

Thames Water Utilities Limited (TWUL) Wholesale

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Version 2.0



NAV Service Offering

Setting out the operational arrangements between TWUL and New Appointments and Variations (NAVs), both prospective and existing, in connection with the provision of services:

- to support applications to Ofwat and/or
- after signing the Bulk Supply Agreement and/or Bulk Discharge Agreement

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Legal foreword

This version of the NAV Service Offering dated 1 April 2021 was published by Thames Water Utilities Limited ("TWUL") and is designated as the NAV Service Offering.

This NAV Service Offering has been produced to provide guidance on:

- how we will interact with prospective and existing NAVs
- what services we offer to prospective NAV applicants to support their application to Ofwat
- water and wastewater services that we will offer in line with the Bulk Supply Agreement and/or Bulk Discharge Agreement to:
 - existing NAVs; and/or,
 - prospective NAV applicants on attaining appointment from Ofwat.

The actual legal relationship between Thames Water Utilities Limited and the NAVs is governed by the Bulk Supply Agreement and/or Bulk Discharge Agreement and relevant legislation.

This document is not intended to create any binding obligations or to be included as part of any contractual terms and conditions between Thames Water Utilities Limited and the NAVs. 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 first 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.

Change control

This document will be updated to reflect any changes to the services we offer, for example in response to changes to the Bulk Supply Agreement and/or Bulk Discharge Agreement and relevant legislation.

Revision history

Date	Version	Changes
1 April 2021	2.0	Emergency contact information amended, SC-W099 SLA amended SC-W101 SLA for sending contract to Ofwat removed. SC-W102 Information regarding highways drainage and surface water drainage abatements requests added.

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Part A – Introduction

Purpose and objectives

This document has been written with NAVs as the primary audience (referred to as "you" throughout). All references to "us" or "we" refer to Thames Water Utilities Limited.

We aim to work successfully with you in providing timely and effective delivery of services. To support this, we have established this NAV Service Offering that builds on the Bulk Supply Agreement and/or Bulk Discharge Agreement that we may have in place with you.

The primary objectives of this NAV Service Offering are to:

- explain clearly the details of our services
- describe how we will work with you to support your application to attain appointment from Ofwat
- describe how we will work with you in providing wholesale services in line with our Bulk Supply Agreement and/or Bulk Discharge Agreement, including the responsibilities and service levels of both parties
- outline the services you can order, and how you can order these services; and,
- state which services have charges.

Summary

This document contains five parts:

Part A: Introduction – in this section we provide the context for this NAV Service Offering.

Part B: Doing business with us – here we give you all the essential information on working with us, including:

- introducing our Wholesale Market Services function, your primary route into Thames Water Utilities Limited
- ordering services from us
- contract and account management.

Part C: Our services – here we list the services that we provide to you in order to support your applications to Ofwat and/or after signing a Bulk Supply Agreement and/or Bulk Discharge Agreement with us. We have set out each individual service:

- providing a description of each service
- clarifying which of the services you can actively order
- 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 NAV Tariff Document
- giving information on how you can order each service, including any forms you may need to use, and the policies which are particularly relevant to the service.

Part D: Definitions – a list of the definitions for terms included in our NAV Service Offering.

Part E: References – a list of the references used in the NAV Service Offering.

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Our tariffs

The charges which apply to you are set out in your Bulk Supply Agreement and/or Bulk Discharge Agreement including reference to our published NAV Tariff (Charges) document.

We have published our NAV Tariff Document to bring these charges together in an easy format for you. This document is available on our website.

In this NAV Service Offering document, we have set out where charges apply for each service and the circumstances under which such charges may be incurred. This document also details information in relation to supply charges, connection charges, NAV infrastructure contributions, income offset and trade effluent charges.

Our commitment

We are committed to:

- supporting your applications to attain appointment from Ofwat
- providing high quality, cost-effective and responsive wholesale services to you; and,
- seeking to ensure that there is a level playing field for all market participants.

Compliance

We are committed to full compliance with the terms of any Bulk Supply Agreement and/or Bulk Discharge Agreement, including all relevant legislation, such as:

- the Water Industry Act 1991
- the Water Act 2014
- our Instrument of Appointment (licence)
- the Competition Act 1998.

We have a governance framework in place to ensure that we will remain compliant if any of the above regulations or statutory requirements 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 dependent upon future demand for services being consistent with the forecasted volumes, the method used to submit service requests and the quality of information provided.

Contact arrangements

To enable effective 24 hour communication, you may contact us by calling us on the telephone number that we will give you when you sign a Bulk Supply Agreement and/or Bulk Discharge Agreement with us, available from Monday – Friday, 9am – 5pm. On calling the number you will 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:

- notify us of any health and safety concerns
- notify us of an unplanned change in water or wastewater services
- contact us regarding matters relating to the management of events, unplanned change and water quality incidents in bulk services
- report any actual, potential or suspected unconsented trade effluent discharge by your customers
- notify us of any pollution reported to you by your customers

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

- report any bogus callers operating in our area.

Access to network maps

To apply to become a NAV for an area you need to tell us where you would like to connect to our network. Your developer may be able to assist you with this. Alternatively, our Property Searches team can provide you with maps of our network in the vicinity of your site. Please refer to the Property Searches [website](#) for details.

Alternatively, you can access our network information using the computer in the reception of our Rose Kiln Court Office, Rose Kiln Lane, Reading, Berkshire, RG2 0BY.

Water quality incidents

Further information on our procedures for bulk supply notifications in the event of a water quality incident are detailed in our:

- Bulk Supply Communication Arrangements and our joint Water Quality Protocol for Bulk Supply Agreements.

The documents above detail the requirements and working procedures relating to communicating water quality issues. They are provided to all NAVs upon commencement of a Bulk Supply Agreement and is reviewed with you on an annual basis.

Drought

We monitor weather conditions and water resources and work with relevant authorities to manage the availability of water within our operational area. We also maintain event 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.

Where dry weather conditions and droughts impact, or may impact, our ability to provide water to you, we will:

- inform you:
 - when we consider a drought, dry weather or wet weather conditions to be developing or escalating; and,
 - when we are giving consideration to any restriction on or reduction in water services
- where we consider necessary, implement our dry weather and drought event management plans and procedures and work with the Environment Agency and any other relevant authorities as required

also confirm to you:

- 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.

Where we are able to, we will also respond to any questions which you reasonably ask us in respect of our plans or messages.

We are permitted to limit or restrict the bulk supply if such a restriction is in accordance with a Drought Order.

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Network events/unplanned works

We will keep you updated on the progress of resolving unplanned changes in water services and notify you and the general public when the event/unplanned changes have been resolved by updating 'In your area'.

In addition to this we will send you, by email, to your chosen point of contact, updates on events which may impact your area until it is concluded. These updates will include postcode areas affected, what the issue is and what action is being taken to resolve it.

You can also contact us using our 24 hour contact arrangements if you need more information on the unplanned changes.

Planned works

Occasionally essential works on our network may require a short service interruption to your supply due to the nature of the work. We will seek 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.

We will provide advance notification of planned interruptions to supply as outlined in our Bulk Supply Agreement with you.

Part B – Doing business with us

This section explains how we will work with you to provide services and the key channels to interact with us and to resolve issues and how our contractual arrangements will work.

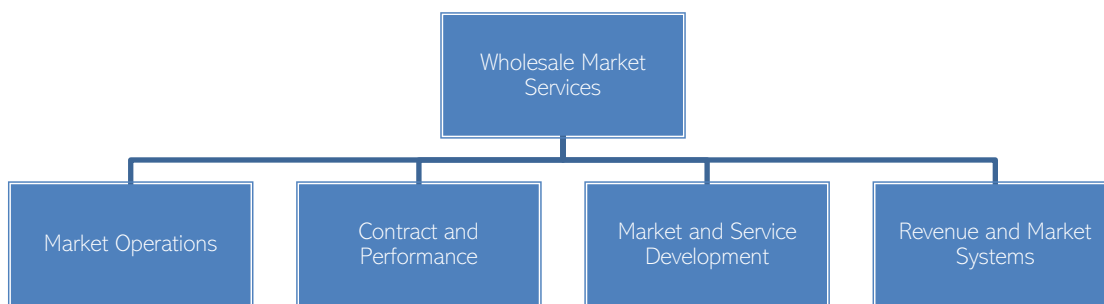
Wholesale market services

We have a function dedicated to supporting you and the smooth operation of the NAV market.

Wholesale Market Services is:

- the commercial and customer service interface between us and purchasers of water and wastewater wholesale services
- the interface between you and our internal business functions to ensure the effective provision of services to you.

Wholesale Market Services functions:



Market operations:

- acts as operational interface for all retailers and NAVs
- manages service requests from retailers and NAVs.

Contracts and performance:

- manages requests for contracts
- manages you joining us as our customer
- manages contracts including resolving disputes
- acts as a point of contact for you
- acts as operational interface and manages service requests
- builds and maintains effective relationships with all our customers
- monitors service levels performance and ensures issues are resolved
- reports on service performance.

Market and service development:

- develops compliant services which meet customer needs
- maintains Thames Water Service Offerings and Tariff Documents
- manages business to business website
- manages market, legal, regulatory and service changes and service improvement
- deals with wholesale market compliance and regulatory queries and challenges.

Revenue and market systems:

- manages invoice production and payments
- carries out revenue forecasting and assurance
- manages revenue queries
- manages credit risks
- manages wholesale market systems requirements

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

- manages system development and change
- manages investigation and resolution of data issues.

Ordering services

You can request services associated with your application by using our Portal, which can be found on our website. You can request access to the Portal by clicking on the NAV Portal Link and providing the information required. Our contracts and account management team will then create a user account for you and send your login details.

You can also request services by emailing us either a Setting up a clean water bulk supply for new appointments and variations (NAVs) or a Setting up a wastewater bulk discharge for new appointments and variations (NAVs) form, which you can find on our [website](#).

Once you have a contract with us you can request services by emailing us the appropriate service request form to: wholesalemarketservices@thameswater.co.uk. Please submit one service request form per email. You may attach any supporting documentation or files on the same email.

For more information on what services you can order and how you can order them, please refer to "Part C – Our services" section of this document.

Contracts and account management

Our NAV account managers will support you prior to, and after, the contract has been setup and provide continuous service to you throughout the duration of your contract.

You may also request meetings (in person or via teleconference) with the contract and account management team to discuss matters regarding existing or prospective NAV sites that you may have at any point in the contracting process. For more information on contracts and account management please refer to our [establishing and managing contracts](#) service.

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Part C – Our services

This part sets out those services which you can order and other water or wastewater services that may impact you and your customers which you may not have initiated.

Service catalogue

The service catalogue lists all 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 Bulk Supply Agreement and/or Bulk Discharge Agreement reference (where applicable). Also shown is whether or not the service is orderable and/or chargeable.

To find detailed descriptions of the 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 NAV Tariff Document and the Bulk Supply Agreement and/or Bulk Discharge Agreement.

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Service catalogue – services offered to support your application to attain appointment from Ofwat

The table below sets out the services which we will provide to support your application to attain appointment from Ofwat. 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	Service	Description	Can you order this service	Do charges apply
Supporting your application	SC-W097	Verifying the unserved status of a site	Verifying whether the site is served or not on receiving request from you.	Yes	No
Supporting your application	SC-W098	Providing consent to transfer a served area	Providing consent to a change in our area of appointment for you to be the NAV for the site.	Yes	Yes
Supporting your application	SC-W099	Providing network information	Providing network information to you in order to help your application process.	Yes	Yes
Supporting your application	SC-W100	Providing risk assessment information	Providing a satisfactory risk assessment for the site in question to submit to Drinking Water Inspectorate as required by Ofwat to approve your application.	Yes	No
Supporting your application	SC-W101	Establishing and managing bulk agreements	Service set around setting up a Bulk Supply Agreement and/or a Bulk Discharge Agreement.	Yes	No

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Service area	Service ID	Service	Description	Can you order this service	Do charges apply
Supporting your application	SC-W107	Making bulk connections	Providing support in getting you connected to our networks, and ensuring we deliver any works we've agreed with you to get the site ready for connection.	Yes	Yes

Service catalogue – services offered after signing the Bulk Supply Agreement and/or Bulk Discharge Agreement

The table below sets out the services we provide you, once you have signed a Bulk Supply Agreement and/or Bulk Discharge Agreement with us.

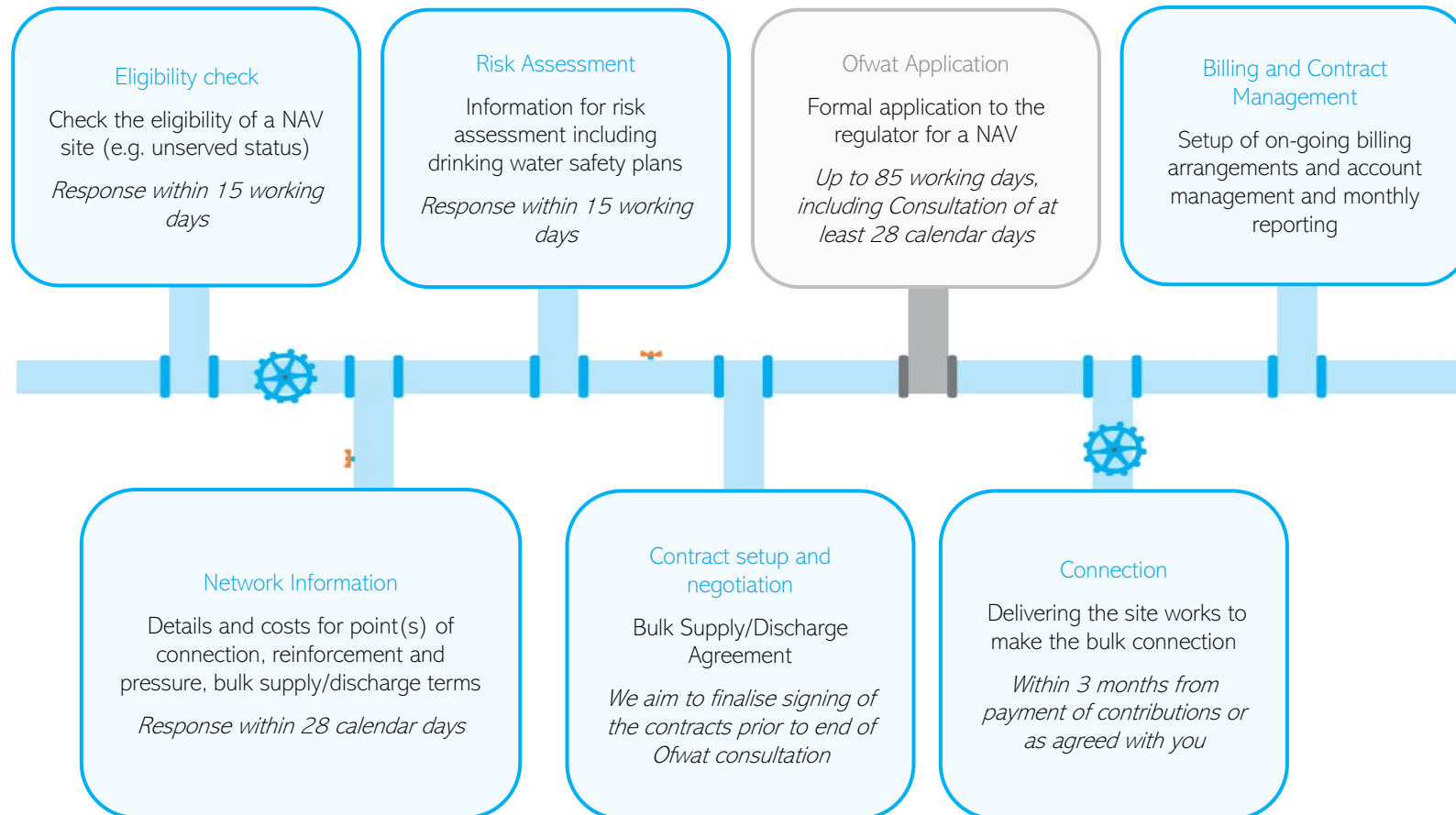
Service area	Service ID	Service	Description	Can you order this service	Do charges apply
Charges and payments	SC-W102	Charging for services	Details information in line with supply charges, NAV infrastructure contribution, income offset credit and trade effluent charges.	No	No
Events and incidents	SC-W112	Managing unplanned changes impacting bulk services	We provide 24 hour contact arrangements for effective communication and keep you updated regarding events and incidents impacting your bulk services.	No	No
Metering and consumption data	SC-W018	Providing on-going consumption data - NAVs	We provide flow data from meters on a monthly basis.	Yes	Yes
Metering and consumption data	SC-W019	Providing historic consumption data - NAVs	We provide flow data from meters for a time in the past, specified by you.	Yes	Yes
Metering and consumption data	SC-W105	Logging meters	We can facilitate in a timely manner you being able to fit a data logger and collect consumption data from the meter.	Yes	Yes

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Service area	Service ID	Service	Description	Can you order this service	Do charges apply
Trade effluent	SC-WW065	Managing trade effluent consents	This service is for NAVs managing prospective or existing trade effluent consents with their customers and seeking our review and input in line with the terms of our Bulk Discharge Agreement. It also covers how we will charge for trade effluent which enters our sewage network through a bulk connection.	Yes	Yes

NAV application timeline

We are responsible for the actions shown in blue on the timeline below.



Supporting your application

ID:	SC-W097	Service:	Verifying the unserved status of the site
Description:	<p>Eligibility</p> <p>In order to become the NAV for a site, you must fulfil the requirements for at least one of the following, as set out in section 7 of the Water Industry Act 1991:</p> <ul style="list-style-type: none">• the unserved criterion• the consent criterion• the large user criterion. <p>You will need to provide evidence to Ofwat that the site is eligible for you to be the NAV for that site. We will provide you with a letter confirming the site status which you can use to support your application to Ofwat.</p> <p>For more information on eligibility please refer to the Ofwat website.</p> <p>Verifying the unserved status of a site</p> <p>You can ask us to verify whether a site is unserved by submitting a request for one of the following:</p> <ul style="list-style-type: none">• request for eligibility check; or,• request for formal quote. <p>For more information regarding formal quotes please refer to our providing network information service.</p> <p>To enable us to process your request you will need to provide us with the following information:</p> <ul style="list-style-type: none">• if you're applying under the 'Unserved' criterion, please provide the information listed below, so that we can carry out the investigation to determine the status of the site.<ul style="list-style-type: none">○ a site map, of scale between 1:200 and 1:500, clearly showing the boundaries of the site○ site address, postcode and grid reference○ if the site is not greenfield, a description of why you consider that the 'Unserved' criterion applies, including plans for demolition or capping of any existing pipework <p>If you're applying under the 'Large user' criterion, please provide us with details of the customer who is considered to be a 'Large user', so that we can make arrangements for the accounts to be transitioned.</p> <p>On receiving the request, we will:</p> <ul style="list-style-type: none">• acknowledge receipt of your request, informing you of any further information we need to progress it• conduct a desktop assessment to check our records and confirm the status of the site; and,• respond with our assessment, advising you of any further actions or next steps <p>If you have also requested a formal quote, this will also be provided.</p> <p>If we consider that the site is unserved, we will issue an eligibility report which you may present to Ofwat as part of your NAV application.</p>		

	<p>If our assessment determines that there are served premises on the site, we will indicate these premises in our response. You may submit a new request with a revised site plan where the boundaries have been redrawn to exclude the served premises or provide us with further information such any plans for demolition of the site and disconnection from our network.</p> <p>If the site is served at the time of appointment, you may ask us to consent to a change in our area of appointment to enable you to become the NAV for the site. For more information, please refer to our consenting to change our license service.</p> <p>Where we have confirmed that the site is unserved, if you haven't already done so, you can ask us to provide you with the following further information:</p> <ul style="list-style-type: none"> ● a formal quote for water connections; and/or, ● a "Request for network information" report for wastewater connections <p>prior to applying for an appointment with Ofwat.</p> <p>For more information please refer to our providing network information, and providing risk assessment information services.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>The contracts and accounts management team are available:</p> <ul style="list-style-type: none"> ● Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). <p>If you are unsure of what you need, please contact us by either phoning us or alternatively emailing us at wholesalemarketservices@thameswater.co.uk.</p>
To order:	<p>You can ask us to verify whether a site is unserved by submitting a Setting up a clean water bulk supply for new appointments and variations (NAVs) or a Setting up a wastewater bulk discharge for new appointments and variations (NAVs) form.</p> <ol style="list-style-type: none"> 1 request for eligibility check; or, 2 request for eligibility check and formal quote. <p>If you're applying under the 'Unserved' criterion, please provide the information listed below, so that we can carry out the investigation to determine the status of the site.</p> <ul style="list-style-type: none"> ● a site map, of scale between 1:200 and 1:500, clearly showing <ul style="list-style-type: none"> ○ the boundaries of the site ○ site address, postcode and grid reference ○ if the site is not greenfield, a description of why you consider that the 'Unserved' criterion applies, including plans for demolition or capping of any existing pipework. <p>If you're applying under the 'Large user' criterion, please provide us with details of the customer who is considered to be a 'Large user', so that we can make arrangements for the accounts to be transitioned.</p>
Service levels:	<p>Where you have requested us to verify whether the site is unserved or not, we aim to provide the following service levels:</p> <ul style="list-style-type: none"> ● respond with an eligibility report within 15 business days of receiving a request.

ID:	SC-W098	Service:	Providing consent to transfer a served area
Description:	<p>This service is applicable to sites where you want to become a NAV under the consent criterion.</p> <p>Requesting consent</p> <p>Where the site is served at the time of appointment, you will need to ask us to consent for you to become the NAV for the site by completing a request form providing the appropriate information and provide site plans, boundary map, details of site phasing, supply requirements and details of existing premises by sending an email to wholesalemarketservices@thameswater.co.uk</p> <p>We will treat each request for consent on a case-by-case basis and terms and conditions (T&Cs) will apply. Each request will be considered with respect to its anticipated customer and commercial impact. The final decision will be approved at Board level. As a part of any decision, we will consider the potential service and bill impact on both our customers and end users of our services.</p> <p>Reviewing your request</p> <p>On receiving your request, we will review the submission and let you know whether more information is required and give instructions for providing it. Once we have all the information we need, we will make a preliminary assessment of the affected assets (e.g. size of network, age and condition) and customers (e.g. number of customers and location on a plan). We will then provide you with a preliminary assessment report along with instructions in order to progress your consent request which will include the next steps and timescales and an estimated consent fee. There is no fee for providing this preliminary assessment report.</p> <p>Acceptance of terms and charges</p> <p>If you decide to proceed with the request, you will need to provide us with written confirmation of accepting the terms and charges, via email, in order to progress your request.</p> <p>Notifying you of the outcome</p> <p>In order to make you an offer we will need approval from our Board and it will also be subject to the outcome of customer consultation. We will then notify you of the offer of consent and the basis on which this offer is made. If you accept our offer, we will provide consent. If however you do not accept our final offer due to any reasons, we will charge you an assessment fee to cover our administration costs incurred.</p> <p>For more information on the consent fee please refer to our NAV Tariff Document available on our website.</p> <p>Providing a letter of consent</p> <p>If you accept the T&Cs and consent fee, we will incorporate the T&Cs of the consent into the relevant Bulk Supply Agreement and/or Bulk Discharge Agreement, including the consent fee, and provide a letter of consent for you to present to Ofwat.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our NAV Tariff Document.</p>		

Availability:	<p>The contracts and accounts management team are available:</p> <ul style="list-style-type: none"> Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). <p>If you are unsure of what you need, please contact us by either phoning us or alternatively emailing us at wholesalemarketservices@thameswater.co.uk.</p>
To order:	<p>To request consent please complete the appropriate information on either a Setting up a clean water bulk supply for new appointments and variations (NAVs) or a Setting up a wastewater bulk discharge for new appointments and variations (NAVs) form. Please refer to section C and D of the form for applications under the consent criteria.</p> <p>Please provide site plans, boundary map, details of site phasing, supply requirements and details of existing premises by sending an email to wholesalemarketservices@thameswater.co.uk.</p> <p>The boundary map should be provided in Shape file form including the file extensions for the shape file. These supporting files are in the form of ".dbf, .prj, .sbn, .sbn, .sbn, .shx"</p> <p>This will enable us to accurately identify the affected customers in the area.</p>
Service levels:	<p>Where you have requested us to provide consent to become the NAV for the site, we aim to provide the following service levels, subject to the complexity of the application, at each point you provide information:</p> <ul style="list-style-type: none"> on receipt of the initial application, subject to the information provided being sufficient, we will aim to provide you with a preliminary assessment report and further instructions to progress the consent request within 30 business days if on receipt of the initial application, additional information is required to progress the application, we will let you know what information is required and any instructions for providing it within 10 business days of reviewing your submission upon receipt of any necessary additional information requested by us, we will aim to provide you with a preliminary assessment report and further instructions to progress the consent request within 30 business days subject to your response on the preliminary assessment we will enter into discussions and seek to expedite your application in a timely fashion.

ID:	SC-W099	Service:	Providing network information
Description:		<p>This service is applicable to NAV applicants that wish to apply to Ofwat to be appointed as the undertaker for a site and require us to provide the network information prior to the application process.</p> <p>Where a developer has approached a NAV applicant to provide services, they may also have approached us for a competitive quote for connecting to our network. In order to ensure robust information handling and separation of the parts of our business which are in competition with you, this service and the associated services offered to NAVs are managed by Wholesale Market Services.</p> <p>Network information</p> <p>In order to make a successful application to Ofwat, you may require certain information about the water and/or wastewater network near the proposed site.</p> <p>You can request network information from us by selecting:</p> <ul style="list-style-type: none"> • for water connections, a formal quote; and/or, • for wastewater connections, a request for network information. <p>Once we've reviewed and analysed the information you've submitted, we will respond to your request:</p> <ul style="list-style-type: none"> • for water connections, by providing you with a formal quote; or; • for wastewater connections, by providing a "Request for network information" report which includes details and costs for point(s) of connection, reinforcement and pressure and bulk supply/discharge terms, or, • informing you that we need more information to determine the best next steps. <p>For more information on our charges please refer to our NAV Tariff Document.</p> <p>Network modelling</p> <p>If you want to connect to our network, we will need to determine whether our network needs to be upgraded. To do this we may need to carry out network modelling.</p> <p>We're responsible for the cost of any modelling and reinforcement work. You will not be charged for the cost of the modelling work providing your new appointment proceeds to completion as set out in the information provided by you with your application for provision of bulk services to your new area of appointment.</p> <p>We will only carry out network modelling work when we know that the development will proceed. Please provide evidence that the development will proceed by providing for example written confirmation from your associated developer is the owner of the land and that there is either outline or full planning permission. Please email this information to us as soon as you have it.</p> <p>If you'd like us to start modelling work ahead of this point, we can do this if you or your developer agrees to underwrite the cost of modelling and design. That means we'll fund the work – but you or your developer agrees to pay the cost of modelling and design if your developer doesn't achieve first occupancy within five years.</p> <p>If you would like to see an example of our underwriting agreement, please email wholesalemarketservices@thameswater.co.uk.</p> <p>We will let you know how long the network modelling is expected to take when we provide a formal quote. We will endeavour to complete the modelling as soon as reasonably practicable but please be aware for complex requests it may take up to 20 months to complete the network modelling and upgrades to our network. We may, however, be able to phase the work to enable you to develop your site. Providing details</p>	

	<p>of the phasing of your development and requirements for building water will enable us to work with you to meet your needs.</p> <p>If there are changes to the information you have provided this may mean there is insufficient supply capacity.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our NAV Tariff Document.</p>
Availability:	<p>The contracts and accounts management team are available:</p> <ul style="list-style-type: none"> • Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). <p>Appointments are available during our normal working hours:</p> <ul style="list-style-type: none"> • Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). <p>If you are unsure of what you need, please contact us by either phoning us or alternatively emailing us at wholesalemarketservices@thameswater.co.uk.</p>
To order:	<p>You can request network information from us by using our NAV Portal and selecting;</p> <ul style="list-style-type: none"> • for water connections, a formal quote; and/or, • for wastewater connections, a request for network information <p>and completing the relevant sections of the form.</p> <p>You can also request network information by sending us either a Setting up a clean water bulk supply for new appointments and variations (NAVs) or a Setting up a wastewater bulk discharge for new appointments and variations (NAVs) form.</p> <p>To support your request, please provide:</p> <ul style="list-style-type: none"> • your developers' proof of ownership of the land and a copy of the outline or full planning permission. If you do not have these please provide an underwriting agreement for the cost of the modelling and design signed by you or your developer • site layout drawing in 'dwg' or 'dgn' format. The scale should be between 1:200 and 1:500 and the plan needs to clearly show the following; <ul style="list-style-type: none"> o site outline o the proposed point(s) of connection for the bulk supply and/or details of preferred point(s) of discharge o phasing/build programme, where applicable.
Service levels:	<p>We aim to provide the following service levels and respond to your request for network information by providing you with either:</p> <ul style="list-style-type: none"> • for water connections, a formal quote; or; • for wastewater connections, a "Request for network information" report, or, • informing you that we need more information to determine the best next steps. <p>within 28 calendar days of payment being accepted. If we are unable to complete your request within 28 calendar days due to the complexity of your request we will let you know as soon as possible. We will always aim to complete your request within 42 calendar days of receiving complete information.</p>

ID:	SC-W100	Service:	Providing risk assessment information
<p>Description:</p> <p>This service sets out the service we provide where you require us to provide a bulk supply of water.</p> <p>Initial risk assessments</p> <p>In order for Ofwat to approve your application for a new appointment and variation, you will need to provide the Drinking Water Inspectorate with a satisfactory risk assessment for water quality the site in question.</p> <p>You can ask us to provide certain information to support this risk assessment, such as drinking water safety plans, by submitting a service request.</p> <p>On receiving your request, we will:</p> <ul style="list-style-type: none">• acknowledge receipt of your submission• collate the relevant risk assessment information for the site; and,• respond with the information you require. <p>We may ask you to provide further information about the site for us to be able to provide the relevant information.</p> <p>Where you have any other query or request relating to water quality or risk management information to support your application please email us: wholesalemarketservices@thameswater.co.uk.</p> <p>On receiving your request, we will:</p> <ul style="list-style-type: none">• acknowledge receipt of your request• collate the relevant information; and,• provide a substantive response. <p>On-going risk management</p> <p>As a new appointee you will be required to meet the requirements of The Water Supply (Water Quality) Regulations 2016, submitting regular reports and risk assessments to the Drinking Water Inspectorate.</p> <p>As your bulk supplier, it is our responsibility to ensure appropriate communication of any water quality issues. This requires your continued collaboration with us on risk management, water quality and network management issues.</p> <p>Water Quality Protocol for Bulk Supply Agreements</p> <p>To ensure effective communication we have aligned our procedures for water quality and risk management communications for NAVs with the Water Quality Protocol for Bulk Supply Agreements guidance published by Water UK and produced Bulk Supply Communication Arrangements. Its purpose is to set out the processes covering the exchange of relevant water quality information between us and includes the information listed below:</p> <ul style="list-style-type: none">• communication of Regulation 28 reports and associated risk assessment details• details of legal instruments associated with assets supplying NAV sites• notification of events, infringements and operational issues• notification of planned work• operational contact details and 24 hour contact. <p>We also request that you cooperate on communication arrangements by signing up to the Water Quality Protocol for Bulk Supply Agreements. This does not amend your Bulk Supply Agreement with us nor create any binding legal obligations.</p>			

	<p>Annual review of performance and communication arrangements</p> <p>We will arrange and facilitate an annual review of performance and share information updates. This is intended to ensure that lines of communication remain current and that you are provided with the information you require to meet your regulatory obligations and manage risk within your network.</p> <p>This will cover items such as:</p> <ul style="list-style-type: none"> ● review of bulk supply details ● review of the bulk supply protocol, associated liaison agreements and relevant contact details ● drinking water safety plans methodology update ● review of risks ● specific water quality issues (events, etc.) <p>In the event of a water quality event or changes impacting your bulk supply, we will notify you at the earliest opportunity, so that you may assess the risk to your customers and take action accordingly.</p> <p>For further details please refer to our 'Bulk Supply Communication Arrangements' document which details the requirements and procedures relating to the communication of water quality issues. It is provided to all NAVs upon commencement of a Bulk Supply Agreement and is reviewed with you on an annual basis.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>The contracts and accounts management team are available:</p> <ul style="list-style-type: none"> ● Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays).
To order:	<p>Initial risk assessments</p> <p>To order this service, please submit a request via our NAV Portal.</p> <p>You can also request risk assessments by sending us either a Setting up a clean water bulk supply for new appointments and variations (NAV) or a Setting up a wastewater bulk discharge for new appointments and variations (NAV) form.</p> <p>On-going risk management</p> <p>Once a Bulk Supply Agreement is made you will be provided with contact details for our water quality team. In the first instance the point of contact for our Water Quality Protocol for Bulk Supply Agreements will be our NAV account manager.</p> <p>To order you should submit enquiries and requests for water quality information related to your area via email to: wholesalemarketservices@thameswater.co.uk.</p>
Service levels:	<p>Where you have requested us to provide initial risk assessment information for your site, we aim to provide the following service levels:</p> <ul style="list-style-type: none"> ● respond with our assessment within 15 business days of receiving your request ● for on-going risk management notifications and regular data transfer intervals you should refer to our Bulk Supply Communication Arrangements document.

ID:	SC-W101	Service:	Establishing and managing bulk agreements
Description:		<p data-bbox="440 320 587 349">Contacting us</p> <p data-bbox="440 367 1374 456">We will enter into a Bulk Supply or Bulk Discharge Agreement with you to provide wholesale services to your prospective/existing NAV site where you have requested us to do so. You can find copies of our standard contracts on our website.</p> <p data-bbox="440 474 1362 595">Our contracts and accounts management team are here to answer your questions and help you through the process of establishing and maintaining a contract with us. We are available between the hours of 9am – 5pm Monday to Friday, excluding bank holidays and public holidays.</p> <p data-bbox="440 613 1321 674">Prior to a contract being signed we can assist you with what steps to take and what information we will need in order to do business with you. You can contact us by:</p> <ul data-bbox="491 694 1107 754" style="list-style-type: none"> • emailing wholesalemarketservices@thameswater.co.uk • writing to: <p data-bbox="539 772 858 954">Thames Water Utilities Limited c/o Wholesale Market Services Clearwater Court Vastern Road Reading RG1 8DB.</p> <p data-bbox="440 1003 671 1032">Requesting a contract</p> <p data-bbox="440 1050 1358 1111">Ofwat requires you to have a signed agreement in place with prior to appointing you as the NAV for the site.</p> <p data-bbox="440 1128 1353 1249">Once we have provided you with a quotation for connection and risk assessment information, which you need for your application to Ofwat, you will be able to request a Bulk Supply Agreement and/or Bulk Discharge Agreement by submitting an application form.</p> <p data-bbox="440 1267 1342 1296">Please ensure that all the relevant information, summarised below, has been provided.</p> <ul data-bbox="491 1314 1251 1536" style="list-style-type: none"> • a site plan clearly outlining your proposed area and the boundaries • a build profile for the proposed area • a map outlining our preferred point of connection/point of discharge • a site phasing plan for the proposed area • the onsite mains design including pipe sizes and lengths • any other accompanying documents relating to your application. <p data-bbox="440 1554 1286 1615">We will confirm that the application is complete or let you know if we require any additional information.</p> <p data-bbox="440 1677 740 1706">Sending you a draft contract</p> <p data-bbox="440 1724 1353 1814">On receiving your bulk service request, and on having received the information required we will send you a draft contract for review. Our contracts and accounts management team will be available to answer any questions about the standard contract terms.</p> <p data-bbox="440 1832 1353 1892">The draft contract will include a site schedule (Schedule 3) populated with the relevant information about your area of appointment.</p> <p data-bbox="440 1955 655 1984">Signing the contract</p>	

	<p>We will send you a signed contract or ask for further information as soon as is reasonably practicable. After you have returned the contract, signed by your authorised signatory, you can ask for the connection to be made.</p> <p>Contract and account management</p> <p>Once you have signed a contract with us your account manager will provide continuous services to you throughout the duration of your contract. This includes:</p> <ul style="list-style-type: none"> • day to day management of your contract • manage and update the list of premises connected to the distribution network in order to facilitate calculation of infrastructure contributions • review contract governance and service provision • ensure our supply meters are working and read • management of relationship between yourselves, our developer services team and any other relevant business units including performance feedback channels • manage and resolve contractual disputes and escalation above the relevant business units • management of instances in which the NAV believes the terms & conditions or delivery of the deal were breached or misunderstood; and, • carrying out activities to understand and enhance NAV customer satisfaction. <p>You may also request meetings (in person or via teleconference) with the contract and account management team to discuss matters regarding existing or prospective NAV sites that you may have at any point in the contracting process.</p> <p>Contract variations</p> <p>In the instance where you want to amend the Bulk Supply Agreement and/or Bulk Discharge Agreement you will need to make a request in writing to your account manager.</p> <p>Termination of contract</p> <p>Termination of the contract will occur in line with the stipulations set out in the termination sections of the Bulk Supply Agreement and/or Bulk Discharge Agreement. As applicable, we will notify Ofwat within the relevant timescales.</p> <p>Making enquiries and/or complaints</p> <p>If you have any enquiries or complaints that relate to:</p> <ul style="list-style-type: none"> • our charges • your service requests • bills issued by us • payment of our charges • account management, for example, updating contact details • services provided by us • an appointment we have arranged with you • any other questions relating to your building or development work. <p>Please contact us by emailing us at wholesalemarketservices@thameswater.co.uk, writing to us or phoning your account manager.</p>
Charges:	Charges do not ordinarily apply to this service.

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Availability:	<p>The contracts and accounts management team are available:</p> <ul style="list-style-type: none">Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). <p>Appointments are available during our normal working hours:</p> <ul style="list-style-type: none">Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays).
To order:	<p>You can request a Bulk Supply Agreement and/or Bulk Discharge Agreement by submitting an application using our NAV Portal after you have received a completed formal quote or network information.</p> <p>You can also email us either a Setting up a clean water bulk supply for new appointments and variations (NAVs) or a Setting up a wastewater bulk discharge for new appointments and variations (NAVs) form after you have received a completed formal quote or network information.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none">send you a signed contract or ask for further information as soon as is reasonably practicable

ID:	SC-W107	Service:	Making bulk connections
Description:		<p data-bbox="426 271 892 300">Getting you connected to our water network</p> <p data-bbox="426 318 1382 501">You can ask us to provide a detailed design and quote for the bulk connection. You can request a connection using the Setting up a clean water bulk supply for new appointments and variations (NAVs) form. When we receive your request we will contact you to arrange payment of the application fee and design fee (which will be the lowest tariff band). Please be aware that re-applications will incur a charge for re-design and requote fee. Our charges are set out in Charging arrangements for connection services on our website.</p> <p data-bbox="426 519 1374 580">When you have paid the charges, we will start work to produce a quote for the connection, which will be sent to you buy your NAV account manager.</p> <p data-bbox="426 598 1385 781">You can accept the quote by emailing your NAV account manager who will arrange payment against the connection quote. Once you have paid for the connection, please resubmit the Setting up a clean water bulk supply for new appointments and variations (NAVs) form, ticking the box to indicate that you've accepted the quotation and wish for the connection work to commence. When we receive your request, we will work with you to get your connection made.</p> <p data-bbox="426 844 632 873">Delivering the work</p> <p data-bbox="426 891 1366 981">We'll arrange a site meeting so that we're coordinated in our understanding and approach to the works. Once everyone's ready to go, we'll deliver any works we've agreed with you to get the site ready for connection.</p> <p data-bbox="426 999 1358 1120">We'll let you know when our work is complete, and you can perform the necessary final steps to connect with the on-site network. Once you have connected your supply, please let us know that the site has been connected (using the usual communication channels) and we'll update our records to reflect this.</p> <p data-bbox="426 1182 836 1211">Connecting to our wastewater network.</p> <p data-bbox="426 1229 1378 1319">We expect you or your developer to construct the new wastewater network including making the connection to our sewer*. However, before you connect to our sewer you need to:</p> <ul data-bbox="475 1328 1386 1518" style="list-style-type: none">• notify us that you intend to connect to the network (please provide a minimum of 14 days)• have a signed Bulk Discharge Agreement in place• confirm the point of connection• provide design drawings of the connection; and,• provide the planned date of connection. <p data-bbox="426 1536 1241 1565">Please email this information to wholesalemarketservices@thameswater.co.uk.</p> <p data-bbox="426 1583 903 1612">We will review the connection details and will:</p> <ul data-bbox="475 1630 1386 1756" style="list-style-type: none">• let you know if we have any comments regarding the work• let you know if we are happy for the work to proceed; and,• ask you to pay the connection charges set out in our Charging arrangements for new connection services on our website. <p data-bbox="426 1774 1386 1895">Once we have agreed the connection and you have paid the charges you can proceed with the connection. Please let us know when the connection has been made so we can arrange for the work to be inspected. Please note that the date of connection will be used as the date billing for your waste discharge will commence.</p> <p data-bbox="426 1912 1374 2033">If you have carried out the connection work yourself, please let us know when the connection has been made so that we can arrange for the work to be inspected. When we have inspected the work, we will let you know if there are any rectification requirements that you need to make.</p>	

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

	<p>*Where your bulk wastewater discharge requires connection to a Thames Water trunk sewer, and we've approved the connection we'll insist on doing this work ourselves under Section 107 of the Water Industry Act. We'll contact you to discuss the process including costs, surveys, site meeting and construction.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our NAV Tariff Document.</p>
Availability:	<p>The contracts and accounts management team are available:</p> <ul style="list-style-type: none"> • Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). <p>Appointments to undertake site surveys are available during our normal working hours:</p> <ul style="list-style-type: none"> • Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays).
To order:	<p>To request this service please complete the appropriate information on our NAV Portal. This includes information about key contacts, date(s) of connection, and who is carrying out the work for making the physical connection to our network.</p> <p>You can also request a connection by sending us either a Setting up a clean water bulk supply for new appointments and variations (NAVs) or a Setting up a wastewater bulk discharge for new appointments and variations (NAVs) form.</p>
Service levels:	<p>Where we perform the new bulk service connection, we aim to provide the following service levels:</p> <ul style="list-style-type: none"> • within 28 days from receiving an application for a bulk service connection, we'll provide a quote • within 21 days from acceptance of quote (dependent on any third party restrictions such as traffic management), we'll plan to complete the bulk service connection • we will carry out a site visit to inspect the wastewater connection within 21 calendar days of being notified that the connection has been made.

Charges and payments

ID:	SC-W102	Service:	Charging for services
Description:		<p>Our NAV Tariff Document, which can be found on our website, sets out our supply charges and our charges relating to one off or discrete services which are delivered in addition to bulk supply and discharge services.</p> <p>Supply charges</p> <p>Where you have a Bulk Supply Agreement and/or Bulk Discharge Agreement with us, you will need to pay water and/or wastewater charges.</p> <p>It is our policy to meter supplies to all NAV sites and, therefore, the supply charges (which may include fixed charges as well as volume-related charges) are calculated using metered tariffs outlined in our NAV Tariff Document.</p> <p>Unless stated otherwise in the Bulk Supply Agreement and/or Bulk Discharge Agreement, your supply charges:</p> <ul style="list-style-type: none"> • are calculated monthly based upon the volume supplied in the previous month, and, • will be invoiced monthly in arrears and are subject to 14 day payment terms. <p>Please note that different arrangements may apply in water only or wastewater only contracts.</p> <p>We may also invoice for other charges incurred (e.g. infrastructure contributions) subject to contract.</p> <p>We will aim gather readings for all our meters supplying the site at least quarterly. Where we cannot take a read for any billing window, we will substitute an estimated read for the period of supply in question.</p> <p>Where a site is subject to large use water and/or wastewater charges, (based on consumption volumes as set out in our NAV Tariff Document) we will review these annually following the end of each financial year. Should the level of use and tariff band have changed we will apply a credit or debit for under or over payment of charges in the prior year and change to the appropriate tariff for the current financial year.</p> <p>Subject to the type of NAV tariff applied, we will notify you if we intend to change the tariff following our annual review and provide a summary of the past year's usage as evidence for the relevant tariff before the next invoice is sent. We do not take into account forecasted future usage as part of this assessment.</p> <p>You can challenge the tariff allocation we have made.</p> <p>We will investigate and determine if the current tariff is still applicable and agree any changes with your authorised officer.</p> <p>Where a supply has been provided but not charged for, we may seek to recover historic charges in line with the prevailing regulations.</p> <p>If you have doubts about the accuracy of a meter, you can request that a meter is tested.</p> <p>Please note that:</p> <ul style="list-style-type: none"> • charges apply if the meter is found to be accurate • if the meter is found to be inaccurate, we will replace it and discuss and agree an adjustment for the period of inaccuracy. <p>Trade effluent charges</p>	

Where you have a Bulk Discharge Agreement with us, you are required to consult with us on the approval or variation of any trade effluent consent which will impact discharge into our network.

Where you grant a trade effluent consent to a customer within your site, we will charge you for the treatment of any trade effluent which enters our wastewater network in line with charges set out in our NAV Tariff Document and charged monthly in arrears as set out above.

Infrastructure contribution and income offset credit

To enable us to improve our network and provide water and wastewater services to your site we will ask you to contribute to the cost of the work. This is known as an infrastructure contribution. However, we recognise that we will earn income from your site being connected to our network and therefore we will credit your infrastructure contribution with an income offset credit. Infrastructure contributions and the methodology for calculating the income offset credit are set out in our Charging arrangements for new connection services document, which is available on our website. Please note that the income offset credit will be calculated for the number of properties only where there is detailed planning permission in place at the time of request. Standard variation rules will apply, as per the Bulk Supply Agreement you have with us. Please contact Wholesale Market Services for further detail on the variation clauses. In the instance where a site is not liable for infrastructure contributions (as per Section 143 of the Water Industry Act), income offset credit is not applicable.

When you request a bulk supply contract you will be able to choose when you want to make you infrastructure by choosing one of the following types of contract.

1. up front infrastructure contributions and income offset credit - We will calculate the infrastructure contribution and income offset credit due based on the total number of expected connections on your site. You will need to provide us with the expected number of connections to enable us to calculate the amount due. We will then issue an invoice or a payment.

You will need to email us the information listed below within 10 business days of 1 April and 1 October each year so that we can update our records.

- the site name
- the address of each of the premises connected to the water and wastewater networks since the start of the contract the date of each connection (water and wastewater if different)

Once your development is complete, we will review the number of connections made compared with the original development design and the number of expected connections. Following this review, we will either issue an invoice or a credit.

2. twice yearly infrastructure contribution and income offset – We have two Infrastructure contribution charging periods. These run from;
 - 1 April to 30 September; and,
 - from 1 October to 31 March

We will calculate the infrastructure contributions and income offset due based on what has been built over the previous 6 months. The infrastructure contribution and income offset will be calculated based on the charges set for that financial year in which the connection was undertaken. See below for further information about notifying us of new connections in your area.

You will need to email us the information listed below within 10 business days of 1 April and 1 October each year so that we can update our records and calculate the value of any financial transaction. We ask that you send the following information for the new connections made in the previous six months.

- the site name; and,

	<ul style="list-style-type: none"> the address of each of the premise connected to the water the address of each of the premises connected to the water and wastewater networks since the start of the contract the date of each connection (water and wastewater if different) <p>to wholesalemarketservices@thameswater.co.uk</p> <p>On receipt of the data we will:</p> <ul style="list-style-type: none"> acknowledge receipt of the data; and, calculate the financial contribution due based on your choice of contracts as set out above <p>Billing/payments</p> <p>We will supply you with a monthly invoice for services at each site.</p> <p>Invoices should be paid electronically and interest will accrue for late payment, in line with the terms and conditions set out in the relevant bulk service agreement.</p> <p>We may send you additional, separate invoices for additional services you have requested such as provision of data, We will also send separate invoices for infrastructure contributions.</p> <p>Any query or request relating to:</p> <ul style="list-style-type: none"> billing/payments provision of consumption data infrastructure contribution and income offset trade effluent charges tariff review or challenging your tariff <p>should initially be made to your NAV account manager who will manage our response and/or forward your enquiry to the relevant business area.</p> <p>Please contact them via wholesalemarketservices@thameswater.co.uk</p> <p>Abatements</p> <p>Where a NAV site does not discharge surface water from properties and/or highways to our sewers, an abatement for surface water and/or highways drainage charges can be claimed based on pipe size.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	<p>The contracts and accounts management team are available:</p> <ul style="list-style-type: none"> Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays).
To order:	<p>To request a surface water and/or highways drainage abatement, please complete the Request for a Surface Water and/or Highways Drainage abatement form which can be found on our website. Please email our completed form to wholesalemarketservices@thameswater.co.uk.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> the NAV infrastructure contribution for an infrastructure contribution period shall be calculated by us as soon as reasonably practicable after we receive a materially complete new connections data for that infrastructure contribution period once calculated, the infrastructure contribution charges will be included on the next monthly invoice issued by us to you charging queries will be responded to within 10 business days.

Events and incidents

ID:	SC-W112	Service:	Managing unplanned changes impacting bulk services
Description:		<p>An unplanned change to water services and/or wastewater services may include:</p> <ul style="list-style-type: none"> • water quality incidents • changes in water pressure • leakage and/or burst mains • interruptions to the supply of water • wastewater asset failures e.g. blockages • unconsented trade effluent discharges and/or pollution. <p>Working together</p> <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 communicate directly with us for matters related to changes to your operational service, incidents and emergencies, and protecting public health so that we are able to collect all the information we may need.</p> <p>To enable effective 24 hour communication, you may contact us by calling us on the telephone number that we will give you when you sign a Bulk Supply Agreement and/or Bulk Discharge Agreement with us, available from Monday – Friday, 9am – 5pm. On calling the number you will 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"> • notify us of any health and safety concerns • notify us of an unplanned change in water or wastewater services • contact us regarding matters relating to the management of events, unplanned change and water quality incidents in bulk services • report any actual, potential or suspected unconsented trade effluent discharge by your customers. <p>We also expect you to have a 24 hour point of contact for us to use in case we need to communicate with you about an unplanned change in water and/or wastewater services. Where needed 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"> • take action • prepare to take action; and/or, • be aware of the information in order to react appropriately to any enquiry you receive. <p>Where appropriate, we will proactively contact you to confirm receipt of the information using the standing on-call arrangements.</p> <p>We will keep you updated on the progress of resolving unplanned changes in water services and notify you and the general public when the unplanned changes have been resolved by updating 'In your area'.</p> <p>In addition to this we will send you, by email, to your chosen point of contact, updates during the event, until it is concluded. These updates will include details of which postcodes are affected, what the issue is and what action is being taken to resolve it.</p>	

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

	<p>You can also contact us using our 24 hour contact arrangements if you need more information on the unplanned changes.</p> <p>If your bulk supply is affected by unplanned change in the performance of our network, we will use reasonable endeavours to provide a backup supply or alternative supplies.</p> <p>Following the resolution of an unplanned change we may ask for your cooperation to review the response to the incident in order to share lessons learnt or improve resilience and incident management procedures.</p>
Charges:	Charges do not ordinarily apply to this service.
Availability:	To enable effective 24 hour communication, you may contact us by calling us on the telephone number that we will give you when you sign a Bulk Supply Agreement and/or Bulk Discharge Agreement with us, available from Monday – Friday, 9am – 5pm. On calling the number you will 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.
To order:	This is not a service you can order.
Service levels:	Specific service levels do not apply.

Metering and consumption data

ID:	SC-W018	Service:	Providing on-going consumption data
Description:	<p>If you would like to regularly receive data about a bulk water supply into your area, you can ask us to provide you with consumption data on a monthly basis, this is known as our on-going consumption data service.</p> <p>Consumption data consists of flow data in l/s (litres per second) and is collected from our bulk supply meters. Data is recorded at 15 minute 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 on-going consumption data, you need to submit the NAV/O3 consumption data service request form.</p> <p>When we receive your application:</p> <ul style="list-style-type: none"> • we will check that it is complete. If it isn't sufficiently complete, we will let you know what information we need • if your application is complete, we will check whether the data from the meter is available and let you know • if the data is available, we will email you to let you know your application has been accepted. A 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. <p>Each month we will email you a spreadsheet containing the data for the previous month and we will continue to provide you with data until the service is cancelled.</p> <p>Should you wish to terminate your on going consumption data service, please email us at: wholesalemarketservices@thameswater.co.uk.</p>		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our NAV Tariff Document.</p>		
Availability:	<p>We do not guarantee to 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 should this occur.</p> <p>All enquiries about the supply of consumption data should be made in the first instance to Wholesale Market Services on: wholesalemarketservices@thameswater.co.uk.</p> <p>Should you wish to terminate your consumption data service, please email us at: wholesalemarketservices@thameswater.co.uk Wholesale Market Services are available during our normal working hours;</p> <ul style="list-style-type: none"> • Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). 		
To order:	<p>To request this service, please submit the NAV/O3 consumption data service request form.</p>		

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none">• we will respond to your enquiry regarding our on-going consumption data services within 10 business days• 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• 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• 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• we will email you with a spreadsheet containing the previous month's data, within 10 business days of the month end.
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ID:	SC-W019	Service:	Providing historic consumption data
Description:	<p>If you would like data about a bulk water supply into your area during a period of time in the past, you can request historic consumption data for the period of time which you are interested.</p> <p>Consumption data consists of flow data in l/s (litres per second) and is collected from our bulk supply meters. Data is recorded at 15 minute 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 the NAV/03 consumption data service request form. This can be found on our website and should be submitted electronically.</p> <p>When we receive your application, we will:</p> <ul style="list-style-type: none"> • check that it is complete, if it isn't sufficiently complete, we will let you know what information we need • if your application is complete, 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 • if the data is available, email you a Microsoft Excel spreadsheet containing the data requested. 		
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our NAV Tariff Document.</p>		
Availability:	<p>We do not guarantee to 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 should this occur.</p> <p>All enquiries about the supply of consumption data should be made in the first instance to Wholesale Market Services on: wholesalemarketservices@thameswater.co.uk.</p> <p>Wholesale Market Services are available during office hours:</p> <ul style="list-style-type: none"> • Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). 		
To order:	<p>To request historic consumption data you need to submit the NAV/03 consumption data service request form.</p>		
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> • we will respond to your enquiry regarding our historic consumption data services within 10 business days • following receipt of your request we will notify you within 5 business days to confirm whether your request has been accepted or not • 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 • if your request is accepted, we will either: <ul style="list-style-type: none"> ○ send you the data requested by email within 10 business days; or, ○ advise you that the data for the period requested is not available and may advise what data is available within 10 business days. 		

ID:	SC-W105	Service:	Logging meters
Description:		<p>The purpose of this service is to facilitate in a timely manner you being able to fit a data logger and collect consumption data from the meter.</p> <p>If you would like to attach a logger to our meter you can either:</p> <ol style="list-style-type: none"> 1. arrange to meet one of our engineers on site who will, following the installation of the output cables and logger by your engineer, configure the meter to ensure you are able to gather data from your logger. For more information refer to Enabling your data logger section below 2. ask us to fit an output cable so that you can attach a logger to the meter. For more information refer to our Fitting output cables service below. <p>Enabling your data logger</p> <p>If you want to install the output cable and logger yourselves, you can arrange to meet one of our engineers on site who will carry out any minor alterations needed to enable you to fit your equipment and, following your installation of the output cable, configure the meter to ensure you are able to capture the meter data from your logger.</p> <p>You can request this service by completing a NAV/O2 form.</p> <p>Once we receive your request we will:</p> <ul style="list-style-type: none"> • confirm that we've received it • assess your request for completeness and make sure that your suggested logger is suitable for attachment to our meter. We may ask you for more information if required, we may require photos of the current meter installation and any relevant drawings of the proposed logger setup to ensure that the cable installation can be done appropriately • provide you a date and time when our engineer will be able to meet you on site. <p>If during the site visit you are unable to fit your equipment to the meter because the work is non-standard e.g. if there isn't any secured space available for the cable and/or data logger ,or traffic management and/or a street works permit is required we will carry out a survey and send you a quote for the work.</p> <p>Upon acceptance of the quote we will carry out the work, notify you that it is complete and provide a date and time when we will be able to meet you on site to enable you to fit your equipment.</p> <p>Fitting output cables</p> <p>To enable you to fit a logger to the meter you can ask us to fit an output cable to the meter which you can connect your logger to. You can request this service by completing a NAV/O2 form.</p> <p>Once we receive your request we will:</p> <ul style="list-style-type: none"> • confirm that we've received it • assess your request for completeness and make sure that your suggested logger is suitable for attachment to our meter. We may ask you for more information if required, for example we may require photos of the current meter installation and any relevant drawings of the proposed logger setup to ensure that the cable installation can be done appropriately 	

	<ul style="list-style-type: none"> let you know if it is not technically possible to fit an output cable to the meter and provide you with other options for obtaining consumption data wherever possible. <p>If it is possible to fit an output cable, we will arrange a site visit to fit the cable. We will fit either a bare end cable or a mil-spec plug end cable depending on the type of meter. If we fit a bare end cable you will need to fit a waterproof case when you install your logger.</p> <p>We might be unable to fit an output cable on our first visit due to either wrong information provided, technical feasibility of the meter or if there isn't any secured space available for the cable and/or data logger, or traffic management and/or a street works permit is required.</p> <p>In each case, we will contact you to either:</p> <ul style="list-style-type: none"> ask you for additional information; or, inform you that a cable cannot be fitted to the meter, and provide you with other available options for obtaining consumption data wherever possible; or, provide you with a secured space for a logger that will be fit for purpose; or, if traffic management and/or street works permits are required provide a quote to fit the output cable. <p>Once the output cable has been fitted, we will notify you that the work has been completed so that you can attach your data logger.</p> <p>Consumption data</p> <p>Where you are unable to fit your own logging equipment, we may be able to provide you with a consumption data service or alternatively you may need to install a private sub-meter. For more information on our consumption data services please refer to our:</p> <ul style="list-style-type: none"> providing on-going consumption data; and, providing historic consumption data services.
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our NAV Tariff Document.</p>
Availability:	<p>To ask us to meet your engineer on site to enable your logger or fit an output cable, please complete a NAV/02 data logging request form and email it to our NAV account managers. You can contact us in relation to this service during our normal working hours:</p> <ul style="list-style-type: none"> Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays). <p>We offer morning appointments Monday – Friday, 8am – 12am. We can be available for afternoon appointments, but we will consider each request individually.</p>
To order:	<p>You can request this service by completing a NAV/02 Data logging request form and sending it to wholesalemarketservices@thameswater.co.uk.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> we will reply to your application within 10 business days of receiving it we'll make arrangements to meet your engineer on site to enable your logger within 10 business days we'll make arrangements to fit the output cable within 20 business days if there is a secure space for your logger, subject to our supplier availability if a secured space is not available for the customer logger it can take up to 30 business days to fit the output cable, providing no traffic management is required we will notify you that the installation of the output cable is complete within 2 business days.

Trade effluent

ID:	SC-WW065	Service:	Managing trade effluent consents
Description:		<p>This service is for NAVs managing prospective or existing trade effluent consents with their customers and seeking our review and input in line with the terms of our Bulk Discharge Agreement. It also covers how we will charge for trade effluent which enters our sewage network through a bulk connection.</p> <p>Please note that our respective obligations are set out in the relevant Bulk Discharge Agreement.</p> <p>Assessment of trade effluent applications, variations and notification of terminations</p> <p>Where you have a Bulk Discharge Agreement with us, you're required to consult with us on the approval or variation of any trade effluent consent which will impact your discharge into our network.</p> <p>We will offer this service to you so you're able to respond to trade effluent applications and variations.</p> <p>To enable us to fully assess the proposed consent we require a copy of the form G/02 completed by your customer and a copy of the draft consent.</p> <p>On receiving the application, we will:</p> <ul style="list-style-type: none"> • acknowledge receipt of your request and, if required, ask you to provide further information • respond with our assessment or an acknowledgement of your consent termination. <p>Within our assessment we will:</p> <ul style="list-style-type: none"> • confirm if the trade effluent discharge or variation is acceptable and detail any conditions, we require in the consent you issue to the non-household customer • where the discharge is unacceptable, request that you refuse the consent or variation. <p>We may ask you to provide further information about the consent application to enable us to provide a comprehensive response.</p> <p>Where an assessment is acceptable, we will also:</p> <ul style="list-style-type: none"> • notify you of the trade effluent charging and data requirements • arrange for our NAV account manager to contact you on a six monthly basis to discuss current trade effluent consents in your NAV areas • co-operate in seeking to comply with our joint duties under current legislation. <p>Once you grant the consent or variation, please:</p> <ul style="list-style-type: none"> • forward sample and/or flow monitoring data where requested to allow us to calculate your trade effluent wholesale charges • notify us as soon as reasonably practicable on becoming aware of any changes to flow or matter being discharged that can injure any part of the network, treatment process, personnel, environment or puts drinking water quality at risk • respond and co-operate in a timely fashion to any reasonable request for support in mitigating, reducing or stopping effects of any pollution • provide all support reasonably requested in relation to any enforcement action. <p>Trade effluent charges</p>	

Where you have granted a trade effluent consent in line with the terms of our Bulk Discharge Agreement:

- we will charge you to recover our network and treatment costs for each of your trade effluent consents
- charges will be calculated using the same calculation methods and trade effluent tariffs as we apply to our retail clients.

Our trade effluent tariffs are detailed in our NAV Tariff Document.

As part of the assessment we will specify the method used to calculate your trade effluent wholesale charges, what information we will need you to send us and how frequently you will need to provide the information to us by emailing trade.effluent@thameswater.co.uk

Trade effluent wholesale charges are calculated using one of the following methods:

- standard strength – a predefined effluent strength associated with particular types of discharges; e.g. a launderette
- banded billing – allocating the discharge to specific bands, based on its strength and tariff; commonly called a banded billing case
- sampled billing – samples are taken by you on a regular basis to determine the strength of the trade effluent discharge, which can vary your trade effluent charges; commonly called a sampled billing case.

Standard strength

Standard strengths have been agreed for the following types of discharges:

- launderettes
- car washes
- commercial swimming pools
- dry cleaners
- small/micro-breweries
- concrete contaminated sites (batching plants, wheel washes on construction sites)
- laboratory glassware washing
- bus washes
- train washes
- contaminated surface water at wastewater transfer sites
- contaminated surface water from gasholders.

We will assume a short term discharge for the clean and flush of a heating or chilled water system will be billed as a minimum charge per annum or duration of consent, whichever is the shorter unless glycol is present, or the discharge volume is greater than 400m³ in total.

If a short term 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.

However, if we aren't sure that a standard strength category is suitable, or your client would prefer charging to be based on sample results, you will take samples so we can decide a suitable charging approach, either banding or sampling.

Sample survey

If a standard strength is not an appropriate method to use, we may need you to carry out a sample survey.

	<p>We will normally require 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>Banded billing</p> <p>We will analyse the results you provide 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 settleable solids (St) and settled chemical oxygen demand (Ot) of the trade 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 volume of the discharge.</p> <p>The tariff (value) and band (strength) will be entered into a formula known as the Mogden formula to determine the wholesale unit cost per cubic metre of the trade effluent.</p> <p>Sampled billing</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 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 know if there is any change.</p> <p>The tariff (value) and sample (strength) will be entered into a formula known as the Mogden formula to determine the wholesale unit cost per cubic metre of the trade effluent.</p>
Charges:	<p>Charges apply to this service.</p> <p>For more information, please refer to our NAV Tariff Document.</p>
Availability:	<p>The NAV contracts and accounts management team are available:</p> <ul style="list-style-type: none"> Monday – Friday, 9am – 5pm (excluding bank holidays and public holidays).
To order:	<p>To order this service, please submit requests to assess your consent applications or variations via email to wholesalemarketservices@thameswater.co.uk.</p> <p>To assess the consent fully we require that you attach the G/O2 form completed by your customer and a copy of your draft consent.</p>
Service levels:	<p>We aim to provide the following service levels:</p> <ul style="list-style-type: none"> where you have requested us to assess trade effluent consent or variation, we will respond with our assessment within 20 business days of receipt of your request.

Part D Definitions of terms

Please note – this is a list of the definitions that have been included in our NAV Service Offering, except for where definitions are as defined in the Bulk Supply Agreement and/or Bulk Discharge Agreement, which we have not duplicated here.

Term	Description
Account manager	The manager appointed by TWUL wholesale to provide contract and account management services to NAVs.
Bulk Supply Agreement	An agreement for bulk supply of water to the site, entered into by the parties.
Bulk Discharge Agreement	An agreement for bulk discharge of wastewater from the site, entered into by the parties.
Business day	The period of 9am to 5pm hours on any day other than a Saturday or Sunday, or any day which is a bank holiday in England and Wales under the Banking and Financial Dealings Act 1971.
Consent criterion	The existing supplier agrees to the transfer of their site or premises to another company.
Data logger	Equipment fitted to a meter to record the flow of water through the meter at set intervals (usually every 15 minutes).
DGN file	A computer file which is a 2D/3D drawing created by various construction CAD software, such as MicroStation.
Drinking Water Inspectorate (DWI)	The independent regulator of drinking water in England and Wales, ensuring that water companies supply safe drinking water that is acceptable to consumers and meets the standards set down in law.
DWG file	A computer file which is a 2D/3D drawing created by various construction CAD software, such as AutoCad.
Infrastructure contribution	The charge levied for every new connection made to the network for the first time. This covers the cost of improvements to meet the demand created by new connections over time.
Large user criterion	The site is in England and the customer uses more than 50 megalitres of water a year. This also applies to new appointments for sewerage services.
Long term planned works	Planned activities undertaken at supply assets or within our network which may be planned more than a month in advance, and which may impact the supply of our usual services for a short period.

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketservices@thameswater.co.uk

Term	Description
New appointments and variations (NAVs)	<p>A new appointment is made where a limited company is appointed by Ofwat to provide water and/or sewerage services for a specific geographic area.</p> <p>A variation is where an existing appointed company (an “appointee”) asks Ofwat to vary its appointment so it can extend the areas it provides services to.</p>
Reactive works	<p>Works carried out on our network, at very short notice, so that we can keep providing you with consistently high quality water and wastewater services. These works, which do not form part of our long or short term work plan, are known as reactive works and may impact the supply of our usual services for a short period.</p>
Short term planned works	<p>Those works carried out on our water and wastewater network, which may be planned up to a month in advance and which may impact the supply of our usual services for a short period.</p>
Trade effluent consent	<p>Means a legal document issued to grant permission for the discharge of trade effluent.</p>
Traffic management	<p>Collective term for any action taken to ensure compliance with legislation relating to carrying out work in the road or street.</p>
Unserviced criterion	<p>Sites that have no existing mains water connection and no existing mains sewer connection are deemed to be unserved.</p>
Unplanned change	<p>Changes to bulk supply and/or bulk discharge services which are not planned by or on behalf of Thames Water.</p>
Unplanned works	<p>Those works which are planned with less than 48 hours' notice.</p>
Water Quality Protocol for Bulk Supply Agreements	<p>An agreement covering the communication and sharing of water quality information, entered into by the parties.</p>

Wholesale contact centre – for emergencies and other urgent operational issues please telephone the number supplied in your contract with us. Service request forms email: wholesalemarketsservices@thameswater.co.uk

Part E References

Bulk Supply Agreement and Bulk Discharge Agreement

Competition Act 1998

Traffic Management Act 2004

Water Act 2014

Water Industry Act 1991

Water Supply (Water Quality) Regulations 2016



wholesalemarketservices@thameswater.co.uk

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