follows:</p> <ul style="list-style-type: none"> <li>• non-household customers temporarily disconnected; reconnection is made through the <a href="#">reconnecting following non-payment disconnection</a> service</li> <li>• non-household customers permanently disconnected; reconnection is made through the new connections service.</li> </ul> <p><a href="#">Powers of entry</a></p> <p>You can request us to use our powers of entry, where we have been refused access to your non-household customer's premises. For further details refer our <a href="#">using our powers of entry at your request</a> service.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
Availability:	<p>We offer you appointments for disconnections. These are available during our normal working hours (excluding bank holidays and public holidays), subject to availability and additional charges:</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul> <p>Additionally, if you've requested, we can carry out the disconnection service outside of our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Saturdays, 10am – 4pm</li> <li>• Sundays, 10am – 4pm</li> <li>• Monday – Friday, 5pm – 7pm</li> </ul>
To order:	<p>To order this service, please submit form I/01. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <p><a href="#">Standard disconnection:</a></p> <ul style="list-style-type: none"> <li>• within 12 business days of receiving your form, we'll arrange a visit to the premises, if we think a standard temporary disconnection can be made we will make the disconnection.</li> </ul> <p><a href="#">Non standard and permanent disconnections:</a></p> <ul style="list-style-type: none"> <li>• within 3 business days after our site visit, we will:             <ul style="list-style-type: none"> <li>○ inform you of our findings and any actions we carried out</li> <li>○ prepare and send you a quote for a non standard disconnection, if required</li> </ul> </li> <li>• within 6 business days of providing you the report on the initial site visit, we'll arrange a second visit, if we are unable to make the standard disconnection during the first visit.</li> </ul> <p><a href="#">Quote validity for non standard and permanent disconnections:</a></p> <ul style="list-style-type: none"> <li>• 5 business days to accept or reject our quote for temporary non standard disconnections</li> </ul>

	<ul style="list-style-type: none"><li>• 3 months to accept or reject our quote for permanent non standard disconnections.</li></ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"><li>• Disconnection and Reconnection Code of Practice</li><li>• Guaranteed Standards Scheme Policy</li></ul>



ID:	SC-W061	Service:	<a href="#">Reconnecting following non-payment disconnection</a>
Description:		<p>You can request to have the water service reconnected of any of your non-household customers who were previously temporarily disconnected. You can request a reconnection by submitting a materially complete form I/O4.</p> <p>We currently carry out the following types of reconnections:</p> <ul style="list-style-type: none"><li>• standard reconnections</li><li>• non standard reconnections</li><li>• out of hours service – if requested by you, or a reconnection is not reasonably practicable within normal working hours, due to any operational constraints.</li></ul> <p>A reconnection can be classified as standard or non standard.</p> <p><a href="#">Standard reconnection:</a></p> <ul style="list-style-type: none"><li>• turning on an operable outside stop valve</li><li>• where access has not been refused</li><li>• does not require street works</li><li>• does not require traffic management</li><li>• requires only the commitment of technician resource to deliver the service.</li></ul> <p><a href="#">Non standard reconnection</a></p> <p>For non standard reconnections, we offer a site specific quotation.</p> <p>You will be charged for the reconnection visit, irrespective of the outcome. If the reason why we cannot reconnect is due to a faulty asset on our water network, then we will fix the problem as soon as reasonably practicable, and carry out the reconnection at a later stage.</p> <p>For more information on reconnections, please refer to our Disconnection and Reconnection Code of Practice.</p> <p><a href="#">Reconnection request</a></p> <p>If you request a reconnection, we'll check our records and the information you submitted to check:</p> <ul style="list-style-type: none"><li>• whether we can make the reconnection (eg it may not be possible for reasons outside our control)</li><li>• establish the reconnection charges</li><li>• make the reconnection, where possible.</li></ul> <p>If we receive your form I/O4:</p> <ul style="list-style-type: none"><li>• before 3pm on a standard business day, we'll use reasonable endeavours to visit the premises on the same business day</li><li>• after 3pm on a standard business day, we'll use reasonable endeavours to visit the premises on the next business day.</li></ul> <p>If we can't make the reconnection during the first visit, we'll notify you and re-arrange a second visit the next business day to complete the reconnection. If the reconnection is non standard, we'll discuss the implications with you.</p> <p>After reconnecting your non-household customer, we will leave a calling card to notify them of their reconnection of water service.</p> <p>Within 2 business days of reconnecting your non-household customer, we will notify the market operator.</p>	

	<p><a href="#">Emergency reconnections</a></p> <p>It is your responsibility to do all necessary checks to ensure that you've followed all the consumer protection processes agreed between you and your non-household customer before requesting a disconnection. Where your non-household customer has been disconnected but shouldn't have been, you need to email <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a> asking for an emergency reconnection.</p> <p>The emergency reconnection service should be requested in the following instances:</p> <ul style="list-style-type: none"> <li>• the wrong premises has been disconnected</li> <li>• the disconnection will affect the supply of water to premises that are listed in Schedule 4A of the Water Industry Act 1991 eg             <ul style="list-style-type: none"> <li>○ any dwelling or any house in which any person has their only or principal home</li> <li>○ accommodation for the elderly</li> <li>○ any hospital or other premises used for the provision of medical or dental services</li> <li>○ a school or other educational institution</li> <li>○ a nursery or other premises which is used for registered childcare</li> <li>○ a prison or removal centre</li> <li>○ a premises occupied by the police, fire, rescue or ambulance services; and/or,</li> <li>○ any farm with commercial livestock</li> </ul> </li> <li>• the occupier of the premises is not liable under an agreement with you to pay the charges</li> <li>• you have not served notice on the occupier of the premises</li> <li>• you have not exhausted all applicable consumer protection measures</li> <li>• a copy of the validly served notice has not been provided to your non-household customer</li> <li>• payment in the notice is not outstanding</li> <li>• the water supply or supplies also supply any other premises (ie another non-household customer or a household customer)</li> <li>• the occupier of the premises, which the disconnection request relates is a 'sensitive customer'</li> <li>• the period of notice has not expired</li> <li>• an objection to the notice of the intention to disconnect has been raised.</li> </ul> <p>After reconnecting your non-household customer, we will leave a calling card to notify them of the reconnection of their water service.</p> <p>Charges will apply for emergency reconnections of non-household customers' premises who have been wrongly disconnected where you are deemed to be at fault. Please refer to our Disconnection and Reconnection Code of Practice and the Wholesale Tariff Document for further information.</p> <p>We will not charge you where we have wrongly disconnected a non-household customer, who is not legally allowed to be disconnected.</p> <p>Within 2 business days of reconnecting your non-household customer, we will notify the market operator.</p> <p>Emergency reconnections are carried out 24/7.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to the Wholesale Tariff Document.</p>
Availability:	<p>We offer you appointments for reconnections. These are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> </ul>

	<ul style="list-style-type: none"> <li>• Monday – Friday, 1 pm – 5pm</li> </ul> <p>Additionally, if you've requested, we can carry out the reconnection service outside of our normal working hours (excluding bank holidays and public holidays) subject to availability and additional charges:</p> <ul style="list-style-type: none"> <li>• Saturdays, 10am – 4pm</li> <li>• Sundays, 10am – 4pm</li> <li>• Monday – Friday, 5pm – 7pm</li> </ul> <p>This service is only available where a temporary disconnection has been made.</p> <p>If a permanent disconnection has been made the non-household customer must apply for a new connection either through their retailer or directly to us.</p>
To order:	To order this service, please submit form I/04. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• if we receive the form I/04 before 3pm on a business day, we will use reasonable endeavours to reconnect the relevant water services and/or wastewater services on that business day</li> <li>• if we receive the form I/04 after 3pm on a business day, we will use reasonable endeavours to reconnect the relevant water services on the next business day</li> <li>• within the next business day, if we can't make the reconnection during the first visit, we'll notify you and re-arrange a second visit to complete the reconnection.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Disconnection and Reconnection Code of Practice</li> <li>• Guaranteed Standards Scheme Policy</li> </ul>

ID:	SC-W096	Service:	<a href="#">Disconnecting and reconnecting for non-payment using an accredited entity</a>
Description:		<p>We allow accredited entities to disconnect and reconnect non-household customers connected to our network following instruction from you, for non-payment. The accredited entity must be accredited as a WIRSAE provider by Lloyds to carry out temporary disconnections and reconnections for non-payment of retailer invoices within our operational area.</p> <p>Prior to instructing an accredited entity to carry out any work you must provide us with the details for the accredited entity and any information reasonably requested, including a reasonable estimate of the nature and extent of the work you intend to instruct them to do and a reasonable estimate of the work you intend to ask us to do during the course of each financial year. We ask that you provide this information at least 20 business days in advance of asking them to start carrying out work on our network.</p> <p>Following receipt of the information we will check the accreditation and contact you regarding any concerns or queries we have or to inform you that we agree to allow the accredited entity to carry out temporary disconnections and reconnections for non-payment on our network starting on the date agreed by us.</p> <p>We also ask that, as per the Wholesale Contract/Wholesale-Retail Code, on a quarterly basis, you provide us with an update of reasonable estimate of the nature and extent of the work you intend to instruct them to do and a reasonable estimate of the work you intend to ask us to do during the course of each financial. Please send this information by the following dates each year:</p> <ul style="list-style-type: none"><li>● 1st September</li><li>● 1st December</li><li>● 1st March</li><li>● 1st June</li></ul> <p>by emailing us at <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a> This helps us meet your service needs.</p> <p><a href="#">Requesting a disconnection</a></p> <p>Following exhausting all consumer protection measures you may ask the accredited entity to make a temporary disconnection for non-payment by turning an outside stop valve. We do not require advance notice of the work being carried out. However, you will need to submit form I/01 or form I/04 to notify us that a disconnection or reconnection has been made and provide the information to enable us to update the market operator within the timescale specified in the Wholesale Contract/Wholesale-Retail Code.</p> <p><a href="#">Planning a disconnection</a></p> <p>You or the accredited entity must firstly complete a survey of the premises in question in order to make an assessment of how the premises are currently supplied with water.</p> <p>The survey must include the following as a minimum:</p> <ul style="list-style-type: none"><li>● any potential multiple occupancy issues on the supply</li><li>● any foreseen network or additional customer impacts</li><li>● any known health &amp; safety issues which may exist (eg dangerous surroundings).</li></ul> <p>Site surveys should also incorporate, but not be limited to, a review of the following elements:</p> <ul style="list-style-type: none"><li>● location of the internal and/or external stop valves/stopcocks and disconnection point</li><li>● follow/trace line/path of supply pipe</li></ul>	

- other utility plant identification and location
- any traffic or pedestrian management including street works licence, permits and noticing information necessary for the accredited entity to plan the work element of the job.

Accredited entities must ensure that all necessary consents and approvals have been obtained, where applicable. These include, but are not limited to the Local Authority and Highways England where road closure, road opening or disruption is likely to occur and prior to any disconnection taking place the accredited entity must confirm:

- that the retailer details and the onsite meter or customer details match; and,
- that the supply to be disconnected is not a shared supply in any way and that there will be no impact on:-
  - supplies to any other customers either non-household or household
  - water services for public use (eg for fire fighting etc.)
  - non-household customers that are deemed to be sensitive customers, including the affected customer. We publish our Sensitive Customer Code of Practice on our website.

If any of the instruction details from you do not match the details on site, the accredited entity must not start work and promptly inform you of their findings. The disconnection cannot proceed until any data mismatch is resolved by you.

Adequate records of site assessments and surveys must be kept and we may ask for copies of these for audit purposes.

#### Making the disconnection

Following completion of a site survey and confirmation that a disconnection can proceed, the accredited entity shall as a minimum complete the following:

- advise the customer that they plan to isolate and disconnect the supply
- provide the non-household customer with a copy of the disconnection notice
- locate isolation/disconnection point
- disinfect tools, fittings, and pipework
- disconnect/isolate the supply by operating the outside stop valve
- tag the outside stop valve, boundary box or chamber
- check for leaks
- record all details.

Please note, that we do not allow accredited entities to make any alterations to pipework, operate control valves on water mains or make permanent disconnections and to allow for notifications of disconnections to be completed during our normal working hours, disconnections must be notified to us by 3pm each day and may only be carried out Monday-Friday (excluding bank holidays and public holiday), to enable us to update our network information in the interest of you and your non-household customer.

If the accredited entity is not able to gain access to the premises they must notify you. You can ask us to use our powers of entry, where access to your non-household customer's premises has been refused. For further details refer to our [using our powers of entry at your request](#) service.

#### Completing the disconnection

After making the disconnection the accredited entity must:

- leave the site in a safe condition as found on entry
- leave the site clean and tidy

- remove all materials
- wash down the area if required
- make all covers and boundary boxes secure and safe
- remove all debris from all boundary boxes
- ensure the customer has been fully informed of the works.

#### Reporting the disconnection

Following a temporary disconnection for non-payment being completed the accredited entity must:

- notify you that the disconnection has been made
- report any faults or damage to you
- send the disconnection information as detailed in the Wholesale Contract/Wholesale-Retail Code to you.

You, your accredited entity, or any other third-party acting on your behalf, must:

- phone our Wholesale Service Desk to inform them that the disconnection has been made as soon as possible and within 2 hours of the disconnection being completed, to mitigate the risk of an incorrect reconnection taking place due to a non-household customer communication and to avoid unnecessary charges; and,
- ensure the information provided by the accredited entity meets the requirements of the Wholesale Contract/Wholesale-Retail Code; and,
- send us form I/O1 with a copy of the disconnection notice provided to the customer within 1 business day of the disconnection having been made to provide the information required to enable us to notify the market operator.

#### Requesting a reconnection

Following a temporary disconnection you may instruct the accredited entity to reconnect the supply. We do not require advance notice of the work being carried out.

#### Planning a reconnection

You or the accredited entity must firstly complete a survey of the premises in question in order to make an assessment of how the premises was supplied with water.

The survey must include the following as a minimum:

- any potential multiple occupancy issues on the supply
- any foreseen network or additional customer impacts
- any known health & safety issues which may exist (eg dangerous surroundings).

Site surveys should also incorporate, but not be limited to, a review of the following elements:

- location of the internal and external stop valves/stopcocks and disconnection point
- follow/trace line/path of supply pipe
- other utility plant identification and location
- any traffic or pedestrian management including street works licence, permits and noticing information necessary for the accredited entity to plan the work element of the job.

Accredited entities must ensure that all necessary consents and approvals have been obtained, where applicable. These include, but are not limited to the Local Authority and Highways England where road closure, road opening or disruption is likely to occur and prior to any reconnection taking place the accredited entity must confirm:

- that the retailer details and the onsite meter or customer details match; and,
- that the supply to be reconnected is not a shared supply in any way and that there will be no impact on:-
  - supplies to any other customers either non-household or household
  - water services for public use (eg for fire fighting etc.)
  - non-household customers that are deemed to be Sensitive Customers, including the affected customer. We publish our sensitive customer criteria on our website.

If any of the instruction details from you do not match the details on site the accredited entity must not start work and promptly inform you of their findings. No reconnection can proceed until any data mismatch is resolved by you.

Adequate records of site assessments and surveys must be kept and we may ask for copies of these for audit purposes.

#### Making a reconnection

Following completion of a site survey and confirmation that a reconnection can proceed the accredited entity must comply with the following:

- the metered or unmetered water supply is restored by operating the outside stop valve originally turned and locked off and tagged at the time of disconnection
- ensure sufficient water passes through the meter to ensure the digits turn
- ensure the meter connection points are checked for leaks
- ensure that the property is back in supply and the accredited entity must check with the customer that the restoration of the supply does not cause any internal flooding or pressure issues for the customer.

Any subsequent liability arising from the supply being turned back on will rest with you and the accredited entity.

Please note, that we do not allow accredited entities to make any alterations to pipework, operate control valves on water mains or make connections to the water network.

#### Completing a reconnection

After making the reconnection the accredited entity must:

- leave the site in a safe condition as found on entry
- leave the site clean and tidy
- remove all materials
- wash down the area if required
- make all covers and boundary boxes secure and safe
- remove all debris from all boundary boxes
- ensure the customer has been fully informed of the works.

#### Reporting a reconnection

Following a temporary disconnection for non-payment being completed the accredited entity must report any faults or damage and send the reconnection information as detailed in the Wholesale Contract/Wholesale-Retail Code to you. Following receipt of the information, please ensure the information meets the market requirements and send us form I/O4 within 1 business day of the reconnection having been made to notify us of the reconnection and provide the information required to enable us to notify the market operator.

	<p><a href="#">Emergency reconnections</a></p> <p>If the disconnection has had or is having an adverse effect on our network and/or other customers, for example if we are contacted by a customer who has no water due to work carried out by you or on your behalf (whether deliberately or unintentionally), we may:</p> <ul style="list-style-type: none"> <li>• carry out an emergency reconnection and may charge you; or,</li> <li>• ask you to instruct the accredited entity to carry out an emergency reconnection, which must be completed within 24 hours of us notifying you that an emergency reconnection is required; and/or,</li> <li>• we may request that the accredited entity ceases all work immediately.</li> </ul> <p>For more information on disconnections and reconnections, please refer to our Disconnection and Reconnection Code of Practice.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to the Wholesale Tariff Document.</p>
Availability:	<p>Please send details of the work you intend to ask us and the accredited entity to carry out, quarterly, by emailing us at <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a></p> <p>To notify us of disconnections and reconnections, please send us form I/01 or I/04 respectively.</p> <p>You can call the Wholesale Service Desk for the purposes of providing the required initial telephone notification of a disconnection.</p> <p>You can contact the Wholesale Service Desk by emailing <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a> The Wholesale Service Desk is available Monday – Friday, 9am - 5pm (excluding bank holidays and public holidays)</p> <p>In an emergency, please call our 24 hour wholesale contact centre on 0800 316 9800.</p>
To order:	<p>To order this service, please submit form I/01 or I/04. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• within 2 business days of receipt of form I/01 we will notify the market operator of the change in connection status.</li> <li>• within 1 business day of receipt of form I/04 we will notify the market operator of the change in connection status.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Disconnection and Reconnection Code of Practice</li> </ul>



ID:	SC-W057	Service:	<a href="#">Dealing with illegal connection and water use</a>
Description:	<p>Illegal use of water services may include, but is not limited to, theft from bypassing or making an unauthorised connection to the main or service pipe.</p> <p>If you find or suspect illegal use of water, at a premises, inform us of your findings or suspicions immediately by emailing: <a href="mailto:illegalconnections@thameswater.co.uk">illegalconnections@thameswater.co.uk</a>.</p> <p>Where we become aware of suspected illegal use we will investigate the matter and decide what action we'll take and may ask you for information to assist our investigations. You will be notified of any visits at our discretion.</p> <p>If we're refused entry to the premises we may request a warrant to gain access. If we execute a warrant at your non-household customer's premises we will notify you.</p> <p>If we identify a gap site which is not an illegal connection, we will register the new connection in the market.</p> <p>If we identify a gap site which is an illegal connection no customer account should be set up until any illegal connection has been rectified.</p> <p>If we identify an illegal connection we will decide what action to take. This may include disconnecting the water supply to the premises and/or advising the customer on how to get a legal connection.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>We will investigate and take appropriate action, where illegal use within our water supply operational area has been identified by you and notified to us.</p> <p>We'll review the information provided to us during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will acknowledge the information provided to us within 5 business days. At this point we will endeavour to provide you an estimate as to how long the investigation may take and when action will be taken if necessary</li> <li>• at the same time or within 24 hours of making a disconnection we will give your non-household customer a notice and send a copy of that notice to you within 2 business days</li> <li>• if we execute a warrant at your non-household customers premises we will notify you within 2 business days.</li> </ul>		
Documents related to this service:	Specific documents do not apply.		

ID:	SC-W006	Service:	<a href="#">Disconnecting for illegal use</a>
Description:	<p>We will investigate any suspected or reported illegal water use and we will take any appropriate actions considered necessary and within our powers to protect our water network and public health. This may include disconnecting your non-household customers' water supply, without giving them any notice. As part of our investigation into suspected illegal use, we may visit your non-household customer's premises without any prior notice.</p> <p>Illegal use of water services may include, for example, theft by bypassing or tampering with a meter or making an unauthorised connection to the main or service pipe.</p> <p>Where we confirm that an illegal use is occurring and where it's possible (eg the supply is not shared with a domestic premise) we will make a disconnection of their water services.</p> <p>You will not be charged for asking us to either investigate suspected illegal use from your non-household customer or to carry a disconnection of confirmed illegal use from your non-household customer.</p> <p><a href="#">At the time of disconnection</a></p> <p>We will give your non-household customer notice informing them of:</p> <ul style="list-style-type: none"> <li>• the reason why their water services have been disconnected (ie details of the illegality)</li> <li>• how they can arrange for a new legal connection to our network.</li> </ul> <p>We will send you and/or any other retailer servicing the premises a copy of any notice we serve on your non-household customer, within 24 hours of the disconnection.</p> <p>We will send your non-household customer an invoice for the cost of the disconnection. We reserve our right to take any appropriate legal steps against any responsible party following the disconnection.</p> <p>Where the use was illegal because of an act or omission by you, we reserve our right to take any appropriate legal steps.</p> <p>We'll notify the market operator, if required, within 2 business days of the disconnection to tell them about any change of connection status at the premises.</p> <p>We will revisit the non-household customer's premises periodically to check if another illegal connection is made.</p> <p><a href="#">Connecting the non-household customer back onto our network</a></p> <p>You can have water services connected to the non-household customers' premises following a disconnection for illegal use by applying for a new connection.</p> <p><a href="#">Powers of entry</a></p> <p>During the disconnection visit, if we are refused entry to the non-household customers' premises we may seek to obtain a warrant.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>We welcome any leads from you, the general public and other third parties, that could help us identify any non-household customer illegally connected to our water supply. You can notify us of any suspected illegal use of our water services where the premises is within our operational area by emailing <a href="mailto:illegalconnections@thameswater.co.uk">illegalconnections@thameswater.co.uk</a>.</p> <p>Disconnection for illegal use is considered to be complete when the disconnection has been made. Following the disconnection, we will keep matters under review eg to identify</p>		

	whether legal connection is made and consider whether to take further action against your non-household customer (eg prosecution) and/or yourselves.
To order:	This is not a service you can order.
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• we will notify the market operator of the change in connection status within 2 business days of carrying out a disconnection</li><li>• we will notify the retailer of the disconnection for illegal use, within 24 hours of the disconnection being made.</li></ul>
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Disconnection and Reconnection Code of Practice</li><li>• Guaranteed Standards Scheme Policy</li><li>• Water Fittings Regulations Enforcement Policy</li></ul>

ID:	SC-W058	Service:	<a href="#">Disconnecting for a breach of water regulations</a>
Description:		<p>We may be informed or become aware of actual or suspected serious breaches of the water regulations in the following ways:</p> <ul style="list-style-type: none"> <li>• incoming calls from retailers, end customers, members of the general public, plumbers or external bodies</li> <li>• site visits and/or inspections carried out by our employees or partners</li> <li>• failed water quality samples indicating the presence of contaminates</li> <li>• water quality concerns raised by you.</li> </ul> <p><a href="#">Identifying actual or suspected serious breaches of water regulations</a></p> <p>Where a serious breach of water regulations has been identified, we will:</p> <ul style="list-style-type: none"> <li>• verbally inform your non-household customer of the impending disconnection</li> <li>• carry out an emergency disconnection of the water supply for the entire premises</li> <li>• issue an emergency disconnection notice under Section 75 of the Water Industry Act 1991 either prior to, or within 24 hours of the emergency disconnection.</li> </ul> <p>We will inform your non-household customer specifying the steps which need to be carried out before the water supply can be restored. We will provide ongoing support to your non-household customer to assist the rectification of a confirmed breach of water regulations.</p> <p>We may carry out visits to the premises to monitor the ongoing situation without prior warning.</p> <p>We will not charge you for carrying out a disconnection for a breach of water regulations.</p> <p><a href="#">Keeping you informed</a></p> <p>In any event, we will:</p> <ul style="list-style-type: none"> <li>• inform you of the disconnection visit, where the notice was issued, within 24 hours</li> <li>• send you a copy of any report or enforcement notice(s) served on your non-household customer</li> <li>• inform you if we intend to take any further action at that time and/or keep matters under review.</li> </ul> <p><a href="#">Connecting the non-household customer back onto our network</a></p> <p>You can restore the water supply to your non-household customers by using one of the 2 routes shown below:</p> <ul style="list-style-type: none"> <li>• for non-household customers disconnected through a temporary emergency disconnection; restoration is made through the <a href="#">reconnecting following breach of water regulations</a> service</li> <li>• for non-household customers permanently disconnected, via an emergency disconnection; restoration is made through the new connections service.</li> </ul> <p>We will not restore the water supply of any disconnected non-household customer, without previously having confirmed that the required rectification(s) have been carried out by undertaking an inspection.</p> <p>For further information please refer to the <a href="#">reconnecting following breach of water regulations</a> service.</p>	

	<p><a href="#">Your obligations</a></p> <p>You shall immediately inform us, where you find or suspect a breach of the Water Regulations or equivalent regulations made under the Water Industry Act 1991 at any premises of your non-household customer(s).</p> <p>You must remind your non-household customer of their obligations to comply with the water regulations.</p> <p><a href="#">Powers of entry</a></p> <p>We reserve the right to use our statutory powers of entry within Section 170 of the Water Industry Act 1991 to gain entry to a premises, if we are refused entry.</p> <p>We'll provide you a copy of any notice we serve on your non-household customers and will notify you of any entry refusals.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We'll use our emergency disconnection services when required, at the earliest possible opportunity.</p> <p>Our Water Regulations team are available during our normal working hours to answer any technical queries your affected non-household customer(s) may have:</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 4pm</li> </ul> <p>Outside of our normal working hours, you may use the 24 hour call arrangements (please refer to the <a href="#">contacting us 24 hours a day</a> service), or direct your non-household customer to contact us. To assist us, you should inform your non-household customer to quote their Thames Water Inspection (TWIN) reference, found on top of the notice, when contacting us directly.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• within 24 hours of making an emergency disconnection, we'll give the non-household customer a notice, copying you in, specifying the steps which are required before we restore the water supply</li> <li>• within 24 hours of the visit having taken place we'll inform you and any other retailer, copying any report we provide to, or enforcement notice served on, your non-household customer.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Disconnection and Reconnection Code of Practice</li> <li>• Guaranteed Standards Scheme Policy</li> <li>• Water Fittings Regulations Enforcement Policy</li> </ul>

ID:	SC-W062	Service:	<a href="#">Reconnecting following breach of water regulations</a>
Description:	<p>Once you have been informed by your non-household customer that the rectification work has been completed, you can ask us to reconnect the water supply of your non-household customer following a temporary emergency disconnection in relation to a breach of Water Regulations. You can request this service by submitting a materially complete form I/04 to request the reconnection.</p> <p><a href="#">Inspection visit and reconnection</a></p> <p>We will always carry out an inspection of the rectification work when informed by you to ensure that the work has been completed satisfactorily. If the rectification works are not satisfactory, we will not restore your non-household customer's water supply and we will inform both you and your non-household customer of the steps that need to be taken.</p> <p>We may need to arrange:</p> <ul style="list-style-type: none"> <li>• a re-inspection visit, until we can confirm that the rectification has been carried out satisfactorily and the reconnection can be carried out</li> <li>• a reconnection visit, once the rectification work is deemed to be compliant.</li> </ul> <p>Visits will be arranged via either you, or directly with your non-household customer, if you've given us consent to do so.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>Appointments to undertake inspection visits are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>Appointments to undertake reconnections are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul>		
To order:	<p>To order this service, please submit form I/04. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• if we receive your form I/04 before 3pm on a normal working day, we'll try to visit the premises to inspect that the breach has been satisfactorily rectified no later than the next business day. Where appropriate, we will try to carry out the reconnection at the soonest available time</li> <li>• if we receive your form I/04 after 3pm on a normal working day, we'll try to visit the premises to inspect that the breach has been satisfactorily rectified within 2 business days. Where appropriate, we will try to carry out the reconnection at the soonest available time</li> <li>• we will notify you of the reconnection within 1 business day and send a copy of any correspondence with your non-household customer.</li> <li>• we will notify the market operator of any change in your non-household customers water services within 2 business days of reconnection being carried out.</li> </ul>		
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Disconnection and Reconnection Code of Practice</li> <li>• Guaranteed Standards Scheme Policy</li> </ul>		

	<ul style="list-style-type: none"><li>• Water Fittings Regulations Enforcement Policy</li></ul>
--	---

ID:	SC-W059	Service:	<a href="#">Disconnecting for non-household customer request</a>
Description:		<p>Your non-household customers may want to permanently or temporarily disconnect the water service to their premises. Your non-household customer may contact us directly, or they may ask you to arrange the disconnection on their behalf.</p> <p>We currently provide the following types of disconnections:</p> <ul style="list-style-type: none"><li>• temporary disconnection – isolation of the supply from the network, without the removal of any assets or any excavation activity</li><li>• permanent disconnection – disconnection of the water services with the removal of fixed assets</li><li>• consent for self-disconnection – disconnection of the water services carried out by your non-household customer.</li></ul> <p>A disconnection can be classified as standard or non standard.</p> <p><a href="#">Standard temporary disconnection:</a></p> <ul style="list-style-type: none"><li>• shutting off an operable outside stop valve</li><li>• where access has not been refused</li><li>• does not require street works</li><li>• does not require traffic management</li><li>• requires only the commitment of technician resource to deliver the service.</li></ul> <p><a href="#">Non standard temporary disconnection</a></p> <p>Non standard temporary disconnections are disconnections that have requirements over and above the standard temporary disconnections.</p> <p><a href="#">Standard permanent disconnection:</a></p> <ul style="list-style-type: none"><li>• the existing supply pipe's diameter is 75mm or less</li><li>• the existing supply pipe is located at a depth not exceeding 1200mm</li><li>• only the meter installed will be removed</li><li>• the land is not contaminated</li><li>• no other utilities' supplies (such as gas, electricity, telephony) require work ie diversion</li><li>• work will be performed with basic signing, lighting, guarding and a street works permit</li><li>• no traffic management measures are required.</li></ul> <p><a href="#">Non standard permanent disconnection</a></p> <p>Non standard permanent disconnections are disconnections that have requirements over and above the standard permanent disconnections.</p> <p>Please refer to our Disconnection and Reconnection Code of Practice for further information.</p> <p>You can arrange a disconnection on behalf of your non-household customer by submitting a materially complete form I/O2.</p> <p>Your non-household customer should make all necessary arrangements to allow us unrestricted access to carry out the disconnection.</p> <p><a href="#">Disconnection requested by you on behalf of your non-household customer</a></p>	



	<p>If you request a disconnection on behalf of your non-household customer, we'll check our records and the information you submitted to check:</p> <ul style="list-style-type: none"> <li>• if a temporary or permanent disconnection has been requested</li> <li>• if a standard disconnection is possible and whether a survey is required, or not.</li> </ul> <p>If we think a standard disconnection can be made, we'll arrange a visit to the premises within 12 business days of receiving your form. We will:</p> <ul style="list-style-type: none"> <li>• arrange a visit through you; or,</li> <li>• arrange a visit directly with your non-household customer, if you have given us consent to do so; and,</li> <li>• notify you of the date and time of the visit, where requested.</li> </ul> <p>If we make the standard disconnection on the first visit, we'll leave a calling card with your non-household customer to inform them of the disconnection.</p> <p>After our site visit, within 3 business days, we will inform you of our findings and actions we carried out.</p> <p>If the disconnection is non standard, we'll notify you of our findings and discuss the options available.</p> <p><a href="#">Consent for self-disconnection</a></p> <p>Where we receive notice directly from your non-household customer that they intend to self-disconnect their water supply, we will:</p> <ul style="list-style-type: none"> <li>• review their request</li> <li>• decide if a consent can be given; and,</li> <li>• notify you on receiving such request.</li> </ul> <p>We will notify both you and your non-household customer on our decision of whether we give them consent to disconnect the water supply themselves, or not.</p> <p>If consent is given, your non-household customer must notify us when the disconnection has been made, providing any meter readings.</p> <p><a href="#">After the disconnection</a></p> <p>We'll notify the market operator within 2 business days of any temporary or permanent disconnection to tell them about any change of connection status at the premises.</p> <p><a href="#">Reconnecting your non-household customers</a></p> <p>You can reconnect your non-household customers as follows:</p> <ul style="list-style-type: none"> <li>• non-household customers temporarily disconnected; reconnection is made through the <a href="#">reconnecting for non-household customer request</a> service</li> <li>• non-household customers permanently disconnected; reconnection is made by requesting a new connection.</li> </ul>
Charges:	Charges do not ordinarily apply to this service
Availability:	<p>This service is available to you and your non-household customers located within our wholesale operational area.</p> <p>We'll provide our disconnection services during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul>

To order:	To order this service, please submit form I/02. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• within 12 business days of receiving your form, if we think a standard disconnection can be made, we'll arrange a visit to the premises</li><li>• within 3 business days after our site visit, we will inform you of our findings and actions we carried out</li><li>• we will notify the market operator of the change in connection status within 2 business days of carrying out a temporary or permanent disconnection.</li></ul>
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Disconnection and Reconnection Code of Practice</li><li>• Guaranteed Standards Scheme Policy</li><li>• Water Fittings Regulations Enforcement Policy</li></ul>

ID:	SC-W063	Service:	Reconnecting for non-household customer request
Description:		<p>Your non-household customer can ask you to submit a request for us to reconnect the water supply to their premises following a temporary disconnection. If they ask you to submit a request on their behalf, you need to submit a materially complete service request form I/O4 to us.</p> <p>If your non-household customer contacts us directly, we will inform them that they need to ask you to submit the reconnection service request on their behalf.</p> <p>A reconnection can be classified as standard or non standard.</p> <p><b>Standard reconnection:</b></p> <ul style="list-style-type: none"><li>• turning on an operable outside stop valve</li><li>• where access has not been refused</li><li>• does not require street works</li><li>• does not require traffic management</li><li>• requires only the commitment of technician resource to deliver the service.</li></ul> <p><b>Non standard reconnection</b></p> <p>For non standard reconnections, we offer a site specific quotation.</p> <p>Following acceptance of the materially complete form I/O4, we will arrange a visit to the site either:</p> <ul style="list-style-type: none"><li>• directly with your non-household customer, if you give us consent to do so; or,</li><li>• through yourself, if you have not given us permission to contact your non-household customer directly.</li></ul> <p>You can propose a date and time for the reconnection when you submit your materially complete form I/O4. We will use reasonable endeavours to arrange the reconnection visit at the date and time you ask. We will notify your non-household customer or ask you to notify them, depending if you have given us consent to contact them directly.</p> <p>If requested, we will notify you of the date and time of the planned site visit where arranged with the non-household customer.</p> <p><b>Making the reconnection</b></p> <p>We will visit the premises on the agreed date and time to:</p> <ul style="list-style-type: none"><li>• check whether we can make the reconnection</li><li>• establish the likely reconnection charges</li><li>• make the reconnection, where the reconnection is possible and standard</li><li>• produce a quote for the reconnection, where the reconnection is possible but non standard.</li></ul> <p>If we're unable to complete a standard reconnection during the initial reconnection visit, we will arrange a second visit. We will notify you of the visit:</p> <ul style="list-style-type: none"><li>• in advance, if we can provide notice of at least 2 business days</li><li>• retrospectively, if we are unable to provide 2 business days' notice.</li></ul> <p>If the reconnection is non standard, we will prepare and send you a quote for the reconnection service. You need to confirm to us if you accept or reject the quote. Following acceptance of the quote we provide you, we will arrange a date and time for the visit through yourselves or directly with your non-household customer, if you allow us to.</p>	

Charges:	Charges apply to this service. For more information, please refer to the Wholesale Tariff Document.
Availability:	<p>This service is available to non-household customers whose supply has previously been temporarily disconnected and the disconnection was not made because the non-household customer had failed to pay an invoice issued by you. You must submit the service request on behalf of your non-household customer.</p> <p>This service is only available where a temporary disconnection has been made. If a permanent disconnection has been made, the non-household customer must apply for a new connection either through you or directly to us.</p> <p>Appointments to undertake reconnections are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul>
To order:	To order this service, please submit form I/04. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will visit the premises on the agreed date and time to:       <ul style="list-style-type: none"> <li>○ check whether we can make the reconnection</li> <li>○ establish the likely reconnection charges</li> <li>○ make the reconnection, where the reconnection is possible and standard</li> <li>○ produce a quote for the reconnection, where the reconnection is possible but non standard</li> </ul> </li> <li>• if we're unable to complete a standard reconnection during the initial reconnection visit, we will arrange a second visit. we will notify you of the visit:       <ul style="list-style-type: none"> <li>○ in advance, if we can provide notice of at least 2 business days</li> <li>○ retrospectively if we are unable to provide 2 business days' notice.</li> </ul> </li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Disconnection and Reconnection Code of Practice</li> <li>• Guaranteed Standards Scheme Policy</li> </ul>

ID:	SC-W060	Service:	<a href="#">Using our powers of entry at your request</a>
Description:		<p>Entry to non-household customer's premises</p> <p>In delivering our services, we may need entry to your non-household customer's premises to carry out a survey or make a disconnection.</p> <p>Where we are refused entry, we will leave notice at the premises advising that we will make a further attempt to gain entry. We will give at least 5 business days' notice of the date and time on which we shall make the further attempt to gain entry. If we are not permitted access during the second visit, we'll not attempt to gain entry again to carry out the work, unless you request us to use our powers of entry.</p> <p>You may be charged for the visit(s), irrespective of the outcome. For more information please refer to our Wholesale Tariff Document.</p> <p>We will notify you that we were unable to gain access and provide you with a copy of the notice left at your non-household customer's premises.</p> <p><a href="#">Requesting the service</a></p> <p>If you want us to use our powers of entry, you need to submit form I/O3. You have 5 business days from receiving the copy of the second notice left with your non-household customer, to request the service. There will be a charge for this service.</p> <p>We will review your request and will either:</p> <ul style="list-style-type: none"><li>• take the steps necessary to obtain a warrant from a justice of the peace authorising the use of our powers of entry and notify you of when we plan to make the request; or,</li><li>• advise you that we are unable to accept your request, and provide a reason.</li></ul> <p><a href="#">Exercising our powers of entry</a></p> <p>If a warrant is granted, we'll notify you of the date and time on which we intend to serve and exercise the powers under warrant and will ask you to confirm in writing that there has been no change in circumstance and the survey and/or entry is still required. We will also provide you with a contact to inform if there is a change in circumstances such that the entry is no longer required.</p> <p>Once we have gained access to the premises will conduct the survey and/or effect the disconnection and shall leave a notice warning not to interfere with any disconnection and where necessary we shall leave the property secure</p> <p>We will then confirm to you that we have gained entry to the premises and completed the original work.</p> <p>Using our powers of entry at your request service requires a price on application. For more information, please refer to our Wholesale Tariff Document.</p> <p>If a warrant is not granted, we will inform you of the reasons.</p> <p><a href="#">Bailiffs</a></p> <p>We may engage bailiffs to serve the warrant on your non-household customer and, if necessary, we will also contact the police to gain their assistance in accessing the premises. If, as a result of requesting such assistance, there is a change of the planned date and time on which the warrant will be served, we'll notify you of the new date and time. You will be charged for these services.</p> <p><a href="#">Service request changes</a></p>	

	For any reason, if you want to reschedule or cancel the service you've requested, you need to contact us in writing. Charges may apply. For more information, please refer to our Wholesale Tariff Document.
Charges:	Charges apply to this service. For more information, please refer to the Wholesale Tariff Document.
Availability:	Appointments are available during our normal working hours (excluding bank holidays and public holidays); <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul> This service is not available outside our normal working hours.
To order:	To order this service, please submit form I/03. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"> <li>• we will notify you of any visit to your non-household customer's premises within 2 business days of the visit</li> <li>• if we are refused access by your non-household customer we will notify you within 2 business days of our visit that we have been refused access and that we are seeking a warrant to access their premises</li> <li>• within 2 business days of receiving a warrant we will notify you of our new planned date to carry out the work</li> <li>• when we exercise our powers of entry we will notify you that the issue has been resolved within 2 business days</li> <li>• we will provide you with a copy all correspondence, including notices and/or warrants sent to your non-household customer within 2 business days</li> <li>• the time to issue the warrant may vary and it is under the control of the court of justice.</li> </ul>
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"> <li>• Disconnection and Reconnection Code of Practice</li> <li>• Guaranteed Standards Scheme Policy</li> </ul>

## Enquiries and complaints

ID:	SC-W074	Service:	Managing complaints
Description:		<p><a href="#">Customer service</a></p> <p>We will:</p> <ul style="list-style-type: none"> <li>• treat all customers in a professional and courteous manner</li> <li>• ascertain any details necessary to ensure the customer receives good customer service</li> <li>• attempt to resolve the matter at the first point of contact</li> <li>• maintain an accurate record of the contact so the matter can be tracked, monitored and reported.</li> </ul> <p>We'll keep the content of our website up-to-date, so all customers may refer to it for the latest information.</p> <p>Unplanned changes in service              If you receive a complaint from your non-household customer regarding;</p> <ul style="list-style-type: none"> <li>• an unplanned change in water and/or sewerage services and/or your customer expresses concern regarding water quality; and/or,</li> <li>• a fault with one of our assets, for example, a broken inspection cover which is a health and safety risk. (To report concerns about the accuracy of a meter, please submit form B/O1),</li> </ul> <p>please redirect them as a matter of urgency to our 24/7 wholesale contact centre: Tel: 0800 316 9800.</p> <p><a href="#">Dealing with complaints</a></p> <p>We are committed to providing all of our customers with good service. In line with the market requirements we accept feedback, including in the form of complaints, on the services we provide.</p> <p>Submitting a complaint – non-household customer led</p> <p>If you receive a complaint or concern from a non-household customer which relates to:</p> <ul style="list-style-type: none"> <li>• any matter which requires you to obtain information from us in order to be able to respond effectively; and/or,</li> <li>• our provision of water services and/or wastewater services, of a non-urgent or routine nature.</li> </ul> <p>You should submit a materially complete form F/O2 via email to <a href="mailto:service.requests@thameswater.co.uk">service.requests@thameswater.co.uk</a>.</p> <p>If you are sending a complaint under the circumstance stipulated above and you do not use form F/O2, you will be redirected to complete and submit the form.</p> <p><a href="#">Submitting a complaint – retailer led</a></p> <p>If you wish to submit a query or concern which is not driven by the non-household customer you should send an email to <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a></p>	

clearly outlining the reason for the complaint. Please include any supporting evidence/further information if available.

#### Receipt of a complaint

Where we have received a complaint from you we will send you an acknowledgement of receiving the complaint, including a reference number, via email.

When we receive what we consider to be a complaint directly from a non-household customer (written or via phone call - if we are experiencing long wait times we may offer to call your non-household customer back) we will ask them to contact you as this is the formal route by which complaints will be addressed and recorded.

Non-household customer contacts relating to the following will not be referred to you and handled directly by us:

- the provision of water services and/or wastewater services which indicate a drinking water supply change, sewer flooding or other public health risk; and/or,
- a fault with one of our assets, for example, a broken inspection cover which is a health and safety risk; and/or,
- any service provided directly to a customer.

If your non-household customer has requested written confirmation of the information provided during a call, we will send them the information and provide you with a copy of the correspondence on request.

If you receive any contact from your non-household customer regarding the above points please redirect them as a matter of urgency to our 24/7 wholesale contact centre: Tel: 0800 316 9800.

If we receive any contact by the non-household customer that we consider to be a complaint we will also aspire to contact you (via email) to notify you of the contact and will provide any information, details or attachments that the non-household customer may have sent.

#### Consumer Council for Water complaints and Water Redress Scheme

As set out in the Wholesale Contract/Wholesale-Retail Code you will need to provide your non-household customers with information about how to escalate their complaint if they remain dissatisfied. This should include contact details for your appointed Redress Scheme provider and the Consumer Council for Water. If we are contacted by the Consumer Council for Water or your Redress Scheme provider or our Water Redress Scheme provider regarding a complaint made by a non-household customer, depending on the nature of the complaint, as described above, we will either:

- where this relates to a wholesaler matter, work with the non-household customer and, where relevant, the Consumer Council for Water and Water Redress Scheme provider to address the complaint or dispute; or,
- forward the correspondence to you and notify the Consumer Council for Water or Water Redress Scheme provider that the complaint or dispute relates to retailer matters and that you will be dealing with it.
- in all cases we will look to work with you collaboratively to address the complaint or dispute.

#### Claims for loss of business or other requests for compensation

We do not guarantee that there will never be occasions where we have to turn the water supply off or interrupt waste services, for example in the event of planned maintenance



work or a burst water main. The legal position with regard to this is that we do not have a liability for loss of profit as this is deemed an economic loss and is not recoverable in law.

Compensation for loss of profit may be payable when it is as a consequence of:

- material/physical damage caused to your property,
- personal injury; or,
- losses due to work being carried out by us (known as streetworks)<sup>1</sup>

If your non-household customer contacts us directly seeking compensation we will review their request and if appropriate make a payment to them by cheque. Also, if non-household customers have been impacted by an incident e.g. their property has been flooded due to a burst water main we will contact them directly to minimise the impact on their business, determine any losses incurred and make compensation payments where appropriate. As these claims are handled directly with the claimant we will not provide you with notifications.

If your non-household customer wishes to make a claim through you, you will need to submit form F/O2 on their behalf. In such circumstance we may:

- contact your non-household customer to arrange a site visit where required where you have given us consent to do so,
- issue you and/or the non-household customer with a claim form to gather more information to investigate the claim,
- ask you to seek further information from your non-household customer.

When we have completed our investigation of the claim we will:

- notify you whether the claim has been accepted or rejected along with reasons of rejecting the claim,
- make the payment to you where the claim has been accepted and is related to Guaranteed Standards Scheme Regulations (GSS),
- make the payment to the non-household customer where the claim has been accepted and is related to property damage, personal injury or streetworks<sup>1</sup>.

#### Webchat

When customers visit our website we may ask them if they would like to chat using our webchat facility or ask them if they would like us to call them.

If they would like to talk, we gather information to determine what action is required. If they want to make a complaint we will ask them to contact you as this is the formal route by which complaints will be addressed and recorded.

Non-household customer contacts relating to the following will not be referred to you and handled directly by us:

- the provision of water services and/or wastewater services which indicate a drinking water supply change, sewer flooding or other public health risk; and/or,
- a fault with one of our assets, for example, a broken inspection cover which is a health and safety risk
- any service provided directly to a customer.

#### Twitter and Facebook

We tweet and post messages on Twitter and Facebook to notify customers of unplanned changes in water and/or wastewater services. We may respond to tweets and messages on Facebook, where appropriate, asking customers to call our wholesale contact centre or contact their retailer.

	<p>You can follow us on Twitter: <a href="#">@thameswater</a> and Facebook: Thames Water.</p> <p><a href="#">Short Message Service (SMS)</a></p> <p>If there is an unplanned change to water service, which affects a large number of customers, we will send text messages to non-household customers, where we hold phone numbers, in the affected area to notify them of unplanned changes in services and progress text updates to let them know what we are doing to restore services. If you would like us to provide this service to your non-household customers or opt-out of this service, you will need submit a T/O12 Provision of Customer Contact Details Form (nb. If opting-in then you must provide the non-household customer telephone number).</p> <p>We also provide information regarding supply interruptions on our automated call handling system and customers can choose to receive regular updates by text message until the matter is resolved.</p> <p>Text messages are used to send information to customers, customers cannot reply to text messages.</p> <p>We are unable to provide you with details of SMS messages and text alerts sent to your non-household customers.</p> <p>There are other arrangements for sensitive customers which are set out in the <a href="#">managing sensitive customer changes in service</a>.</p> <p><sup>1</sup>Schedule 12 of the Water Industry Act 1991.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We are available to accept any queries and complaints during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>Your non-household customers can contact us 24 hours a day by calling our wholesale contact centre on 0800 316 9800. Please provide this number to your non-household customer for them to use to contact us regarding wholesale operational issues and emergencies only.</p> <p>Where appropriate we will respond to tweets and messages on Facebook 24 hours a day.</p> <p>If an appointment is required we will offer your non-household customers the following appointment times (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul>
To order:	To order this service, please submit form F/O2. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• where you have redirected your non-household customer to our wholesale contact centre relating to unplanned changes or urgent or emergency work, we will respond as soon as reasonably practicable</li> <li>• where your non-household customer contacts us directly regarding a complaint we will redirect them to you. We will also aspire to notify you of the contact we have received from your non-household customer, including any information/details/attachments received</li> <li>• within 8 business days from receipt of form F/O2 we will respond back to you providing a substantive response to your complaint adhering to the Wholesale Contract/Wholesale-Retail Code definition</li> </ul>

	<ul style="list-style-type: none"> <li>• as soon as reasonably practicable from receipt of a complaint that is unrelated to Thames Water Wholesale and therefore requires redirection (eg we are not the Wholesaler operating in that area), we will redirect the complaint to the appropriate recipient             <ul style="list-style-type: none"> <li>○ if the complaint was submitted by a non-household customer we will redirect them to you</li> <li>○ if you submitted the complaint we will redirect you to the appropriate recipient</li> <li>○ in some cases we will forward on the complaint to the appropriate recipient and in this circumstance will notify you of this redirection</li> </ul> </li> <li>• where the complaint relates to an unplanned change in service or an emergency and we have said that we will arrange for a manager to phone your non-household customer back, we will endeavour to call your non-household customer back within 2 hours of receiving their call</li> <li>• where a visit can be planned 2 business days or more in advance and the visit does not need to be kept confidential we will tell you when the visit will take place, not less than 2 business days in advance</li> <li>• where a visit is scheduled for us to carry out random water quality sampling or to review water fittings regulation non-compliance this may need to be kept confidential and you will not be notified of the visit</li> <li>• where a visit was not planned 2 or more business days in advance we will let you know that the visit has taken place within 2 business days of visit.</li> </ul>
<p>Documents related to this service:</p>	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> </ul>

ID:	SC-W083	Service:	Managing enquiries
Description:		<p data-bbox="442 275 624 300"><a href="#">Customer service</a></p> <p data-bbox="442 322 523 347">We will:</p> <ul data-bbox="491 371 1369 560" style="list-style-type: none"><li>• treat all customers in a professional and courteous manner</li><li>• ascertain any details necessary to ensure the customer receives good customer service</li><li>• attempt to resolve the matter at the first point of contact</li><li>• maintain an accurate record of the contact so the matter can be tracked, monitored and reported.</li></ul> <p data-bbox="442 580 1362 638">We'll keep the content of our website up-to-date, so all customers may refer to it for the latest information prior to submitting an enquiry.</p> <p data-bbox="442 703 754 728"><a href="#">Unplanned changes in service</a></p> <p data-bbox="442 750 1182 775">If you receive an enquiry from your non-household customer regarding:</p> <ul data-bbox="491 799 1385 954" style="list-style-type: none"><li>• an unplanned change in water and/or wastewater services; and/or,</li><li>• your customer expresses concern regarding water quality; and/or,</li><li>• a fault with one of our assets, for example, a broken inspection cover which is a health and safety risk. (To report concerns about the accuracy of a meter, please submit form B/01)</li></ul> <p data-bbox="442 974 1347 1032">please redirect them as a matter of urgency to our 24/7 wholesale contact centre: Tel: 0800 316 9800.</p> <p data-bbox="442 1097 995 1122"><a href="#">Dealing with enquiries from you and other customers</a></p> <p data-bbox="442 1144 1171 1169">We are committed to providing all of our customers with good service.</p> <p data-bbox="442 1191 1303 1249">We will act expeditiously to deal with enquiries eg regarding services, invoicing and contracts or any other matter from any of our customers.</p> <p data-bbox="442 1314 995 1339"><a href="#">Submitting an enquiry – non-household customer led</a></p> <p data-bbox="442 1361 1369 1574">If you have received a general enquiry from your non-household customer about water services and/or wastewater services (including drinking water quality) made solely with the intent of eliciting information about those water services and/or wastewater services and in the absence of any expression of concern, dissatisfaction or service shortfall for which you need more information and you'd like to submit an enquiry to us, you should do so by submitting a materially complete service request form F/01 to us via email. You must have a contract with us to be able to use this enquiry service route.</p> <p data-bbox="442 1639 1107 1697">You should submit a materially complete form F/01 via email to <a href="mailto:service.requests@thameswater.co.uk">service.requests@thameswater.co.uk</a></p> <p data-bbox="442 1731 1385 1789">If you are sending an enquiry under the circumstance stipulated above and you do not use form F/01, you will be redirected to complete and submit the form.</p> <p data-bbox="442 1854 809 1879"><a href="#">Submitting an enquiry – retailer led</a></p> <p data-bbox="442 1901 1382 2018">All enquiries from you that are not suitable to be submitted on form F/01 due to subject matter as well as all enquiries from other wholesale customers should be sent via email to <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>. Please include any supporting evidence/further information if available.</p>	

We will provide a secondary route of communication for enquiries via phone once you are contracted with us. If a written response is required from a telephone enquiry the enquirer may be redirected to submit their enquiry in writing.

#### Receipt of an enquiry

Where we have received an enquiry from you we will send you an acknowledgement of receiving the enquiry, including a reference number, via email.

Your non-household customers can make enquiries by phoning our 24/7 wholesale contact centre: Tel: 0800 316 9800. If we are experiencing long wait times we may offer to call your non-household customer back. When we receive an enquiry we will ask them to contact you and if known advise them who their retailer is:

- if the enquiry does not relate to an unplanned changes in water and/or wastewater services; and/or,
- if they have ordered a service by submitting an application directly to us.

If your non-household customer has requested written confirmation of the information provided during the call, we will send them the information and provide you with a copy of the correspondence on request.

If a non-household customer directly submits an enquiry to us, where the enquiry relates to an unplanned change in water services and/or wastewater services, water fittings regulations or trade effluent, we shall follow the appropriate processes and notify you accordingly.

If a non-household customer submits any enquiry relating to their bill or requesting a service which must be requested through their retailer to us they will be redirected back to you. If they submit an enquiry relating to a service request that has been or is currently being delivered which has been requested via their retailer we will ask them to contact you and if known advise them who their retailer is.

#### Webchat

When customers visit our website we may ask them if they would like to chat using our webchat facility or ask them if they would like us to call them:

- if they would like to talk, we will gather information to determine what action is required.

If their enquiry does not relate to:

- the provision of water services and/or wastewater services which indicate a drinking water supply change, sewer flooding or other public health risk; and/or,
- water fittings regulations; and/or,
- trade effluent; and/or,
- a fault with one of our assets, for example, a broken inspection cover which is a health and safety risk; and/or,
- a service provided directly by us.

we will advise them that they need to contact their retailer and if known advise them who their retailer is.

#### Twitter and Facebook

We tweet and post messages on Facebook to notify customers of unplanned changes in water and/or wastewater services. We may respond to tweets and messages on

	<p>Facebook, where appropriate, asking customers to call our wholesale contact centre or contact their retailer.</p> <p>You can follow us on twitter: <a href="#">@thameswater</a> and Facebook: Thames Water.</p> <p><b>Short Message Service (SMS)</b></p> <p>If there is an unplanned change to water service, which affects a large number of customers, we will send text messages to non-household customers, where we hold phone numbers, in the affected area to notify them of unplanned changes in services and progress text updates to let them know what we are doing to restore services. If you would like us to provide this service to your non-household customers or opt-out of this service, you will need to submit a T/O12 Provision of Customer Contact Details Form (nb. If opting-in then you must provide the non-household customer telephone number).</p> <p>We also provide information regarding supply interruptions on our automated call handling system and customers can choose to receive regular updates by text message until the matter is resolved.</p> <p>Text messages are used to send information to customers, customers cannot reply to text messages.</p> <p>We are unable to provide you with details of SMS messages and text alerts sent to your non-household customers.</p> <p>There are other arrangements for sensitive customers which are set out in the <a href="#">managing sensitive customer changes in service</a>.</p> <p><b>Claims</b></p> <p>If your non-household customer wishes to make a claim you will need to submit the form F/02 on their behalf. Claims will not be processed if submitted via an enquiry.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We are available to accept any enquiries during normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>Your non-household customers can contact us 24 hours a day by calling our wholesale contact centre. Tel: 0800 316 9800. Please provide this number to your non-household customer for them to use to contact us regarding wholesale operational issues, unplanned changes in services and emergencies only.</p> <p>Where appropriate we will respond to tweets and messages on Facebook 24 hours a day.</p> <p>We will make phone calls to sensitive customers during events and incidents 24 hours a day.</p> <p>SMS Messages will be sent out 7 days a week:</p> <ul style="list-style-type: none"> <li>• Monday – Sunday, 8am – 8pm</li> </ul> <p>We also, provide information regarding supply interruptions on our automated call handling system and your non-household customers can choose to receive regular updates by text message until the matter is resolved.</p> <p>Non-household customers who have chosen to register for our text alerts service through our automated call handling system will receive regular updates by text message 24/7 until the matter is resolved.</p> <p>We may offer to have a webchat with a non-household customer visiting our website:</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>

To order:	To order this service, please submit form F/01. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• where you have redirected your non-household customer to our wholesale contact centre relating to unplanned changes or urgent or emergency work, we will respond to their enquiry as soon as reasonably practicable</li> <li>• within 10 business days from receipt of form F/01 we will respond back to you providing either a response to your enquiry or to agree a later date. We also aspire to respond to any other written enquiries within 10 business days</li> <li>• as soon as reasonably practicable from receipt of an enquiry that is unrelated to Thames Water wholesale and therefore requires redirection, we will redirect the enquirer to the appropriate recipient             <ul style="list-style-type: none"> <li>○ if the original enquirer is a non-household customer we will redirect them to you</li> <li>○ if you are the original enquirer we will redirect you to the appropriate recipient</li> <li>○ in some cases we will forward on the enquiry to the appropriate recipient and in this circumstance will notify the enquirer of this redirection.</li> </ul> </li> <li>• where we have said that we will phone the your non-household customer back, we will endeavour to phone them back within 2 business days. If your non-household customer has requested written confirmation of the information provided during the call, we will send them the information within 10 business days of the receiving the request and provide you with a copy of the correspondence within 2 business days of receiving your request for a copy of the correspondence</li> <li>• where a visit can be planned 2 business days or more in advance and the visit does not need to be kept confidential we will tell you when the visit will take place, not less than 2 business days in advance</li> <li>• where a visit is scheduled for us to carry out random water quality sampling or to review water fittings regulation non-compliance this may need to be kept confidential and you will not be notified of the visit</li> <li>• where a visit was not planned 2 or more business days in advance we will let you know that the visit has taken place within 2 business days of the visit.</li> </ul>
Documents related to this service:	Specific documents do not apply.

## Incidents

ID:	SC-W005	Service:	Managing dry weather and drought events
Description:	<p>We monitor weather conditions, water resources and work with relevant authorities to manage the availability of water within our operational area. We also maintain incident management plans and procedures to manage droughts and dry weather conditions, under the guiding principles of our water resources management plan, and publish our drought plan (signed off by Defra) on our website.</p> <p>Where dry weather conditions and droughts impact, or may impact, our ability to provide water to customers within our operational area, we will:</p> <ul style="list-style-type: none"> <li>• inform you:                     <ul style="list-style-type: none"> <li>○ when we consider a drought, dry weather or wet weather conditions to be developing or escalating; and,</li> <li>○ when we are giving particular consideration to any restriction on or reduction in water services</li> </ul> </li> <li>• where we consider necessary, implement our dry weather and drought incident management plans and procedures and work with the Environment Agency and any other relevant authorities as required</li> <li>• also confirm to you:                     <ul style="list-style-type: none"> <li>○ the process by which we intend to manage the drought or dry weather conditions, including any lines of communication or planned discussions in relation to a potential restriction on or reduction in water services; and,</li> <li>○ any reasonable messages we wish you to convey to your non-household customers.</li> </ul> </li> </ul> <p>Where we are able to, we will also respond to any questions which you reasonably ask us in respect of our plans or messages.</p> <p>If we need to issue a temporary ban on use under section 76 of the Water Industry Act 1991, which may be relevant to your non-household customer's activities or seek any drought order or permit, we will advise you of our plans.</p> <p>If we issue a temporary ban or obtain a drought order or permit we will inform you:</p> <ul style="list-style-type: none"> <li>• and keep it informed of any change to the terms of such ban, order or permit and inform</li> <li>• whenever we consider a drought or other dry weather incident to be subsiding and when any temporary ban, order or permit has been lifted.</li> </ul> <p>To help us manage any droughts or dry weather conditions you are required to:</p> <ul style="list-style-type: none"> <li>• follow any reasonable instructions we give in relation to a drought or dry weather incident</li> <li>• notify us within 1 business day if you become aware of any of your non-household customers breaching the terms of any temporary ban or drought order.</li> </ul> <p>We will communicate with you via emails at the start, which may be followed by phone and face to face meetings as circumstances evolve. The dedicated area of our website may also be used.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>We will provide you with this service, where you have a current contract with us.</p> <p>We provide a 24/7 operations and control service to respond to and manage incidents and events.</p>		



To order:	This is not a service you can order.
Service levels:	Specific service levels do not apply.
Documents related to this service:	Specific documents do not apply.

ID:	SC-W025	Service:	Communicating unplanned changes in our services
Description:		<p>An unplanned change to water services and/or wastewater services may include:</p> <ul style="list-style-type: none"> <li>• water quality incidents</li> <li>• changes in water pressure</li> <li>• leakage and/or burst mains</li> <li>• interruptions to the supply of water</li> <li>• waste asset failures excluding blockages, which restrict or remove the service</li> <li>• unconsented trade effluent discharges.</li> </ul> <p><a href="#">Working together</a></p> <p>As soon as we consider it appropriate, we will tell you whether there is, or is expected to be, an unplanned change in water services and/or wastewater services, excluding blockages of the sewer network. This information will be published on our website/portal at the same time as we issue any general communication in relation to actual or potential unplanned changes to water services and/or wastewater services.</p> <p>Additionally, wherever relevant to the particular circumstances of an unplanned change, we will also tell you (unless that information is subject to a moratorium on communication):</p> <ul style="list-style-type: none"> <li>• the nature and scale of the unplanned change to the water services and/or wastewater services</li> <li>• any specific impact on particular types of non-household customers</li> <li>• proposals to remedy the unplanned change</li> <li>• the estimated time of restoration</li> <li>• any lines of communication in relation to the unplanned change</li> <li>• any message or script which you must use when communicating with your non-household customers.</li> </ul> <p>We will include an explicit statement at the beginning of any such communication as to whether we want you to:</p> <ul style="list-style-type: none"> <li>• take action</li> <li>• get ready to take action</li> <li>• be aware of the information in order to react appropriately to any enquiry you receive.</li> </ul> <p>If we do intend to place a moratorium on communication, we will let you know so that you're prepared to take action when the moratorium is lifted. Any information subject to that moratorium will only be provided to you when we are happy for you to share it with your customers.</p> <p>Wherever appropriate, including when we want you to take or prepare to take action, we will actively contact you to confirm receipt of the information, using your 24 hour call arrangements.</p> <p>Where the unplanned change may have a particular impact on specific types or classes of non-household customers, such as sensitive customers or food and drink manufacturers, we will also give you any additional information as may be relevant.</p> <p>If we take any action to notify customers at large of changes in the services supplied, for example issuing boil notices, or to provide any other information in relation to an unplanned change such as issuing general explanations, we will treat non-household customers as we would treat any member of the public and will not exclude them from such communications. We'll also add a copy of any such communications to the retail web-portal.</p> <p>Whilst the unplanned change continues, we will keep you up to date.</p>	

	<p>Where necessary we will take legal action to resolve the unplanned change in water services and/or wastewater services, for example taking any action under Section 75 of the Water Industry Act 1991. Wherever we do so, we shall inform you using the arrangements as detailed in the <a href="#">contacting us 24 hours a day</a> service.</p> <p>We shall also inform you as soon as the unplanned change to water services and/or wastewater services is concluded.</p> <p>During the unplanned change in service you can keep an eye on our website and other communication channels, or you can contact us using the 24 hour contact arrangements.</p> <p><a href="#">Communicating with customers</a></p> <p>When there's an unplanned change, we will seek to make sure that all customers have the information they need to understand the change and how it will impact them. To do this, we will use a wide range of different channels including, our website, messaging information on our call centre answering service, social media such as Twitter and Facebook, text message alerts press releases and/or post and letter drops.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We will communicate any unplanned changes to water services and/or wastewater services to our customers.</p> <p>We will communicate any unplanned changes to water services and/or wastewater services to you if you have a contract with us.</p> <p>Communications will be provided 24/7 and updated as necessary.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will provide regular updates as information becomes available</li> <li>• we will restore services as soon as reasonably practical</li> <li>• following an incident we will review how it was managed and identify lessons learnt within 30 business days after the incident being formally closed as per our incident management arrangements</li> <li>• following the identification of any lessons learnt we will, if necessary, update our incident management arrangements or other relevant business processes within 30 business days.</li> </ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-W033	Service:	Providing alternative water supplies
Description:	<p>In the event of an emergency, and in line with our obligations under the Security and Emergency Measures Direction, we'll provide potable water to all affected premises, both household and non-household. This response may include using alternative supply arrangements, including:</p> <ul style="list-style-type: none"> <li>• tankers</li> <li>• bottles</li> <li>• static tanks</li> <li>• standpipes.</li> </ul> <p>Once set up, these measures will remain in place until the emergency has concluded.</p> <p>When your non-household customer's supply is interrupted we'll communicate directly with them via a number of channels including our website, messaging information on our call centre answering service, social media (Twitter, Facebook), press releases, text messages, post and letter drops.</p> <p>When we communicate in the event of an emergency, we'll communicate with everyone and won't distinguish between household and non-household customers in the impacted area. We'll also make this information available to you, so that you're also kept up to date with the situation as it evolves.</p> <p>We comply with the Security and Emergency Measures (Water and Sewerage) Direction 1998 and associated guidance in the provision of alternative water if there is an unavoidable failure in the essential water supply to customers. We'll pay due regard to all customers' needs and prioritise alternative water services to support UK welfare. We'll provide 10 litres per person per day beginning in the first 24 hours to support customers essential water use (domestic needs).</p> <p>The provision of this alternative water supply is prioritised for vulnerable or sensitive customers, and domestic customers. We'll supply non sensitive non-household customers as quickly as possible, on a case by case basis depending on the criticality of the situation at the time.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>If your non-household customer is within our network area, we will provide them with potable water in line with our obligations under the Security and Emergency Measures Direction. You can see if your non-household customers are within our network area by checking our website.</p> <p>Provision of an alternative water supply will remain in place until the emergency has concluded.</p>		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we'll provide customers with 10 litres of drinking water per person per day, to support their essential water use in line with our obligations under the Security and Emergency Measures Direction. Priority will be given to supporting UK welfare. Non-household customers are supported on a on a case by case basis depending on the criticality of the situation at the time</li> </ul>		
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> <li>• Sensitive Customer Code of Practice</li> <li>• Site Specific Arrangements Code of Practice</li> </ul>		

ID:	SC-W047	Service:	<a href="#">Managing unplanned changes in our water services</a>
Description:		<p>Unexpected incidents or unusual conditions may lead to an unplanned change in the water services we supply to your non-household customers.</p> <p>We will be ready to receive notice from you, your non-household customers or any other third-party of any unplanned or expected unplanned change to water services 24/7.</p> <p>We will publicise our 24/7 contact details on our website and we'll make you aware of any retailer specific contact arrangements.</p> <p>Where we become aware of, or have strong indications of an unplanned change in water services, we will investigate, to diagnose the source of the change in water service. During the investigation, we may contact your non-household customers directly or ask you to contact them on our behalf. If we ask you to contact your non-household customers on our behalf, you should do this as soon as possible and come back to us with any information you receive.</p> <p>If your non-household customer makes us aware of any unplanned change in their water services, we will liaise with them directly. We'll notify you of this contact within 2 business days, provided that the non-household customer has given us enough information to identify you as their retailer.</p> <p>We will provide alternative water supplies, if required. Please refer to <a href="#">Providing alternative water supplies service</a> for more information.</p> <p><a href="#">Sharing information</a></p> <p>We'll confirm to you whether there is or isn't expected to be an unplanned change in water services, no later than we notify the general public through In your area.</p> <p>There may be a situation where we need to place a moratorium on communication. In this case we will advise you of this fact, but we will only tell you information that you can share with your customers. You may need to be prepared to take action on the lifting of this moratorium.</p> <p>Unless we place a moratorium on communicating any of the information below, we will let you know on In your area:</p> <ul style="list-style-type: none"> <li>• the nature and scale of the unplanned change to water services</li> <li>• any specific impact on particular types of your non-household customers, such as sensitive customers</li> <li>• our plans to fix the unplanned change</li> <li>• when we think we will have water services restored to normal</li> <li>• any lines of communication in relation to the unplanned change</li> <li>• any additional information relevant to specific types of your non-household customers, such as sensitive customers, where the unplanned changes could have an impact on them.</li> </ul> <p>If applicable, we will email you any message or script which you must use when communicating with your non-household customer.</p> <p>At the beginning of any such communication, we'll also clearly say whether we'd like you to:</p> <ul style="list-style-type: none"> <li>• take any particular action</li> <li>• prepare to take such action; and/or,</li> <li>• be aware of the information in order to react appropriately to any enquiry you receive.</li> </ul> <p>We will actively contact you, including wherever we need you to take or prepare to take action, to confirm that you have received the details of the unplanned change.</p>	

	<p>We will ask you to notify all of your non-household customers if an unplanned change is likely to last more than 30 minutes.</p> <p>As the unplanned change continues, we'll keep you up to date with progress via In your area. We'll update this as often as is appropriate to the nature of the incident.</p> <p>If we need to provide an alternative water supply, we'll do so and let you know about it. You will need to let your non-household customers know the details.</p> <p>In managing an unplanned change we may ask you to:</p> <ul style="list-style-type: none"> <li>• ask your non-household customers to reduce their demand for water; and/or,</li> <li>• carry out any other steps we consider necessary.</li> </ul> <p>In responding to an unplanned change in water services, we may need to use our statutory powers granted under the Water Industry Act 1991. We will let you know if we decide to use any of our powers under law.</p> <p>We will keep you updated on the progress of resolving unplanned changes in water services and notify you and your non-household customers and the general public when the unplanned changes has been resolved by updating In your area.</p> <p><a href="#">Visits</a></p> <p>Whilst investigating unplanned changes to water services, we may need to carry out visits to your non-household customers' premises. We will inform you of the visit, within 2 business days of attending the premises.</p> <p>Where we are responding to an unexpected problem, we may need to visit your non-household customer's premises with no warning.</p> <p>In either case, we will inform you of the visit within 2 business days of attending the premises, as well as emailing you a copy of any notice or correspondence issued to or served on your non-household customer during the visit.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We make available to you notifications on our unplanned changes to our water services within our specified service levels.</p> <p>We will carry out work necessary to investigate and remedy an unplanned change in water service, within our operational area and notify any retailer whose non-household customer is or is likely to be affected.</p> <p>Once we've got the water services back to normal, we, or another organisation, may conduct an investigation into the unplanned change. If we identify any lessons learned which are relevant to you or your non-household customers, we'll pass the details on to you.</p> <p>We will usually carry out our work during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>However, where it's necessary, for example due to traffic management or operational constraints, we may carry out our work at any time (24/7).</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will be ready to receive notice of any unplanned change to water services 24/7</li> <li>• we will publicise our 24/7 contact details on In your area and we'll make you aware of any retailer specific contact arrangements</li> </ul>

	<ul style="list-style-type: none"><li>• where we can, we will provide you with information that you can pass on to your non-household customers as soon as it becomes available</li><li>• we will actively engage with you for major interruptions</li><li>• we will seek to minimise the number of customers affected by the unplanned change</li><li>• we will inform you of an visit to your customer's premises within 2 business days of attending the premises</li><li>• we will notify you of contact from you non-household customer within 2 business days provided that the non-household customer had given us information to identify you as their retailer.</li></ul>
Documents related to this service:	Specific documents do not apply.

## Getting your views

ID:	SC-W048	Service:	Consulting on drought or dry weather plans
Description:	<p>In line with regulatory requirements as a water company, we are responsible for the implementation of measures set out in our drought plan. This includes the imposition of restrictions during drought. We will take these actions to ensure that our supply demand balance is maintained in surplus in the case of drought.</p> <p>The drought plan sets out the measures that we will take in the event of drought to minimise the risk to security of supply.</p> <p><a href="#">Implementation of drought measures</a></p> <p>All measures that may be introduced during a drought are set out in our drought plan which is available on our website. The information below in relation to temporary use bans or drought orders applies to the measures set out in our current drought plan.</p> <p><a href="#">Implementation of temporary use bans</a></p> <p>During a drought we will:</p> <ul style="list-style-type: none"> <li>• determine when measures are required to reduce demand</li> <li>• inform retailers operating within our operational area of when a temporary use ban is planned</li> <li>• take into account any comments submitted before the consultation response deadline that the retailers or their customers have in relation to the proposed implementation of a temporary use ban</li> <li>• respond to these comments either directly or collectively through response to our temporary use ban announcement via our website</li> <li>• inform you of the outcome of our consideration of comments received on our temporary use ban proposals and confirm the details of the final decision on implementation of a temporary use ban.</li> </ul> <p>Any comments, proposals and/or recommendations submitted late are considered to be invalid and will not normally be taken into account.</p> <p><a href="#">Implementation of drought orders</a></p> <p>We will inform you, operating within our operational area of when a drought order to ban non essential use or an emergency drought order is proposed. We will follow the legal requirements in applying for or implementing a drought order to ban non essential use or an emergency drought order.</p> <p>Revision or change of temporary use bans or other drought measures</p> <p>We will inform you when the conditions of a temporary use ban or drought order to ban non essential use or emergency drought order are changed or terminated.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	We will provide you with this service, where you have a contract with us. We will provide a nominated water resource specialist team to respond to and inform you following requests for information in relation to temporary use bans or drought orders.		
To order:	This is not a service you can order.		



Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• we will comply with the legal requirements and guidelines in relation to implementation of drought measures imposed on our customers</li><li>• if you become aware of any of your non-household customers breaching the terms of any temporary ban/drought order, you must inform us within 1 business day.</li></ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-W021	Service:	Consulting on long term plans
Description:		<p>In line with regulatory requirements as a water company, we are responsible for the development and maintenance of long term water resource management plans and tactical drought plans, which set out the actions that we will take to ensure that our supply demand balance is maintained over a 25 year period and, in the case of its drought plan, the actions we would expect to take in the event of a drought or dry weather conditions.</p> <p><a href="#">Water resource management plans</a></p> <p>We have a legal duty to develop and maintain an efficient and economical system of water supply and every five years we are required to produce a water resource management plan. We follow the water resources planning guidelines in developing our plan.</p> <p><a href="#">Drought plans</a></p> <p>The drought plan set out the measures that we would take in the event of drought to minimise the risk to security of supply.</p> <p><a href="#">Consultation and distribution of plans</a></p> <p>As part of the process of preparation of our drought or water resource management plans, we undertake consultation on the proposed plans with our customers and stakeholders. In addition to customers, statutory and other bodies and organisations, we welcome any reasonable advice (comments, proposals and/or recommendations) by you, where you are operating within our operational area. We may also request you to provide us with any additional information relevant in preparation or revision of those plans.</p> <p>During the consultation process, we will:</p> <ul style="list-style-type: none"> <li>• assess and consider any comments submitted before the consultation response deadline</li> <li>• prepare a statement of response following the consultation in which we will provide the reasoning behind our decision to include or to not accept any of the comments.</li> </ul> <p>Normally we will not take into account any comments, proposals and/or recommendations submitted late and these will be considered to be invalid.</p> <p>Upon completion of the consultation, we will:</p> <ul style="list-style-type: none"> <li>• draft the final version of the drought or water resource plans incorporating any comments or advice we consider being valid</li> <li>• submit the final draft plans to Defra approval</li> <li>• publish our plans on our website when approved by Defra.</li> </ul> <p><a href="#">Revision or change of plans</a></p> <p>Our plans are required to be updated every 5 years. However if there is a material change of circumstance in relation to either plan then we are required to update the plan prior to the statutory 5 year requirement. We also undertake an annual review of our plans and report on progress on the water resource management plan and any updates required in relation to the drought plan.</p> <p>We welcome any comments, proposals and/or recommendations by you at any time, where you have identified a revision or change that you consider needs to be made in our drought or water resource plans. We will then take this into account in determining whether it constitutes a material change of circumstance.</p>	

	<p>We will follow the same consultation process, where any material change to our plans is required.</p> <p>We will then submit the revised plans to Defra for approval.</p> <p><a href="#">Maintenance of plans</a></p> <p>We publish the approved plans on our webpage and we will distribute those plans to the retailers upon request.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We will provide you with this service, where you have a contract with us. We will provide a nominated water resource specialist team to respond to and inform you following requests for information, or where we have requested information required for the development or revision of our plans.</p> <p>Any comments, proposals and/or recommendations submitted late are considered to be invalid and will not normally be taken into account.</p>
To order:	This is not a service you can order.
Service levels:	Specific service levels do not apply.
Documents related to this service:	Specific documents do not apply.

## Managing demand

ID:	SC-W065	Service:	<a href="#">Dealing with customer side leaks</a>
Description:	<p>We will notify you when:</p> <ul style="list-style-type: none"> <li>• your non-household customer contacts us (eg by calling our wholesale contact centre) stating that they have a leak on their premises or suspect that they may have a leak</li> <li>• we find a leak on your non-household customer's premises through our proactive leakage programme</li> <li>• we find a leak on your non-household customer's premises whilst we are carrying out other maintenance activities on our water network.</li> </ul> <p>Once we are aware that there is or may be a leak on a non-household customer's premises we will liaise with you to arrange an appointment with your non-household customer to investigate the problem.</p> <p>With your agreement, we will arrange appointments directly with your non-household customer.</p> <p>If we identify a leak on your non-household customer's pipework we will let you and your non-household customer know.</p> <p><a href="#">Fixing the leak</a></p> <p>It is your non-household customers responsibility to get any leaks on their pipework fixed within the timescales specified by us. They may choose to use a Thames Water Approved Plumber to carry out the work. Details of Approved Plumbers can be found on our website. Once the leak has been fixed they must notify us by phoning our customer side leakage team. Following, notification that the leak has been fixed, we may carry out a site visit to check the problems has been resolved.</p> <p>If we find a particularly serious non-household customer leak, we may serve notice on your customer requiring them to get the leak fixed within 7 calendar days. We will do this if there is one or more of the following:</p> <ul style="list-style-type: none"> <li>• a health and safety risk</li> <li>• loss of water supply, impacting other customers</li> <li>• property damage, including to neighbouring properties</li> <li>• reduced water pressure impacting other customers; or,</li> <li>• other noticeable customer or environmental impact.</li> </ul> <p>We may also, in some circumstances, choose to carry out the work to fix the leak for free. We will notify you, when we have fixed the leak at our cost.</p> <p><a href="#">Mandatory leakage fix</a></p> <p>If the leak is not fixed within the required timescale we may have to serve notice on your non-household in order to resolve the matter<sup>1</sup> and charge them accordingly.</p> <p>We will provide you with copies of any correspondence we provide to your non-household customers.</p> <p><sup>1</sup> Under section 75 of the Water Industry Act 1991.</p>		
Charges:	Charges do not ordinarily apply to this service.		

Availability:	<p>We will usually carry out any investigations during normal working hours (excluding bank holidays and public holidays);</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> </ul> <p>We will offer the following appointment windows to your non-household customer:</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will notify you or any site visit within 2 business days of visiting your non-household customer’s site to investigate a leak or potential leak</li> <li>• if we have not been told that the leak has been fixed we will:             <ul style="list-style-type: none"> <li>o after 20 business days from the date we notified you of the leak, advise you that we are prepared to use our powers to fix the leak</li> <li>o after 30 business days from the date we notified you of the leak, tell you the date when we will carry out the work to fix the leak</li> </ul> </li> <li>• if we are refused access by a non-household customer to undertake the repair we will notify you within 2 business days of our visit that we have been refused access and that we are seeking a warrant to access his premises.</li> <li>• within 2 business days of receiving a warrant we will notify you of our new planned date to carry out the work</li> <li>• when we complete the work to fix a leak, we will notify you that the issue has been resolved within 2 business days</li> <li>• we will provide you with a copy of all correspondence with your non-household customer within 2 business days.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Non-household Customer Side Leakage Policy</li> </ul>

ID:	SC-W068	Service:	<a href="#">Improving non-household customers water efficiency</a>
Description:	<p>We have a requirement to deliver water efficiency savings/demand reductions across the in-area operations, outlined in the Water Resource Management Plan and Business Plan. We will deliver a range of water saving interventions on both non-household and household sites. Sites will be selected based on consumption and demand reduction potential investigations; selection will require interactions with retailers.</p> <p>There are two main programmes of work:</p> <ol style="list-style-type: none"> <li>1) water efficiency audits</li> <li>2) smarter business visits.</li> </ol> <p><a href="#">Water efficiency audits</a></p> <p>Where sites have been identified as having the greatest potential to save water, we carry out free water efficiency audits and where applicable, make installations to help reduce water use and loss.</p> <p>Firstly we will generate a prioritised list based on our selection criteria and send it to you, for you to confirm customer details. We will then contact the customer and arrange the site visit.</p> <p>Our site visit could include the following actions:</p> <ul style="list-style-type: none"> <li>• conduct a simple water audit to identify applicable water efficiency interventions</li> <li>• install free water efficiency devices</li> <li>• identify and, where practical, fix internal wastage/leakage.</li> </ul> <p>We may also recommend other water efficiency improvements that your non-household customer may wish to employ to reduce water consumption.</p> <p><a href="#">Smarter business visit</a></p> <p>We deliver water efficiency improvements to non-household sites using a geographical area-based approach. We send letters in advance to all non-household premises, introducing the scheme and informing them of when we will be operating in their area. We then knock on doors and offer the smarter business visit to any non-household premises that wants one.</p> <p>Our smarter business visits include the following actions:</p> <ul style="list-style-type: none"> <li>• fitting of water saving devices (showerhead, showersave, showertimer, tap inserts, kitchen swivel, save-a-flush and EcoBetas)</li> <li>• identify leaking toilets and carry out a free one-off fix; and,</li> <li>• fit free urinal controls where practical.</li> </ul> <p>We will discuss with your non-household customer how much water will potentially be saved through the installation of the devices.</p> <p>We may also recommend other water efficiency improvements, not provided by us that your non-household customer may wish to employ to further reduce water use or water losses. We will notify you of any visits carried out to your non-household customers' premises.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	For our water efficiency audit, we will contact you with details of your non-household customers who meet the eligibility criteria for this service. You can pass on our information to your non-household customers or give us permission to contact them direct.		

	<p>We will need you to confirm the contact name and details of the non-household customer.</p> <p>For smarter business visits, we will send out generic letters to non-household customers notifying them that we will be operating in their area.</p> <p>If the non-household customer contacts us to arrange a visit and the visit is planned at least two or more business days in advance we will notify you of the date the visit is planned to take place.</p> <p>When operating in the area, if we carry out an unannounced visit to your non-household customers premises, we will notify you of the visit within 2 business days of the visiting taking place.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• where we have arranged to carry out a visit to a non-household premises and the visit is planned 2 business days or more in advance we will tell you when the visit will take place</li> <li>• we will notify you or any visits to your non-household customers' premises within 2 business days of the visit.</li> </ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-W080	Service:	<a href="#">Investigating leaks</a>
Description:	<p>Our leakage engineers use a range of techniques to identify where problems may exist on our water network. Most of this investigation work does not affect the water services provided to your non-household customers.</p> <p>We will notify any sensitive non-household customers in the area which we are investigating, even if we do not expect their water services to be affected.</p> <p>Whilst investigating a potential leak, we may need to visit your non-household customers' premises:</p> <ul style="list-style-type: none"> <li>• if we are able to plan any visit 2 business days or more in advance, we will arrange the visit directly with your non-household customer and tell you when the visit is taking place</li> <li>• if we are unable to provide advance notice of the visit, we will carry out the visit without prior notice. We will inform you within 2 business days that this visit has taken place.</li> </ul> <p>Where we suspect a leak which is not our responsibility to resolve, we will notify you and your non-household customer (for further information, please refer to our <a href="#">dealing with customer side leaks</a> service).</p> <p>Following the visit we will provide you with a copy of any notice or correspondence issued to or served on your non-household customer.</p> <p><a href="#">Water services interruptions</a></p> <p>In the event that our work affects the water services provided to your non-household customer, we will let you know via our <a href="#">In your area website</a> as soon as is reasonably practical to do so and at least 48 hours in advance of starting work.</p> <p>We will also notify you if you have any sensitive non-household customers in the area which we are investigating, that are likely to be affected.</p> <p>The information shown on <a href="#">In your area</a> will let you know:</p> <ul style="list-style-type: none"> <li>• the geographical areas affected</li> <li>• the nature of the work</li> <li>• the date and times when the supply is likely to be interrupted</li> <li>• the likely impact on water services</li> <li>• details of our contingency plan, if our works are likely to interrupt the supply for longer than 12 hours.</li> </ul> <p>We will update <a href="#">In your area</a> when we start the work and again when we complete it.</p> <p>We will also notify your non-household customers direct and in advance of any investigation work by way of a leaflet or letter drop in the target area.</p> <p>Where we need to carry out work which may affect water services supplied to your non-household customers and we cannot provide 48 hours advance notice, we will notify you within 2 business days of the work having taken place.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>We will usually carry out work during our normal working hours (excluding bank holidays and public holidays);</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 4pm</li> </ul> <p>We may also carry out leakage investigation work between 11pm and 5am.</p>		
To order:	This is not a service you can order.		



<p>Service levels:</p>	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• work to determine the location of a leak should not affect water services supplied to non-household customers. As a precaution against unforeseen circumstances, we will notify any sensitive non-household customers in the area which we are investigating that they may notice short disturbances to their water services whilst we carry out our work</li> <li>• should our investigations indicate that work is required on the network, this will be managed via our reactive and short term planned works processes. Where we can give more than 48 hours' notice, we will do so via our In your area website. Where we cannot provide such notice, we will let you know that work has taken place within 2 business days</li> <li>• we will also notify your sensitive non-household customers direct and in advance of any investigation work</li> <li>• we will provide alternative supplies where required to do so</li> <li>• we will try to provide as much notice as possible of any interruption to your customers' water services</li> <li>• we will let you know when we have completed our investigations via our In your area website.</li> </ul>
<p>Documents related to this service:</p>	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Non-household Customer Side Leakage Policy</li> </ul>

ID:	SC-W108	Service:	Incentivising water efficiency
Description:	<p>Whether your non-household customer is a production line, restaurant, hair salon or office block, simple water efficiency improvements can cut their energy and water costs, without reducing their performance. Our water efficiency incentive offer is in line with our requirement to deliver water efficiency savings/demand reductions across the in-area operations, outlined in the Water Resource Management Plan and Business Plan.</p> <p>We invite you to take part in our water efficiency incentive offer, and contribute to our efforts to reduce overall water consumption in the non-household retail market. Our water efficiency incentive offer to you is applied on a supply point by supply point basis and will reward you for proven water efficiencies that you make to your non-household customers. For more information on your reward, please refer to our Wholesale Tariff Document.</p> <p>Only water savings achieved directly from water efficiency interventions will be considered for this offer. For clarity, a repair to a leak does not qualify for a water incentive payment and other specific exclusions apply. These are clarified within the Wholesale Tariff Document. For you to participate in the incentive offer, you are required to submit a Form T/017. This form will require details on the customer (SPID) you have worked with, evidence of the work that has taken place and how much water has been saved. You will be able to apply for this offer once per SPID in a 2 year period.</p> <p>Our water efficiency incentive offer works as follows:</p> <ul style="list-style-type: none"> <li>• Build the baseline. This will require assessment of the existing consumption on site. We would require a minimum of 3 months of meter data, prior to any water efficiency improvements, in order to establish a baseline for the site. Ideally this would be weekly meter reads, however we would accept monthly reads as long as 3 reads taken at equal distances apart were supplied. The meter reads provided would need to be part of your customer's billable water consumption. Alongside the meter reads we would expect basic information on the site, to include but not limited to: Business practice, Full Time Employee (FTE) number and hours per day the site is in use.</li> <li>• Confirm the achievement. We will require a minimum of 3 months of meter reads taken immediately after the water efficiency intervention(s) to confirm that the savings are sustained. The meter reads provided would need to be part of your customer's billable water consumption. In addition to the meter reads we require descriptive and photographic evidence of the water efficiency intervention(s) that have taken place such as photos of devices installed/retrofitted.</li> </ul> <p>We reserve the right to carry out audit visits at your non-household customer's premises as part of this offer. During the visit, we may recommend other water efficiency interventions for your non-household customer consideration, which will not affect your water efficiency claim.</p> <ul style="list-style-type: none"> <li>• Reward you. Following our confirmation of your water efficiency submission, we will offer you a fixed payment. For more information in our rewards, please refer to our Wholesale Tariff Document</li> </ul>		
Charges:	Charges do not ordinarily apply to this service. For more information on the payments please refer to our Wholesale Tariff Document.		
Availability:	You are eligible for our water efficiency incentive offer, where you have a contract with us and your non-household customer(s) are within our wholesale water supply area.		
To order:	To order this service, please submit form T/017. For more information about how to order services please refer to <a href="#">managing service requests</a> .		
Service levels:	We will notify you within 15 business days of your submission being received:		

	<ul style="list-style-type: none"><li>• where your water saving have been verified and you are eligible for the payment or not; or</li><li>• where we require further information to verify your submission.</li></ul> <p>We will make the payment once we have verified your submission.</p> <p>We aim to provide the following service levels, where we have exercised our right to perform audit visits:</p> <ul style="list-style-type: none"><li>• where we have arranged to carry out a visit to a non-household premises and the visit is planned 2 business days or more in advance we will tell you when the visit will take place</li><li>• we will notify you of any visits to your non-household customers' premises within 2 business days of the visit.</li></ul>
Documents related to this service:	Specific documents do not apply.

## Market data

ID:	SC-W028	Service:	Maintaining existing supply point data
Description:	<p>We maintain supply point data within the market registration system and where we are the data owner we will make any changes that are identified. We can only update the market data if we are the data owners and where we are not the owner and believe it to be incorrect we will query the item with the owner, for example, another wholesaler.</p> <p>Depending on the scope of the changes identified to wholesale owned data items, you can submit a request using the forms below:</p> <ul style="list-style-type: none"> <li>• C/01: Verification of meter details or meter supply arrangements</li> <li>• C/02: Gap site supply point request and addition of service component</li> <li>• C/03: Request for deregistration of a supply point or removal of service components; and,</li> <li>• C/04: Request for wholesaler to amend third-party reference(s).</li> </ul> <p>Once you've informed us that a change is needed to the market data via one of the above forms, we will:</p> <ul style="list-style-type: none"> <li>• investigate your request and check that we are the data owner for that data item. If we're not the data owner we'll reject the form</li> <li>• visit the site if we need to investigate or validate the data associated to the supply point</li> <li>• if we agree that a change is needed to the data, we'll make corrections to the market data by sending the relevant transactions to the market operator; and,</li> <li>• on request provide you with a copy of our investigation or validation.</li> </ul> <p>We reserve the right to charge in circumstances where the data already held by the market operator is correct. This will be charged in line with our Wholesale Tariff Document. Where we identify a service component that we believe should be removed, we will let you know when we plan to remove that data with the market operator so that you have an opportunity to challenge the removal.</p> <p>Maintenance of data relating to a sensitive customer flag or site specific arrangement will be administered in line with our Sensitive Customer Code of Practice.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>Where we need to make an appointment to carry out a site visit, we will try to make contact with the non-household customer or you (where consent to contact your customer is not given) on 3 separate occasions. If we cannot reach your non-household customer, we will notify you that an appointment has not been booked and ask you to confirm with your non-household customer a date and time suitable for us to attempt a rearrangement of the appointment. You need to respond in writing (via email) within 5 business days, providing us with a suitable date and time and/or alternative contact details and approval to extend the SLA for us to continue with the service request. This date must be within 44 business days of the initial request. If we receive no response within 5 business days we will close the job and you will receive an email to notify you of the closure. Please note we only offer the rearrangement option (including contact attempts on 3 separate occasions) once.</p> <p>Appointments to visit the site will be arranged (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 8pm</li> <li>• Saturday, 8am – 4pm</li> </ul>		

	<ul style="list-style-type: none"> <li>• Sunday, 9am – 1pm</li> </ul> <p>Appointments outside our normal working hours can also be scheduled and these would need to be agreed and priced on application. Where traffic management is required, it may constrain our ability to agree an appointment and/or the time needed to complete the job.</p> <p>If the customer fails to keep an appointment, we will leave a card asking the customer to get in touch with you if another visit is still required. Abortive charges may apply.</p> <p>Where we have agreed an appointment or a date to complete a job outside of the relevant service levels, we will inform you of this agreement and the proposed date of the job. We will notify you to let you know if there are any changes to meter details or supply arrangements via a standard email.</p>
<p>To order:</p>	<p>To order this service, please submit forms C/01, C/02, C/03 and/or C/04, based on the parameters. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
<p>Service levels:</p>	<p>We aim to provide the following service levels:</p> <p>When we/you have identified a service component needs to be added:</p> <ul style="list-style-type: none"> <li>• if you requested the service component is added through submitting a form, we may visit the site and will let you know if the service component will be added, within 10 business days of receiving your form</li> <li>• if we have identified a missing service component, we will notify you of our findings within 5 business days of visiting the non-household customer</li> <li>• regardless of whether you or we identified the missing service component, we will update the market operator 2 business days after completing the investigation.</li> </ul> <p>When we've identified a service component that needs to be removed:</p> <ul style="list-style-type: none"> <li>• if we plan to remove a service component we'll email you 20 business days before we plan to notify the market operator of the change</li> <li>• you have 18 business days to challenge our decision to remove a service component. If we don't hear from you, we'll make the change in the market data</li> <li>• within 10 business days of receiving your challenge, we'll notify you as to whether we accept your challenge, or reject your challenge. If we reject your challenge we'll let you know why we have rejected it</li> <li>• within 2 business days of notifying you of our decision, we'll send the data to the market operator.</li> </ul> <p>When you identify a service component that needs to be removed:</p> <ul style="list-style-type: none"> <li>• after you submit a form to us, within 20 business days of receiving your request, we will notify you of the findings of our investigation and confirm if we're going to make the change to the third-party reference</li> <li>• within 5 business days of completion of the investigation we will update the market operator with the new data.</li> </ul> <p>When you identify that the Valuation Office Agency Billing Authority (VOA BA) or Unique Property Reference Number (UPRN) associated to a Supply Point ID (SPID) needs to be updated:</p> <ul style="list-style-type: none"> <li>• we will notify you of the findings of our investigation within 20 business days of receiving the service request form</li> <li>• we will send the transactions to make the changes with the market operator within 5 business days of completing our investigations.</li> </ul>
<p>Documents related to this service:</p>	<p>Specific documents do not apply.</p>

ID:	SC-W039	Service:	Verifying meter details or supply arrangement
Description:	<p>We will verify meter asset details including location and meter supply arrangements on request..</p> <p>To request this service, please submit a C/O1 request. Please complete one request per premises requiring verification.</p> <p>Following acceptance of the request we will:</p> <ul style="list-style-type: none"> <li>• carry out a desktop survey to identify the action to take</li> <li>• arrange a site visit if required. If a site visit is required we will notify you of the outcome of the visit and</li> <li>• notify you of our findings.</li> </ul> <p>We may need to temporarily limit supply of water services in order to carry out this service. If the premises is flagged as a sensitive customer, or has a site specific arrangement, we will take this into account and take the appropriate action.</p> <p>Where data corrections which affect multiple points are required, a data correction plan will be issued to all affected parties. If no comments are received we will implement this plan within a further 10 business days.</p> <p>We reserve the right to charge for visits in circumstances where the data already held by the market operator is correct. This will be charged in line with the Wholesale Tariff Document.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>Where we need to make an appointment to carry out a site visit, we will try to make contact with the non-household customer or you (where consent to contact your customer is not given) on 3 separate occasions. If we cannot reach your non-household customer, we will notify you that an appointment has not been booked and ask you to confirm with your non-household customer a date and time suitable for us to attempt a rearrangement of the appointment. You need to respond within 15 business days, providing us with a suitable date and time and/or alternative contact details. If you do not respond within 15 business days we will close the request. Please note we only offer the rearrangement option (including contact attempts on 3 separate occasions) once.</p> <p>Appointments to visit the site will be arranged (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 8pm</li> <li>• Saturday, 8am – 4pm</li> <li>• Sunday, 9am – 1pm</li> </ul> <p>Appointments outside our normal working hours can also be scheduled and these would need to be agreed and priced on application. Where traffic management is required, it may constrain our ability to agree an appointment and/or the time needed to complete the job.</p> <p>If the customer fails to keep an appointment, we will leave a card asking the customer to get in touch with you if another visit is still required. Abortive charges may apply.</p> <p>Where we have agreed an appointment or a date to complete a job outside of the relevant service levels, we will inform you of this agreement and the proposed date of the job. We will notify you to let you know if there are any changes to meter details or supply arrangements via a standard email.</p>		

To order:	To order this service, please submit a C/O1 request. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• within 12 business days of the request we will identify the action to take, carry out a site visit if required and notify you of our findings and complete updates of the Central Market System, if required.</li><li>• if necessary, we will provide all impacted trading parties with a proposed correction plan within 10 business days of completing any site visit. If no comments are received within 10 business days of notification to you of the correction plan we will update CMOS.</li></ul>
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Guaranteed Standards Scheme Policy</li><li>• Metering Policy</li><li>• Sensitive Customer Code of Practice</li></ul>

ID:	SC-W073	Service:	<a href="#">Registering and deregistering supply points</a>
Description:	<p>We will monitor and manage changes to all of our Supply Point ID's registered in the market and will register and deregister supply points in line with the requirements of the Wholesale Contract/Wholesale-Retail Code.</p> <p>On your request, we will:</p> <ul style="list-style-type: none"> <li>• register gap sites</li> <li>• de-register premises from the market.</li> </ul> <p>As part of delivering this service in line with market obligations we will:</p> <ul style="list-style-type: none"> <li>• always seek to register missing sites and services to ensure our revenues are maximised</li> <li>• ensure all sites are registered/de-registered in line with Ofwat guidance</li> <li>• notify you via email once a change of use request has been accepted and information updated; and,</li> <li>• register all relevant updated information with the market operator.</li> </ul> <p><a href="#">Requesting this service</a></p> <p>This service can be requested by retailers and other wholesalers where they believe a change is needed to any supply points, registered or not registered. More specifically, we offer this service when:</p> <ul style="list-style-type: none"> <li>• you and other wholesalers identify missing sites</li> <li>• we receive a query or challenge regarding why a premises is/is not in the market; and,</li> <li>• we're notified of a change of use by a retailer, a wholesaler or a change is discovered as part of our internal work.</li> </ul> <p>We encourage all market participants to identify registration issues and raise them with us to deal with in a timely manner. We can then make the appropriate decision as to whether a supply point needs to be registered or deregistered in the market registrations database.</p> <p>You may wish to challenge the eligibility criteria that we have used to determine which premises should be in or out of the market. We will review the request and respond to you within 10 business days, to let you know if your challenge has been accepted or not. If we agree the challenge is valid we will:</p> <ul style="list-style-type: none"> <li>• carry out an impact assessment to determine the impact of changing the criteria</li> <li>• agree with the parties involved that the criteria should be changed; and,</li> <li>• work with all parties to manage the change.</li> </ul> <p>Any change in data will be communicated with the market operator. We may wish to review and change the eligibility criteria we have published and if we make any changes we will communicate those in a timely manner.</p> <p>If you want to be registered as the retailer during a new connection request which has been initiated directly with us by the customer we require form A/O5 to be sent to us a minimum of 8 business days before the connection date.</p> <p>If a customer contacts you after our notification of our intention to register a missing premises in the market please complete the appropriate sections in form C/O2 and send this to us within 22 business days of the date of our notification to them.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	Where we need to make an appointment to carry out a site visit, we will try to make contact with the non-household customer or you (where consent to contact your customer is not given) on 3 separate occasions. If we cannot reach your non-household		



	<p>customer, we will notify you that an appointment has not been booked and ask you to confirm with your non-household customer a date and time suitable for us to attempt a rearrangement of the appointment. You need to respond in writing (via email) within 5 business days, providing us with a suitable date and time and/or alternative contact details and approval to extend the SLA for us to continue with the service request. This date must be within 44 business days of the initial request. If we receive no response within 5 business days we will close the job and you will receive an email to notify you of the closure. Please note we only offer the rearrangement option (including contact attempts on 3 separate occasions) once.</p> <p>Appointments to visit the site will be arranged (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 8pm</li> <li>• Saturday, 8am – 4pm</li> <li>• Sunday, 9am – 1pm</li> </ul> <p>Appointments outside of normal working hours are not available for this service. Where traffic management is required, it may constrain our ability to agree an appointment and/or the time needed to complete the job.</p> <p>If the customer fails to keep an appointment, we will leave a card asking the customer to get in touch with you if another visit is still required. Abortive charges may apply.</p> <p>Where we have agreed an appointment or a date to complete a job outside of the relevant service levels, we will inform you of this agreement and the proposed date of the job.</p>
To order:	<p>To order this service, please either submit form A/05, C/02 or C/03, based on the parameters. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will write to the non-household customer within 2 business days of a gap site being confirmed by us informing them             <ul style="list-style-type: none"> <li>○ that their premises, service category(s) will be registered; and,</li> <li>○ they can choose a retailer and provide details of where to find information about which retailer they may choose; and,</li> <li>○ if they do not chose a retailer within 20 business days they will be allocated a retailer by the market operator</li> </ul> </li> <li>• following receipt of form C/02, we will confirm the information supplied with our records and undertake a site visit within 22 business days to conduct further verification, survey the site to identify the practicality of installing a meter and/or install any meters. If the installation of a meter is infeasible we will confirm that the supply point is unmeasured</li> <li>• within 5 business days of completing a site visit we will either ask the market operator to create a new supply point or notify the retailer that we do not consider the premises to be eligible, providing the reasons why</li> <li>• following the receipt of form you may wish to challenge the eligibility criteria that we have used to determine which premises should be in or out of the market. We will review the request and respond to you in 10 business days, to let you know if your challenge has been accepted or not.</li> </ul>
Documents related to this service:	<p>Specific documents do not apply.</p>

ID:	SC-WW040	Service:	Communicating outstanding service requests
Description:	<p>The market operator will notify us when a non-household customer starts the process of switching their retailer. When we receive this notification (in the form of a transaction from the market operator), we'll provide you with information about the status of service requests that the switching non-household customer has in progress.</p> <p><a href="#">Incoming retailer</a></p> <p>When you transfer a non-household customer premises, within our network area, we will provide you with a report of all open and in progress service request for this premises. This report will be sent to you in an email, and will show all of the open or in progress requests for the premises Supply Point ID. We will provide you with the report for one Supply Point ID at a time.</p> <p>Within the report you'll be able to see:</p> <ul style="list-style-type: none"> <li>• type of service requested</li> <li>• date the service was requested</li> <li>• the estimated completion date for that service</li> <li>• the current status of the service request.</li> </ul> <p><a href="#">Outgoing retailer</a></p> <p>We will notify you upon completion of any open or in progress 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.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>This service is available to you (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We offer this service, to incoming retailers under contract with us, who are providing retail water and/or wastewater services to customers within our boundary.</p>		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will provide a report to incoming retailers within 1 business day of receipt of the market operator transaction which indicates that the retailer has submitted a transfer registration application or identified an erroneous transfer. This service level agreement is subject to the availability of the transactions being sent by the market operator.</li> </ul>		
Documents related to this service:	Specific documents do not apply.		

ID:	SC-W114	Service:	Incentivising gap site registration
Description:		<p>We offer an incentive scheme for the registration of gap sites, in order to participate you must have the following:</p> <ul style="list-style-type: none"> <li>• a contract for wholesale services with us</li> <li>• be successfully registered as the retailer in respect of the gap site</li> <li>• not be a self-supply retailer</li> <li>• have a self-billing arrangement set up.</li> </ul> <p>This incentive will include an up-front initial payment followed by an allowance on your water and/or wastewater primary charges for year one.</p> <p><b>Eligibility</b></p> <p>We will offer one of the following types of incentive:</p> <ul style="list-style-type: none"> <li>• water services only - where the premises is in receipt of water services and only in relation to those services</li> <li>• wastewater services only - where the premises is in receipt of waste services and only in relation to those services</li> <li>• water and wastewater services - where the premises is in receipt of water and wastewater services and in relation to all services.</li> </ul> <p>The premises must also meet the following criteria in order to qualify for an incentive:</p> <ul style="list-style-type: none"> <li>• be an eligible premises in accordance with Ofwat guidance – “Eligibility guidance on whether non-household customers in England and Wales are eligible to switch their retailer”</li> <li>• neither a water services supply point nor a sewerage service supply points exists within the Central Market Operator System, i.e. any premises provided with water services and/or sewerage services and already registered in the market for one of these services is not eligible.</li> <li>• has not previously been registered in the market.</li> <li>• for newly connected premises the date of application must be greater than 40 business days after the date of meter installation.</li> <li>• for newly split premises the date of application must be at least 60 business days after the date that the Valuation Office Agency records are updated to reflect the changes.</li> </ul> <p>Premises identified as “entry change of use” will not be eligible for a gap site incentive.</p> <p><b>Application</b></p> <p>Where you have identified a gap site and wish to be the registered retailer you need to submit a C/O2 form. For cross-company premises you will need to submit separate C/O2 forms for the water services supply point and sewerage services supply point to the water services and sewerage services wholesalers respectively.</p> <p>For an incentive payment to be made, you must provide all required mandatory information on form C/O2 (gap site supply point request and addition of service components) Sections 3-5 of the form should also be completed or, where a piece of information does not exist or is deemed not applicable provide full justification as to why.</p> <p>Further information regarding this can be found in our Gap Site Incentive Policy.</p> <p>When we receive your application, we will assess the information you have provided and then notify you of the following:</p> <ul style="list-style-type: none"> <li>• if we accept your gap application and will be progressing the service</li> </ul>	

- if the application is a duplicate, we will let you know the time and date of the earlier application received. We will only make an initial payment to the first successful application made
- if and why the application is erroneous and whether an administration fee will apply.

#### Gap site initial payment

If you are eligible for a gap site incentive payment you must ensure that the supply point(s) are tradable within 15 business days of the market operator sending a T107.m<sup>1</sup> notify connection complete. We will monitor the status of the supply point(s) and once they become tradable, we will make the initial payment as required in accordance with this scheme. If the supply point(s) do not reach a tradable status within the expected time period, we will may close the case and notify you that no incentive payment will be made. You have 10 business days to challenge this decision, please do so by emailing [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk) with the subject line "Gap Incentive Challenge" and include the case reference number.

#### Application of the gap site tariff

Following the expiry of year one we will apply a 50% allowance to your first year's primary wholesale charges as follows:

- for unmeasured premises we will apply the year one allowance in accordance with the terms of this scheme
- if the customer has not switched during year one, an actual meter read is required in the market within 2 months prior to the expiry of year one otherwise the year one allowance will be due following submission of the first actual meter read after expiry of year one
- if the customer has switched to another retailer during year one and an actual meter read is not submitted to the market within 6 months of the expiry of year one, we may take a check read and use that as the basis of calculating the year one allowance or we can use a market estimation. If, after 6 months of the expiry of year one we were unable to gain access to the premises to enable a meter to be read then the year one allowance will be based on market estimation.

#### Calculation of incentives

The initial payment will be the amount specified in the wholesale tariff document.

We will apply a 50% allowance to your first year's primary wholesale charges minus the initial payment already given for the individual gap site subject to the following conditions:

- no year one allowance will be paid if all supply points associated with the premises are deregistered within year one, unless due to exit change of use in which case the year one allowance will be based on the primary charges incurred up to the date of deregistration
- for measured premises the year one allowance will be subject to the presence of actual reads in the central market operator system in accordance with the requirements of this service
- we may recover from you part or all the year one allowance if, a data error is subsequently identified which, when corrected, reduces the primary charges for the year one period. This includes but is not limited to erroneous meter reads and the backdating of occupancy status. We will recalculate the year one primary wholesale charges and recover the difference between the original year one allowance amount and the recalculated year one allowance amount.

<sup>1</sup> CSD 301 Data catalogue V11 Feb 2020

	<ul style="list-style-type: none"> <li>For cross-company premises where we are the wastewater wholesaler, we will liaise with the water wholesaler to determine any incentive payment due. We will then make the initial payment for the service that we provide in accordance with our Wholesale Tariff Document. We will calculate the year one allowance based on the primary wholesale wastewater charges for the service that we provide to you.</li> </ul>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>Appointments will run during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>Monday – Friday, 8am – 5pm</li> <li>Saturday, 8am – 1pm</li> </ul>
To order:	To order this service, please submit form C/02 (gap site supply point request and addition of service components). For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>we will assess the information you have provided within 22 business days of receipt of the market form</li> <li>we will notify you of your eligibility within 5 business days of completing our assessment</li> <li>we will respond to the retailer’s challenge within 10 business days</li> <li>we will confirm with the water wholesaler whether the eligible premises is a gap site and the action taken to update the supply point register within 2 business days and proceed to the application stage.</li> </ul> <p>Retailer required service levels:</p> <ul style="list-style-type: none"> <li>where the retailer has confirmed any gap site and wishes to be registered in respect of that gap site, it shall, within 2 business days of reaching such agreement, submit a C/02 form to the wholesaler and any other wholesaler where applicable</li> <li>the retailer must ensure that the supply point(s) are tradable within 15 business days of the market operator sending a T107.m notify connection complete</li> <li>if the retailer wishes to challenge the initial payment, it must do so within 10 business days of receipt of the notification</li> <li>if the retailer wishes to challenge the calculation of the year one allowance, it must do so within 10 business days of receipt of the invoice.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>Gap Site Incentive Policy</li> </ul>

## Metering and data

ID:	SC-W004	Service:	Installing a meter
Description:	<p>You can ask to have a meter installed at your non-household customer's premises where there isn't one currently by completing the form B/01 and submitting it to us.</p> <p>When we receive the request we will:</p> <ul style="list-style-type: none"> <li>• confirm that we've received the request</li> <li>• contact you to arrange a site visit which will determine whether or not we can install a meter and where we will install it (our Metering Policy explains how we decide where to locate the meter); or</li> <li>• where you've given us permission to contact your non-household customer we will visit the premises and where possible we will install the meter at the same visit or agree a date to carry out the work with the customer. If we are unable to access the premises or arrange an appointment with your customer we will make three attempts to contact them to arrange an appointment to carry out the work</li> <li>• share the results of the site visit, including giving you details of why we aren't able to fit a meter</li> <li>• if it hasn't been possible to install the meter at the same time as the visit, we'll contact you, or your non-household customer as above, to arrange a convenient time. We may need to undertake a survey to produce a quote if the installation of the meter proves to be non standard</li> <li>• install the meter and reinstate the site (for external installations)</li> <li>• send the details of the new meter and the first read to the market operator.</li> </ul> <p>There is no charge to you where we carry out a standard installation during normal working hours. There will be separate charges for any additional or non standard work, including some services which we will need to give you a quote for. We'll let you know about these before undertaking any work.</p> <p>Details of what meters we will fit, where we will fit them and related standards are set out in our Metering Policy.</p> <p>There may be times when either you or your non-household customer contacts us because something goes wrong after an installation or meter replacement. We see these as unplanned incidents and have 24 hour contact arrangements in place to deal with them.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>You will be able to apply to have a new meter installed by completing the application form B/01.</p> <p>Appointments will be made during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> <li>• Saturday, 8am – 1pm</li> </ul> <p>We can also make appointments during specific periods outside our normal working hours, though there will be a charge for this:</p> <ul style="list-style-type: none"> <li>• Monday – Friday evenings, 5pm – 9pm</li> <li>• Saturday, 1pm – 5pm</li> <li>• Sunday, 8am to 5pm</li> </ul>		

	<p>We can even be available at other times to suit your non-household customer but we will consider each request individually and give you a quote for the work.</p> <p>We need you to make sure that we can get access to the site where the meter is to be installed and that there is a safe working environment for our engineer. Where an appointment has been made, it is your responsibility to ensure that your customer or their agent keeps the appointment, or charges will apply.</p>
To order:	To order this service, please submit form B/O1. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will offer you an end to end process of 22 business days from receiving your application to installing the meter, assuming that it's a standard fit. In any event, we'll do the survey and let you know within 8 business days whether or not it's a standard fit and, at the same time, provide a quote for any non standard work</li> <li>• if we have to quote for any non standard work then you will have 3 months to decide whether to accept this. After 3 months, we'll close the job and you will need to reapply if you still want the installation to go ahead. Once you accept our quote we will start the clock against our service levels set out above and install the meter within 22 business days of receiving your acceptance</li> <li>• we'll let you know if we can't meet any of the promised deadlines and give you a new delivery date, which you'll need to confirm. If we don't hear from you then we'll assume that you're happy with the new timescales and continue with the installation.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Metering Policy</li> </ul>

ID:	SC-W008	Service:	<a href="#">Providing non-market meter reads</a>
Description:	<p>In line with our Wholesale Contract/Wholesale-Retail Code obligations we will provide ad hoc non market meter reads on request.</p> <p>You can request ad hoc meter reads when a customer transfers retailer or an interim retailer is appointed subject to the nature of your request, and in line with our market obligations we will aim to provide a read within 2 business days of any customer transfer date. However, please note that it is not possible to guarantee a read if less than 48 hours' notice is received.</p> <p>The read may be taken using a variety of methods including field visits and automated methods. There is a charge for any actual reads taken and details of charges are set out in the Wholesale Tariff Document.</p> <p>Where we have not been able to provide an actual read within the service level required, we will provide an estimated read. If an estimated meter read is provided, no charge will be made.</p> <p>When we receive the updated meter read information we will make any necessary changes to corporate and market systems and let you know the reading.</p> <p>When requesting this service please note that:</p> <ul style="list-style-type: none"> <li>• you can request this service using form B/O3 which is available online</li> <li>• we will make reasonable endeavours to take the read by or on the your preferred date; and,</li> <li>• there is a charge for this service, in line with the Wholesale Tariff Document.</li> </ul>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>We will make a minimum of 3 attempts to establish an appointment to take a read. If required, appointments will be arranged during the following working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 8pm</li> <li>• Saturday, 8am – 4pm</li> <li>• Sunday, 9am – 1pm</li> </ul> <p>We can even be available at other times to suit your non-household customer but we will consider each request individually and give you a quote for the work</p> <p>If we are unable to take a visual or electronic read we will provide an estimate.</p>		
To order:	<p>To order this service, please submit form B/O3. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will aim to provide a read within 2 business days of any customer transfer date. However, please note that it is not possible to guarantee a read if less than 48 hours' notice is received.</li> </ul>		
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> <li>• Sensitive Customer Code of Practice</li> </ul>		



ID:	SC-W013	Service:	Testing meter accuracy
Description:		<p><a href="#">Your requests</a></p> <p>You can ask us to test the accuracy of your non-household customer's meter installed at the property by completing form B/01 and submitting it to us.</p> <p>When we do a meter accuracy test, we will remove the meter and send it for testing at a United Kingdom Accreditation Service certified test house. A new meter will be fitted at the same time.</p> <p>When we receive your request we will:</p> <ul style="list-style-type: none"> <li>• confirm that we've received it</li> <li>• assess the application and request any further information which we might need to make a decision on whether to carry out the test. As part of this process we will:                     <ul style="list-style-type: none"> <li>○ arrange a site visit. This may require your non-household customer to be at the property but we will contact you or your non-household customer, where you have given permission, if we need to make an appointment. If we have been unable get access to the premises we will write to your non-household customer and may use our powers of entry to carry out the work. Where possible we will exchange the meter at the same visit</li> <li>○ check to see if there is already a job in progress to test the meter or if one has been done in the last 3 months. If this is the case we'll let you know and send you the results as soon as they are available</li> </ul> </li> <li>• we will then be able to give you a decision on whether a test will be carried out but be aware that we won't accept your request if a test has been completed in the last 3 months. If we can't test the accuracy of the meter we'll tell you why</li> <li>• if it hasn't been possible exchange the meter at the same time as the visit, we'll contact you, or your non-household customer as above, to arrange a convenient time.</li> </ul> <p>Following the meter accuracy test we will:</p> <ul style="list-style-type: none"> <li>• send the details of the new meter and the first read as well as the final read from the old meter to the market operator</li> <li>• send you the results of the test</li> <li>• send details of any volumetric adjustment to the market operator.</li> </ul> <p>There won't be any charge associated with carrying out this service where our meter is inaccurate. If the meter is found to be accurate you will be charged for the associated visit(s), the survey and the cost of exchanging the meter and if we had to use our powers of entry to carry out the work you will be charged for any cost associated with obtaining and using a warrant.</p> <p>There will be separate charges for any additional or non standard work, such as where street works are necessary or where you want the work done outside of our normal working hours. We'll need to give you a quote for some of these services. We'll let you know about these before undertaking any work.</p> <p>Details of what meters we will fit are set out in our meter menu section of our Metering Policy.</p> <p>There may be times when either you or your non-household customer contacts us because something goes wrong after an installation or replacement has been done. We see these as unplanned incidents and have 24 hour contact arrangements in place to deal with them.</p> <p><a href="#">Disputes committee requests</a></p>	

	<p>From time to time we receive requests from a disputes committee to carry out a meter accuracy test. When this happens we will visit the property to establish what work is required. When we do a meter accuracy test, we will remove the meter and send it for testing at a United Kingdom Accreditation Service certified test house. A new meter will be fitted at the same time.</p> <p>When we receive a request for a meter accuracy test we will:</p> <ul style="list-style-type: none"> <li>• confirm that we've received it</li> <li>• assess the application and request any further information which we might need to make a decision on whether to carry out the test. As part of this process we will determine if a site survey is required and contact you or your non-household customer (where you've given us permission to do so) to arrange the survey as appropriate. Where possible we will exchange the meter at the same visit</li> <li>• we will then be able to make a decision on whether a test will be carried out but we won't accept the request if a test has been completed in the last 3 months. If we can't test the accuracy of the meter we'll tell you and the requestor why</li> <li>• if it hasn't been possible exchange the meter at the same time as the visit, we'll contact you, or your non-household customer as above, to arrange a convenient time.</li> </ul> <p>Following the meter accuracy test we will:</p> <ul style="list-style-type: none"> <li>• send the details of the new meter and the first read as well as the final read from the old meter to the market operator</li> <li>• send you and the requestor the results of the test</li> <li>• send details of any volumetric adjustment to the market operator.</li> </ul> <p>You won't be charged when a disputes committee asks us to test a meter.</p> <p><a href="#">Our requests</a></p> <p>We may identify meters that we want to test. We'll let you know when we need to do this as we'll need to visit your non-household customer's property to establish what work is required. Testing the meter will involve removing it for testing and installing a replacement meter at the same time.</p> <p>Before performing a meter accuracy test we will:</p> <ul style="list-style-type: none"> <li>• arrange a convenient time with you or your non-household customer (where we have permission to do so) for the meter to be exchanged.</li> </ul> <p>Following the meter accuracy test we will:</p> <ul style="list-style-type: none"> <li>• send the details of the new meter and the first read as well as the final read from the old meter to the market operator</li> <li>• send details of any volumetric adjustment to the market operator.</li> </ul> <p>There won't be any charge to you when we decide to test a meter.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
Availability:	<p>You will be able to apply to have a meter accuracy test done by completing the application form B/01. We may also receive requests from a disputes committee, an arbitration tribunal or another wholesaler and we may initiate a test ourselves.</p> <p>Appointments will be made during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> <li>• Saturday, 8am to 1pm</li> </ul>

	<p>We can also make appointments during specific periods outside our normal working hours, though there will be a charge for this:</p> <ul style="list-style-type: none"> <li>• Monday – Friday evenings, 5pm – 9pm</li> <li>• Saturday, 1 pm to 5pm</li> <li>• Sunday, 8am to 5pm</li> </ul> <p>We can even be available at other times to suit your non-household customer but we will consider each request individually and give you a quote for the work.</p> <p>We need you to make sure that we can get access to the site where the meter is located and that there is a safe working environment for our engineer. Where an appointment has been made, it is your responsibility to ensure that your non-household customer or their agent keeps the appointment, or charges will apply.</p> <p>If we are unable get access to the premises we will write to your non-household customer and may use our powers of entry to carry out the work and you may be charged.</p>
To order:	<p>To order this service, please submit form B/01. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will offer you an end to end process of 42 business days from receiving your application to exchange the meter, send it for testing and get the results to you, assuming that it's a standard fit. It will take a little longer to complete the work if the request has come from a third-party but in any event we won't take any longer than 52 business days to get the results to you</li> <li>• we'll let you know if we can't meet any of the promised deadlines and give you a new delivery date, which you'll need to confirm. If we don't hear from you then we'll assume that you're happy with the new timescales and continue with the job.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Metering Policy</li> </ul>

ID:	SC-W017	Service:	<a href="#">Giving consent for data logger installations</a>
Description:	<p>You can attach your own consumption monitoring equipment (logger) to one of our meters but you:</p> <ul style="list-style-type: none"> <li>(a) are responsible for satisfying yourself you have the appropriate lawful basis to record and /or collect and/or process the consumption data and that that lawful basis is current at all times during the collection and processing of that consumption data. We shall take no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.</li> <li>(b) must ensure that all relevant data protection legislation including (but not limited to) the General Data Protection Regulations; and,</li> <li>(c) must ensure that all codes of practice, guidance and standards issued by the Information Commissioner’s Office from time to time,</li> <li>(d) will need to need to make sure that it is possible for you to attach your equipment and that this can be done in a way that our meter and other existing equipment continues to operate to the appropriate industry standards.</li> </ul> <p><a href="#">Fitting loggers</a></p> <p>If you want to install your own consumption monitoring equipment, there are a number of conditions which apply. Firstly it is worth checking our “Getting data from Thames Water meters guidance” to see if it is possible to fit data consumption equipment to the meter in question. For example, it is not possible to attach this equipment to digital meters for instance.</p> <p>Once you’ve fitted the equipment you’ll need to notify us by email so that we can update the central market operating system. To help us ensure the central market operating system is updated, please put “Update Data Logger Records” in the subject line of the email.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>You can contact us in relation to this service during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> </ul>		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will update the market operator to indicate there is a logger attached to the meter within 5 business days of being notified that a logger has been fitted.</li> </ul>		
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Metering Policy</li> </ul>		

ID:	SC-W022	Service:	Repairing or replacing faulty meters
Description:	<p>You can ask us to repair or replace a faulty, damaged or missing meter at your non-household customer's premises by completing the form B/01 and submitting it to us.</p> <p>When we receive the request:</p> <ul style="list-style-type: none"> <li>• we'll confirm that we've received the request</li> <li>• we'll arrange a site visit which will determine whether or not the meter is faulty. This may require your non-household customer to be at the property but we will contact you or your non-household customer, where you have given permission, if we need to make an appointment. If we have been unable get access to the premises we will write to your non-household customer and may use our powers of entry to carry out the work. Where possible we will exchange the meter at the same visit</li> <li>• if the meter's working we'll let you know but you will have to pay the cost of the abortive charge of the visit</li> <li>• if we need to repair or replace the meter, and it wasn't possible to do at the same time as the visit, we'll arrange a convenient time for the work to be done. We may need to undertake a survey to produce a quote if the repair or replacement of the meter proves to be non standard</li> <li>• we'll replace or repair the meter and reinstate the site (for external installations)</li> <li>• if we've replaced the meter, we'll send the details of the new meter and the first read as well as the final read from the old meter to the market operator.</li> </ul> <p>There is no charge to you where we carry out a standard repair or replacement during our normal working hours, unless the meter is on your non-household customer's property and they caused the damage or for any other reason as set out in the Wholesale Tariff Document. If this is the case we may charge you for the cost of the survey and repair or replacement (in line with our Metering Policy). There will be separate charges for any additional or non standard work, including some services which we will need to give you a quote for. We'll let you know about these before undertaking any work. If we have used our powers of entry to gain entry to the premises, you may also be charged for the use of the warrant.</p> <p>Details of what meters we will fit, where we will fit them and related standards are set out in our Metering Policy.</p> <p>There may be a time when either you or your non-household customer contacts us because something goes wrong after an installation or replacement has been done. We see these as unplanned incidents and have 24 hour contact arrangements in place to deal with them.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>You will be able to apply to have a meter repaired or replaced by completing the application form. If we notice that a meter needs repairing or replacing we will let you know and do the work at a convenient time.</p> <p>Appointments will be made during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> <li>• Saturday, 8am – 1pm</li> </ul> <p>We can also make appointments during specific periods outside out normal working hours, though there will be a charge for this:</p> <ul style="list-style-type: none"> <li>• Monday – Friday evenings, 5pm – 9pm</li> <li>• Saturday, 1pm to 5pm</li> </ul>		

	<ul style="list-style-type: none"> <li>• Sunday, 8am to 5pm</li> </ul> <p>We can even be available at other times to suit your non-household customer but we will consider each request individually and give you a quote for the work.</p> <p>We need you to make sure that we can get access to the site where the meter is to be installed and to that there is a safe working environment for our engineer. Where an appointment has been made, it is your responsibility to ensure that your non-household customer or their agent keeps the appointment, or charges will apply.</p> <p>If we are unable get access to the premises we will write to your non-household customer and may use our powers of entry to carry out the work and you may be charged.</p>
To order:	To order this service, please submit form B/01. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will offer you an end to end process of 22 business days from receiving your application to repair or replace the meter, assuming that it's a standard job, or from when we notify you that we need to repair or replace the meter. If you ask for anything which is not part of the standard service we'll provide a quote for the work</li> <li>• if we have to quote for any non standard work then you will have 3 months to decide whether to accept this. After 3 months, if you applied for the work to be done, we'll close the job and you will need to reapply if you still want the installation to go ahead</li> <li>• where you've asked us to quote for additional services for a job that we've instigated, we will continue with the standard service if you've not accepted the quote within 3 months. Once you accept our quote we'll start the clock against our service levels set out above and repair or replace the meter within 22 business days of receiving your acceptance</li> <li>• we'll let you know if we can't meet any of the promised deadlines and give you a new delivery date, which you'll need to confirm. If we don't hear from you then we'll assume that you're happy with the new timescales and continue with the installation.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Metering Policy</li> </ul>

ID:	SC-W037	Service:	Changing meters – retailer request
Description:		<p>You can ask us to change the size or type of meter installed at your non-household customer's premises or to relocate it by completing the form B/O1 and submitting it to us.</p> <p>When we receive the request we will:</p> <ul style="list-style-type: none"><li>• confirm that we've received it</li><li>• assess whether or not we'll be able to resize or relocate the meter. This may include a review of your consumption data</li><li>• determine if a site survey is required and contact you or your non-household customer (where you've given us permission to do so) to arrange the survey as appropriate. Where possible we will exchange the meter at the same visit</li><li>• share the results of the visit, including giving you details of whether it would be impractical or infeasible (as per our Metering Policy) to fit a meter</li><li>• if it hasn't been possible exchange the meter at the same time as the visit, we'll contact you, or your non-household customer as above, to arrange a convenient time to resize or relocate the meter and reinstate the site (for external installations)</li><li>• send the details of the new meter and the first read as well as the final read from the old meter to the market operator.</li></ul> <p>Our Wholesale Tariff Document sets out the costs for each of these activities and there may be some services which we will need to give you a quote for.</p> <p><a href="#">Using our powers of entry</a></p> <p>Where we have been refused entry we will notify you and provide a quote for using our powers of entry. We will not attempt to gain entry to carry out the work, unless you ask us to use our powers of entry.</p> <p>Following a request to use our powers of entry we will write to your customer informing them that we need to access the meter and ask them to contact us within 7 days. If they do not respond we will write to them again, asking them to contact us within 7 days and advising them that we may request a warrant to gain access to the premises. If there is still no response, we will write to them, providing a planned date for the work and informing them that if we are refused access we will apply for a warrant to gain entry to the premises. If we are refused entry we will instruct our legal team to apply for a warrant.</p> <p>If a warrant is granted, we'll notify you of the date and time on which we intend to serve and exercise the powers under warrant and will ask you to confirm in writing that there has been no change in circumstance and the survey and/or entry is still required. We will also provide you with a contact to inform if there is a change in circumstances such that the entry is no longer required.</p> <p>Once we have gained access to the premises we shall, as appropriate change the meter.</p> <p>We will then confirm to you that we have gained entry to the premises and completed the work.</p> <p>Using our powers of entry at your request service requires a price on application. For more information, please refer to our Wholesale Tariff Document.</p> <p>If a warrant is not granted, we will inform you of the reasons.</p> <p><a href="#">Bailiffs</a></p> <p>We may engage bailiffs to serve the warrant on your non-household customer and, if necessary, we will also contact the police to gain their assistance in accessing the premises. If, as a result of requesting such assistance, there is a change of the planned date and time on which the warrant will be served, we'll notify you of the new date and time. You will be charged for these services.</p>	

	<p>There may be time when either you or your non-household customer contacts us because something goes wrong after an installation or replacement has been done. We see these as unplanned incidents and have 24 hour contact arrangements in place to deal with them.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
Availability:	<p>You will be able to apply to have a meter relocated or to have the size or type of meter changed by completing the application form.</p> <p>Appointments will be made during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> <li>• Saturday, 8am – 1pm</li> </ul> <p>We can also make appointments during specific periods outside our normal working hours, though there will be a charge for this:</p> <ul style="list-style-type: none"> <li>• Monday – Friday evenings, 5pm – 9pm</li> <li>• Saturday, 1pm to 5pm</li> <li>• Sunday, 8am to 5pm</li> </ul> <p>We can even be available at other times to suit your non-household customer but we will consider each request individually and include this in the quote for the work.</p> <p>We need you to make sure that we can get access to the site where the meter is to be installed and to that there is a safe working environment for our engineer. Where an appointment has been made, it is your responsibility to ensure that your non-household customer or their agent keeps the appointment, or charges will apply.</p>
To order:	<p>To order this service, please submit form B/01. To request the use of our powers of entry please submit form T/009. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will offer you an end to end process of 22 business days from receiving your application to change or relocate your meter, assuming that it's a standard fit. In any event, we'll let you know within 10 business days whether or not it's a standard fit and provide a quote for any non standard work</li> <li>• if we have to quote for any non standard work then you will have 3 months to decide whether to accept this. After 3 months, we'll close the job and you will need to reapply if you still want the installation to go ahead. Once you accept our quote we will start the clock against our service levels set out above and replace the meter within 22 business days from receiving your acceptance</li> <li>• we'll let you know if we can't meet any of the promised deadlines and give you a new delivery date, which you'll need to confirm. If we don't hear from you then we'll assume that you're happy with the new timescales and continue with the installation.</li> <li>• if we are refused access by your non-household customer we will notify you within 2 business days of our visit that we have been refused access</li> <li>• within 2 business days of receiving a warrant we will notify you of our new planned date to carry out the work</li> <li>• when we exercise our powers of entry we will notify you that the issue has been resolved within 2 business days</li> <li>• we will provide you with a copy all correspondence, including notices and/or warrants sent to your non-household customer within 2 business days</li> </ul>



	<ul style="list-style-type: none"><li>• the time to issue the warrant may vary because it is under the control of the court of justice.</li></ul>
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Metering Policy</li></ul>

ID:	SC-W038	Service:	Changing meters – wholesaler request
Description:	<p>Each year we plan a programme of work to upgrade some of our meters. We'll identify the meters that we want to replace and send you a list before we start the work. This programme will be subject to change but we'll send you updates before we do anything.</p> <p>In summary, as part of this service we will:</p> <ul style="list-style-type: none"> <li>• notify you and your customer of the proposed programme of work and any changes to that programme on a regular basis</li> <li>• contact you or your non-household customer, to arrange a site visit to determine whether or not we can exchange the meter. Where possible we will exchange the meter at the same visit</li> <li>• if it hasn't been possible to exchange the meter at the same time as the visit, we'll contact you, or your non-household customer as above, to arrange a convenient time for the work to be done. We may need to undertake a survey to produce a quote if the repair or replacement of the meter proves to be non standard</li> <li>• install or replace a meter and reinstate the site (for external installations)</li> <li>• send the meter details, opening read and closing read where the meter has been replaced to the market operator.</li> </ul> <p>If we are unable get access to the premises we will write to your non-household customer and may use our powers of entry to carry out the work.</p> <p>There will be no charge to you where we carry out a like-for-like exchange during our normal working hours. There will be separate charges for any additional or non standard work that you ask us to do, including some services which we'll need to give you a quote for. We'll let you know about these before undertaking any work.</p> <p>Details of what meters we will fit, where we will fit them and related standards are set out in our Metering Policy.</p> <p>There may be times when either you or your non-household customer contacts us because something goes wrong after a meter installation or replacement has been done. We see these as unplanned incidents and have 24 hour contact arrangements in place to deal with them.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>This activity is a planned programme of work.</p> <p>Appointments will be made during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> <li>• Saturday, 8am - 1 pm</li> </ul> <p>We can also make appointments during specific periods outside our normal working hours, though there will be a charge for this:</p> <ul style="list-style-type: none"> <li>• Monday – Friday evenings, 5pm – 9pm</li> <li>• Saturday, 1 pm to 5pm</li> <li>• Sunday, 8am to 5pm</li> </ul> <p>We can even be available at other times to suit your non-household customer but we will consider each request individually and give you a quote for the work.</p> <p>We need you to make sure that we can get access to the site where the meter is to be installed and to make sure that there's a safe working environment for our engineer. Where an appointment has been made, it is your responsibility to ensure that your non-household customer or their agent keeps the appointment, or charges will apply.</p>		

	If we are unable get access to the premises we will write to your non-household customer and may use our powers of entry to carry out the work.
To order:	This is not a service you can order.
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• we'll give you and your customer at least 22 business days' notice before we start work. If you want us to do any additional work, relocating the meter for example, you'll need to complete the relevant application form (B/01) and the work will be done under our change to size, model or location process</li><li>• if you want any additional services, such as an appointment outside our normal working hours, we'll send you a quote and you'll have 3 months to decide whether to accept this. After 3 months, if we've not heard from you, we'll continue with the work as originally planned.</li></ul>
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Metering Policy</li></ul>

ID:	SC-W020	Service:	<a href="#">Fitting splitters for data loggers</a>
Description:		<p>If you wish to fit a data logger to our revenue meter at your non-household customer's premises, and this requires a splitter, you can fit this yourself or ask us to install the splitter equipment by completing and submitting the T013 Data Logging Request Form.</p> <p><a href="#">Standard installation</a></p> <p>If we consider fitting the splitter equipment will be standard, we will, with your agreement, arrange a visit to your non-household customer's premises to fit the splitter. If requested, we'll let you know the date and time of our visit.</p> <p>During the visit we will fit the splitter equipment.</p> <p>We may be unable to fit a splitter on our first visit if the information provided on the service request form was incorrect. In these circumstances we will either:</p> <ul style="list-style-type: none"> <li>• confirm the fitting will be non standard, and collect sufficient information to enable us to provide a quote for fitting the splitter; or,</li> <li>• confirm that a splitter is not required to enable a data logger to be connected to our meter, and advise how it can be connected; or,</li> <li>• confirm that a splitter cannot be fitted to the meter, and provide you with other options for obtaining consumption data.</li> </ul> <p>If we are unable to fit a splitter for any of the above reasons, charges will still apply.</p> <p>Providing sufficient photographs of the meter installation with your service request form will help ensure that we don't make an unnecessary installation and investigation visit and therefore charging you with a non standard installation cost.</p> <p><a href="#">Non standard installation</a></p> <p>For a non standard installation, or if there are insufficient details on the service request form, subject to your approval we will undertake a survey and prepare a quote.</p> <p>Where the meter is installed within the premises, with your agreement we will contact your non-household customer and visit their premises to prepare a quote for fitting the splitter.</p> <p>There will be a standard fixed price for the site survey.</p> <p>During the site survey we will either:</p> <ul style="list-style-type: none"> <li>• clarify the fitting is actually standard and fit the splitter during our visit; or,</li> <li>• confirm the fitting will be non standard, and collect sufficient information to enable us to provide a quote for fitting the splitter; or,</li> <li>• confirm that a splitter is not required to enable a data logger to be connected to our meter, and advise how it can be connected; or,</li> <li>• confirm that a splitter cannot be fitted to the meter, and provide you with other options for obtaining consumption data.</li> </ul> <p>If we confirm a splitter can be fitted, but the installation will be non standard we will prepare a quote for fitting the splitter equipment.</p> <p>Where the technical specification of the meter is such that you can't fit consumption monitoring equipment without physically adjusting our meter we'll provide a quote for exchanging the meter and/or installing a splitter to enable you to attach consumption monitoring equipment to our meter. In some circumstances we may exchange the meter free of charge. Please refer to our metering policy for further information.</p>	

	<p>To accept the quote, you should let us know of your acceptance via an email sent to <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p> <p>Once we receive your acceptance of the quote we will arrange a visit to your non-household customer's premises to fit the splitter. If requested, we'll let you know of the date and time of our visit.</p> <p><b>Confirmation of fitting the splitter</b></p> <p>Once the splitter has been fitted, we will notify you that the work has been completed and issue an invoice.</p> <p>Further details of standard and non standard installations of splitter equipment on our revenue meters are available on our website and are set out in our Wholesale Tariff Document.</p> <p>Further information is available in our Getting data from Thames Water meters guidance on our website.</p>
<p>Charges:</p>	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
<p>Availability:</p>	<p>We offer this service to retailers and third-party businesses that wish to fit a logger to our revenue meters, having gained permission from the non-household customer, within our operational area.</p> <p>We'll install a splitter on our revenue meters on your non-household customer premises. There will be a charge for this service. You can request this service on behalf of your non-household customer by submitting a T/O13 Data Logging Request Form. Third-party companies need to provide evidence that they have authorisation from the non-household customer to fit data logging equipment to the meter.</p> <p>Non-household customers can make enquires regarding this service by calling us, but must submit a request via a third-party or their retailer.</p> <p>Appointments are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> <li>• Monday – Friday, 1pm – 5pm</li> </ul> <p>If we're unable to attend an appointment, we'll notify you and/or your non-household customer with at least 3 business days notice.</p> <p>To help us avoid charging you unnecessary investigation and visit costs, please make sure that, when the meter is located within the boundary of your non-household customer's premises:</p> <ul style="list-style-type: none"> <li>• we can get access to the site where the splitter equipment is to be installed; and,</li> <li>• there's a safe working environment for our team; and,</li> <li>• a site contact is available within the appointment slot to help our team gain access.</li> </ul>
<p>To order:</p>	<p>To order this service, please submit the T/O13 Data Logging Request Form. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
<p>Service levels:</p>	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• provide a substantive response with 5 business days of receipt of completed service request form</li> <li>• where we consider the installation is standard we will fit a splitter within 22 business days (assuming it is a standard installation) of receipt of the completed service request form</li> </ul>

	<ul style="list-style-type: none"> <li>• where we consider the installation is non standard, or there is insufficient detail on the T/O13 Data Logging Request Form, we will:             <ul style="list-style-type: none"> <li>○ arrange a site survey within 10 business days of receiving the Data Logging Request Form, or at a date and time agreed with your non-household customer. We will notify you the date and time of this survey. There will be a charge for this survey</li> <li>○ provide you with a quote for the installation within 5 business days of the date of the completion of the survey</li> </ul> </li> <li>• following your confirmation to proceed we'll make arrangements for the work to be completed within 22 business days. Where a street works permit or traffic management is required all service levels are dependent upon the availability of a street works permit</li> <li>• the quote shall be valid for 90 days</li> <li>• we will notify you that the installation of the splitter is complete within 2 business days and provide you a copy of the data sheet with all the relevant information for installing a data logger</li> </ul>
<p>Documents related to this service:</p>	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> <li>• Metering Policy</li> </ul>

ID:	SC-W091	Service:	<a href="#">Providing historic consumption data</a>
Description:	<p>If you would like data about your non-household customer's water usage during a period of time in the past, you can request historic consumption data for the period of time in which you are interested, which must be specified in calendar months.</p> <p>Consumption data consists of flow data in l/s (litres per second) recorded by our consumption monitoring equipment/logger installed on the water meter. Data is recorded at 15 minutes intervals and presents a view of the quantity of water that has flowed through the meter and therefore gives an indication of the volume of water consumed.</p> <p>To request historic consumption data you need to submit a request form. You also need to satisfy yourself that you have a lawful basis to record and /or collect and/or process the non-household customers usage and consumption of water. We shall take no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.</p> <p>In relation to data protection you must comply with:</p> <ul style="list-style-type: none"> <li>(a) all relevant data protection legislation including (but not limited to) the General Data Protection Regulations; and,</li> <li>(b) all codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.</li> </ul> <p>When we receive your application we will:</p> <ul style="list-style-type: none"> <li>• check that it is complete; if it isn't sufficiently complete we will let you know what information we need</li> <li>• if your application is complete, we will check whether the data for the period of time requested is available, if it isn't available we will let you know and may advise what data is available</li> <li>• if the data is available, we will email you a Microsoft Excel spreadsheet containing the data requested.</li> </ul> <p>Further information is available in our Getting data from Thames Water meters guidance on our website.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>To request historic consumption data you need to submit a request form. You also need to satisfy yourself that you have a lawful basis to record and /or collect and/or process the non-household customers usage and consumption of water. We shall take no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.</p> <p>We do not have consumption monitoring equipment attached to every meter and where a consumption monitoring equipment is not attached we will not be able to provide data. Where consumption monitoring equipment is attached we may not have data available from every water meter or for every period in time.</p> <p>Our consumption monitoring equipment runs 24 hours a day, seven days a week. Occasionally, unforeseen circumstances may have resulted in a 'gap' in the data collected. We accept no responsibility for any such gaps in historic data.</p> <p>All enquiries about the supply of historic consumption data should be made initially to us via email at: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p> <p>We are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>		

To order:	To order this service, please submit the T/002 Consumption Data Service Request Form. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• we will respond to your enquiry regarding our historic consumption data services within 10 business days</li><li>• following receipt of your request we will notify you within 5 business days of receipt to confirm whether your request has been accepted or not</li><li>• if the information you supply with your request isn't sufficient we will let you know what further information we need. If you do not provide us with this information within 5 business days you will need to submit your request again</li><li>• if your request is accepted, we will either;<ul style="list-style-type: none"><li>○ send you the data requested by email within 10 business days; or;</li><li>○ advise you that the data for the period requested is not available and may advise what data is available within 10 business days.</li></ul></li></ul>
Documents related to this service:	Specific documents do not apply.



ID:	SC-W092	Service:	<a href="#">Providing consumption data from our data loggers</a>
Description:	<p>If you would like to regularly receive data about your non-household customers' water usage you can ask us to provide you with consumption data on a monthly basis, this is known as our providing consumption data from our data loggers service.</p> <p>Consumption data consists of flow data in l/s (litres per second) recorded by our consumption monitoring equipment/logger installed on the water meter. Data is recorded at 15 minutes intervals and presents a view of the quantity of water that has flowed through the meter and therefore gives an indication of the volume of water consumed.</p> <p>To request ongoing consumption data you need to submit a request form. You also need to satisfy yourself that you have a lawful basis to record and/or collect and/or process the non-household customers usage and consumption of water. We shall take no liability and/or responsibility for your decision to collect the consumption data.</p> <p>In relation to data protection you must comply with:</p> <ul style="list-style-type: none"> <li>(a) all relevant data protection legislation including (but not limited to) the General Data Protection Regulations; and,</li> <li>(b) all codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.</li> </ul> <p>When we receive your application:</p> <ul style="list-style-type: none"> <li>• we will check that it is complete, if it isn't sufficiently complete we will let you know what information we need</li> <li>• if your application is complete, we will check whether the data from the meter is available</li> <li>• if the data is available, we will email you to let you know your application has been accepted. A Microsoft Excel spreadsheet will be emailed to you at the beginning of the following month, if your request is accepted no less than 10 business days before the end of the month.</li> </ul> <p>Each month we will email you a spreadsheet containing the data for the previous month. We will continue to provide you with data until the service is cancelled.</p> <p>Should you wish to terminate your ongoing consumption data service, please email us at: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p> <p>Further information is available in our Getting data from Thames Water meters guidance on our website.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to the Wholesale Tariff Document.</p>		
Availability:	<p>To request consumption data you need to submit a request form. You also need to satisfy yourself that you have a lawful basis to record and/or collect and/or process the non-household customers usage and consumption of water. We shall take no liability and/or responsibility for your decision to collect the consumption data.</p> <p>We do not have consumption monitoring equipment attached to every meter and where a consumption monitoring equipment is not attached we will not be able to provide data. Where consumption monitoring equipment is attached we may not have data available from every water meter or for every period in time.</p> <p>Our consumption monitoring equipment runs 24 hours a day, seven days a week. Occasionally, unforeseen circumstances may have resulted in a 'gap' in the data collected. We accept no responsibility for any such gaps in historic data.</p> <p>All enquiries about the supply of consumption data should be made initially to us via email at: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p>		

	<p>Should you wish to terminate your consumption data service, please email us at: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p> <p>We are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>
To order:	<p>To order this service, please submit the T/002 Consumption Data Service Request Form. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will respond to your enquiry regarding our ongoing consumption data services within 10 business days</li> <li>• following receipt of your request we will notify you within 5 business days of receipt to confirm whether your request has been accepted or not</li> <li>• if the information you supply with your request isn't sufficient we will let you know what further information we need. If you do not provide us with this information within 5 business days you will need to submit your request again</li> <li>• if your request is accepted no less than 10 business days before the end of the month, we will email the first spreadsheet within 10 business days of the month end</li> <li>• we will email you a spreadsheet containing the previous month's data, within 10 business days of the month end.</li> <li>• we will investigate flatlining of data within 22 business days of becoming aware of the issue.</li> </ul>
Documents related to this service:	<p>Specific documents do not apply.</p>

ID:	SC-W095	Service:	Providing digital meter data
Description:		<p>We can provide a chargeable digital meter data service to deliver regular meter data where the meter is under our wide area network coverage. For these meters we are able to collect regular meter readings on a continual basis.</p> <p>Details of what meters we will fit, where we will fit them and related standards are set out in our Metering Policy. Further information is also available in our Getting data from Thames Water meters guidance on our website.</p> <p>Where a digital meter is installed at your non-household customers property and this is inside our wide area network you can request digital meter data by completing the T/O15 digital meter data request form. You are responsible for satisfying yourself that you have the appropriate lawful basis to record and/or collect and/or process the consumption data and that that lawful basis is current at all times during the collection and processing of that consumption data. We shall take no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.</p> <p>In relation to data protection you must comply with:</p> <ul style="list-style-type: none"> <li>(a) all relevant data protection legislation including (but not limited to) the General Data Protection Regulations; and,</li> <li>(b) all codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.</li> </ul> <p>In providing this service we will comply with data protection laws. This would include provision of all data by using secure transfer mechanism and appropriate permission from customers to collect data.</p> <p>Data will be transferred to you using a secure connection which we will provide details of at the appropriate time.</p> <p>Where you apply for this service for the first time we need to configure our systems to extract and send the data and arrange the secure transfer mechanism (SFTP). We will need to work with you in order to set this up.</p> <p>For any individual meter this service may include one of the following, depending on what you need. There will be a different charge for each service. The service includes:</p> <ul style="list-style-type: none"> <li>• meter set-up (individual basis)</li> <li>• meter reading data collected hourly and provided daily</li> <li>• meter reading data collected every 15 minutes and provided daily.</li> </ul> <p>Although sometimes we cannot guarantee completeness of meter reading data, we will provide you with the most complete information based on what we obtain.</p> <p>When we receive your request we will:</p> <ul style="list-style-type: none"> <li>• confirm that we've received it, assess the application and request any further information which we might need to make a decision on whether we are able to provide the digital meter data service.</li> <li>• check whether the meter has an Local Communication Equipment (LCE) unit attached and if it is currently in Advanced Metering Infrastructure (AMI) mode.             <ul style="list-style-type: none"> <li>○ if no LCE is present one will need to be installed and we will attend the premises to complete this. No interruption to supply will be needed.</li> <li>○ if the meter has an LCE but is not in AMI mode we may also need to attend site to resolve this. This can be corrected in many cases by resetting the LCE or replacing the LCE and/or meter.</li> <li>○ if the meter will not connect in AMI mode after a field investigation then providing digital data is not feasible and we will advise you of this</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>• for a first time application, set up the data service and arrange the secure file transfer mechanism</li> </ul> <p>When the set-up is complete we can supply the regular data service at the agreed frequency.</p> <p>There will be separate charges for any non-standard activity, such as carrying out work outside of our normal working hours, which we will need to give you a quote for. We'll let you know about these before undertaking any work.</p> <p>Should you wish to terminate your digital meter data service, please email us at: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a> providing the relevant meter serial number and termination date.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
Availability:	<p>You will be able to request a digital meter data service by completing our request form. You are responsible for satisfying yourself you have the appropriate lawful basis to record and/or collect and/or process the consumption data and that that lawful basis is current at all times during the collection and processing of that consumption data. We shall take no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.</p> <p>If we need to carry out work on the meter we will usually carry out our work during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday - Friday, 8am - 5pm</li> <li>• Saturday, 8am - 1pm</li> </ul> <p>We may be able to offer this service at other times as a non-standard service to suit your non-household customer but we will consider each request individually and give you a quote for the work.</p>
To order:	<p>To order this service, please submit form T/O15 Digital meter data request form.</p> <p>If you would like to submit a request for multiple supply points, please contact the service desk so we can discuss your requirements as we may be able to handle such requests in bulk rather than as individual requests.</p> <p>For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service Levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• for a first time application we will set-up the data service and establish the secure file transfer mechanism. We will need to work with you to set up the file transfer mechanism and will complete this within 15 business days</li> <li>• where the digital meter falls under our wide area network, the meter is in AMI mode and there are no issues with the meter infrastructure, we will start providing the data within 5 business days of submission of a complete application. Where further activities are required for example when an LCE unit needs to be installed, the meter is not currently in AMI mode, or where the read frequency needs to be updated the length of time it takes to facilitate this service will be increased. We will endeavour to provide you a forecast completion date for the service.</li> <li>• we will investigate flatlining of data within 22 business days of becoming aware of the issue.</li> </ul>

Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li data-bbox="517 255 724 293">• Metering Policy</li></ul>
------------------------------------	---

ID:	SC-W113	Service:	<a href="#">Using our powers of entry to enable a meter read</a>
Description:		<p>This service is provided where you are unable to gain access to your non-household customers' property to obtain a meter read.</p> <p>You can ask us to write to your non-household customer and the register owner concurrently to arrange an appointment to gain entry to their premises to enable a meter read by completing the T/O19 form and submitting it to us.</p> <p>When sending your application to us, we require you to send evidence of the following:</p> <ul style="list-style-type: none"> <li>• attempts you have made to gain access and the respective dates</li> <li>• letters and calls requesting access and the respective dates</li> <li>• final attempt to gain access and the respective date</li> <li>• final letter sent to your non-household customer where you have attempted to arrange an appointment to obtain a meter read and have subsequently referred this to us.</li> </ul> <p>This information is required in order to complete the witness statement which will be used in court if necessary. Please submit these documents along with your application form.</p> <p>When we receive this request, we will assess whether you have provided satisfactory evidence of the contacting your non-household customer to obtain a meter read and process your application, we will contact you if we require additional information.</p> <p>Upon acceptance of your request we will write to your non-household customer and the registered owner to arrange an appointment to enable a meter read.</p> <p>If we still have no response within 14 days, either ourselves or our legal representatives will then send a letter asking for:</p> <ul style="list-style-type: none"> <li>• the customer to contact us to arrange an appointment to read the meter</li> <li>• If no contact is made within 7 days, we will need your confirmation that you wish to proceed to phase II where we will provide you with a price on application</li> <li>• we will require your acceptance of the price on application within 10 business days in order for us to proceed to the next stage and apply to the courts for a warrant to gain access to the property</li> </ul> <p>Once we have applied to the courts, your customer will receive a letter from our legal representatives notifying them in writing with an invitation to attend court.</p> <p><a href="#">Exercising our powers of entry</a></p> <p>If a warrant is granted, we'll notify you of the date and time on which we intend to execute the warrant.</p> <p>If a warrant is not granted, we will inform you of the reasons.</p> <p>We may engage bailiffs to serve the warrant on your non-household customer. Before the day of the execution of the warrant, we will contact the police and, if necessary, we will contact the police if there is breach of the peace during the execution of the warrant.</p> <p><a href="#">What happens when we gain access</a></p> <p>Once we have gained access to the premises, we will attempt to take a meter read and will let you know the outcome of our visit. If we have had to force entry, a locksmith will be required to leave the premises secure once we have finished. Your customer will be notified of where they can collect the new keys to the property. You will be charged for these services.</p> <p>When we gain entry to your non-household customer premises, we will read the meter. If the meter is found to be broken, faulty or missing, where possible we will exchange or</p>	

	replace the meter during the visit. Charges may apply. For more information please refer to our Wholesale Tariff Document.
Charges:	Charges apply to this service. For more information, please refer to our Wholesale Tariff Document.
Availability:	Appointments will be made during our normal working hours (excluding bank holidays and public holidays): <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> <li>• Saturday, 8am – 1pm</li> </ul>
To order:	To order this service, please submit T/O19 Power of Entry to enable a meter read request along with associated documents outlined above. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service Levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will confirm whether your request has been accepted or not within 5 business days of receipt of the service request form</li> <li>• we will close your application if additional information requested to support your application is not provided with 15 business days of our request for additional information</li> <li>• after phase I has been completed, if you do not confirm you want to proceed to phase II within 15 business days we will close your application.</li> </ul> <p>Due to the complexity of this service and the case by case nature it will not be possible to provide an end to end timeframe for this activity. Hearing of warrant applications will be dependent on court availability.</p>
Documents related to this service:	Specific documents do not apply.

## Network operations – Capital works

ID:	SC-W093	Service:	Managing short term planned capital works
Description:		<p>We will notify you of our short term activities where we expect or reasonably expect to have an effect on water services and/or wastewater services provided to your non-household customer, at least 22 business days before the estimated works start date, on In your area including:</p> <ul style="list-style-type: none"> <li>• where the works will be taking place</li> <li>• the nature of the work that we will be carrying out</li> <li>• the likely impact of the planned work on your non-household customer's water and/or waste services</li> <li>• any alternative arrangements that we intend to make.</li> </ul> <p>We will accept your feedback on our short term plans through a web-based form, available on our portal. Feedback received up to 5 business days after the short term plans have been published will be taken into consideration. We'll send you an email to acknowledge receipt.</p> <p>Any changes to our short term plans will be re-published on In your area for you to view, at least 10 business days in advance of the work starting.</p> <p><a href="#">Outside of our control</a></p> <p>If our scheduled interruption is delayed, for reasons outside of our control, by more than 48 hours we will notify you at least 48 hours in advance of our new proposed supply interruption date. To save you having to reply, if we do not receive feedback within 1 business day, we will assume acceptance of the rescheduled interruption.</p> <p>We highlight that our plans are live documents and subject to change. Where changes are made, we will notify you and other third parties as soon as possible via In your area.</p> <p><a href="#">Modifying the proposed start date</a></p> <p>In the rare circumstances where we need to change our estimated planned start date, we will notify you of our new proposed start date. To save you having to reply, if we do not receive reasonably justified feedback within 1 business day, we will assume acceptance of the re-issued start date.</p> <p>Before undertaking work, we will notify your non-household customers who are likely to be affected, by letter drop.</p> <p><a href="#">Updating the plan and changes to permit</a></p> <p>We need to obtain permits and notices from local authorities and other external organisations (eg Transport for London) to carry out our capital work. The permit and any notices will determine (not an exhaustive list):</p> <ul style="list-style-type: none"> <li>• work reference</li> <li>• estimated start date</li> <li>• exact location</li> <li>• working hours</li> <li>• traffic management.</li> </ul> <p>We will notify you of a change in the start date or planned supply interruption if it exceeds <math>\pm 5</math> business days from the scheduled dates due to permit constraints.</p>	



	<p><a href="#">Letter drops</a></p> <p>We will carry out a letter drop to all affected customers in advance of the planned works start date, describing the nature, estimated duration of the project and any other relevant information.</p> <p><a href="#">Visits</a></p> <p>We will contact your non-household customers directly to arrange a time to visit. For any planned visits, we will let you know 2 business days in advance. You should notify us if you want to be present during our planned visit. For any unplanned visits, we will notify you within 2 business days after the visit, or sooner if possible.</p> <p>In either case, we will email you a copy of any notice or correspondence issued to or served on your non-household customer during the visit. We will do this within 2 business days of completing our visit.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We make available notifications on our short term plans related to capital projects, to you and other stakeholders with a keen interest in the development and implementation of our work and contingency plans related to capital works.</p> <p>Where required, we may run a drop-in centre to share project information to whoever wishes to attend. Time and location of drop-in centres will be made available on In your area.</p> <p>You can submit your feedback via our web platform 24/7. Any feedback that we receive after the relevant deadlines will be considered to be invalid and will not be taken into account.</p> <p>Working hours are generally confirmed by the local authorities. Our normal working hours are:</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 5pm</li> </ul>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will let you know of any work we plan to do 22 business days in advance of the time chosen to commence such activities where they are reasonably likely to affect our water services provided to your non-household customers. This notification will be made via In your area</li> <li>• we will review any comments that you make concerning our short term planned work, provided that they are made within 5 business days of being published on In your area</li> <li>• we will re-issue our work plan following any changes made in response to your comments. We will do this at least 10 business days in advance of carrying out the planned work</li> <li>• where we cannot undertake works on the planned date for reasons outside our control, we will reschedule the works. We will provide you with at least 48 hours' notice of the rescheduled start date unless you agree to us carrying out work with less notice</li> <li>• where we cannot undertake works on the planned date for reasons within our control, we will agree a date with you to carry out the works</li> <li>• where we cannot agree a suitable date, we will restart the planning process, giving you twenty 22 business days' notice of the new planned date. We will keep you updated on our planned work activities via In your area, including any changes to the information we have previously provided and as any new information becomes available.</li> </ul>

	<ul style="list-style-type: none"><li>• we will let you know 2 business days in advance of any planned visits to your non-household customer's premise</li><li>• we will notify you of any planned visits to your non-household customer's premises within 2 business days after the visit</li><li>• we will email you a copy of any notice or correspondence issued to or served on your non-household customer within 2 business days of completing our visit.</li></ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-W041	Service:	<a href="#">Managing long term planned capital works</a>
Description:		<p>We need to carry out planned, large scale water and waste capital projects on our assets, so we can keep providing your non-household customers with high quality water and waste services. We will notify you of the capital projects we intend to carry out, and allow you to comment and give us feedback on our work plans before they are finalised and the work starts.</p> <p>Examples of the types of large scale water and waste projects we conduct include (not an exhaustive list):</p> <ul style="list-style-type: none"> <li>• water mains replacement</li> <li>• pressure management</li> <li>• sewer installation, requiring connection into the existing network</li> <li>• sewer replacement</li> <li>• upgrades to, or the creation of, new pumping stations</li> <li>• upgrades to water or sewage treatment works.</li> </ul> <p>We don't plan on interrupting your non-household customers' water or waste services. However, our work may need a short service interruption to your non-household customers due to the complex nature of the work.</p> <p>We will work hard to minimise any disruption that our work has, particularly works impacting your sensitive customers. We will use our 'Always in Supply' practices, such as: line stops, infusions and tankers, to mitigate against service interruptions, where necessary. Our response can vary, depending on location and other operational constraints.</p> <p><a href="#">Notifying you of our long term plan</a></p> <p>We will let you know of our long term plans, which may interrupt water or waste services every quarter. These will be published on our secure online portal providing information on:</p> <ul style="list-style-type: none"> <li>• the programme of work</li> <li>• the type of work and the techniques we plan to use (eg water mains replacement)</li> <li>• the affected geographical area(s), by postcode outcode (eg RG2)</li> <li>• the likely level of disruption to your non-household customers.</li> </ul> <p><a href="#">Accepting feedback on our long term plan</a></p> <p>We accept your feedback on our long term plans, provided you've submitted them within 10 business days of the plans being publicised. You can submit your comments through our web-based form.</p> <p>If we make any changes to our long term plans we'll re-publish them on our secure online portal for you to view.</p> <p><a href="#">Liaising with local authorities</a></p> <p>We will liaise and work with the local authorities to carry out our street work activities.</p> <p>We aim to submit street work permits for major works at least 3 months in advance of the scheduled date. If minor changes are required to the permit or an adjustment of dates as a result of feedback, the proposed dates may be adjusted.</p> <p><a href="#">Visits</a></p>	

	<p>We will contact your non-household customers directly to arrange a time to visit. For any planned visits, we will let you know 2 business days in advance. You should notify us if you want to be present during our planned visit. For any unplanned visits, we will notify you within 2 business days after the visit, or sooner if possible.</p> <p>In either case, we will email you a copy of any notice or correspondence issued to or served on your non-household customer during the visit. We will do this within 2 business days of completing our visit.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We make available, notifications on our long term plans related to capital projects, to you and other stakeholders with a keen interest in the development and implementation of our work plans related to capital works.</p> <p>You can submit your feedback via our web-based form, at any time of day.</p> <p>No preferential treatment will be provided to any feedback received.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will accept comments and feedback on our long term plans related to capital projects within 10 business days of the date the plans made available</li> <li>• if we make any changes to our long term plans, we will republish then within 20 business days of the initial date of publication.</li> <li>• we will let you know 2 business days in advance of any planned visits to your non-household customer's premises</li> <li>• we will notify you of any planned visits to your non-household customer's premises within 2 business days after the visit</li> <li>• we will email you a copy of any notice or correspondence issued to or served on your non-household customer within 2 business days of completing our visit.</li> </ul>
Documents related to this service:	Specific documents do not apply.

## Network operations – Water network

ID:	SC-W042	Service:	<a href="#">Managing short term planned work</a>
Description:		<p>We need to carry out essential works on our network so that we can keep providing your non-household customers with consistently high quality water services. Work planned at least 22 business days in advance is known as short term planned works and we will notify you of our plans. These works may interrupt supply of our usual services to your non-household customers.</p> <p>We may need to carry out repairs and upgrades of our assets, ie short term planned work, in the following instances:</p> <ul style="list-style-type: none"> <li>• to avoid unplanned changes to water services, including changes to drinking water supply or public health/safety risks</li> <li>• to avoid potential leaks or wastage of water. (eg leaking water main)</li> <li>• to prevent damage to the network or other infrastructure. (eg water main replacement).</li> </ul> <p>We will work hard to minimise any disruption that our work has, particularly works impacting your sensitive customers. We will use our 'Always in Supply' practices such as line stops, infusions and tankers, wherever it is reasonably practicable to do so. Our response can vary depending on location, work volumes and other operational constraints.</p> <p><a href="#">Plans and notices</a></p> <p>If our short term planned work is likely to affect water services provided to your non-household customer, we will make our planned work visible to you, on In your area, as soon as is reasonably practical to do so and at least 22 business days in advance of starting the short term planned work.</p> <p>The information shown on In your area will let you know:</p> <ul style="list-style-type: none"> <li>• the geographical areas affected</li> <li>• the nature of the work</li> <li>• the date and times when the supply is likely to be interrupted</li> <li>• the likely impact on water services</li> <li>• any alternative arrangements that we propose; and,</li> <li>• any additional information relevant to your sensitive customers.</li> </ul> <p>We accept comments from you about our work plan, submitted within 5 business days of making it available. We will consider your comments and where appropriate, we will re-issue the plan at least 10 business days before works are due to start.</p> <p>We will keep you updated of our works progress via In your area.</p> <p>If we expect your non-household customers' water supply to be interrupted for longer than 12 hours (this is what we consider to be a major interruption), we will let you know our contingency plan and actively engage with you.</p> <p>We will not carry out planned interruptions to supply which are expected to exceed 4 hours.</p> <p><a href="#">Outside of our control</a></p> <p>If we are unable to complete the work as planned, for reasons outside of our control, we will notify you at least 48 hours in advance of our new proposed supply interruption date.</p>	

	<p>To save you having to reply, if we do not receive feedback within 1 business day, we will assume acceptance of the re-issued plan.</p> <p><a href="#">Modifying proposed start date</a></p> <p>In the rare circumstances where we need to respond to immediate emergency works or other operational constraints, requiring us to change our planned start date, we will notify you of our new proposed supply interruption date. To save you having to reply, if we do not receive feedback within 1 business day, we will assume acceptance of the re-issued plan.</p> <p>Before undertaking work, we will notify your non-household customers who are likely to be affected, by letter drop.</p> <p><a href="#">Visits</a></p> <p>We will contact your non-household customers directly to arrange a time to visit. For any planned visits, we will let you know 2 business days in advance. You should notify us if you want to be present during our planned visit. For any unplanned visits, we will notify you within 2 business days after the visit, or sooner if possible.</p> <p>In either case, we will email you a copy of any notice or correspondence issued to or served on your non-household customer during the visit. We will do this within 2 business days of completing our visit.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We make available to you notifications on our short term plan works within our specified service levels.</p> <p>We will usually carry out our work during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>However, where it's necessary, for example due to traffic management or operational constraints, we may carry out our work at any time (24/7).</p>
To order:	This is not a service that you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will let you know of any work we plan to do 22 business days in advance of the time chosen to commence such activities where they are reasonably likely to affect our water services provided to your non-household customers. This notification will be made via In your area</li> <li>• we will review any comments that you make concerning our short term planned work, provided that they are made within 5 business days of being published on In your area</li> <li>• we will re-issue our work plan following any changes made in response to your comments. We will do this at least 10 business days in advance of carrying out the planned work</li> <li>• where we cannot undertake works on the planned date for reasons outside our control, we will reschedule the works. We will provide you with at least 48 hours' notice of the rescheduled start date unless you agree to us carrying out work with less notice</li> <li>• where we cannot undertake works on the planned date for reasons within our control, we will agree a date with you to carry out the works</li> <li>• where we cannot agree a suitable date, we will restart the planning process, giving you 22 business days' notice of the new planned date. We will keep you updated on our planned work activities via In your area, including any changes to</li> </ul>

	<p>the information we have previously provided and as any new information becomes available</p> <ul style="list-style-type: none"><li>• we will work hard to ensure water services are not interrupted for longer than 4 hours</li><li>• we will actively engage with you for major interruptions</li><li>• if the interruption to water services is expected to last longer than 12 hours, we will undertake a risk assessment and take appropriate action</li><li>• if we need to re-schedule our work for reasons outside our control, we will endeavour to notify you at least 48 hours before the date that the work is due to commence.</li></ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-W043	Service:	<a href="#">Managing of reactive activities</a>
Description:		<p>We may need to carry out works on our network, at very short notice, so that we can keep providing your non-household customers with consistently high quality water services. These works, not forming part of a long or short term work plan, are known as reactive works and may possibly interrupt the supply of our usual services to your non-household customers for a short period.</p> <p>We may need to carry out reactive works in the following instances:</p> <ul style="list-style-type: none"> <li>• to avoid unplanned changes to water services, including changes to drinking water supply or public health/safety risks</li> <li>• to avoid actual or potential leaks or wastage of water</li> <li>• to prevent damage to the network or other infrastructure</li> <li>• to repair assets which you or other members of the public have told us that are faulty.</li> </ul> <p>We will work hard to minimise any disruption that our work has, particularly works impacting your sensitive customers. We will use our 'Always in Supply' practices such as line stops, infusions and tankers, wherever it is reasonably practicable to do so. Our response can vary depending on location, work volumes and other operational constraints.</p> <p><a href="#">Notices</a></p> <p>If our reactive work is likely to affect water services provided to non-household customers, we will let you know via In your area as soon as is reasonably practical to do so and at least 48 hours in advance of starting work.</p> <p>The information shown on In your area will let you know:</p> <ul style="list-style-type: none"> <li>• the geographical areas affected</li> <li>• the nature of the work</li> <li>• the date and times when the supply is likely to be interrupted</li> <li>• the likely impact on water services</li> <li>• any alternative arrangements that we propose; and,</li> <li>• any additional information relevant to your sensitive customers.</li> </ul> <p>Where we need to carry out the work in such time that we cannot provide 48 hours advance notice, we shall consider the work to be an "unplanned change" in water services. For further information, please refer to our <a href="#">communicating unplanned changes in our services</a> service.</p> <p>We will let you know when there is likely to be an interruption to your non-household customers' water supply by:</p> <ul style="list-style-type: none"> <li>• giving you at least 48 hours' notice via In your area</li> <li>• updating In your area when we start the work and again when we complete it</li> <li>• e-mailing you with any relevant additional information, if any of our reactive activities are likely to have an impact on any of your sensitive customers</li> <li>• e-mailing you with details of our contingency plan, if we expect your non-household customers' water supply to be interrupted for longer than 12 hours.</li> </ul> <p><a href="#">Visits</a></p> <p>We will contact your non-household customers directly to arrange a time to visit. For any planned visits, we will let you know 2 business days in advanced. You should notify us if you want to be present during our planned visit. For any unplanned visits, we will notify you within 2 business days after the visit, or sooner if possible.</p>	



	In either case, we will email you a copy of any notice or correspondence issued to or served on your non-household customers during the visit. We will do this within 2 business days of completing our visit.
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We will make available to you notifications of our reactive works within our specified service levels.</p> <p>We will usually carry out our work during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>However, where it's necessary, for example due to traffic management or operational constraints, we may carry out our work at any time (24/7).</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will work hard to ensure water services are not interrupted for longer than 4 hours</li> <li>• we will try to provide at least 48 hours' notice of any interruption to water services</li> <li>• we will actively engage with you for major interruptions</li> <li>• if the interruption to water services is expected to last longer than 12 hours, we will undertake a risk assessment and take appropriate action</li> <li>• if we need to re-schedule our work, we will endeavour to notify you before the date that the work is due to commence.</li> </ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-W082	Service:	Repairing outside stop valves
Description:	<p>If we're notified of a faulty outside stop valve we'll carry out a site visit to locate the outside stop valve and assess the fault to determine what remedial action is required. If necessary, we'll arrange the visit directly with your non-household customer and notify you of the date and time of the visit, where the visit is planned more than 2 business days in advance.</p> <p>If the visit cannot be planned more than 2 business days in advance we will carry out the visit and notify you of the visit within 2 business days of the visit taking place and provide copies of any correspondence or notices served.</p> <p>If your non-household customer contacts you to report a fault with an outside stop valve or cannot locate the outside stop valve, redirect them to us.</p> <p>If we are able to locate an outside stop valve and a standard repair can be made, we'll carry out the work on the first visit.</p> <p>The repair will be considered to be standard if:</p> <ul style="list-style-type: none"> <li>• the outside stop valve does not need to be replaced</li> <li>• excavation work is not required</li> <li>• roadworks permits are not required to undertake the repair</li> <li>• there are no Traffic Management Act measures required</li> <li>• there are no access restrictions.</li> </ul> <p>If the repair is non standard or one or more of the following applies:</p> <ul style="list-style-type: none"> <li>• the fault is causing a risk to health and safety, eg a trip hazard on public highway</li> <li>• the outside stop valve is leaking</li> <li>• the fault is restricting the supply of water.</li> </ul> <p>we will carry out the repair as soon as reasonably practical.</p> <p>In most cases we'll make a permanent reinstatement following replacement of the outside stop valve, but if this isn't possible we'll make temporary reinstatement and complete permanent reinstatement within six months.</p> <p>For work carried out outside the boundary of the premises any special surfaces, ie modular blocks, natural stone, bricks, and cobbles etc. shall be salvaged following excavation and stored for replacing at the time of permanent reinstatement.</p> <p>Reinstatement within the boundary of the premises will be to a safe and level standard. However, we will endeavour to salvage any special surfaces, ie modular blocks, natural stone, bricks, and cobbles etc. following excavation which will be stored for your non-household customer to carry out their own reinstatement.</p> <p>If we cannot locate an outside stop valve, we will notify your non-household customer and advise them to contact you if they would like an outside stop valve installed.</p> <p>If a customer side leak is suspected we'll arrange for further investigations to be carried out.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>You, non-household customers and the general public may report faulty outside stop valves, ask for assistance locating an outside stop valve or turning off their water supply by phoning our wholesale contact centre.</p> <p>If an appointment is required, it will be available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 1pm</li> </ul>		

	<ul style="list-style-type: none"> <li>Monday – Friday, 1 pm – 5pm</li> </ul> <p>If we're unable to attend an appointment, we'll notify you and/or your non-household customer with at least 24 hours' notice. If we don't attend an appointment we'll provide compensation in accordance with our Guaranteed Standards Scheme Regulations.</p>
To order:	To order this service, please phone our wholesale contact centre.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>within 5 business days of being contacted, or at a date and time agreed with your non-household customer, we'll arrange a site survey to assess the work that is required</li> <li>where a standard repair is required, where reasonably practical we will repair the outside stop valve on the first visit</li> <li>where a repair was not possible on the first visit carry out the repair as soon as reasonably practical.</li> </ul> <p>Where a street works permit or Traffic Management Act measures are required all service levels are dependent upon the availability of a street works permit.</p>
Documents related to this service:	Specific documents do not apply.

## Network operations – Wastewater network

ID:	SC-WW001	Service:	Maintaining flooding prevention devices
Description:	<p>A Flood Local Improvement Project (FLIP) is typically a small package pumping station installed at one or several properties to alleviate flooding. However, it may also comprise of an active non return valve.</p> <p>We consider a Flood Local Improvement Project device to be an asset that has the majority of the following characteristics:</p> <ul style="list-style-type: none"> <li>• an “active” device to protect properties from flooding</li> <li>• a small-scale solution for single/multiple properties or small commercial premises</li> <li>• located on private property</li> <li>• powered from the customers’ electricity supply</li> <li>• no telemetry linking to our systems</li> <li>• low lift pumping unit into adjacent sewer (no pumping over extended distances).</li> </ul> <p><a href="#">What we provide</a></p> <p>We provide a maintenance and reactive service for all Flood Local Improvement Projects whether they’re installed at a household or non-household property. The maintenance plan depends on the condition of the asset and pump size. Typically:</p> <ul style="list-style-type: none"> <li>• 6 monthly visits for double pump</li> <li>• 12 monthly visits for single pump.</li> </ul> <p>Where required, we will reassess the frequency of the maintenance visits and increase them, dependent on the condition of the asset. The maintenance plan is created when the Flood Local Improvement Project is installed. We agree this plan depending on the condition of the asset and pump size. The plan is then managed and work is released and scheduled for us to visit the non-household customer. We will contact the non-household customers to confirm attendance to the property. If further work is necessary, we will contact the non-household customer to confirm and arrange further attendance.</p> <p><a href="#">The process</a></p> <p>Alongside planned maintenance, we may have unannounced or unplanned visits. We encourage non-household customers to call our wholesale contact centre when the property has an emergency and we need to make an unplanned visit.</p> <p>If we’re called out to carry out unannounced or unplanned work for the non-household customer, we will notify the retailer within 2 business days after the work has been completed.</p> <p>During our visits (both planned and unplanned), we won’t disrupt the waste or water services that the customer is receiving.</p> <p>An agreement will be established with the owner and occupier, as access is required to the premises for both access to and maintenance of the Flood Local Improvement Project device.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	This service is available to any non-household customer that currently has a Flood Local Improvement Project device installed.		

	<p>When carrying out planned maintenance activities we offer appointments to non-household customers where access to the property/building is needed. We offer two time slots (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 12.30pm</li> <li>• Monday – Friday, 12.30pm – 3.30pm</li> </ul> <p>We typically carry out planned maintenance activities between (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 3.30pm</li> </ul> <p>We will call your non-household customer to make appointments. We will attempt to call the customer on three separate occasions. If we still have no success, we will send the customer a letter advising them that we need access to carry out maintenance on the asset, and we will arrange for a technician to visit the property. Gaining access to the non-household premises is not usually an issue for us.</p> <p>Once an appointment with the non-household customer is confirmed, we will let you know at least 2 business days in advance of that appointment.</p> <p>Unplanned visits can be carried out 24/7 by a standby service we provide.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will create and update all maintenance plans and will aim to attend all unplanned visits within 4 hours</li> <li>• we aim to attend all high priority reactive cases within 4 hours of being notified, 24/7. The response rate is dependent on the circumstances at the time of notification of the work</li> <li>• Once an appointment with the non-household customer is confirmed, we will let you know at least 2 business days in advance of that appointment.</li> <li>• we adhere to appointment times agreed with the customer. These can fall between 8am and 12.30pm or 12.30pm and 3.30pm (excluding bank holidays and public holidays).</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> </ul>

ID:	SC-WW051	Service:	Maintaining pumping stations
Description:	<p>Small sewerage pumping stations are pumping stations that serve a number of properties, which prior to October 2016 were privately owned. From October 2016 we became responsible for private pumping stations that meet the eligibility criteria:</p> <ul style="list-style-type: none"> <li>• be in service prior to 1 July 2011</li> <li>• be connected to the main sewerage network (either foul or surface water), and;</li> <li>• either serve more than one property, or, sit outside the curtilage of the property it serves.</li> </ul> <p>We will adopt the pumping station providing it meets the eligibility criteria. Once adopted we will carry out a survey and service the pumping station. We become responsible for maintaining the pumping station from the time of adoption.</p> <p>During the first 12 months following adoption we will maintain the pumping station based on the previous owner’s maintenance schedule. After this initial period we will assess the pumping station and carry out maintenance based on the condition and history. The maintenance plan is then managed month by month.</p> <p>Alongside planned maintenance, we may make unannounced unplanned visits. A call is made, usually by your non-household customer, to our wholesale contact centre, or our control centre is alerted to the alarm by our telemetry systems.</p> <p>Calls will be accepted directly from your non-household customer in an emergency. A job will be raised and a visit will be scheduled.</p> <p>A contract/agreement will be established with the owner and occupier to allow access to the pumping station and we may make payments to non-household customers for the electrical running costs of pumping station.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>This service is available to non-household customers that have a private pumping station that fits the eligibility criteria. Planned maintenance activities are typically carried out between the hours of Monday – Friday, 7am - 5pm.</p> <p>We may carry out visits 24/7 to respond to unplanned changes in the performance of the pumping station, which may be identified by the non-household customer or our monitoring systems.</p>		
To order:	This is not a service you can order.		
Service Levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• where we have arranged to carry out a visit to a non-household premises and the visit is planned 2 business days or more in advance we will tell you when the visit will take place</li> <li>• we will notify you of any unplanned visits to your non-household customers’ premises within 2 business days of the visit.</li> </ul> <p>The severity of any faults or alarms will determine the time within which we will respond. When reporting a problem the caller will be provided with an estimated time of arrival.</p>		
Documents related to this service:	Specific documents do not apply.		

ID:	SC-WW006	Service:	<a href="#">Responding to blockages, odour and external floods</a>
Description:	<p><a href="#">Report of an issue</a></p> <p>If you're contacted by your non-household customer and they're experiencing a blockage or symptoms of a blockage, an odour or external flooding, you should redirect them immediately to their wholesaler. You may use our postcode lookup on our website to check whether your non-household customer is within our waste operational area. Non-household customers may contact us 24/7. We'll then share our next steps.</p> <p><a href="#">Visit and investigation</a></p> <p>When on site, we may need to liaise directly with your non-household customer to discuss the problem in more detail and gain access to inspection covers inside their property.</p> <p>If we need access to neighbouring properties to carry out investigations, we'll carry on our work and update impacted customer(s) on site.</p> <p>We'll attempt to contact your non-household customer and advise them once en-route.</p> <p><a href="#">Resolution</a></p> <p>If the issue is within an asset belonging to a third-party authority, like a road side gully, we won't attempt to resolve the issue. Instead we'll advise your non-household customer to contact the appropriate third-party eg local authority.</p> <p>We may offer to resolve an issue within your non-household customer's private drain, subject to our Private Blockages Code of Practice. This service would be sold directly to the non-household customer.</p> <p>We'll investigate and address an issue that results from a blockage within our sewers. We may need access to your non-household customer's property, neighbouring properties or inspection covers in public land to clear this.</p> <p><a href="#">External flooding – clean-ups and loss/damage</a></p> <p>We will provide a clean-up service if your customer has flooded as a direct result of a blockage or defect within our sewer. We aim to begin the clean up on the same day, but may need to wait for the water to recede or debris to solidify. The clean-up involves a litter pick of solid items, washing down of hard standing areas and disinfecting of hard standing areas.</p> <p>Where your customer has experienced damage or loss as a result of flooding, we would recommend them to contact their insurer to discuss the problem further.</p> <p><a href="#">Rainfall</a></p> <p>It's not always possible to restore the service or stop flooding caused by hydraulic overload attributed to high rainfall levels which overwhelm the sewer network. We usually have to wait for levels to decrease, before cleaning up and considering next steps. More information on that can be found in our <a href="#">carrying out wastewater network follow on work service</a>.</p> <p><a href="#">Notifying you</a></p> <p>We will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity.</p>		

	<p>If the issue was reported by another party but your non-household customer is impacted or we need access to their property, we'll also notify you within 2 business days.</p> <p><a href="#">Excluded from service</a></p> <p>Where we identify the issue to be within a private or third-party asset, the third-party will need to complete any repairs.</p> <p>This service doesn't include more substantive clean ups, valets, or the removal and replacement of soil, turf or gravel.</p>
Charges:	<p>Charges do not ordinarily apply to this service.</p> <p>Where we resolve issues on customers private drains this service will be sold directly to the non-household customer.</p>
Availability:	<p>This service is available to non-household customer within our operational area. You may use our postcode lookup on our website to check whether your non-household customer is within our waste operational area.</p> <p>You only need to direct or redirect your non-household customer to us when they're reporting incidents related to blockages, odours or external flooding. This service is available directly to your non-household customer, 24/7.</p> <p>We'll let you know where we:</p> <ul style="list-style-type: none"> <li>• conclude an investigation, reported by/at your non-household customer's property</li> <li>• book, change, cancel or attend an appointment with your non-household customer</li> <li>• serve a legal notice to your non-household customer for access.</li> </ul>
To order:	<p>This is not a service you can order.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity</li> <li>• if we trace the issue to a non-household customer's neighbouring property, and need access to that property or find it impacted, we will also notify that neighbouring non-household customer's retailer within 2 business days of the completion of our initial investigation visit</li> <li>• If an appointment is booked we'll notify you within 2 business days of this being made. If this appointment date or time is changed or cancelled, we'll let you know within 2 business days of this change</li> <li>• if we serve a formal statutory notice to a non-household customer we'll provide notification and a copy to you within 2 business days of this notice being served.</li> </ul>
Documents related to this service:	<p>Please refer to the following documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> <li>• Private Blockages Code of Practice</li> </ul>



ID:	SC-WW007	Service:	Responding to internal floods
Description:	<p data-bbox="442 271 635 300"><a href="#">Report of an issue</a></p> <p data-bbox="442 320 1385 472">When you're contacted by your non-household customer about internal flooding from the sewers, you should redirect them immediately to their wholesaler. You may use our postcode lookup on our website, to check whether your non-household customer is within our waste operational area. Non-household customers may contact us 24/7. We'll then share our next steps.</p> <p data-bbox="442 535 671 564"><a href="#">Visit and investigation</a></p> <p data-bbox="442 584 1374 674">When on site, we will need to liaise directly with your non-household customer to discuss the problem in more detail, view the area impacted by flooding and gain access to inspection covers inside their property.</p> <p data-bbox="442 692 1342 750">If we need access to neighbouring properties to carry out investigations, we'll carry on with our work notifying impacted customer(s) on site.</p> <p data-bbox="442 813 553 842"><a href="#">Resolution</a></p> <p data-bbox="442 862 1385 952">We won't attempt to resolve the issue, if it's within an asset belonging to a third-party, like a road side gully. Instead we'll advise your non-household customer to contact the appropriate third-party, eg local authority.</p> <p data-bbox="442 969 1331 1028">We may offer to resolve an issue within your non-household customer's private drain, subject to our Private Blockages Code of Practice.</p> <p data-bbox="442 1046 1385 1227">We will attempt to restore the service as soon as possible, where the internal flood results from an issue within our sewer(s). We will need access to your non-household customer's property and we may need access to neighbouring properties or inspection covers in public land to clear this. If we're unable restore service, we'll take mitigating action to address the flooding. For follow on work, see our <a href="#">carrying out wastewater network follow on work</a> service.</p> <p data-bbox="442 1245 1249 1274">In the course of resolution, we'll provide a basic clean-up of the flooded area.</p> <p data-bbox="442 1337 927 1366"><a href="#">Internal flooding – clean-ups and loss/damage</a></p> <p data-bbox="442 1386 1374 1568">We will provide a clean-up service if your customer has flooded as a direct result defect within our sewer or as result of heavy rainfall overloading the sewer. We aim to begin the clean up on the same day, but may need to wait for the water to recede or debris to solidify. The clean-up involves a litter pick of solid items, washing down of hard standing areas, disinfecting of hard standing areas, and pump out of a basements, where necessary.</p> <p data-bbox="442 1585 1358 1644">Where your customer has experienced damage or loss as a result of flooding, we would recommend they to contact their insurer to discuss the problem further.</p> <p data-bbox="442 1706 557 1736"><a href="#">Next steps</a></p> <p data-bbox="442 1756 1369 1877">Depending on the severity of any storm event or whether the flooding is directly attributable to a problem with our assets we may make a Guaranteed Standards Scheme Regulations payment to you for your non-household customer impacted by internal flooding caused by problems within our asset(s).</p> <p data-bbox="442 1939 517 1968"><a href="#">Rainfall</a></p>		

	<p>It's not always possible to restore the service or stop flooding caused by hydraulic overload attributed to rainfall levels within the sewer network. We usually have to wait for levels to decrease, before cleaning up and considering next steps. More information on that can be found in our <a href="#">carrying out wastewater network follow on work</a> service.</p> <p>Further work will also be considered, where appropriate, to help investigate or reduce the risk of future flooding, as per our <a href="#">carrying out wastewater network follow on work</a> service.</p> <p><b>Notifying you</b></p> <p>We will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity.</p> <p>If the issue was reported by another party but your non-household customer is impacted or we need access to their property, we'll also notify you within 2 business days.</p> <p><b>Excluded from service</b></p> <p>Where we identify the issue to be within a private or third-party asset, the third-party will need to complete any repairs.</p> <p>This service doesn't include more substantive clean ups, valets, or the removal and replacement of furniture, flooring or household items.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>Our internal flooding investigation and resolution service is available to non-household customers within our operational area. You may use our postcode lookup on our website, to check whether your non-household customer is within our waste operational area.</p> <p>You only need to direct or redirect your non-household customer to us straight away, when they're reporting internal flooding incidents. This service is available directly to your non-household customers, 24/7.</p> <p>We'll let you know when we:</p> <ul style="list-style-type: none"> <li>• concluded an investigation, reported by/at your non-household customer's property</li> <li>• book, change, cancel or attend an appointment with your non-household customer</li> <li>• serve a legal notice to your non-household customer for access.</li> </ul>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity. If we trace the issue to a non-household customer's neighbouring property, and need access to that property or find it impacted, we will also notify that neighbouring non-household customer's retailer within 2 business days of the completion of our initial investigation visit</li> <li>• If an appointment is booked we'll let you know within 2 business days of this being made. If this appointment date or time is changed/cancelled, we'll notify you within 2 business days of this change</li> <li>• if we serve a formal statutory notice to a non-household customer we'll provide notification and a copy to you within 2 business days of this notice being served.</li> </ul>

Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Guaranteed Standards Scheme Policy</li><li>• Private Blockages Code of Practice</li></ul>
------------------------------------	---

ID:	SC-WW008	Service:	<a href="#">Responding to pollution</a>
Description:	<p><a href="#">Report of an issue (receiving a call)</a></p> <p>When you're contacted by your non-household customer who has identified or is experiencing an incident (eg blockage) which is, or could cause, a pollution incident, you should redirect them immediately to their wholesaler. You may use our post-code lookup on our website to check whether your non-household customer is within our waste operational area. Non-household customer may contact us 24/7. We'll then share our next steps.</p> <p><a href="#">Visit and investigation</a></p> <p>When on site, we may need to liaise directly with your non-household customer to discuss the problem in more detail and gain access to inspection covers inside their property.</p> <p>If we need access to neighbouring properties to carry out investigations, we'll carry out all necessary work and update impacted customer(s) on site.</p> <p><a href="#">Resolution</a></p> <p>If it is as a result of our asset we'll strive to address the cause of the pollution immediately. If we can't resolve this immediately, mitigating action will be put in place to minimise the impact of the pollution.</p> <p>We'll carry out follow on work to investigate or reduce the risk of future problems. For more information, please refer to our <a href="#">carrying out wastewater network follow on work</a> service.</p> <p>We may look to support and minimise the impact of the pollution where the incident is outside our responsibility, for example from a third-party asset, like a road side gully. Nevertheless, we'll contact the third-party responsible and ask them to take action.</p> <p><a href="#">Rainfall</a></p> <p>It's not always possible to quickly restore the service or stop the pollution caused by hydraulic overload attributed to high rainfall levels which overwhelm the sewer network. We usually have to wait for levels to decrease, before cleaning up and considering next steps. More information on that can be found in our <a href="#">carrying out wastewater network follow on work</a> service.</p> <p><a href="#">Notifying you</a></p> <p>We will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity.</p> <p>If the issue was reported by another party but your non-household customer is impacted or we need access to their property, we'll also notify you within 2 business days.</p> <p><a href="#">Excluded from service</a></p> <p>Where we identify the issue to be within a private or third-party asset, they will need to address the cause of the pollution and undertake any repairs as necessary.</p>		
Charges:	Charges do not ordinarily apply to this service.		

<p>Availability:</p>	<p>This service is available to non-household customers within our operational area. You may use our postcode lookup on our website to check whether your non-household customer is within our waste operational area.</p> <p>You must redirect your non-household customer to us straight away, when they're reporting pollution incidents. This service is available directly to your non-household customers, 24/7.</p> <p>We'll let you know when we:</p> <ul style="list-style-type: none"> <li>• concluded an investigation, reported by/at your non-household customer's property</li> <li>• book, change, cancel or attend an appointment with your non-household customer</li> <li>• serve a legal notice to your non-household customer for access.</li> </ul>
<p>To order:</p>	<p>This is not a service you can order.</p>
<p>Service levels:</p>	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity. If we trace the issue to a non-household customers' neighbouring property, and need access to that property or find it impacted, we will also notify that neighbouring non-household customer's retailer within 2 business days of the completion of our initial investigation visit. If an appointment is booked we'll notify you within 2 business days of this being made. If the appointment date or time is changed/cancelled, we'll let you know within 2 business days of this change</li> <li>• if we serve a formal statutory notice to a non-household customer we'll provide notification and a copy to you within 2 business days of this notice being served.</li> </ul>
<p>Documents related to this service:</p>	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> </ul>

ID:	SC-WW009	Service:	<a href="#">Dealing with rodents</a>
Description:	<p data-bbox="442 275 635 300"><a href="#">Report of an issue</a></p> <p data-bbox="442 322 1385 472">When you are contacted by your non-household customer who is experiencing rodent issues, you should redirect them immediately to their wholesaler. You may use our postcode lookup on our website, to check whether your non-household customer is within our waste operational area. Non-household customers may contact us 24/7. We'll then share our next steps.</p> <p data-bbox="442 539 975 564"><a href="#">Follow on customer contact and scheduling of visit</a></p> <p data-bbox="442 586 1362 674">We'll carry out an initial desktop investigation and contact your non-household customer within an agreed time. If the discussion suggests a possible issue related to our asset, we'll arrange a visit to investigate further, possibly as an appointment.</p> <p data-bbox="442 696 1358 748">If a defect, like a broken inspection cover, is identified to be the cause of rodent activity, we will follow the <a href="#">dealing with defective inspection covers</a> service.</p> <p data-bbox="442 770 1382 920">However, if we determine the issue to be private or a third-party's responsibility we'll advise your non-household customer and no further action will be taken on our part. In addition, we may refer the customer to their local authority if the rodent activity seems to be non-related to an issue with our sewer and the local authority hasn't been contacted in the first instance, as per the "National Protocol for cooperation on rodent control".</p> <p data-bbox="442 987 671 1012"><a href="#">Visit and investigation</a></p> <p data-bbox="442 1034 1385 1122">When on site, we may need to liaise directly with your non-household customer to discuss the problem in more detail and gain access to inspection covers inside their property boundary.</p> <p data-bbox="442 1189 552 1214"><a href="#">Resolution</a></p> <p data-bbox="442 1236 1353 1288">It may be appropriate to bait the sewer on our initial visit. To help address the problem, we may need to follow next steps. These include:</p> <ul data-bbox="489 1310 1385 1626" style="list-style-type: none"><li>• arranging a re-visit to bait the sewer as described in our <a href="#">carrying out wastewater network follow on work</a> service</li><li>• arranging follow on work to investigate the issue, as described in our <a href="#">carrying out wastewater network follow on work</a> service</li><li>• arranging any repairs necessary to address defects in the sewer that could be allowing future rodent activity. This includes inspection cover repairs and repairs to defective sections of pipework, as described in our <a href="#">dealing with defective inspection covers</a> service</li><li>• advising the non-household customer to contact the local authority to carry out above ground baiting of the local area.</li></ul> <p data-bbox="442 1693 580 1718"><a href="#">Notifying you</a></p> <p data-bbox="442 1740 1382 1827">We will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity.</p> <p data-bbox="442 1850 1369 1901">If the issue was reported by another party but your non-household customer is impacted or we need access to their property, we'll also notify you within 2 business days.</p> <p data-bbox="442 1924 828 1948">In addition, we'll notify you when we:</p> <ul data-bbox="489 1971 1362 1995" style="list-style-type: none"><li>• book, change or cancel an appointment with your non-household customer; or,</li></ul>		

	<ul style="list-style-type: none"> <li>• serve a legal notice to your non-household customer, requesting access.</li> </ul> <p><a href="#">Excluded from service</a></p> <p>Where we identify the issue to be within a private or third-party asset, the third-party will need to complete any repairs or above ground public rodent baiting. Nevertheless, we may place bait into our sewer to assist in the first instance.</p> <p>Where the local authority hasn't been contacted, the non-household customer will be referred to their local authority, unless they advise that the issue is due to a visibly defective asset.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>This service is available to non-household customers within our operational area. You may use our postcode lookup on our website, to check whether your non-household customer is within our waste operational area. This service is available directly to your non-household customer, 24/7.</p> <p>If a non-household customer is reporting a rodent incident please redirect them to us as soon as possible.</p> <p>We'll let you know when we:</p> <ul style="list-style-type: none"> <li>• conclude an investigation, reported by/at your non-household customer's property</li> <li>• need to book, change, cancel or attend an appointment with your non-household customer</li> <li>• serve a legal notice to your non-household customer for access.</li> </ul> <p>We may offer an appointment where we need to meet the customer or gain access to their property. Any appointment will be made directly by us, in agreement with the customer. Appointment slots offered are:</p> <ul style="list-style-type: none"> <li>• 8am – 1pm or</li> <li>• 1pm – 5pm or</li> <li>• two hour appointments where the customer has requested a more specific time slot.</li> </ul> <p>These appointments can be made 7 days a week.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity</li> <li>• if we trace the issue to a non-household customer neighbouring property, and need access to that property or find it impacted, we will also notify that neighbouring non-household customer retailer within 2 business days of the completion of our initial investigation visit</li> <li>• if an appointment is booked we will notify you within 2 business days of this being made. If this appointment date or time is changed, or cancelled, we will notify you within 2 business days of this change</li> <li>• if we serve a formal statutory notice to a non-household customer we'll provide notification and a copy to you within 2 business days of this notice being served.</li> </ul>

Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li data-bbox="491 257 927 291">• Guaranteed Standards Scheme Policy</li></ul>
------------------------------------	--



ID:	SC-WW010	Service:	<a href="#">Dealing with defective inspection covers</a>
Description:	<p><a href="#">Report of an issue</a></p> <p>When you're contacted by your non-household customer and they are reporting a defective inspection cover, you should redirect them to our wholesale contact centre. If you want to check whether the inspection cover is within our operational area you can use our postcode lookup on our website, to check whether your non-household customer is within our waste operational area. When a non-household customer contacts us, we'll then explain what action will be taken.</p> <p><a href="#">Initial response</a></p> <p>Where we believe the issue relates to our asset we'll follow one of the routes below:</p> <ul style="list-style-type: none"> <li>• if a defect is determined as an urgent health and safety issue, we'll visit urgently to investigate the problem and make the cover safe</li> <li>• if it's not determined to be an immediate health and safety issue, we'll liaise with your non-household customer to further discuss the issue and help determine the best course of action.</li> </ul> <p><a href="#">Visit, investigation and resolution</a></p> <p>If the issue is urgent, we'll investigate and attempt to repair or at least make the inspection cover safe. We may raise follow on work, as detailed in <a href="#">carrying out wastewater network follow on work</a> service.</p> <p>If the issue isn't urgent, we may need to liaise directly with your non-household customer to discuss the problem in more detail. Where necessary we may need to gain access to inspection covers inside the property.</p> <p>If we're unable to repair the defect to our asset on the initial visit we'll arrange further follow on work, as detailed in <a href="#">carrying out wastewater network follow on work</a> service.</p> <p>If we are onsite and find an immediate risk to health and safety we'll first attempt to make the asset safe even if the private responsibility of the customer. However, we won't attempt to repair a private asset. If the asset is owned by a third-party we'll let the local authority or your non-household customer know.</p> <p><a href="#">Notifying you</a></p> <p>We will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity.</p> <p>If the issue was reported by another party but your non-household customer is impacted or we need access to their property, we'll also notify you within 2 business days.</p> <p><a href="#">Excluded from service</a></p> <p>Where we identify the issue to be with a private or third-party asset, the third-party will need to complete any repairs.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	This service is available to non-household customers within our operational area. You may use our postcode lookup on our website, to check whether your non-household customer is within our waste operational area.		

	<p>If your non-household customer is reporting a defective inspection cover please redirect them to us. This service is available directly to your non-household customer, 24/7.</p> <p>We'll let you know when we:</p> <ul style="list-style-type: none"> <li>• conclude an investigation, reported by/at your non-household customer's property</li> <li>• book, change, cancel or attend an appointment with your non-household customer</li> <li>• serve a legal notice to your non-household customer for access.</li> </ul>
<p>To order:</p>	<p>This is not a service you can order.</p>
<p>Service levels:</p>	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will notify you within 2 business days of the completion of our initial investigation visit, regardless of whether we have resolved the issue, confirmed the issue to be third-party or private responsibility, or plan to return and undertake follow on activity</li> <li>• if we trace the issue to a non-household customer's neighbouring property, and need access to that property or find it impacted, we will also notify that neighbouring non-household customer's retailer within 2 business days of the completion of our initial investigation visit</li> <li>• if an appointment is booked we'll notify you within 2 business days of this being made. If this appointment date or time is changed/cancelled, we'll notify you within 2 business days of this change</li> <li>• if we serve a formal statutory notice to a non-household customer we'll provide notification and a copy to you within 2 business days of this notice being served.</li> </ul>
<p>Documents related to this service:</p>	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> </ul>

ID:	SC-WW011	Service:	Carrying out wastewater network follow on work
Description:		<p>To investigate the cause of an issue or reduce the likelihood of further problems we may plan to carry out follow on work as a result of the following services:</p> <ul style="list-style-type: none"><li>• blockages, odours and external flooding</li><li>• internal flooding</li><li>• pollution</li><li>• defective inspection covers; and,</li><li>• rodents.</li></ul> <p>This follow on service covers work such as:</p> <ul style="list-style-type: none"><li>• closed circuit television (CCTV) surveys of the sewer to check for issues;</li><li>• inspection cover replacements or repairs</li><li>• rodent baiting</li><li>• repairs to the sewer (addressing defects, collapsed pipes)</li><li>• cleaning the sewer to remove tree roots, scale, fat, grease and similar items; and,</li><li>• awareness campaigns, such as leaflet drops.</li></ul> <p><a href="#">Planning our visit</a></p> <p>In planning follow on work, we'll contact your non-household customer, in case we need access to their property. We'll also work with any third parties that may need to be aware or support our work, including other utilities, neighbouring properties or the highways authority.</p> <p>If we need access to carry out works within your non-household customer's property, we may need to serve a legal notice.</p> <p><a href="#">Attendance</a></p> <p>Where access is needed, this will be pre-agreed and, in some cases, a notice will be served. We'll make the area safe and begin work, liaising with your non-household customer if within their boundary.</p> <p><a href="#">Rainfall</a></p> <p>In some cases this service could have been triggered by hydraulic flooding. In this situation we may need to survey the sewer to confirm that the flood was not as a result of any other causes. Where hydraulic flooding is found, we may not undertake follow on work for your non-household customer.</p> <p><a href="#">Post works</a></p> <p>We'll continue to liaise with your non-household customer where we need to carry out further work, as described above. We'll share any suggested steps with the impacted non-household customer to reduce the likelihood of similar problems in the future.</p> <p><a href="#">Notifying you</a></p> <p>We'll notify you:</p> <ul style="list-style-type: none"><li>• where an appointment is made, changed or cancelled</li><li>• where a notice is served/letter drop is made; and,</li><li>• after follow on work is complete.</li></ul>	

	<p><a href="#">Excluded from service</a></p> <p>Where follow on works identify an issue within a private or third-party asset (eg local authority), the third-party will need to carry out works to rectify the issue. We will advise the customer.</p> <p>We'll carry out reinstatement within a non-household customer's property on a like for like basis, rather than improvements beyond like for like.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>This service is available to non-household customers within our operational area. You may use our postcode lookup on our website, to check whether your non-household customer is within our waste operational area. This service is available directly to your non-household customer, 24/7.</p> <p>You only need to direct or redirect your non-household customer to us, when they contact you about follow on work they may feel we need to undertake or have outstanding.</p> <p>We'll let you know where we:</p> <ul style="list-style-type: none"> <li>• book, change, cancel or attend an appointment with your non-household customer</li> <li>• serve a legal notice to your non-household customer for access</li> <li>• complete follow on work, reported by/at your non-household customer property.</li> </ul>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• when a follow on visit is complete, we'll notify the retailer within 2 business days of the work</li> <li>• if we trace the issue to a non-household customer's neighbouring property, and need access to that property or find it impacted, we will also notify that neighbouring non-household customer's retailer within 2 business days of the completion of our work</li> <li>• if an appointment is booked we'll notify you within 2 business days of this being made. If this appointment date or time is changed/cancelled, we'll notify you within 2 business days of this change</li> <li>• if we serve a formal statutory notice to a non-household customer we'll provide notification and a copy to you within 2 business days of this notice being served.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Guaranteed Standards Scheme Policy</li> <li>• Private Blockages Code of Practice</li> </ul>

ID:	SC-WW059	Service:	<a href="#">Protecting our wastewater network</a>
Description:	<p>We clear around 75,000 blockages per year, the majority of which are associated with sewer abuse. Fats, oils and grease (FOG) and non-flushable wet wipes are found in a majority of blockages.</p> <p>We are investigating problems caused by sewer abuse<sup>1</sup> and undertaking educational activity, in order to:</p> <ul style="list-style-type: none"> <li>• reduce the risk of damage to our wastewater network</li> <li>• reduce the risk of sewer blockages and escapes of sewage (i.e sewer flooding and pollution); and,</li> <li>• improve the overall operation and performance of the wastewater network.</li> </ul> <p>We will engage with your non-household customers, focusing on food service establishments (FSEs), as our evidence suggests they contribute a disproportionate amount of FOG to our wastewater network.</p> <p>Where sites have previously suffered blockages due to sewer abuse or have been identified as having the greater risk of causing damage to our wastewater network we will carry out unannounced visits to your non-household customers and make them aware of their legal and regulatory obligations. We will suggest FOG management options that your non-household customers can implement to reduce the risk of causing problems associated with sewer abuse.</p> <p>We will provide your non-household customers with educational materials to assist them in reducing the risk of causing problems associated with sewer abuse. We may carry out investigations where we suspect that your non-household customer is responsible for causing damage to our wastewater network.</p> <p>While educating and working with customers to resolve FOG issues is our first and preferred method, if we find evidence of sewer abuse and your non-household customer is unwilling to engage with us on this matter and continues to cause damage to our sewer, we may enforce legal action. We will carry out a repeat visit, collect evidence, check for improvements, and where sewer abuse is continuing we may seek to recover the associated costs we have incurred and/or we may prosecute your non-household customer<sup>1</sup>.</p> <p>If we're refused entry to the premises ie to carry out an inspection, we may request a warrant to gain access. If we execute a warrant at your non-household customers' premises we will notify you.</p> <p><a href="#">Contacting non-household customers' head office</a></p> <p>In line with this activity, where we have identified an issue at a premises and that non-household customer is part of wider chain of FSEs operating across our operational area we may contact your non-household customers' head office eg, with regards to incidents that we have already notified you. We'll also inform them on FOG managements systems and their regulatory obligations related to sewer abuse.</p> <p><sup>1</sup>Under Section 111 of the Water Industry Act 1991.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>We perform visits to sites where there is evidence of sewer abuse or sites that have been identified at risk of causing sewer abuse. We will monitor compliance with regulations within our operational area and take any appropriate action within our powers to protect our wastewater network and minimise the risk of service interruption in the wider network.</p> <p>We will investigate and take appropriate action, where your non-household customer has caused damage to the wastewater network.</p> <p>We may carry out site visits at any time and without notice.</p>		

To order:	This is not a service you can order.
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• we will notify you of any visits to your non-household customers' premises within 2 business days of the visit</li><li>• if we execute a warrant at your non-household customers' premises we will notify you within 2 business days of serving that warrant</li><li>• we'll provide you with a copy of any cost recovery or enforcement notice or correspondence served or issued on the non-household customer, within 2 business days of serving or issuing that cost recovery or enforcement notice or correspondence.</li></ul>
Documents related to this service:	Specific documents do not apply.

## Protecting customers

ID:	SC-W024	Service:	<a href="#">Protecting customers from bogus callers</a>
Description:	<p>Bogus callers are people who try to gain access to premises in order to carry out an illegal or dishonest act. Many bogus callers pose as water company employees, often claiming to be from the 'water board'.</p> <p>Genuine Thames Water employees or contractors will:</p> <ul style="list-style-type: none"> <li>• carry an identity card and automatically show it to you</li> <li>• wear a uniform that has our company sign or logo</li> <li>• in many cases have a car or van nearby which may show our company logo</li> <li>• be willing to wait outside whilst your non-household customer phones us to confirm who they are.</li> </ul> <p>If the caller does not follow any of the above then he might be a bogus caller. In such an event your non-household customer can call our bogus caller helpline on 0800 316 9800 to confirm the caller or call the police. In most cases all our genuine Thames Water employees or partners will visit your non-household customer's premises only after contacting you or your non-household customer.</p> <p>To protect your non-household customers from bogus callers we operate a dedicated bogus caller helpline.</p> <p>If we are made aware of a bogus caller operating in our area we will:</p> <ul style="list-style-type: none"> <li>• verify whether it is one of our employees or not</li> <li>• ask your non-household customer to contact you if they haven't already done so and/or contact the police if it is not one of our employees</li> <li>• notify all retailers of the bogus caller.</li> </ul>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	You can notify us of suspected bogus callers by either calling the Wholesale Service Desk or by emailing <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a> .		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• if we become aware of a bogus caller we'll notify you as soon as reasonably practical and no later than 2 business days of identifying a bogus caller within our operational area.</li> </ul>		
Documents related to this service:	Specific documents do not apply.		

ID:	SC-W026	Service:	Managing sensitive customer changes in service
Description:		<p>We've published our policy on sensitive customers, so that you can check whether any of your customers meet our non-household sensitive customer's criteria. To tell us that you have a sensitive customer, please share this information with us by notifying the market operator. If we don't think your sensitive customer meets our criteria we won't accept them as sensitive and will ask you to update the information held by the market operator. If you are unsure whether your customer meets our criteria, please contact our Wholesale Service Desk.</p> <p>We expect that non-household customers who are particularly sensitive to changes in the water supply (for example composition or pressure) or are susceptible to issues with their wastewater services, will maintain their own business continuity plans for managing incidents including unplanned changes in water and/or wastewater services. Any information about their sensitivity and/or business continuity plans can be shared with us via a site specific arrangement. The more information you and your customers can share, the more able we will be to respond appropriately. We've asked your customers to notify you of any changes to their site specific arrangements and we expect you to pass this information on to us.</p> <p>When there's an unplanned change in water and/or wastewater services which impacts a sensitive customer, they may notify us directly via phone, or social media contact. We will use the information obtained during these conversations to help us manage the incident effectively, and if we identify that the customer's site specific arrangements need to be updated then we will ask them to contact you to make the necessary changes.</p> <p>If we become aware of the unplanned change in services before them, we may notify them directly using contact details contained in the site specific arrangements. This will allow us to verify the information we hold and, if necessary, incorporate any additional activities into our action plan.</p> <p>We may notify you of any unplanned change in services via our website, or through the agreed 24 hour contact arrangements. In certain circumstances, where we need to communicate more proactively with customers (eg in the event of a drinking water quality incident), we may ask you to take any steps reasonably needed to help us manage the incident, such as contacting the non-household customer.</p> <p>We will also aim to keep you updated about the progress of the management of the incident and we will tell you when the incident has come to an end via our website, and/or calling you using the agreed 24 hour contact arrangements.</p> <p>If we are unable to maintain a piped supply, or where the quality of the piped supplies (potable water) is such that it is considered unfit for human consumption even if it was boiled, we may provide an alternative water supply. This may include, but is not limited to – bottled water, tankers and static tanks.</p> <p>We will provide household customers with 10 litres per person per day within the first 24 hours of the supply being interrupted, to meet our obligations set out in the Security and Emergency Measures Direction. We will aim to do the same for non-household customers, providing water for essential domestic use. At all times services are prioritised to support UK welfare; for example household customers with special requirements for high volumes of water for domestic needs will be prioritised over non-household customers using water for non-domestic needs.</p> <p>The method of deployment of alternative water supplies would be at our discretion (tankered, static tanks or bottled water). We may provide alternative water before this statutory time, at our discretion. Previous receipt of alternative water supplies is not an indicator of future provision.</p> <p>If a failure of our wastewater services means that a customer is unable to use their waste facilities, we will invoke our incident management arrangements. This will not include network blockages, and will be on a case by case basis. We will make a reasonable effort to provide alternative arrangements which will depend on which options we decide may be suitable. If a non-household customer is particularly vulnerable to changes in</p>	



	<p>wastewater services, this is where they will find it useful to have up to date business continuity plans.</p> <p>Following the incident, if we identify any lessons learnt which are relevant to you or your non-household customer we will share these with you. If necessary, we will update our incident management arrangements or other relevant business processes accordingly.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>This service is provided to retailers who have a current contract and are the registered retailer for the premises within our operational area.</p> <p>We provide a 24/7 operations and control service to respond to and manage incidents and events including unplanned changes to water services and/or wastewater services, and we will work with you and your sensitive customers to secure the best outcome for the customer.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will aim to provide the best service and outcome for our customers</li> <li>• following an incident we will review how the incident was managed and identify lessons learnt within 30 business days of the incident being formally closed as per our incident management arrangements</li> <li>• following the identification of any lesson learnt we will update our incident management arrangements or other relevant business process within 30 business days.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Site Specific Arrangements Code of Practice</li> </ul>

ID:	SC-W044	Service:	<a href="#">Identifying and registering sensitive customers</a>
Description:	<p>The following have been classified as non-household sensitive customers (in no particular priority order):</p> <ul style="list-style-type: none"> <li>• hospitals</li> <li>• prisons</li> <li>• educational establishments (including special needs schools)</li> <li>• farms and abattoirs (with commercial livestock)</li> <li>• vulnerable domestic customers sharing a supply with a non-household customer premises</li> <li>• sole traders who are sick, elderly, disabled</li> <li>• care homes and nursing homes, where eligible</li> <li>• business critical to civil or national security.</li> </ul> <p>You can find further information in our Sensitive Customer Code of Practice, which we will review annually. If our guidance isn't clear, you can raise a query with us via email to: <a href="mailto:SSA.Control@thameswater.co.uk">SSA.Control@thameswater.co.uk</a> and we'll get back to you as soon as we reasonably can. If your query identifies a shortfall in our guidance documentation, then we'll update it so that the situation is clarified for everyone.</p> <p>Once you've identified that you have a sensitive customer, we expect that we'll receive a notification via the market operator. We'll review any new transactions on a weekly basis to make sure that they meet our criteria, and where we have questions or need further information, we'll raise a query to you via email from: <a href="mailto:SSA.Control@thameswater.co.uk">SSA.Control@thameswater.co.uk</a>. Response within 2 business days will allow us to move forwards with this application. We may give you a call to discuss if we think this would be quicker to resolve the queries.</p> <p>If a non-household customer doesn't meet our criteria, we'll ask you to follow the process set out in the Wholesale Contract/Wholesale-Retail Code to remove a sensitive customer flag from any premises within our operational area.</p> <p>If a non-household customer who contacts us directly during an operational incident identifies that they can be classified as sensitive customer, but isn't showing as such on our systems, we'll work with them on the particular incident. We'll also let them know that they need to speak to you to register as a sensitive customer.</p> <p><a href="#">Working with your sensitive customers</a></p> <p>We provide the following services to sensitive customers:</p> <ul style="list-style-type: none"> <li>• we will establish public health site specific arrangements for all sensitive customers. For further information, please refer to the <a href="#">managing public health site specific arrangements</a> service</li> <li>• when planning work and/or responding to an unplanned change in water and/or wastewater services, we will take account of the needs of identified sensitive customers.</li> <li>• we provide a priority phone number, which your non-household sensitive customer can use 24/7 to contact us regarding unplanned changes in water and/or wastewater services or emergencies.</li> <li>• we may phone them to notify them of the interruption to supply and/or changes in water pressure and what action we are taking.</li> </ul>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	The identification of a sensitive customer and the notification should follow the processes defined above. We expect that the retailer familiarises themselves with our definition of a sensitive customer and only submit to us non-household customers that meet that criteria.		

	You will need to provide information to allow us to contact the sensitive customer in an emergency situation. This information will be stored as a site specific arrangement, and in an emergency we may use it to inform our planning and response.
To order:	This is not a service you can order.
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• if we receive a notification that you have asked the market operator to add or remove a sensitive customer flag from any of the premises within our operational area, we'll aim to review that within 5 business days of receipt of the site specific arrangement. We'll work through notifications on a first come first served basis</li><li>• we are responsible for the final decision to remove a sensitive customer flag, and we will work with you to understand the reasons for a request.</li></ul>
Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li>• Sensitive Customer Code of Practice</li><li>• Site Specific Arrangements Code of Practice</li></ul>

ID:	SC-W046	Service:	Managing public health site specific arrangements
Description:		<p>Non-household customers whose business processes are particularly:</p> <ul style="list-style-type: none"> <li>• sensitive to changes in the water supply (for example composition or pressure); or,</li> <li>• susceptible to issues with their wastewater services,</li> </ul> <p>should have their own business continuity plans.</p> <p>These plans should be in place so that your non-household customers can effectively manage the impact of unplanned changes in water and/or wastewater services such as a drinking water quality incident, flooding or other incidents which pose a threat to public health on their business.</p> <p><a href="#">Establishing a site specific arrangement</a></p> <p>In all instances where a non-household customer is deemed to be a sensitive customer, we will work with you and your non-household customer to establish a site specific arrangement. It is up to you and your non-household customer to decide how much information you would like to share with us and therefore whether a 'basic' or 'detailed' site specific arrangement is created. As a minimum, a site specific arrangement would include <i>business name, location and contact details (24hrs)</i>, but may include more detailed information, such as <i>escalation details (phone and email)</i>.</p> <p>To establish a site specific arrangement, please complete the site specific arrangements template, which can be found in our Site Specific Arrangements Code of Practice and send it to <a href="mailto:SSA.Control@thameswater.co.uk">SSA.Control@thameswater.co.uk</a>. This can be sent to us when you send the transaction to register a sensitive customer to the market operator.</p> <p><a href="#">Using the public health site specific arrangement</a></p> <p>When we receive the site specific arrangements for your customer, we will store this information in our systems. In the event of an emergency, we will react appropriately to respond to the non-household customer's sensitivity.</p> <p>If there's an unplanned change in water and/or wastewater services which poses a risk to public health, we'll notify you as per the <a href="#">communicating unplanned changes in our services</a> service.</p> <p>If we need to implement our incident management plans, we may use the 24 hour contact arrangements to contact you and share any relevant information regarding our plans.</p> <p>If you become registered to a premises which has a public health site specific arrangement in place:</p> <ul style="list-style-type: none"> <li>• we'll send you the details of the site specific arrangement, via email</li> <li>• we'll identify the information held in the site specific arrangement that we need you to keep up to date</li> <li>• we'll tell you how to contact us to let us know that details within the site specific arrangement have changed.</li> </ul> <p><a href="#">Requesting public health related site specific information</a></p> <ul style="list-style-type: none"> <li>• if you're the registered retailer for premises, we should hold the same public health related site specific arrangement information as yourselves. However, if you want to check what information we have, we will share this with you via email</li> <li>• if you're not the registered retailer for the premises we can share any elements of the public health site specific arrangement which relate to yourselves or the</li> </ul>	

	<p>non-household customer but you must get written consent from the non-household customer to receive this information, and send us a copy of that consent with your request.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We offer this service to all retailers who have a valid contract with us and are the registered retailer for the premises within our operational area.</p> <p>Public health site specific arrangements will only be established for sensitive non-household customers.</p> <p>We provide a 24/7 operation and control service to respond to and manage incidents and events including unplanned changes to water services and/or wastewater services.</p>
To order:	<p>You can arrange for public health site specific arrangements to be established for your non-household customers who have been identified as sensitive customers. To do this, please send us a completed site specific arrangements template, which can be found in our Site Specific Arrangements Code of Practice.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will notify you of any contact we have with your non-household customer within 2 business days</li> <li>• within 2 business days of receiving the transaction indicating that you have become a registered retailer to a premises which has a public health site specific arrangement, we will contact you to give you details of the site specific information in so far as they relate to you or your non-household customer</li> <li>• when we receive a notification that you've asked for a sensitive flag to added or removed from a premises within our operational area, we will aim to review the notification and query the request within 5 business days of receipt of the notification</li> <li>• following an incident we will review how it was managed and identify lessons learnt within 30 business days after the incident being formally closed as per our incident management arrangements</li> <li>• following the identification of any lessons learnt we will, if necessary, update our incident management arrangements or other relevant business processes within 30 business days.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Sensitive Customer Code of Practice</li> <li>• Site Specific Arrangements Code of Practice</li> </ul>

## Trade effluent

ID:	SC-WW027	Service:	<a href="#">Managing trade effluent enquiries</a>
Description:	<p>You can make an enquiry or ask us to respond to an enquiry you have received from your non-household customer by submitting form G/01.</p> <p>When we receive the form we will:</p> <ul style="list-style-type: none"> <li>• acknowledge its receipt</li> <li>• provide a substantive response</li> <li>• contact you or your non-household customer where you've given us permission to do so to arrange any site visits necessary</li> <li>• carry out any site visits required.</li> </ul> <p>Where necessary we will arrange a site visit with the non-household customer and if the visit is planned 2 or more business days in advance we will tell you the date and time of the visit. If the visit cannot be planned more than 2 business days in advance we will tell you about the visit after it has taken place.</p> <p><a href="#">Enquiries from non-household customers</a></p> <p>We will respond to enquiries received from your non-household customer where the enquiry relates to:</p> <ul style="list-style-type: none"> <li>• the details or processing of a trade effluent consent</li> <li>• quality and analytical or monitoring information</li> <li>• impacts on our sewerage system from trade effluent discharges</li> <li>• investigation or enforcement matters</li> <li>• our trade effluent services</li> <li>• our charges and/or any invoices issued by us.</li> </ul> <p>We will provide a copy of any written response where the enquiry does not relate to our charges and/or invoices issued by us.</p> <p>If we receive an enquiry from your non-household customer regarding our charges and/or billing, which does not relate to an invoice issued by us, or pre-treatment waste handling services we will tell them to contact you.</p> <p>If the non-household customer has not selected a retailer, we will respond to their enquiry and ask them to select a retailer.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>We will respond to enquiries submitted by you if you have a valid contract with us.</p> <p>Enquiries must be submitted using form G/01, which should be submitted electronically.</p> <p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We will arrange appointments during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>Illegal discharges or non-compliance with a trade effluent consent, must be reported to our Trade Effluent team immediately. Tel: 0203 577 9200 Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays) or email: <a href="mailto:tradeeffluent@thameswater.co.uk">tradeeffluent@thameswater.co.uk</a>.</p>		

	If there is a spillage or incident that requires immediate action, please contact Tel: 0800 009 3931.
To order:	To order this service, please submit form G/O1. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will provide a substantive response within 10 business days</li> <li>• where we have carried out an unannounced visit, we will inform you of the visit, within 2 business days of the visit taking place</li> <li>• we will provide you with a copy of any correspondence issued to your non-household customer, within 2 business days of the correspondence being issued to your non-household customer</li> <li>• where we have arranged a visit directly with your non-household customer and where the visit is planned 2 or more business days in advance we will provide you with advance notice of the visit.</li> </ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-WW028	Service:	<a href="#">Assessing applications for trade effluent consents</a>
Description:		<p>You can request a trade effluent consent on behalf of your non-household customer by completing form G/02 or G/03 (For discharges lasting no longer than 6 months known as a temporary consent application). You should submit the application electronically along with a scanned copy that your non-household customer has physically signed, at least two months in advance of the date when the non-household customer would like to start discharging trade effluent. You can find guidance notes on our website to assist you. You can request help with completing the application by sending us form G/01.</p> <p>If we receive an application directly from your non-household customer, we will send you a copy of the application, continue to process it and copy you in any further correspondence with them.</p> <p>When we receive the application we will:</p> <ul style="list-style-type: none"> <li>• acknowledge its receipt and check that it is sufficiently complete</li> <li>• if complete, review it to decide if a) we can issue a consent and b) the conditions to be applied. If it isn't complete, we will tell you what information we need. If we do not receive the information within 5 business days we will reject the application and you will need to restart the process</li> <li>• contact you or your non-household customer where you've given us permission to do so to arrange any site visits necessary to assess the application or request further information</li> <li>• carry out any site visits required.</li> </ul> <p>If you've stated that you would like to be present at the visit, we will notify you of the date and time of the visit. If you've said on the application form that you want to undertake arranging the visit, we will contact you to agree the date and time of the visit.</p> <p>If we have agreed an appointment for a site visit and you or your non-household customer are not present as agreed charges may apply.</p> <p>If we need further information to enable us to assess your application we will contact you or your non-household customer directly, where you've given us permission to do so. Please be aware that if sewerage modelling or other studies are necessary to complete the assessment, it's likely that we will apply additional charges.</p> <p>If details of the application need to be referred to the Environment Agency or any other appropriate agency/body we will let you and your non-household customer know and keep both of you updated regarding any communication and progress relating to the referral.</p> <p><a href="#">Our decision</a></p> <p>We will provide you with a non-binding indicative decision on your application if we have not told you of our decision within 30 business days. Once the referral has been completed (if required), we will decide whether we can issue one of the following types of consents:</p> <ul style="list-style-type: none"> <li>• temporary discharge consent – Valid for a maximum period of 6 months from the date it was issued. We will not register temporary consents with the market operator. All charges for temporary discharges will be treated as non-primary.</li> <li>• full consent – All other trade effluent discharges not covered by the above.</li> </ul> <p>We will decide the conditions to be applied to the consent.</p> <p>When we have completed our assessment of your application we will either:</p> <ul style="list-style-type: none"> <li>• write to you and your non-household customer, providing a copy of the consent and publish the consent on the Thames Water consent register. We will then assess how trade effluent charges will be calculated and, where necessary, notify the market operator, or;</li> <li>• write to you and your non-household customer to tell you that the application has been rejected and provide the reasons why.</li> </ul>	



Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
Availability:	<p>To apply for a trade effluent consent on behalf of your non-household customer you must have a valid contract with us. You also have to be the registered retailer for the supply point.</p> <p>Applications must be made using form G/02 or G/03 (For discharges lasting no longer than 6 months known as a temporary consent application), which should be submitted electronically along with a scanned copy that your non-household customer has physically signed.</p> <p>Appointments and site visits regarding trade effluent consent are available during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>● Monday – Friday, 9am – 5pm</li> </ul>
To order:	<p>To order this service, please submit form G/02 or G/03. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>● if we receive an application for a trade effluent consent from your non-household customer we will tell you that we've received it within 2 business days and send you a copy of the application</li> <li>● we will contact you within 5 business days on receipt of an application to:             <ul style="list-style-type: none"> <li>○ acknowledge receipt of the application and tell you that it is sufficiently complete to enable us to progress the application, or;</li> <li>○ let you know that your application is not sufficiently complete to enable us to process the application and tell you what additional information we need</li> </ul> </li> <li>● where necessary we will refer the application to any appropriate agency or body within 2 months beginning on the calendar day after the date we received the application and tell you that the application has been referred. If we've referred the application, it may not be possible for us to complete the remaining steps of the application process within the timescales specified but we will complete the process as soon as reasonably practicable</li> <li>● we will give you a non-binding indicative decision on the application within 30 business days from its receipt</li> <li>● unless a referral has been necessary, we will make our final decision on your application within 2 months beginning on the calendar day after the date on which the application was received. We will notify you of our decision and inform any known prospective occupier and any consultees previously notified</li> </ul>
Documents related to this service:	<p>Specific documents do not apply.</p>

ID:	SC-WW029	Service:	<a href="#">Assessing variations to trade effluent consents</a>
Description:	<p>You can request a change to a trade effluent consent on behalf of your non-household customer. This is commonly known as a variation request. You can request a variation by completing form G/02 which should be submitted electronically along with a scanned copy that your non-household customer has physically signed. You can find guidance notes on our website to assist you. You can request help with the application by sending us form G/01.</p> <p>If we receive an application directly from your non-household customer, we will send you a copy of the application, continue to process it and copy you in any further correspondence with them.</p> <p>When we receive the application we will:</p> <ul style="list-style-type: none"> <li>• acknowledge its receipt and check that it is sufficiently complete</li> <li>• if complete, review it, to decide if we can issue a variation and any conditions need to be applied. If it isn't complete, we will tell you what information we need. If we do not receive the information within 5 business days we will reject the application and you will need to restart the process</li> <li>• contact you or your non-household customer, where you've given us permission to do so, to arrange any site visits necessary to assess the application or request any further information</li> <li>• carry out any site visits required.</li> </ul> <p><a href="#">Managing your application</a></p> <p>If you have stated that you would like to be present at the visit, we will notify you of the date and time of the visit. If you've said on the application form that you want to undertake arranging the visit, we will contact you to agree the date and time.</p> <p>If we have agreed an appointment for a site visit and you or your non-household customer are not present as agreed charges may apply.</p> <p>If we need further information to enable us to assess your application we will contact you or your non-household customer directly, where you've given us permission to do so. Please be aware that if sewerage modelling or other studies are necessary to complete the assessment, it's likely that additional charges will be incurred.</p> <p>If your application needs to be referred to the Environment Agency or any other appropriate agency/body we will let you and your non-household customer know and keep both of you updated regarding any communications and progress relating to the referral.</p> <p><a href="#">Our decision</a></p> <p>When we've completed our assessment of your application we will either:</p> <ul style="list-style-type: none"> <li>• write to you and your non-household customer, providing a notice of direction varying the terms of the consent and publish the document on the Thames Water consent register. We will then review how trade effluent charges will be calculated and where necessary notify the market operator; or,</li> <li>• write to you and your non-household customer to tell you that the application has been rejected and the reasons why.</li> </ul>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>		
Availability:	<p>To apply for a variation on behalf of your non-household customer you must have a valid contract with us. You also have to be the registered retailer for the supply point.</p>		

	<p>Applications must be made using form G/02, which should be submitted electronically.</p> <p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We will arrange appointments during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>
<p>To order:</p>	<p>To order this service, please submit form G/02. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
<p>Service levels:</p>	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• if we want to vary the terms of a trade effluent consent, we will notify you and your non-household customer. You have 2 months to appeal against the proposed variation</li> <li>• we will acknowledge receipt of your application within 2 business days</li> <li>• if we receive an application from your non-household customer, we will send you a copy within 2 business days</li> <li>• any variation issued will not become effective until 2 months after the date it is issued</li> <li>• where an appropriate body or agency has requested a variation we will let you and your non-household customer know as soon as possible</li> <li>• following the variation taking effect, if necessary we will notify the market operator within 2 business days.</li> </ul>
<p>Documents related to this service:</p>	<p>Specific documents do not apply.</p>

ID:	SC-WW031	Service:	<a href="#">Terminating trade effluent consents</a>
Description:	<p>You can request the termination of a trade effluent consent on behalf of your non-household customer by completing form G/02, which should be submitted electronically. You can request help with completing the application by sending us form G/01 (trade effluent enquiries).</p> <p>If we receive an application directly from your non-household customer, we will send you a copy of the application, continue to process it and copy you in any further correspondence with them.</p> <p>When we receive the application we will:</p> <ul style="list-style-type: none"> <li>• acknowledge its receipt</li> <li>• check that it is sufficiently complete</li> <li>• if complete, review it to decide if the termination can proceed. If it isn't complete, we will tell you what information we need. If we do not receive the information within 5 business days we will reject the application and you will need to restart the process</li> <li>• contact you or your non-household customer, where you've given us permission to do so, to arrange any site visits necessary to assess the application or request any further information</li> <li>• carry out any site visits needed.</li> </ul> <p><a href="#">Managing your application</a></p> <p>If you've said that you want to be present at the visit, we will tell you the date and time of the visit. If you've said on the application form that you want to undertake arranging the visit, we will contact you to agree the date and time.</p> <p>If we need further information to enable us to assess the application we will contact you or your non-household customer directly, where you've given us permission to do so.</p> <p><a href="#">Our decision</a></p> <p>When we've completed our assessment of the application we will either:</p> <ul style="list-style-type: none"> <li>• write to you and your non-household customer, confirming that the consent has been terminated, remove the document from the public register of consents and notify the market operator; or,</li> <li>• write to you and your non-household customer to tell you that the application hasn't been successful and explain the reasons why we've rejected it.</li> </ul>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	<p>To request a termination on behalf of your non-household customer you must have a valid contract with us. You must also be the registered retailer for the supply point.</p> <p>Applications must be made using form G/02, which should be submitted electronically.</p> <p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We will arrange appointments during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>		

To order:	To order this service, please submit form G/02. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	We aim to provide the following service levels: <ul style="list-style-type: none"><li>• if we want to terminate a trade effluent consent, we will let you and your non-household customer know the effective date of termination</li><li>• we will notify the market operator within 2 business days of a termination.</li></ul>
Documents related to this service:	Specific documents do not apply.

ID:	SC-WW030	Service:	<a href="#">Monitoring trade effluent discharges</a>
Description:		<p>We carry out visits to undertake routine and non-routine monitoring. We may visit at any time, without advance notice for example to:</p> <ul style="list-style-type: none"> <li>• monitor sample point and site drainage details, including assessment of health and safety risks</li> <li>• monitor compliance with trade effluent consent conditions and investigate non-compliance, eg through the collection of samples, assessment of risks and agreed action plans</li> <li>• check private meter details</li> <li>• investigate illegal discharges</li> <li>• investigate pollution and other incidents.</li> </ul> <p>Samples may be taken during routine and non-routine monitoring visits for example to:</p> <ul style="list-style-type: none"> <li>• check that the trade effluent discharge complies with the conditions described in the consent and make sure that the discharge won't impact on:                     <ul style="list-style-type: none"> <li>○ our employees and partners, employees of other organisations, the public and emergency services</li> <li>○ the sewerage network</li> <li>○ the sewage treatment works; and,</li> <li>○ the environment; and/or,</li> </ul> </li> <li>• determine trade effluent charges.</li> </ul> <p><a href="#">Routine monitoring visits</a></p> <p>Routine monitoring visits may be planned in advance and carried out without advance notice. We will schedule routine monitoring visits at various times to collect representative trade effluent samples and monitor the discharge. The frequency of our visits will depend on various factors including the nature and volume of trade effluent as well as your non-household customer's compliance record.</p> <p><a href="#">Non-routine monitoring visits</a></p> <p>Non routine monitoring visit may be unplanned and carried out without advance notice for example, if we have reasonable grounds to suspect non-compliance with a trade effluent consent or an illegal discharge.</p> <p><a href="#">Non-compliance</a></p> <p>If you become aware of an illegal discharge or non-compliance with a trade effluent consent, tell us immediately by calling our Trade Effluent team. Tel: 0203 577 9200. If there is a spillage or incident that requires immediate action, please call Tel: 0800 009 3931. or email: <a href="mailto:tradeeffluent@thameswater.co.uk">tradeeffluent@thameswater.co.uk</a>.</p> <p>If non-compliance is found we will determine what action to take in accordance with with trade effluent legislation.</p> <p><a href="#">Sample results</a></p> <p>Where the results of the sample analysis indicate a change in the effluent which affects trade effluent charges we will carry out a charges reassessment. Where necessary we will update the market operator of any changes to the trade effluent allowances, operational parameters or information affecting trade effluent charges. For more information refer to the <a href="#">reassessing trade effluent charges</a> service.</p>	

	For information regarding the provision of sample results, refer to the <a href="#">providing trade effluent sample results</a> service.
Charges:	Charges apply to this service. For more information, please refer to our Wholesale Tariff Document.
Availability:	<p>We monitor discharges which take place within our operational area.</p> <p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We may carry out monitoring visits at any time, without warning for example to investigate illegal discharges.</p> <p>Illegal discharges or non-compliance with a trade effluent consent, must be reported to our Trade Effluent team immediately. Tel: 0203 577 9200 Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays) or email: <a href="mailto:tradeeffluent@thameswater.co.uk">tradeeffluent@thameswater.co.uk</a>.</p> <p>If there is a spillage or incident that requires immediate action, please call Tel: 0800 009 3931.</p>
To order:	This is not a service you can order.
Service levels:	Specific service levels do not apply.
Documents related to this service:	Specific documents do not apply.

ID:	SC-WW037	Service:	Providing trade effluent sample results
Description:	<p>We take samples for a number of reasons:</p> <ul style="list-style-type: none"> <li>• to determine the most appropriate method to use to calculate trade effluent charges</li> <li>• to obtain information to enable accurate bills to be calculated based on the results of sample analysis</li> <li>• to monitor compliance and investigate non compliance</li> <li>• to meet regulatory requirements.</li> </ul> <p>We will provide you with access to the fully completed sample analysis results electronically and send your non-household customer the results of completed samples analysis electronically.</p>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	To receive sample analysis results for your non-household customer's site you must have a valid contract with us. You also need to be the registered retailer for the supply point.		
To order:	This is not a service you can order.		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will provide you with the billing sample analysis results obtained within 1 business day of the sample analysis being fully completed and the results being available to us</li> <li>• where there are any changes to the trade effluent operational parameters which are required to be notified to the market operator, we will update the market operator within 2 business days of confirming the change, in line with the Wholesale Contract/Wholesale-Retail Code.</li> </ul>		
Documents related to this service:	Specific documents do not apply.		



ID:	SC-WW005	Service:	<a href="#">Sampling &amp; analysis for trade effluent billing</a>
Description:		<p>Following issuing a trade effluent consent we will assess how trade effluent charges will be calculated.</p> <p>Trade effluent charges are calculated using one of the following methods:</p> <ul style="list-style-type: none"> <li>• standard strength – a predefined effluent strength associated with particular types of discharges eg a laundrette</li> <li>• banded billing – allocating the discharge to specific bands, based on its strength and tariff. Commonly called a banded billing case</li> <li>• sampled billing – samples are taken on a regular basis to determine the strength of the trade effluent discharge this can vary your trade effluent charges. Commonly called sampled billing cases. Additional samples may be taken to monitor compliance.</li> </ul> <p><a href="#">Standard strength</a></p> <p>Standard strengths have been agreed for the following types of discharges:</p> <ul style="list-style-type: none"> <li>• launderettes</li> <li>• car washes</li> <li>• commercial swimming pools</li> <li>• dry cleaners</li> <li>• small/micro-breweries</li> <li>• concrete contaminated sites (batching plants, wheel washes on construction sites)</li> <li>• laboratory glassware washing</li> <li>• bus washes</li> <li>• train washes</li> <li>• contaminated surface water at waste transfer sites</li> <li>• contaminated surface water from gasholders.</li> </ul> <p>We will assume a temporary discharge for the clean and flush of a heating or chilled water system will be billed on our lowest charging band unless glycol is present.</p> <p>If a temporary discharge contains glycol then we will calculate the charge based on the percentage of glycol having assumed settled chemical oxygen demand (Ot) and settleable solids (St) values determined by us.</p> <p>However, if we aren't sure that a standard strength category is suitable, or you would prefer charging to be based on sample results, we will take samples to decide a suitable charging approach, either banding or sampling.</p> <p><a href="#">Sample survey</a></p> <p>If a standard strength is not an appropriate method to use we may need to carry out a sample survey. We will normally collect a minimum of 6 samples from each discharge point. However, we may decide that more samples are needed. We will then use the sample results to determine whether charges should be calculated using banded billing or sampled billing.</p> <p><a href="#">Banded billing</a></p> <p>We will analyse the samples for settled chemical oxygen demand (Ot), settleable solids (St) and, if appropriate, ammoniacal nitrogen (At).</p>	

	<p>We will use the averages of the results from the sample survey to identify the strength settleable solids (St) and settled chemical oxygen demand (Ot)) of the effluent. This information will be used to allocate an appropriate strength band.</p> <p>We will also assess how much effluent is likely to be discharged and allocate an appropriate tariff based on the likely value of the discharge.</p> <p>We will use a formula known as the Mogden Formula<sup>1</sup> to calculate the band. The tariff (value) and band (strength) will determine the unit cost calculated by the Mogden Formula.</p> <p><a href="#">Sampled billing</a></p> <p>We will establish the number of samples which need to be taken using a statistical analysis assessment. A minimum of 24 samples need to be collected per sample point per year.</p> <p>When we have completed our analysis, we will let you and your non-household customer know the number of samples required to be taken per year. The number of samples required will be reviewed annually and we will let you and your non-household customer know if there is any change.</p> <p>We will collect and analyse the samples, if you or your non-household customer wish to collect and analyse the samples instead, you'll need our agreement.</p> <p>If we have agreed an appointment for a site visit and you or your non-household customer are not present as agreed charges shall apply.</p> <p>Please be aware that fixed charges may also apply as per the Wholesale Tariff Document.</p> <p><sup>1</sup> As per Code Subsidiary Document 207.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
Availability:	<p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We will arrange appointments during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>
To order:	<p>This is not a service you can order.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will set up your non-household customer's trade effluent billing after a trade effluent consent has been issued</li> <li>• we will update the market operator of any changes to the trade effluent operational parameters within 2 business days of confirming the change, in line with the Wholesale Contract/Wholesale-Retail Code.</li> </ul>
Documents related to this service:	<p>Specific documents do not apply.</p>

ID:	SC-WW056	Service:	Sampling & analysis of trade effluent by customers
Description:		<p>We may decide that your non-household customer's trade effluent charges need to be calculated using the results of trade effluent sample analysis. These samples will be taken by us. However, you can request permission to carry out the collection and analysis of trade effluent samples for the calculation of charges.</p> <p>If your non-household customer wants to make their own arrangements for trade effluent billing samples to be collected and analysed they should contact you. To request permission to carry out sampling on behalf of your non-household customer, submit form G/01.</p> <p><a href="#">Assessing your request</a></p> <p>When we receive your request we will:</p> <ul style="list-style-type: none"><li>• send you and your non-household customer confirmation that we've received it</li><li>• give you and your non-household customer details of our requirements and specifications for sampling</li><li>• contact you or your non-household customer to arrange any site visits necessary to assess the request</li><li>• carry out any site visits required.</li></ul> <p>Please note that we may contact you or your non-household customer directly to discuss the request.</p> <p>If we have agreed an appointment for a site visit and you or your non-household customer are not present as agreed, charges may apply.</p> <p><a href="#">Our requirements</a></p> <p>To carry out the collection and analysis of trade effluent samples your non-household customer must:</p> <ul style="list-style-type: none"><li>• demonstrate the ability to collect and analyse samples to our satisfaction including flow proportional, refrigeration, storage of samples, bottles used, equipment etc. This may involve us carrying out a site visit</li><li>• ensure sampling procedures are to Environment Agency of England &amp; Wales Monitoring Certification Scheme or equivalent standards</li><li>• have the samples analysed to United Kingdom Accreditation Service accredited laboratory standards for the required operational parameters</li><li>• initially be sampled by us until bipartite samples show the results are comparable to ours over a period of three to six months</li><li>• allow us to undertake an audit upon request</li><li>• provide sample analysis results on demand in the manner specified, within the specified timeframe and frequency</li><li>• analyse the samples for settled chemical oxygen demand (Ot), settleable solids (St) and if appropriate, ammoniacal nitrogen (At) and other determinands required.</li></ul> <p><a href="#">Our decision</a></p> <p>If we are satisfied that your non-household customer meets our requirements we will notify you and your non-household customer in writing:</p> <ul style="list-style-type: none"><li>• that samples will be routinely collected for billing purposes</li><li>• of the operational parameters needed for analysis</li></ul>	

	<ul style="list-style-type: none"> <li>• that we have approved the sampling and analysis methods</li> <li>• the required sampling frequency</li> <li>• how they need to communicate the results to us. They must also send the results to you.</li> </ul> <p>If we decide to not give permission for you to collect and analyse trade effluent samples, we will:</p> <ul style="list-style-type: none"> <li>• write to you and your non-household customer, explaining our reasons for rejecting their request</li> <li>• continue to collect and analyse trade effluent samples.</li> </ul> <p><a href="#">Removing our permission</a></p> <p>We may decide to remove the permission if, at any time:</p> <ul style="list-style-type: none"> <li>• we are not confident or satisfied with the sampling method, analysis and storage carried out; or,</li> <li>• the provision of the result data is not provided within the specified time frame.</li> </ul> <p>If we revoke the permission we will take over the collection and analysis of the billing samples. You or your non-household customer can appeal against our decision.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our Wholesale Tariff Document.</p>
Availability:	<p>To request permission for your non-household customer to carry out the collection and/or analysis of trade effluent billing samples, you must have a valid contract with us and be the registered retailer for the supply point.</p> <p>We will process applications for your non-household customer to carry out trade effluent billing self-sampling from owners or occupiers of premises within the non-household market, who discharge trade effluent into a public sewer within our operational area.</p> <p>You must submit your request using form G/01, which should be submitted electronically.</p> <p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul> <p>We will arrange appointments during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 5pm</li> </ul>
To order:	<p>To order this service, please submit form G/01. For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will provide a substantive response to your service request submitted through form G/01 within 10 business days</li> </ul>
Documents related to this service:	<p>Specific documents do not apply.</p>

ID:	SC-WW038	Service:	<a href="#">Working with customers regarding private meters</a>
Description:	<p><a href="#">Problems with private meters</a></p> <p>If you think that a private meter is faulty or may not be recording accurately tell us by sending us form B/O1.</p> <p>When we receive the form, we will:</p> <ul style="list-style-type: none"> <li>• acknowledge its receipt</li> <li>• ask your non-household customer to either test, repair or replace the meter</li> <li>• agree a date when the work must be completed with the non-household customer</li> <li>• if the meter has been tested, we will ask your non-household customer to send us the test results. We will review the results and if necessary ask them to repair or replace the meter</li> <li>• ask your non-household customer to send us the meter information when the work is complete</li> <li>• contact you or your non-household customer, where you've given us permission to do so, to arrange any necessary site visits</li> <li>• let you know the date of any visit, where you have asked us to do so</li> <li>• visit the site to check the meter details.</li> </ul> <p>If the meter details have changed we will let the market operator know and if necessary, we will review the information used to calculate trade effluent charges and tell the market operator about any changes.</p> <p>If we think that a private meter is faulty or may not be recording accurately we will:</p> <ul style="list-style-type: none"> <li>• ask your non-household customer to either test, repair or replace the meter</li> <li>• agree a date when the work must be completed with the non-household customer</li> <li>• ask your non-household customer to send us the meter information when the work is complete</li> <li>• send you a copy of the correspondence with your non-household customer</li> <li>• visit the site to check the meter details.</li> </ul> <p>If the meter details have changed we will let the market operator know and if necessary, we will review the trade effluent billing details and tell the market operator about any changes.</p> <p><a href="#">Installing private meters</a></p> <p>When your non-household customer tells us that they intend to install a private meter or we want a private meter to be installed we will let you know and:</p> <ul style="list-style-type: none"> <li>• where appropriate, provide your non-household customer with our requirements</li> <li>• ask your non-household customer to send us the meter details when the work is complete</li> <li>• visit the site to check the meter details.</li> </ul> <p>If the meter details have changed we will let the market operator know and if necessary, we will review the trade effluent billing details and tell the market operator about any changes.</p> <p><a href="#">Exchanging private meters</a></p> <p>When your non-household customer tells us that they intend to exchange a private meter or we want a private meter to be exchanged we will let you know and:</p> <ul style="list-style-type: none"> <li>• where appropriate, provide your non-household customer with our requirements</li> </ul>		

	<ul style="list-style-type: none"> <li>ask your non-household customer to send the meter details when the work is complete</li> <li>visit the site to check the meter details.</li> </ul> <p>If the meter details have changed we will let the market operator know and if necessary, we will review the trade effluent billing details and tell the market operator about any changes.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>To tell us that you think your non-household customer's private meter is faulty or may not be recording accurately, you must have a valid contract with us and be the registered retailer for the supply point.</p> <p>You should notify us by using form B/O1, which should be submitted electronically.</p> <p>We will make site visits during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>Monday – Friday, 9am – 5pm</li> </ul> <p>We will arrange appointments during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>Monday – Friday, 9am – 5pm</li> </ul>
To order:	To order this service, please submit form B/O1. For more information about how to order services please refer to <a href="#">managing service requests</a> .
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>we will notify the market operator within 5 business days of receiving updated private meter details from your non-household customer</li> <li>we will notify the market operator within 5 business days of any site visit needed to clarify private meter details should the quality of information your non-household customer provides be insufficient</li> <li>we will visit the site within 1 month of receiving updated private meter details from your non-household customer to confirm the meter details</li> <li>if necessary, we will review the trade effluent billing details and tell the market operator about any changes within 2 business days.</li> </ul>
Documents related to this service:	Specific documents do not apply.

## Water quality

ID:	SC-W045	Service:	Managing water quality incidents
Description:		<p>If your non-household customer contacts you and is concerned about the quality of their water, you must direct them to contact us immediately or transfer the call to us 0800 316 9800.</p> <p>To ensure water quality concerns are dealt with appropriately we'll:</p> <ul style="list-style-type: none"> <li>• respond to all water quality concerns reported to us as soon as reasonably practicable</li> <li>• where we follow up with water quality sampling and/or further customer correspondence, notify you and send you a copy of any correspondence</li> <li>• make sure you are consulted and informed on our water quality incident management plans and procedures</li> <li>• exchange 24 hour contact details with you for liaison and notification; and,</li> <li>• help you in passing on any risk management information to your customers.</li> </ul> <p>Where a water quality incident is triggered we'll manage all communications to the public, local authorities, local environmental health departments, Public Health England and non-household customers, where reasonably practicable we will expect you to convey this same information to your customers as we make it available.</p> <p><a href="#">Confirmation of the restriction on water use</a></p> <p>Should we need to restrict water use, we'll try to tell you in advance if we can. General information will be posted to our website no later than we issue any general communication in relation to an actual or potential water quality issue.</p> <p>Wherever relevant to the particular circumstances of an incident (and so long as we have not imposed a ban on communication) we'll also tell you:</p> <ul style="list-style-type: none"> <li>• the nature and scale of the restriction</li> <li>• any specific impact on particular types of non-household customers</li> <li>• our proposals to remedy the restriction of use</li> <li>• the estimated time when services will be returned to normal</li> <li>• any lines of communication in relation to the restriction</li> <li>• any message or script which we need you to use when communicating with your non-household customers.</li> </ul> <p>At the beginning of any such communication we'll tell you whether we want you to:</p> <ul style="list-style-type: none"> <li>• take action</li> <li>• get ready to take action; or,</li> <li>• be aware of the information in order to react appropriately to any enquiry you receive.</li> </ul> <p>Sometimes, an incident is sensitive and we need to place a ban on communication. We'll let you know if this is the case so that you're prepared to take action when the ban is lifted. To help you, we'll only tell you information that we are happy for you to pass on to your non-household customer.</p> <p>Sometimes, we'll need to check that you are ready to take action. If so, we'll contact you using the standing 24 hour call arrangements to confirm that you have received all of our information.</p> <p>Where a water quality incident or our response to it, may have a particular impact on specific types of non-household customers, such as sensitive customers or food and drink manufacturers, we'll give you any relevant additional information that we have.</p>	

	<p>If we take any action to notify customers of changes in the services supplied, for example issuing boil notices, or to provide any other information in relation to a water quality incident such as issuing general explanations, we will treat all customers on the same basis.</p> <p>We will inform you as soon as reasonably practicable that the water quality incident is resolved.</p> <p><b>Communication</b></p> <p>During the restriction in service you can contact us to request further information and/or justification for the restrictions to water services, by using the standing 24 hour contact arrangements. We'll use reasonable endeavours to respond.</p> <p>Where an event has an impact on specific types of non-household customers or sensitive customers we'll provide any additional information we have to make sure these customers are supported.</p> <p>When we have finished our investigations and the issue has been resolved, we'll let you know about any relevant lessons learnt.</p> <p>If we identify that specialist communications are required with individual non-household customers, for example, the use of water for specific manufacturing processes, we will ask the relevant authority to tell us and we will then tell you:</p> <ul style="list-style-type: none"> <li>• the content of the messages</li> <li>• which organisation will communicate with the non-household customer</li> <li>• the contact details; and,</li> <li>• by when the communications are to be carried out.</li> </ul> <p>We'll assist in preparing communications of technical, scientific or media advice if asked to do so by the relevant authority.</p> <p><b>Regulatory reporting</b></p> <p>Under the Water Industry (Suppliers' Information) Direction 2012, you are required to report each water quality contact (eg letter, email or call) to the Drinking Water Inspectorate.</p> <p>To help us understand and manage water quality please can you provide us with a copy of any report you provide to the Drinking Water Inspectorate.</p> <p>Please send this to: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>Our wholesale contact centre is available 24/7, to provide specialist support. The number is 0800 316 9800.</p> <p>We will ensure continued availability of appropriately trained and competent water quality personnel on a 24/7 basis.</p> <p>Our 24 hour contact arrangements are set out in the <a href="#">contacting us 24 hours a day service</a>.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• we will investigate issues identified or reported to us as soon as reasonably practical</li> </ul>



	<ul style="list-style-type: none"> <li>• when our wholesale contact centre receives information and identifies a need to investigate, our Water Quality team will call your non-household customer back as soon as reasonably practicable</li> <li>• following receipt of a concern about water quality, where appropriate we'll arrange an appointment for samples to be taken from the relevant non-household customer premises (as well as neighbouring premises)</li> <li>• in the event that a water quality issue is identified which requires a restriction on water use for properties within our operational area, we will:             <ul style="list-style-type: none"> <li>○ address the issue</li> <li>○ provide regular updates as information becomes available; and,</li> <li>○ restore services as soon as reasonably practical</li> </ul> </li> <li>• following an incident we will review how it was managed, identify lessons learnt, and where relevant, inform you</li> <li>• following the identification of any lessons learned we will, if necessary, update our incident management arrangements or other relevant business processes.</li> </ul>
Documents related to this service:	<p>Please refer to the following documents:</p> <ul style="list-style-type: none"> <li>• Water Fittings Regulations Enforcement Policy</li> </ul>

ID:	SC-W007	Service:	<a href="#">Ensuring water regulations compliance</a>
Description:		<p>To ensure Water Supply (Water Fittings) Regulations 1999 (hereafter referred to as the water regulations) are complied with by non-household customers and to meet our regulatory obligations we will:</p> <ul style="list-style-type: none"> <li>• promote awareness of the water regulations</li> <li>• review and approve water regulations notifications and drawings submitted with applications for new connections to the water network or changes to existing plumbing systems</li> <li>• carry out proactive inspections of existing premises</li> <li>• ensure the compliance of all new underground pipework systems prior to any new connection to the water network being made</li> <li>• carry out reactive inspections to investigate proposed changes to existing plumbing systems or suspected breaches of the water regulations</li> <li>• respond to water quality incidents</li> <li>• maintain our approved plumber scheme.</li> </ul> <p><a href="#">Site visits</a></p> <p>Whilst carrying out inspections, investigating suspected breaches, monitoring confirmed breaches of the water regulations or carrying out enforcement actions we may need to make announced/planned visits or unannounced/unplanned visits.</p> <p><a href="#">Non-compliance</a></p> <p>Customers are responsible for the compliance of their premises plumbing systems and to ensure that they don't waste or contaminate the water supplied by us.</p> <p>Where we find an actual or suspected serious breach of the water regulations posing a risk to the contamination of the water supply, we may disconnect the water supply.</p> <p>Where a disconnection is made we will notify the market operator in accordance with the Wholesale Contract/Wholesale-Retail Code and only reconnect the supply when the breach has been satisfactorily rectified. For further information refer to the <a href="#">disconnecting for a breach of water regulations</a> service and <a href="#">reconnecting following breach of water regulations</a> service.</p> <p>Where disconnection is not considered necessary we will:</p> <ul style="list-style-type: none"> <li>• issue the non-household customer with an enforcement notice requiring the breach to be rectified within the specified timescales</li> <li>• inform the non-household customer of the breach and what action we will take</li> <li>• provide you with a copy of any correspondence left with or sent to the non-household customer, including any reports produced</li> <li>• monitor the situation through further visits and if necessary take appropriate enforcement action against your non-household customer to ensure the breach is remedied. We can under Section 75 of the Water Industry Act carry out the rectification works not already completed (your non-household customer will be charged for the work carried out under Section 75). Where we intend to take this action, we will notify you of the date when we intend to visit site to complete the works. Where Section 75 action is not suitable and the breach is not remedied we may decide to prosecute your non-household customer.</li> </ul> <p>Should you or your non-household customer require the details of an approved plumber, a list can be found on our website.</p> <p>For details of how to make enquiries regarding water regulations, please refer to our <a href="#">managing water quality and regulations enquiries</a> service.</p>	

	<p><a href="#">Your obligations</a></p> <p>Where you become aware of a breach or suspect a breach of the water regulations (or equivalent regulations), you must immediately:</p> <ul style="list-style-type: none"> <li>• inform us by calling our wholesale contact centre. Tel: 0800 316 9800; and,</li> <li>• remind your non-household customer of their obligations to comply with the water regulations.</li> </ul> <p><a href="#">Powers of entry</a></p> <p>Where we are required to enter your non-household customer’s premises, but are refused entry, we may seek a warrant to use our statutory powers conferred under Section 170 of the Water Industry Act 1991.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We will monitor compliance with water regulations within our operational area and take any appropriate action within our powers to protect the water network and public health.</p> <p>We may carry out site visits at any time and may sometimes visit without notice.</p> <p>If you become aware of a breach or suspect a breach of the water regulations (or equivalent regulations), you must inform us immediately by calling our wholesale contact centre. Tel: 0800 316 9800.</p> <p>Our call centre is available 24/7 to provide support.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• where we are informed of a suspected water regulations breach we will investigate as soon as reasonably practical</li> <li>• where the water regulations visit and non standard water quality visit is planned less than 2 business days in advance we will tell you when the visit will take place, not less than 2 business days following our visit.</li> <li>• we will provide you with a copy of any water quality reports or any notices or correspondence relating to water fittings regulations within 2 business days of the correspondence being given to your non-household customer.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Water Fittings Regulations Enforcement Policy</li> </ul>

ID:	SC-W052	Service:	<a href="#">Managing water quality and regulations enquiries</a>
Description:		<p>Water Supply (Water Fittings) Regulations 1999 enquiries</p> <p>All water customers are responsible for ensuring that plumbing systems, water fittings and appliances are installed, maintained and used in compliance with Water Supply (Water Fittings) Regulations 1999 (hereafter called the "water regulations") . The law requires us to enforce the water regulations within our drinking water supply area.</p> <p>The water regulations are in place to make sure that water users:</p> <ul style="list-style-type: none"> <li>• don't contaminate or waste water through leakage as provided by the water supplier</li> <li>• use water efficiently</li> <li>• give advanced notification of installation work (in specific circumstances).</li> </ul> <p>Our Water Quality and Water Regulations team are happy to respond to all enquires regards water regulations. Our advice service is available to household customers, non-household customers, retailers, other organisations and the general public.</p> <p>When you receive an enquiry from your non-household customer relating to the content, monitoring, assessment or enforcement of the water regulations you can ask us to provide a response to the enquiry. Enquiries should be submitted using our T/007 Water Fittings Enquiries/ Notifications Form, which can be found on our website.</p> <p>When we receive your enquiry, we will:</p> <ul style="list-style-type: none"> <li>• provide you and your non-household customer with a substantive response</li> <li>• where necessary we will arrange a site visit with your non-household customer, notify you of the date of the visit.</li> </ul> <p><a href="#">Water regulations notifications</a></p> <p>When you receive a water regulations notification, please pass it on to us using our T/007 Water Fittings Enquiries/ Notifications Form and attaching any the customer plans or schematics.</p> <p>We will:</p> <ul style="list-style-type: none"> <li>• acknowledge receipt</li> <li>• consider the plans</li> <li>• contact your non-household customer if we require further information or wish to grant consent (which may be subject to conditions)</li> <li>• provide you with a copy of any correspondence.</li> </ul> <p><a href="#">Water quality enquiries</a></p> <p>Where the enquiry relates to a unplanned change in service, or your non-household customer expresses concern about their water they must be directed immediately to our 24 hour wholesale contact centre.</p> <p>To help you respond to enquiries about water quality we have supplied some general information on our website.</p> <p>Items covered on the website include:</p> <ul style="list-style-type: none"> <li>• In your area – ongoing incidents / repairs</li> <li>• fluoride levels</li> <li>• water hardness</li> <li>• water quality reports for each postcode</li> <li>• information about the water supplied</li> <li>• information about how the water is treated</li> <li>• lead – general information</li> </ul>	

	<ul style="list-style-type: none"> <li>• lead pipe – replacement.</li> </ul> <p>Where you require more information from us to help answer your non-household customers' questions, please use form F/01 to forward the request to us.</p> <p>We will then:</p> <ul style="list-style-type: none"> <li>• acknowledge receipt</li> <li>• provide a you with a substantive response; or,</li> <li>• provide your non-household customer with a substantive response, where we've been given permission to do so and provide you with a copy of the correspondence.</li> </ul>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p><a href="#">Water regulations enquiries</a></p> <ul style="list-style-type: none"> <li>• we will respond to water regulations enquiries submitted by you, where you have a valid contract with us</li> <li>• enquiries should be submitted using the T/007 Water Fittings Enquiries/ Notifications Form which can be found on our website</li> <li>• our Water Regulations team are available to respond to enquiries during our normal working hours; Monday – Friday, 9am – 4pm</li> </ul> <p><a href="#">Water regulations notifications</a></p> <ul style="list-style-type: none"> <li>• we will respond to water regulations notifications submitted by you, where you have a valid contract with us</li> <li>• notifications should be submitted using T/007 Water Fittings Enquiries/ Notifications Form, which can be found on our website</li> <li>• our Water Regulations team are available to respond to enquiries/notifications during our normal working hours; Monday – Friday, 9am – 4 pm</li> </ul> <p><a href="#">Water quality enquiries</a></p> <ul style="list-style-type: none"> <li>• we will respond to water regulations enquiries submitted by you, where you have a valid contract with us</li> <li>• water quality enquiries must be submitted using form F/01, which should be submitted electronically</li> <li>• our Water Quality team are available to respond to enquiries during our normal working hours; Monday – Friday, 9am – 5pm</li> <li>• enquiries which relate to an unplanned change in service, or if your non-household customer expresses concern about their water quality they must be directed immediately to our wholesale contact centre, which is available 24/7</li> </ul>
To order:	<p>To order the water quality enquiries service, please submit form F/01.</p> <p>To order the water regulations enquiries and complaints service, please submit the T/007 Water Fittings Enquiries/ Notifications Form.</p> <p>For more information about how to order services please refer to <a href="#">managing service requests</a>.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <p><a href="#">Water regulations enquiries</a></p> <ul style="list-style-type: none"> <li>• we will provide a substantive response to water regulations enquiries within 10 business days of receipt</li> <li>• where we need to carry out a site visit and the visit can be planned 2 or more business days in advance we will tell you the date of the visit. If the visit cannot</li> </ul>

	<p>be planned 2 or more business days in advance we will tell you that we have visited your non-household customer within 2 business days of date of the visit</p> <p><a href="#">Water regulations notifications</a></p> <ul style="list-style-type: none"><li>• we will provide a substantive response to all water regulations notifications within 10 business days of receipt</li></ul> <p><a href="#">Water quality enquiries</a></p> <ul style="list-style-type: none"><li>• we will respond to enquiries submitted via form F/O1 as soon as practicable and in any event within 10 business days or any later date agreed with you</li></ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"><li>• Water Fittings Regulations Enforcement Policy</li></ul>

ID:	SC-W071	Service:	Visiting premises for water quality – unplanned
Description:		<p>To fulfil our regulatory and statutory obligations associated with the Water Supply (Water Quality) Regulations 2016 (hereafter referred to as the water quality regulations), and Water Supply (Water Fittings) Regulations 1999 (hereafter referred to as the water fittings regulations), we may carry out visits to non-household premises, which cannot be planned 2 or more business days in advance.</p> <p>Where we need to arrange the visit with the non-household customer and the visit does not need to be kept confidential eg for statutory sampling visits, we will contact them to agree an appointment.</p> <p>If we need to reschedule the appointment we will contact your non-household customer to agree a new appointment and tell you the date and time of the visit.</p> <p><a href="#">Water quality visits</a></p> <p>We carry out standard sampling visits to, for example:</p> <ul style="list-style-type: none"> <li>• collect samples following an unplanned event or incident, eg a burst main or contamination of water supply</li> <li>• conduct statutory sampling</li> <li>• conduct sampling at neighbouring properties to follow up on customers reporting water quality concerns.</li> </ul> <p>We carry out over 1,000 standard sampling visits to non-household customers' premises every year. We will not notify you of these visits. However, if we need to have further contact with your non-household customer eg to inform them that an issue with the quality of their water has been identified or schedule further visits we will provide you with copies of any correspondence within 2 business days of the correspondence being issued to the non-household customer.</p> <p>We carry out unplanned non standard sampling visits to, for example:</p> <ul style="list-style-type: none"> <li>• carry out further investigation if a sample, previously taken from the premises has failed to meet water quality standards</li> <li>• investigate water quality concerns reported to us by your non-household customer.</li> </ul> <p>We will notify you of non standard sampling visits which take place with less than 2 business days in advance and provide you with a copy of any water quality reports provided to your non-household customer within 2 business days of the correspondence with your non-household customer.</p> <p>At the time of the visit, we may provide your non-household customer with leaflets:</p> <ul style="list-style-type: none"> <li>• explaining the reason for the visit</li> <li>• providing:             <ul style="list-style-type: none"> <li>○ our contact details to arrange a water sampling appointment, where we have been unable to gain access to the premises</li> <li>○ where we have collected a sample, a sample reference number</li> <li>○ information regarding water quality</li> <li>○ details of what action we will take following the visit.</li> </ul> </li> </ul> <p>Following any standard or non standard sampling visit where the sample has failed to meet the relevant water quality levels we will:</p> <ul style="list-style-type: none"> <li>• provide you with a copy of any water quality reports provided to the non-household customer</li> <li>• where necessary, notify you of any further action we plan to take, for example where we have initiated our water quality incident management procedures.</li> </ul>	

	<p><a href="#">Water regulations visits</a></p> <p>We will carry out visits as part of our regulatory obligations to enforce compliance with the water regulations, for example:</p> <ul style="list-style-type: none"> <li>• inspect water fittings</li> <li>• investigate a suspected breach of water regulations</li> <li>• monitor a confirmed breach of water regulations and the progress of remedial actions</li> <li>• carry out enforcement action as required.</li> </ul> <p>Following the visit we will:</p> <ul style="list-style-type: none"> <li>• provide you with a copy of any correspondence we have issued to the non-household customer, including any reports produced</li> <li>• tell you if we intend to take further action at that time or keep matters under review and</li> <li>• monitor the situation and if necessary take appropriate action to ensure the breach is remedied.</li> </ul> <p>Where the visit is planned less than 2 business days in advance, we will tell you that the visit has taken place within 2 business days of the date of the visit.</p> <p>Where we need to carry out a water regulations inspection, it may be necessary to carry out a number of visits in order to complete the inspection, for example on large premises. If we are able to identify that a number of site visits will be required to complete the inspection, prior to the first site visit we will notify you of when the first visit will take place. When we have completed the inspection we will provide you with a copy of the report given to your non-household customer.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>Non-household customers who are concerned about water quality and/or water regulations are able to call our wholesale contact centre. Tel: 0800 316 9800, which is available 24/7.</p> <p>Visits to premises in regards to water quality and/or water regulations are usually undertaken during our normal working hours (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 9am – 4pm</li> </ul> <p>However that when responding to a water quality incident, we may carry out site visits at any time.</p> <p>Appointment times will be arranged during our normal working hours and agreed with your customer. We will endeavour to meet your customers' requirements based upon staff availability.</p> <p>Customers who would like to reschedule an appointment, should call our wholesale contact centre Tel: 0800 316 9800 to request a new appointment.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• where the water regulations visit and non standard water quality visit is planned less than 2 business days in advance we will tell you when the visit will take place, not less than 2 business days following out visit</li> <li>• we will provide you with a copy of any water quality reports or any notices or correspondence relating to water fittings regulations within 2 business days of the correspondence being given to your non-household customer.</li> </ul>



Documents related to this service:	Please refer to the following relevant documents: <ul style="list-style-type: none"><li data-bbox="488 255 1015 291">• Water Fittings Regulations Enforcement Policy</li></ul>
------------------------------------	--

ID:	SC-W072	Service:	Visiting premises for water quality – planned
Description:		<p>To fulfil our regulatory and statutory obligations associated with The Water Supply (Water Quality) Regulations 2016 (hereafter referred to as the water quality regulations), and Water Supply (Water Fittings) Regulations 1999 (hereafter referred to as the water fittings regulations), we may carry out visits to non-household customers' premises, which can be planned 2 or more business days in advance.</p> <p>If we need to reschedule the appointment we will contact the non-household customer to agree a new appointment and tell you the date and time of the visit.</p> <p><a href="#">Water quality visits</a></p> <p>We also carry out standard sampling visits to, for example:</p> <ul style="list-style-type: none"> <li>• collect samples following an unplanned event or incident, eg a burst main or contamination of water supply</li> <li>• carry out statutory sampling</li> <li>• conduct sampling at neighbouring properties to follow up on customers reporting water quality concerns.</li> </ul> <p>We carry out over 1,000 standard sampling visits to non-household premises every year. We will not notify you of these visits. However, if we need to have further contact with your non-household customer, eg to inform them that an issue with the quality of their water has been identified or schedule further visits, we will provide you with copies of any correspondence within 2 business days of the correspondence being issued to the non-household customer.</p> <p>We carry out planned non standard sampling visits to, for example:</p> <ul style="list-style-type: none"> <li>• carry out further investigation if a sample, previously taken from the premises has failed to meet water quality standards</li> <li>• investigate water quality concerns reported to us by your non-household customer.</li> </ul> <p>We will notify you of non standard sampling visits which are planned to take place 2 or more business days in advance and provide you with a copy of any water quality reports provided to your non-household customer 2 business days of the correspondence with your non-household customer.</p> <p>At the time of the visit to carry out standard or non standard sampling, we may provide your non-household customer with leaflets explaining the reason for the visit, providing:</p> <ul style="list-style-type: none"> <li>• our contact details to arrange a water sampling appointment, where we have been unable to gain access to the premises</li> <li>• where we have collected a sample, a sample reference number</li> <li>• information regarding water quality</li> <li>• details of what action we will take following the visit.</li> </ul> <p>Following any standard or non standard sampling visit where the sample has failed to meet the relevant water quality levels we will:</p> <ul style="list-style-type: none"> <li>• provide you with a copy of any water quality reports provided to the non-household customer</li> <li>• where necessary, notify you of any further action we plan to take, for example where we have initiated our water quality incident management procedures.</li> </ul> <p><a href="#">Water regulations visits</a></p> <p>We will carry out visits as part of our regulatory obligations to enforce compliance with the water regulations, for example:</p> <ul style="list-style-type: none"> <li>• inspect water fittings</li> </ul>	

	<ul style="list-style-type: none"> <li>• investigate suspected breach of water regulations</li> <li>• monitor confirmed breach of water regulations and progress of remedial actions</li> <li>• carry out enforcement action as required.</li> </ul> <p>Following the visit we will:</p> <ul style="list-style-type: none"> <li>• provide you with a copy of any correspondence we have issued to your non-household customer, including any reports produced</li> <li>• tell you if we intend to take further action at that time or keep matters under review; and,</li> <li>• monitor the situation and if necessary take appropriate action to ensure the breach are remedied.</li> </ul> <p>Where the visit is planned 2 or more business days in advance and the visit does not need to be kept confidential, we will notify you of the date and time of the visit.</p> <p>Where we need to carry out a water regulations inspection, it may be necessary to carry out a number of visits in order to complete the inspection, for example on large premises. If we are able to identify that a number of site visits will be required to complete the inspection, prior to the first site visit we will notify you of when the first visit will take place. When we have completed the inspection we will provide you with a copy of the report given to your non-household customer.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>We will carry out visits to any premises connected to our water supply network.</p> <p>Customers, who are concerned about water quality or water regulations, should phone our wholesale contact centre. Tel: 0800 316 9800, which is available 24/7.</p> <p>Visits usually take place (excluding bank holidays and public holidays):</p> <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 4pm</li> </ul> <p>However, when responding to a water quality incident we may carry out site visits at any time.</p> <p>Appointment times will be arranged during our normal working hours and agreed with your customer. We will endeavour to meet your customers' requirements based upon staff availability.</p> <p>Customers, who would like to reschedule an appointment, should call our wholesale contact centre to request a new appointment.</p>
To order:	This is not a service you can order.
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• where the water regulations visit and non standard water quality visit can be planned 2 business days or more in advance and the visit does not need to be kept confidential we will tell you when the visit will take place, not less than 2 business days in advance</li> <li>• we will provide you with a copy of any water quality reports or any notices or correspondence relating to water regulations within 2 business days of the correspondence issued to your non-household customer.</li> </ul>
Documents related to this service:	<p>Please refer to the following relevant documents:</p> <ul style="list-style-type: none"> <li>• Water Fittings Regulations Enforcement Policy</li> </ul>

ID:	SC-W094	Service:	<a href="#">Providing of water quality information</a>
Description:	<p>To assist you in meeting your maintenance of records obligations as described in the Regulation 34(2) of the Water Supply (Water Quality) Regulations 2016 we assist by:</p> <ul style="list-style-type: none"> <li>• providing the facility to identify the relevant water supply zones for your customers' premises. This can be done by searching for your non-household customers' postcode on our "Your Water Report postcode checker", this tool is available via our website</li> <li>• providing retailers with a summary of our current Drinking Water Inspectorate Improvement Programmes and associated water supply zone information. This document, updated and circulated quarterly, is available to retailers upon request. The report details the current improvement programmes affecting our operational area and the water supply zones affected.</li> </ul> <p>There are four types of legally binding improvement programmes that may be put in place where a water company supplies water that does not meet the required standards or other statutory obligations and where the issue is likely to recur. The Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zones Information document contains details of these as follows:</p> <ul style="list-style-type: none"> <li>• authorised departures – non-public health related: these set out the steps that the company will take, within a maximum 3 year time period, to achieve compliance for a specific water quality parameter with the relevant UK standard or European Community Directive</li> <li>• notices – public health related: a drinking water inspectorate notice requires us to take certain steps within specified timescales to mitigate an identified risk</li> <li>• undertakings – non-public health related: the company gives an undertaking to carry out a programme of work to secure or facilitate compliance with a standard or other deficiency identified within an agreed timescale. Undertakings are used where there is not a significant risk to human health</li> <li>• enforcement orders – Public health related: the highest level improvement programme. These are served in respect of failures of European standards where authorisations cannot be granted (eg e. coli, enterococci at consumers' taps) and if we have failed to meet the requirements of a notice or undertaking.</li> </ul> <p>To request a copy of the latest version of the Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zones Information document, please email us: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>.</p> <p>When we receive your request we will:</p> <ul style="list-style-type: none"> <li>• send you the current version of the Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zones Information document</li> <li>• add your contact details to our distribution list</li> <li>• send you a copy of the latest document quarterly.</li> </ul>		
Charges:	Charges do not ordinarily apply to this service.		
Availability:	You can utilise our website at any time to access our " <a href="#">Your Water Report postcode checker</a> " and identify a non-household customers' water supply zone.		
To order:	To request a copy of the Drinking Water Inspectorate Improvement Programmes and associated water supply zone information document and to be added to the distribution list, or to update your existing details, please email us: <a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a> .		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> <li>• data requests – We shall respond to requests for the Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zones Information document within 7 business days from receiving the request</li> </ul>		

	<ul style="list-style-type: none"><li>• information updates – We shall release a revised document to those on our distribution list within 10 business days from the end of each quarter of the calendar year.</li></ul>
Documents related to this service:	Specific documents do not apply.

## Part D Definitions of terms

Please note- This is a list of the definitions that have been included in our Wholesale Service Offering, except for where definitions are as defined in the Wholesale Contract/Wholesale-Retail Code, which we have not duplicated here.

Term	Description
Abatement	A reduction to a customer's charges, when for example there is no rainwater feeding into the sewer system.
Accredited entity	An entity which has been independently evaluated and accredited under an accreditation scheme to carry out certain activities defined here.
Actual read	A manual or electronic read of a meter.
Agency	This is an abbreviated term for a public agency such as The Environment Agency.
Allowance	A volumetric adjustment applied to the measured consumption of your customer to reduce the chargeable volume for water and/or wastewater services due to firefighting, leakage, non return to sewer or not having a surface water feeding to sewer.
Advanced Metering Infrastructure mode (AMI)	Advanced Metering Infrastructure (AMI) consisting of a system of digital meters, two way communications (wide area network), and data management systems implemented to enable metering and other information exchange between utility companies and their customers.
Approved plumber	A plumber whose qualifications and knowledge has been checked and verified by us.
Billing	Means any information and activity relating the calculation of wholesale charges.
Billing sample	A sample of trade effluent taken to calculate trade effluent charges from the results of the sample analysis.
Bogus caller	People who try to gain access to premises, often posing as water company employees, in order to carry out an illegal or dishonest act.
Boil notice	Also known as a boil water advisory or a boil water order, is a public health advisory or directive given by government or health authorities, issued by us to consumers when a communities drinking water is or could be contaminated by pathogens. The notice given will give specific directions based on the type of contamination.
Business continuity plan	An essential part of any organisation's response planning. It sets out how the business will operate following an incident and how it expects to return to 'business as usual' in the quickest possible time afterwards.
Business plan	The plan sets out the investment we intend to make to maintain and improve essential water and wastewater services, and achieve the targets agreed with Ofwat.
Calendar day	Any given day of the year.

Term	Description
Cancellation notice	Notice provided from the retailer to the wholesaler to stop the requested disconnection.
Charging band	A unit cost for trade effluent derived from sample analysis results where the values for settled chemical oxygen demand (Ot) and settleable solids (St) fall within pre-defined range values.
Chargeable service	Any service that attracts a charge.
Consent register	A directory of copies of full trade effluent consents, which is available on our website.
Contract	A legal agreement between two parties.
Customer	A retailer, non-household or household customer.
Customer side leakage	The loss of treated water from your customer's underground supply pipe (which usually run from the property boundary up to the entry to the premises) and therefore not owned by Thames Water Wholesale.
Data logger	Equipment fitted to a meter to record the flow of water through the meter at set intervals (usually every 15 minutes).
Default	A debtor has not paid a debt which is required to have been paid.
Delivery hours	The hours the service will start to be delivered; this is defined as Monday – Friday 09:00 (9am) to 17:00 (5pm) on a business day excluding public holidays or a bank holiday in England and Wales under the Banking and Financial Dealings Act 1971
Discontinuation	A discontinuation of a trade effluent consent to reflect a temporary cessation in discharging trade effluent. We do not offer this service. We will process any discontinuation request as a billing change request.
Drought plan	All water companies in England and Wales are required by the Government to produce a Drought Plan. Our Drought Plan sets out the actions we would expect to take in the event of a drought to maintain essential supplies of water while protecting the environment.
Emergency disconnection	A permanent or a temporary disconnection made by us without any previous warning.
Emergency reconnection	Reconnection where your non-household customer has been disconnected but shouldn't have been.
Environment Agency	The body established by section 1 of the Environment Act 1995 and, as the context requires, any equivalent body with jurisdiction over areas in Wales such as Natural Resources Wales.
Estimated read	Projected consumption based on available historical data.
Exchange	Where a meter is changed, in the context of private meters it refers to circumstances when the meter is changed in size, type or location ie not a like for like replacement.

Term	Description
Flatlining	Where the expected data output is either not being provided or only partially provided.
Flood Local Improvement Programme (FLIP)	A flood local improvement program is a flooding device, usually a pump that is strategically placed to mitigate against a premises or premises being subjected to flooding.
Follow on work	Work that we undertake after an initial investigation/action is triggered and service is restored (where it can be restored), in relation to a blockage, flood, pollution or odour, or investigation into rodent activity or defective inspection.
General conditions	Conditions which apply across all services except where specific conditions are detailed at an individual service level. These are can be found in our Wholesale Tariff Document.
Geographical Information System	A system designed to capture, store, manipulate, analyse, manage, and present all types of spatial or geographical data.
Guaranteed Standards Scheme Regulations	Guaranteed minimum standards of service, as laid down in The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2017.
Illegal connection	Any connection made to our clean water assets or distribution network up to the property boundary, which we have not authorised.
Illegal use of water services	Unauthorised connections to the water supply which may include: theft by bypassing or tampering with a meter or making an unauthorised connection to the main, connecting another property onto your existing supply without informing us.
Impractical (when related to installing a meter)	<p>All new and existing non-household properties shall be metered where technically feasible.</p> <p>Due to cost and practicality constraints there are a number of circumstances here we do not meter existing properties; these are defined in our metering policy.</p>
Incident	Any situation which threatens to compromise the provision of water and / or wastewater services and which requires specific actions and management focus to resolve that are not part of 'business as usual'.
In your area	A geographic information system based portal that we use to inform retailers and customers of planned and unplanned changes to water and wastewater services. Previously called TW Live.
Incident management procedures	Thames Water Wholesale procedures designed to ensure that resources are made available to return to normal service operation as quickly as possible and ensure the business and customer impact is minimised where an incident has been escalated.
Infeasible (when related to installing a meter)	We do not believe that any installation is infeasible. It is possible to install a meter at any property, although it may be impractical to do so.



Term	Description
Inset or New Appointments and Variations	A new appointment occurs when Ofwat grants another Undertaker an appointment to provide water and waste water services to customers. A variation occurs when an existing appointed company requests to vary its appointment to change the areas to which it provides services.
Local communication equipment (LCE)	A two-way communication hardware also referred to as a communication smart-point. It is wirelessly installed adjacent to the meter and enables transfer of data from the meter to our systems utilising a wide area network infrastructure.
Logging equipment	Equipment fitted to a meter to record the average flow through the meter at set intervals (usually every 15 minutes).
Market Operator Services Limited (MOSL)	The company established to exercise certain central market functions in relation to the participation of trading parties in the competitive market.
Materially complete	All mandatory information required is provided and the information is sufficient to enable us to undertake the service which has been requested.
Meter accuracy testing in-service limits	For 'lower range' flow rates the accuracy level is + / - 6% For 'upper range' flow rates the accuracy level is + / - 2.5%
Meter menu	Table that provides a list of meters which comply with the Measuring Instruments Directive (2004/22/EC) and have equivalent certification to BS EN ISO 4064:2014 class 2.
Monitoring Certification Scheme (MCERTS)	The Environment Agency's Monitoring Certification Scheme used to approve instruments, people and laboratories.
Network	The infrastructure of pipework and other assets used.
Non return valve	A valve that permits flow in one direction only.
Non-compliance	A breach of a term or condition of the trade effluent consent or other relevant legislation.
Non return to sewer	The difference between the amount of water used and the amount of wastewater returned to the sewer system.
Non standard service	Additional services, over and above the "standard" services, which may be requested by a retailer and be subject to the provision of a quotation by the wholesaler.
Non chargeable service	Any service included in the standard services which does not incur a charge.
Normal working hours	These are defined as hours within our published normal working hours, as set out in general conditions or on a service by service basis.
Notice	Any notice which Thames Water Utilities Ltd is obliged to issue under the Water Industry Act 1991 in connection with services provided to a non-household customer powers – Our legal right to take action which is given to us by legislation.
Notice of direction	A legal document issued to vary the terms of a trade effluent consent.

Term	Description
Ofwat	Water Services Regulation Authority – the economic regulator of the water sector in England and Wales.
Operational area	The geographical area where we provide water and wastewater services. A separate operational area exists for water and wastewater services.
Operational constraint	Any restriction on carrying out work identified by us.
Operational parameters	The following determinands are used for calculating trade effluent charges, Settled Chemical Oxygen Demand, Settleable Solids, Ammoniacal Nitrogen.
Other party	Refers to the contracting party with whom Thames Water have a contract.
Out of hours	These are defined as hours outside of our normal working hours, which may differ by service.
Outside our normal working hours	These are defined as hours outside of our normal working hours, which may differ by service.
Outside stop valve	A valve, external to the premises, which is used to control the supply of water to one or multiple premises.
Outstanding service request	A water and/or wastewater service that has been requested by an outgoing retailer and Thames Water Wholesale is in the process of assessing the request or delivering the service at the time that the non-household customer has switch to an incoming retailer.
Permit	Depending on the context; a drought permit or a street works permit. The latter provides permission to carry out work in the street. The permit may include conditions, which must be complied with.
Planned visits	Work which is planned with two or more business days' notice.
Power of entry	A statutory right for an authorised person to legally enter a defined premises or land for specific purposes.
Private meter	Assets not owned by us which are used to measure flow related to the calculation of trade effluent charges.
Private pipe	A pipe that is not owned by us.
Public Register of Consents (Consent Register)	This is a place where copies of all trade effluent consents are kept for public viewing.
Reactive works	Those works which are planned with greater than two business days' and less than 22 business days' notice.
Refusal (when related to installing a meter)	<p>The following circumstances shall be recorded as a customer refusal:</p> <ul style="list-style-type: none"> <li>• the customer refuses permission for any modifications to the pipework or other fittings that would enable a meter to be installed</li> <li>• the customer is not in for a pre-arranged appointment to fit a meter</li> <li>• inoperable or hidden Internal stop valve which the customer refuses to uncover or repair.</li> </ul>

Term	Description
Repair	Make operable and safe.
Repair of a meter	Meter sizes up to 40mm cannot be repaired Meter sizes greater than 40mm may be repaired by Thames Water Wholesale to extend their operating life. Repair will include replacement of components and cleaning.
Sample	The collection of water or trade effluent discharges; analysis is carried out in an accredited laboratory.
Sample point	Actual point where samples are collected from.
Security and Emergency Measures Direction	A statutory document produced under the provisions of Section 208 of the Water Industry Act 1991. It places a requirement upon Water Companies to keep under review and revise such plans as it considers necessary to ensure the provisions of essential water supply and wastewater services at all times.
Sensitive customer	Any non-household customer who fall within the definition of sensitive set out in the TWUL Sensitive Customers Policy (non-household).
Service component	Means, <ul style="list-style-type: none"> <li>• for water services: metered potable water, metered non potable water, assessed water, unmeasured water and charge adjustments; and,</li> <li>• for sewerage services: metered foul sewerage, assessed sewerage, unmeasured sewerage, surface water drainage Services, highway drainage services, trade effluent services and charge adjustments.</li> </ul>
Service level agreement	An agreement that sets out target timescales for delivering a service.
Service pipes	The pipe connecting the customer to the water main – comprises the communication pipe and the supply pipe.
Service request	A formal request from a retailer/inset provider/third-party for a service to be provided.
Settleable solids (St)	The total settleable solids, settleable in 1 hour from the trade effluent at pH 7.0 or at pH of mixed sewage (in milligrams per litre).
Settled chemical oxygen demand (COD) (Ot)	The chemical oxygen demand of the trade effluent (in milligrams per litre) after one hour quiescent settlement or such other parameter as may be determined by Thames Water.
Shared supply	A single supply from the main that feeds multiple properties, eg a block of flats that is fed by a single communications pipe and supply pipe.
Short delivery timescales	Refer to services that either: <ul style="list-style-type: none"> <li>• need to be delivered in less than 2 business days of the date we successfully receive a service request; or,</li> <li>• an appointment for the delivery of that service is arranged within 2 business days of the date when the appointment was agreed.</li> </ul>

Term	Description
Short term planned works	Those works which are planned within the time period between twenty two business days' and less than three months in advance notice.
Site specific arrangement	The document which contains information about a non-household customer for use in an emergency situation.
Splitter cable	A cable used to connect additional logging equipment to a meter.
Splitter equipment	Cable or other equipment used to connect additional logging equipment to a meter.
Standard meter installation	A standard meter installation will comply with the Thames Water Wholesale meter installation specification.
Standard sampling visits	These include: Statutory sampling, post incident sampling, neighbouring properties following customer reporting water quality concerns.
Standard service	Standard service will vary on a service by service basis. These services may incur charges as set out in the Wholesale Tariff Document.
Start date	This refers to the date the works is planned to start.
Statutory duties	The laws that we must obey, as set out in the Water Industry Act 1991 , or other relevant legislation.
Street works	The act of carrying out work, using equipment and machinery in the street or public highway. The rules that we must adhere to are set out in the New Roads and Street Works Act 1991 (NRSWA) and the Traffic Management Act 2004. Many local authorities also operate permit, notice and lane rental schemes which we must also comply with.
Supply pipe	The section of the water pipe that is the customer's responsibility, this normally runs from the premises boundary (or meter) to the inside stop valve.
Temporary emergency disconnection	The supply will be disconnected at the outside stop valve, (possibly within the meter pit) , but the Supply Point ID will not be deregistered.
Termination	The act of termination a consent to discharge trade effluent.
Thames Water Wholesale Service Offering	This document.
Third-party	Organisation that may act on behalf of retailers or non-household customers.
Trade effluent sampling survey	A series of samples taken by us to determine the charging method and /or the operational parameters.
Traffic management	Collective term for any action taken to ensure compliance with legislation relating to carrying out work in the road or street.
Unique Property Reference Number (UPRN)	A unique number to identify an individual property as issued by each local authority and available as part of The National Land and Property Gazetteer (NLPG).

Term	Description
Unplanned events and incidents	Unplanned events and incidents sets out the processes to be followed in relation to changes to Water Services and/or wastewater Services which are not planned by or on behalf of the Thames Water, for example Emergencies, potential drinking water quality incidents, pollution incidents and droughts.
Unplanned visits	Those visits which are planned within two or more business days' notice.
Unplanned works	Those works which are planned with less than 48 hours' notice.
Valuation Office Agency Billing Authority Reference Number (VOA BA Reference)	The unique property identifier used between billing authorities and the Valuation Office Agency as published on the rating list produced by the Valuation Office Agency and which is available for public inspection.
Variation	A change to a trade effluent consent.
Vulnerable customer	A domestic customer who in the circumstances of an emergency is less able to help themselves.
Warrant	A document issued by a Justice of the Peace to enter a defined premises to carry out a specified action.
Wastage	The loss of water from internal pipes and/or fittings, above or below ground, whether visible or not, that is not normal usage. Within the water industry wastage is also known as plumbing losses (eg leaky-loos, dripping taps). This also includes indiscriminate or excessive water use which allows excess to run to waste.
Water efficiency	The efficient use of water resources through water-saving technologies and simple device improvements, retrofits and/or installations to reduce water consumption, whilst retaining sufficient flow for effective use. Measures implemented to reduce or eliminate wastage.
Water quality incident	An incident declared by Thames Water where the water supply in an area is actually or potentially considered not fit for consumption;
Water Resources Management Plan	A plan which we are required to produce every 5 years, which sets out our strategy to provide a secure and sustainable water supply for our customers over the next 25 years.
Water Supply Licensing Combined Supply Market	Provision where upon a retailer requests another water undertaker to supply water to a premises within Thames Water's area. The retailer must purchase a 'transportation only' service to enable water to travel from a boundary point of Thames Water's area.
Water supply zone	A section of the water supply network supplied by a single source; within this zone there should be no significant differences in composition.
We	Refers to Thames Water Utilities Limited ("TWUL") Wholesale Water & Wastewater.
Website	Refers to <a href="http://www.thameswater.co.uk/wholesale">www.thameswater.co.uk/wholesale</a> .

Term	Description
Wholesale contact centre	The contact point for all customers, retailers and the general public, which should be primarily used for reporting unplanned changes in water and wastewater services, and emergencies. Previously called the Operations contact centre.
Wholesale Contract for Wholesale Services	The contract between Thames Water and the retailer for the provision of wholesale water or sewerage services as the context requires.
Wholesale Contract/Wholesale-Retail Code	<p>The contract between the Contracting Wholesaler and the Contracting Retailer that constitutes:</p> <ul style="list-style-type: none"> <li>(i) a Section 66D Agreement; or,</li> <li>(ii) a Section 117E Agreement; or,</li> <li>(iii) both a Section 66D Agreement and a Section 117E Agreement;</li> </ul> <p>and which, in each case, refers to and incorporates the terms and conditions set out in the Wholesale-Retail Code; and</p> <p>The code of that name issued by the Authority under sections 66DA and 117F of the Water Industry Act 1991 including, without limitation, the Business Terms, the Operational Terms and the Market Terms and any Approved Change from time to time.</p>
Wholesale customers	Retailers, other Wholesalers and third parties (who might be acting as agents on behalf of non-household customers, retailers or other wholesalers).
WIRSAE provider	The Water Industry Registration Scheme Accredited Entity (WIRSAE) established by Lloyds Register to allow companies, who fulfil the scheme requirements, to become registered as accredited WIRSAE providers. WIRSAE providers are referred to as accredited entities in the Wholesale Contract/Wholesale-Retail Code.
You	Retailer(s) with valid contract agreement with Thames Water Wholesale Water & Wastewater.

## Part E References

AMP6 Water Resource Management Plan and Business Plan  
Competition Act 1998  
Market Arrangements Code  
New Roads and Street Works Act 1991  
RWG Return to Sewer Allowance Good Practice Guide  
RWG Leakage Good Practice Guide  
RWG Data Logging Good Practice Guide  
RWG Unplanned Events Good Practice Guide  
RWG Disconnection for Non-Payment Good Practice Guide  
Security and Emergency Measures (Water and Sewerage) Direction 1998  
Traffic Management Act 2004  
Water Act 2014  
Water Industry (Suppliers' Information) Direction 2012  
Water Industry Act 1991  
Water Supply (Water Fittings) Regulations 1999  
Water Supply (Water Quality) Regulations 2016  
WaterSafe Scheme  
Wholesale Contract/Wholesale – Retail Code  
WIRSAE Scheme

For full details of the RWG Good Practice Guides please refer to the [MOSL](#) website.

## Part F Appendix – Documents list

Document name	For use
Disconnection and Reconnection Code of Practice	Public
Gap Site Incentive Policy	Public
Guaranteed Standards Scheme Policy	Retailer/wholesaler
Metering Policy	Public
Non-household Customer Side Leakage Policy	Retailer/wholesaler
Private Blockages Code of Practice	Public
Sensitive Customer Code of Practice	Public
Site Specific Arrangements Code of Practice	Public
Water Fittings Regulations Enforcement Policy	Public





[wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk)

Thames Water, Clearwater Court, Vastern Road, Reading, Berkshire,  
RG1 8DB