

## List of Abbreviations

Abbreviation	Definition
<b>A</b>	
A, Ann	Annual
AB	Annual Billing
ABA	Away Bill Address
ACC, ACCT, A/C	Account
ACK	Acknowledge
Actin	Acting
ADC	Average Daily Consumption
ADD	Address
ADDACS	Banking report to adjust payment plan
ADJ	Adjacent
ADJ	Adjustment
ADR	Alternative Dispute Resolution
ADU	Average Daily Usage
ADV	Advised
ADVANTIS	Credit Referencing Agency
AHC	Assessed Household Charge
ALC	Active Leakage Control
ALDY	Already
ALT	Active Leakage Team
ALTWAT	Alternative Water Supply
AMP	Asset Management Plan
AMR	Automatic Meter Reading
AMT	Amount
APPL	Application
APPT, APP	Appointment
AROS	Accounts Receivable Outstanding
ASSD	Assessed
ATP BOX	Atplax Box
ATT	Attend
AUTH	Authorised
AV	Air Valve
<b>B</b>	
BA	Business Assessed
BA	Bill Account
BAL	Balance
BB	Boundary Box
BB	Bulletin Board
BBR	Blow Back Register
BCRS	Operations Team
BDRM	Bedroom
BIDBI	Bin It, Don't Block It
BILLING CODES	R - Regular Read      S - Reading Status C - Class of Bill      B - Manual Estimate DU - Days Used      CN - Constant Multiplier CUM - Cubic Metres P - Customer Read E - System Estimate    X - Cancelled S - Special Read      B - Billed
BLDG	Building
BLK	Block
BLP	Berwin Leighton Paisner
BMG	Contractor
BN	Buchan Trap

BPMS	System Application
BROWNS	Contractors
BSMT	Basement
BU	Business Unit
BYP	Bypass
<b>C</b>	
CAF	Customer Assistance Fund
CANX	Cancellation / Cancel
CAPEX	Capital Expenditure Investment
CAT & SOND	Tracing device
CB	Call Back
CC	County Court
CCBC	Country Court Business Centre
CCEN	Contact Centre
CCJ	County Court Judgment
CCRV, C/R	Customer Relations Team
CCTV	Closed Circuit Television
CC WATER, CCW	Consumer Council For Water
CD	Capital Delivery
CDC	Credit/Debit Card
CD LT	Card Left
CET	Customer Engagement Team
C/F	Clamp & Freeze
CGS	Customer Guarantee Scheme
CHK	Check
CHQ	Cheque
CIS	Customer Information System
CITY FLEX	Tanker Pump
CKT	Cold Kitchen Tap
CL	Close
CLC	Close The Loop Contact
CLSD, CLO	Closed
C / M, CM	Case Manager
CNI	Customer Not In
COC	Change Of Customer
CONF	Confirmation / Confirm
CONN, CONX	Connection
C/OUT	Carry out
CP2	Health & Safety Certificate
CR	Ceased Reading
CR	Credit
CRA	Credit Reference Agency
CRED	Credit
CRM	Customer Relationship Management System
CSC	Customer Solutions Centre
CSL	Customer Side Leak
CTL	Close The Loop
CTR	Cease to Register
CUST, CST, CX, CUS	Customer
CW	Clean Water
C/WAY	Carriageway
CWC	County Wide Collections
<b>D</b>	
DA	Delegated Authority Planning desk
DA1	follow on job/work raised
DA2	no follow on job raised

DA3	More info required
DA4	Advice given
DB	Data Base
DCA	Debt collection agency
DCF	Data capture form
DD , DIRECT DBT, DIR DEBIT	Direct Debit
DEF	Defendant
DEFRA	Department For Environmental & Rural Affairs
DESKTP	Desktop
DET	Detected
DG7	Regulated written complaint
DHC	Document Handling Centre
DL	Data Logger
DMA	District Metering Area
DM9	Debt Recovery System In Thames
DMGD	Damaged
DMA	District Metering Area
DOBBA	Doorbell Blockage Alarm
DPA	Data Protection Act
DPAC	Data Protection Act Cleared
DR	Drive
DRN	Drain
D/S	Down Stream
DS	Data Subject
DS	Developer Services
DTLS	Details
DW	Dealt With
DWP	Department of Work & Pensions
<b>E</b>	
EA	Environment Agency
ECC	Workbench Planning Systems
ENQ	Enquiry
EN ROUTE	On Route
ENT	Entrance
EQP	Equipment
EQUIFAX	Credit Referencing Agency
ESC	Customer Escalation
EST	Estimate
ESTB	Established
ESOP	Operations Team
ETA	Estimated Time of Arrival
EVERSHEDS	Solicitor
EWS	Contractor
EXCH	Exchange
EXT	External
<b>F</b>	
F/ADD	Forwarding Address
FB	Fire Brigade
FCA	Financial Conduct Authority
FH	Fire Hydrant
FLD	Flood
FLIP	Flooding Improvement Programme
FLOC	Functional Location
FLT	Flat
FOG	Fat. Oil. Grease
FOJ	Follow on Job

FOS	Field operations specialist
FOW	Follow on work
FP	Footpath
FREDRICKSON'S	Debt Collection Agency
FV	Field Viewer
F/W	Footway
F/W	Foulwater
<b>G</b>	
GA	General Action
GA	Gone Away
GDN	Garden
GDPR	General Data Protection Regulations
GGE	Garage
GIS	Geographical Information System
GMBS	Billing Scratchpad
GMCS	Customer Scratchpad
GMPS	Property Scratchpad
GRD, GRND	Ground
GSS	Guaranteed Standards Scheme
GW	Ground Water
GWG	Goodwill Gesture
<b>H</b>	
H/A	Housing Association
H&S	Health & Safety
HH	Household
HIST	History
HL	High Level
HNC	Hence
HMO	House of Multiple Occupancy
Home Serve	Plumbing Company
HOR	Head of Run
HPE	High priority emergency
HR or HRS	Hour or Hours
HSE	Health & Safety Executive
HSE	House
HTL	Hold The Loop
HVY CVR	Heavy Cover
<b>I</b>	
IBAN	Internal Bank Account Number
IC	Interceptor
I/C	Inspection Chamber
ICO	Information Commissioner's Office
ID	Identification
ILW	In Line With
INFO	Information
INHIB	Inhibit
INT	Internal
INVG, INVESTGN	Investigate
IR	Interaction Record
ISV	Inside Stop Valve
<b>J</b>	
JUDG	Judge, Judgment
<b>L</b>	
L/A, LA	Local Authority
L/A	Letting Agent
L/A, LA, Lk Allow	Leak Allowance

LANES	Lanes (contractor)
LBA	Letter Before Action
LC	Letter Checking
LFT	Left, Leaflet
LH or LHS	Left Hand Side
LK, Lk	Leak
LL	Landlord
L/M	Left Message
LOA	Letter of Authority
LOC	Location
LP	Leak Period
L/P	Lamp Post
LREG, LAND REG	Land Registry
LRG	Large
L/S	Left on Slide (Cover)
<b>M</b>	
M	Month
M/A	Managing Agent
M/ADD	Mailing Address
MAN	Manifold
MCOL	Money Claim Online
MDPE	Medium Density Polyethylene (Plastic Pipe)
METER NO	Meter serial number
METER READINGS	<p>A - Opening Read  B - Manual Estimate  C - Opening Read on New Mete  D - Closing Read on Old Mete  E - System Estimate  F - Final Read  G - Estimated Final Reading  H - Change of Customer Read*  I - Interim Reading  J - Change of Customer Read*  P - Customer Read  R - Regular Read  S - Special Read  T - Cut Off Reading Due To Non Payment  Q - Probable Company Reading  U - Customer Reading Given to Meter Reader and Recorded on Hand Held Terminal  V - Probable Customer Reading  H - Change of Customer Read</p> <p>If the agent uses their own read or estimate when performing a metered change of customer, it is given the source code H.  J - Change of Customer Read</p> <p>If the agent requests a meter reading from Meter Reading Support, when performing a change of customer, it is given the source code J.</p>
MFL	Mains Flush
MGJV	Metering Contractor
MH, M/H, M/HOLE	Manhole
M/HD	Meter Per Head
MH, M/S	Manhole Made Safe
M/LINE	Main Line

MLY	Main Laying
MN	Main
MOB	Mobile
MORRISONS	Contractors
MOORCROFT	Credit Referencing Agency
MRHI	Meter Reading History
M/S	Make Safe
MSL	Mains Side Leak
MSPA	Meter supply investigation
MSUP	Ireg supply investigation
MT	Empty
MTR	Meter
MTRD	Metered
MTTE	Maisonette
M3	Cubic Meter
<b>N</b>	
N/A	Not applicable
NE	Network Engineer
NEC	Necessary
NFA	No Further Action
NFAR	No Further Action Required
NFF	No Fault Found
NHH	Non-Household
NLP	Non Leak Period
NO ACCS	No Access
NOTFND	Not Found
NOTIF	Notified
NR	Near
NRSWA	New Roads & Street Works Act
NRV	Non-Return Valve
NST	Network Service Technician
NO, NUM	Number
NV	Notional Value
<b>O</b>	
OAM	Online Account Management
OBD	Outbound Dialler
OCC, OCCU	Occupier
OCC	Operations Contact Centre
OFWAT	Office of Water Services
OOH, 24 hour team	Out of Hours Team
OMQ	Optional Metering Questionnaire
OPEX	Operating Expenditure
OPPO	Opposite
OPS	Operations
OPTIMISE	Thames Water Team
O/S	Out Side, Out Standing, Off Site
OSV	Outside Stop Valve
OWC	Other Water Company
OWNR	Owner
<b>P</b>	
PAYMENT CODES	ADWO - Active Debt Write Off AJAL - Adjustment Alterations ALTR - Alteration BB - Void Allowance Credit CRD - Collection Allowance Credit CRED - Credit EMPT - Made Empty

	ENUM - Employee Number Change EXCR - Excess Credit FASD - From Assessed FCHG - Finance Charge FEMT - From Empty FMTR - Fast Meter MEMT - Made Empty MISC - Miscellaneous MMTR - Made Meter NMPR - New Measured Property NUPR - New Unmeasured Property ODPO - Owner Debit Pay Off PMT - Payment PPSL - Payment Plan Settlement RVIN - Rateable Value Increase RVRD - Rateable Value Reduction SCHG - Special Charges SMCR - Small Credit Balance SMTR - Slow Meter SPEC - Special Arrangements SWCR - Sewerage Credit TRSF - Credit Transfer VCR - Vulnerable Credit WTCR - Water Credit WOFF/ ARWO – Archived debt
PBS	Parking Bay Suspension
PCI	Payment Card Industry
PICS	Pictures
PIF	Paid In Full
PK	Park
PLS	Please
P/O	Pumped Out
POE	Point of Entry
POLL	Pollution
POSS	Possible
P/OUT	Pump out
PP	Payment Plan
PPE	Personal Protective Equipment
PPS	Private Pumping Station
PPW	Paperwork
PQW	Process Quality
PREV	Previous
PROP	Property
PRT	Private
PRV	Pressure Reducing Valve
PS	Pumping Station
PSR	Priority Services Register
PTD	Permission To Dig
PTW	Permit To Work
PWQ	Pending Work Queue
PYMT, PMT	Payment
<b>Q</b>	
QPL	Quality promise leaflet
<b>R</b>	
RA	Risk Assessment
RAG	General material waste (in pipes, sewers)
RAINBOW	Contractor

R&M	Repair & Maintenance
R & R	Repair or Replacement
R/BOUT	Roundabout
RC	Root Cause
RD	Road
RDG	Reading
REC, RCVD, RECD, RECVD, RCV	Record, Received
REDLINED	Bus Route
REF, RE	Reference
REIN	Reinstatement
REJ	Rejected
REP	Repair / Replace / Representative
REQS, REQ	Required
RES	Residential
RESTR	Restrictions
RESV	Reservoir
RETRVD	Retrieved
REVWD	Reviewed
RH	Right Hand
RHS	Right Hand Side
RMG	Revenue Metering Group
R/O	Rear Of
RPT	Repeat
RV	Rateable Value
<b>S</b>	
SAR	Subject Access Request
S/BOX	Saunders Box
S/C or SC	Sort Code
S/D	Shut Down
S/P	Stand Pipe
S24, SEC24	Section 24
S58	Section 58
S73	Section 73
S75	Section 75
S81	Section 81
S159	Section 159
S168	Section 168
S209	Section 209
SCADA	Supervisory Control & Data Acquisition
SDBD	Operations Team
SEC	Second
SEP	Separate
SERV/PI	Service Pipe
SEW	Sewer
SGL	Single (Meter)
SI	Sales Investigations
SIC	Standard Industrial Classification
S/L/S/S	Site Left & Secure
S/S	Site Safe
S/L/S	Site Left Safe
S/N	Service Notification
S/O	Service Order, Standing order
SFIN	Sewer Flooding Internal
SFAS	Sewer flooding assessment
SFOC	Sewer flooding other causes
SGAS	Sewer General - Assessment

SHRD	Shared
SIA	Sensus Inline Meter
SIM	Service Incentive Mechanism
SMS	Sim Messaging Service
SPI	Standpipe
SPLY	Supply
SPLY/PI	Supply Pipe
SPS	Sewage Pumping Station
SR	Special Read
SRR	Special Read Request
STW	Sewage Treatment Works
SWD	Surface Water Drainage
SWD	Surface water drainage rebate
SWG - S/W	Sewage
SSSI	Site Of Special Scientific Interest
STEL	Sewer Process – Tel Customer
SUSP	Suspected
SYM	Systems
SYMP, SYMPT	Symptoms
SECEM, SNAD, SGAS, SREP, SPRF, SUPDC, SRFNA, STCO, SCTIN, SHTLC,	Job codes
T	
T&C	Terms & Conditions
TB	To Be
TBA	To Be Arranged
TBC	To Be Confirmed
TEL NO	Telephone Number
TELC , TEL	Telephone Conversation
TEMP, TL	Temporary Traffic Lights
TER	Terrace
TFL	Transport For London
TL, T/L	Team Leader
T/M	Traffic Management
TM	Team Manager
TMA	Traffic Management Act
TMRW	Tomorrow
T/OFF	Turn Off
T/ON	Turn On
TRANS	Transferred
T/S, TS	Traffic Sensitive, Time Scale
TW	Thames Water
TWAP	Thames Water Approved Plumber
TWC	Thames Water Collections
U	
UFN	Until Further Notice
U/M	Unmetered
UNKW	Unknown
UNPD	Unpaid
UPDT	Update
U/S	Upstream
UTL	Unable To Locate
V	
V	Very
VAC	Vacuum
VENNSYS	Contractor
VISTEC	Operational computer system

VM	Voicemail
VL	Visible Line Inspection
VML	Voicemail Left
VMR	Victorian Mains Renewal
VP	Van Pack
<b>W</b>	
W	Weekly
WATRS	Complaints Arbitrator
W/C	Week Commencing
WD	Working Days
WDN	Withdrawn
W/E	Week Ending
WEF	With Effect From
WI	Work initiation
WIA	Water Industry Act
Willis, Willis Towers Watson	Insurance Broker
WKDS	Weekends
WO	Work Order
WK, WOR	Work
WQ	Water Quality
WR	Work Request
WRT	Warrant
WS	Water Sure
WSP	Water Sure Plus
WTP	Ways To Pay
WTR	Water
WTW	Water Treatment Works
WW	Waste Water
WWS	Waste Water System
WWTP	Waste Water Treatment Plant
W2P	Ways To Pay
<b>X</b>	
XSECRE	Job code
<b>Y</b>	
Y	Yes
YR, YRS	Year, Years
<b>Z</b>	
12m	12 Months