



# Wholesale Service Offering

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

## Foreword

This version of the Wholesale Service Offering was published by Thames Water Utilities Limited (“TWUL”) Wholesale and is designated by Thames Water as the Wholesale Service Offering.

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

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

## Seeking feedback

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

## Change control

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

## Revision history

Date	Version	Changes
7 April 2026	10.0	Publication

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# Part A – Introduction

## Purpose and objectives

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

The primary objectives of this Wholesale Service Offering are to:

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

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

## Summary

This document contains five parts:

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

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

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

**Part C: Our services** – here we list the services that we provide for you and your customers, covering both water and wastewater services. We have set out each individual service:

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

**Part D: Definitions** – a list of the definitions for terms included in our Wholesale Service Offering has been provided.

**Part E: References** – a list of the references used in the Wholesale Service Offering has been provided.

**Part F: Appendix** – in the Appendix we have listed our policies and codes of practice which guide the way we operate. Copies of these documents can be requested by contacting Wholesale Market Services. It also contains more detailed information for services which are not covered by MOSL’s Operating service documents.

## Our tariffs

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

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

## Our commitment to customers

We are committed to:

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

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

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

## Compliance

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

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

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

## Service levels

All our service levels fall in line with the Market Codes, as set out in the Operational Subsidiary Documents. In some instances, we go above and beyond, and this will be stated.

## Exclusions

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

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

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

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

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

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

**Data logging** – we do not offer a data logging service. Please refer to our Metering Policy on fitting your own data loggers.

## Working directly with non-household customers

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

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

### Connection services

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

### Reducing pollution caused by pesticides

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

### **Investigating misconnections**

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

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

### **Recovery of costs from non-household customers**

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

### **Lead pipes**

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

### **Fire hydrants**

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

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

### **Pressure management**

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

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

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

## Managing incidents, emergencies and unplanned changes in services

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

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

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

## Meter reads

We do not offer a meter read service. We'll provide one monthly read for each meter connected to our smart network, where data is available. These will be entered as wholesaler reads into CMOS. We do not charge for the provision of these reads.

We also offer a second set of readings each month. Should you wish to obtain the second set please email [digitaldataservice@thameswater.co.uk](mailto:digitaldataservice@thameswater.co.uk)

## Digital data service dashboard

Where a digital meter is installed at your non-household customer's property, we will provide users with access to a dashboard. This is available to all retailers and authorised third party.

The dashboard contains the following information:

- status of each meter connected to the network
- read frequency of each meter connected to the network
- 14 days of single meter reads per meter, including time and date of the last read
- continuous flow data per meter

You can export the data shown in this report.

Please be aware, we require information from yourselves to be able to provide access to the dashboard and to satisfy security requirements. Access is provided per user. To request access to this dashboard, please contact [digitaldataservice@thameswater.co.uk](mailto:digitaldataservice@thameswater.co.uk)

## Part B – Doing business with us

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

### Where we do business

#### Operational network area map and postcode search

We provide a map on our website in order to support any interested party in understanding our operational area for both water and wastewater services.

We also have a postcode search, in which any interested party can enter a postcode to check if a particular location falls within our operational area. This postcode search can be found on our website.

This online map and postcode search will also identify new appointments and variations sites that sit within our wider boundary as well as the licenced undertaker for that appointed area. It will also identify the boundary between our operational area and those areas served by an adjoining wholesaler or wholesalers.

#### Keeping the information up-to-date

It is our responsibility to keep the operational area map and postcode search up-to-date. In order to do this, we will validate the data every 6 months. We will also make sure that we update our data as soon as we're aware of new postcodes and/or changes to postcodes to which we provide wholesale water and wastewater services.

If you think there is an error in the operational area map or in the postcode search, please contact us to let us know by emailing [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk).

Hard copies will not be made available, the map and postcode search that we are providing can be found on our website.

## Contract management

### Contact us

Our contracts and accounts management team is here to answer your questions and help you through the process of signing a contract with us. We are available between the hours of 9am – 5pm Monday to Friday, excluding bank holidays and public holidays.

You will need to have a Water Supply and/or Sewerage Licence (WSSL) that allows you to act as a water and/or wastewater retailer before requesting a contract. After this we can tell you what steps to take and what information we will need in order to do business with you.

You can contact us by:

- emailing us at [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk).
- Posting to us at Thames Water:

c/o Wholesale Market Services  
Clearwater Court  
Vastern Road  
Reading  
RG1 8DB

### Requesting a contract

When you are ready to request a contract, please ensure that the following information has been provided with the request and also signed off by an Executive Director of the licenced retail business or authorised signatory:

- licence reference or number (where applicable)
- business SIC code under the United Kingdom Standard Industrial Classification of economic activities, and corresponding VAT status
- your billing and account details
- your proposed credit and payment terms
- business registered address
- key contact details for all authorised signatories and persons involved in contract management:
  - contact name
  - postal address
  - email address
  - phone number and/or mobile number
- 24-hour contact details
- contact details of person for whose attention notices should be marked
- contact details of your authorised service requesters (where relevant)

### Credit and payment terms

During pre-contract discussions you will be requested to confirm your payment terms, initially in the checklist and then directly from the contract and account management team. Once you have provided these to the contract and account management team, we will update our revenue and settlement function who will contact yourselves directly regarding credit terms, where required. The contract and account management team will monitor this process and seek to ensure reasonable timescales are achieved.

### Receiving the contract

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

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

### Account management

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

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

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

### Contract change

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

### Termination of contract

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

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

## Ordering services

Our service offerings can be found in Part C of this Wholesale Service Offering and on the service pages of our website.

Services can be requested by licenced retailers using the Bilateral Hub. If the service is not available in the Bilateral Hub, we have set up forms within Swim. These forms can also be requested by accredited entities via retailer access.

Some services are available to third parties to order and this can be done by emailing the relevant excel form.

We will not accept any services request by phone, nor will we accept service requests from non-household customers unless stated within the Wholesale Contract/Wholesale-Retail Code or legislation. Any incidents and emergencies should be directed to our operations contact centre.

We will only accept service requests that meet the following criteria:

- the service request form must be materially complete – if the form is not materially complete it will be rejected. It is the requestor's responsibility to review the form before submitting the request, if the form submitted is incorrect or missing information the service request will be rejected. In some instances, a letter of authorisation from the non-household customer will be required as well as the form.
- only one form should be submitted at a time,
- the form should be completed for one service at one Supply Point ID (SPID). However, if you would like to submit a request for multiple supply points, please contact the service desk prior to sending any volumes through (including Excel or Word documents), so that we may discuss your requirements before their receipt.

Please note that all forms and service requests, including bulk requests are subject to acceptance by Thames Water.

Requests/forms received within delivery hours will be processed the same day. Requests/forms received outside of these times, including on weekends, bank holidays or public holidays, will be processed the next business day.

### Additional services

Bespoke forms are available for services that are not in the Wholesale Contract/Wholesale – Retail Code but will be offered to the market by Thames Water. These forms will be known as the T series and can be requested via our customer forms within SWIM. For organisations not yet using SWIM, registration is quick, easy and free of charge. Enabling you to start submitting requests via SWIMPool using this link – <https://b2b-pool-live-thsw.swimonline.co.uk>.

### Terms and conditions

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

### Managing quotations

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

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

- the quote reference number;
- the unique reference number that relates to the service request; and,
- confirmation of the quoted amount.

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

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

### Rescheduling and cancelling a service

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

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

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

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

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

### Acknowledging your form

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

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

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

### Acknowledging the completion of work

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

### Changes to services

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

### Contacting us

If you want more information about service requests you have submitted, please contact the Wholesale Service Desk by email at: [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk). Please always have your unique reference number ready when contacting the Wholesale Service Desk. The Wholesale Service Desk is available Monday – Friday, 9am – 5pm, (excluding bank holidays and public holidays)

In an emergency, please call our 24 hour operations contact centre on (0800 316 9800).

### Escalations

If you want to raise a concern about a request, you should send an email to [wmsescalations@thameswater.co.uk](mailto:wmsescalations@thameswater.co.uk).

The email needs to include 'ESCALATION' in the subject line and reference the WMS case you want to escalate. In the body of the email you need to explain why you are escalating a case. The following criteria make for a valid escalation:

- the case has failed its SLA.
- you are disputing the outcome of a case (with evidence provided of Thames Water's failings).
- there have been failed promises (for example a site visit booked in that never took place).

The Escalations Associate will aim to respond to all escalations within 5 working days, and aim to complete all escalations within 20 working days. We also have internal escalation stages so you can escalate if they haven't received a response within 5 business days.

The Account Managers are also available to help, but individual cases will be worked by the Escalations Team in order to ensure the quickest possible outcome and an audit trail is in place; please make sure that all escalations are sent through the correct channel, rather than via the Account Managers.

## Contact arrangements

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.

You should encourage your non-household customers to communicate directly with us for matters related to changes to their operational service, events and emergencies, and protecting public health so that we are able to collect all the information we may need. In line with our non-household customer enquiries service, you will need to publish our operations contact centre number (0800 316 9800) to all of your non-household customers.

To enable effective 24 hour communication, you may contact us by calling us on the telephone number we will give you when you sign a contract with us. From Monday – Friday, 9am – 5pm you will then be provided with three options, Wholesale Service Desk, revenue and settlement and the operations contact centre. Outside of these hours, calls will be forwarded onto our operations 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, incidents and emergencies related to your customers
- report any suspected illegal use of water by your customers
- report any suspected breaches of water fittings regulations by your customers
- report any actual, potential or suspected unconsented trade effluent discharge by your customers
- notify us of any pollution reported to you by your customers
- report any bogus callers operating in our area.

We will also provide you with a priority contact number, which can be used to contact us if there is an operational emergency with one of your NHH customers.

We also expect you to have a 24 hour point of contact for us to use in case we need you to communicate with your non-household customers about an unplanned change in water and/or wastewater services. If we need you to do this, we will include an explicit statement at the beginning of any such communication as to whether we wish you to:

- take action
- prepare to take action; and/or,
- be aware of the information in order to react appropriately to any enquiry you receive.

Where appropriate, we will proactively contact you to confirm receipt of the information, using the standing on-call arrangements.

### Sensitive customers

We provide a priority phone number, which your non-household sensitive customer can use 24/7 to contact us regarding unplanned changes in water and/or wastewater services or emergencies. You will be provided with the phone number to give to your non-household sensitive customers when we have an agreed Wholesale Contract for Wholesale Services.

For your sensitive customers, please refer to our Sensitive Customer Code of Practice

## Part C – Our services

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

Broken up in the service area, the table below will show the Service we offer and reference all relevant documents where the details are contained, how you can order and If any charges apply. Please refer to our Wholesale Tariff document for more details on charges, us the Service Id to link back to the particular services within.

### Disconnections and Reconnections

We will carry out this work at your request or may undertake the service after our own investigations. Please refer to the [Disconnection and reconnection code of practice](#) and the [Thames Water WIRSAE addendum](#) for more information.

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Disconnections	SC-W006 SC-W056 SC-W058 SC-W059 SC-W060	At your request we carry out temporary and permanent disconnections, whether for non-payment, breach of water regulations, illegal use or at a customer’s request. We also offer to carry out work outside our normal working hours and may use our powers of entry at your request.	OSD 0710	Bilateral Hub: I1	Yes
Reconnections	SC-W061 SC-W062 SC-W063	We reconnect the water supply of your non-household customer following a temporary disconnection related to a previous disconnection. We offer to carry out: <ul style="list-style-type: none"> <li>• Standard reconnections</li> <li>• Non-Standard reconnections</li> <li>• Work outside our normal working hours</li> </ul>	OSD 0710	Bilateral Hub: I3	Yes
Using an Accredited Entity	SC-W096	We will work with you to enable accredited entities to carry out disconnections and reconnections for non-payment. For more details on this service please refer to Appendix F – <a href="#">Using an accredited entity for Disconnection\Reconnection</a>	OSD 0711	Bilateral Hub: J2	No
Dealing with illegal connection and water use	SC-W057	We investigate and take action where we identify illegal connection to our network and/or illegal use of water.  If you find or suspect illegal use of water, at a premises, inform us of your findings or suspicions immediately by emailing: <a href="mailto:illegalconnections@thameswater.co.uk">illegalconnections@thameswater.co.uk</a> .	OSD 0704	Bilateral Hub: C2	No

## Enquires and complaints

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Managing enquires	SC-W083	We will act expeditiously to deal with enquiries e.g. regarding services, invoicing and contracts or any other matter from any of our customers.	OSD 0707	Bilateral Hub: F4	No
Managing complaints	SC-W074	In line with the market requirements we accept feedback, including in the form of complaints, on the services we provide, via a dedicated contact point. We will act expeditiously to deal with a complaint from any of our customers.	OSD 0707	Bilateral Hub: F5	No

## Events and incidents

Sometimes your customers may encounter interruptions to their supply, water quality, and water pressure. This can be out of our control and could be due to various reasons More information is available on our [website](#), or within our [Drought Plan Summary](#). We follow the RWG Good practice guide for unplanned events and the SEMD.

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Managing unplanned changes in water and Waste services	SC-W025 SC-W047	We will tell you, non-household customers and the general public about changes to water services and/or wastewater services, using a large number of communication platforms, including website, social medial, phone, press releases, post and letter drops to do so.  We will also carry out work necessary to investigate and remedy any unplanned change in water services, provide alternative supplies if necessary and keep you and your non-household customers informed of progress to resolve the issue.	OSD 0706	We notify via the Bilateral Hub: E3	No
Providing alternate water supplies	SC-W033	We provide alternative water supply arrangements to household and non-household customers in the event of an emergency.	OSD 0706	We notify via the Bilateral Hub: E7	No
Managing dry weather and drought incidents	SC-W005 SC-W048	We monitor weather conditions and water resources with the relevant authorities to manage the availability of water within our operational area. We also maintain plans and procedures to manage droughts and dry weather conditions. We will implement these measures when in drought or dry weather conditions, including usage restrictions, so as to keep overall supply and demand balance	OSD 0706	We notify via the Bilateral Hub: E6	No

## Managing Demand

We want to help you and your customers to use water efficiently and save it where possible. For more information please visit our Water efficiency for business webpage or our leakage code of practice. We follow the RWG Good practice guidelines for Leakage and the RWG Water efficiency action plan.

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Investigating leaks	SC-W080	We proactively investigate leaks on our water network.	N/A	N/A	No
Dealing with customer side leakage	SC-W065	We investigate leakage and notify customers if there have a leak on their supply. We may fix the leak if your non-household fails to do so in the required timescale.	N/A	N/A	No
Improving non-household customers water efficiency	SC-W068	We provide services, including on-site audits and the fitting of devices, which help non-household customers consume water more efficiently. For more details on this service, please refer to Appendix F – <a href="#">Improving non-household customers water efficiency</a>	N/A	N/A	No
Incentivising water efficiency	SC-W108	We offer financial incentives to retailers whose customers improve their water efficiency. For more details on this service, please refer to Appendix F – <a href="#">Incentivising water efficiency</a>	N/A	SWIM: TJ1.R	No
Consulting on long term plans	SC-W021	We develop and maintain long term water resource management and drought plans and consult with you and all other all relevant stakeholders on the plans.	OSD 0706 (1.6.3)	N/A	No

## Market Data

We'll update the information stored in the system if asked to do so, or when we discover a change that needs to be made. For each of the service we also follow OSD 0701 processes.

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Registering and deregistering supply point data	SC-W073	We register and deregister Supply Point ID's (SPID's) and will monitor and manage relevant information with the market operator.	OSD 0704	Bilateral Hub: C5	No
Maintaining existing supply point data	SC-W028	We maintain existing supply point data within the market registration system.	OSD 0704	Bilateral Hub: C7	Yes
Verifying meter details or supply arrangements	SC-W039	We verify meter asset details including location and meter supply arrangements upon request	OSD 0704	Bilateral Hub: C1	Yes
Incentivising gap site registration	SC-W114	<p>We offer an incentive scheme for the registration of gap sites, in order to participate you must have the following:</p> <ul style="list-style-type: none"> <li>• a contract for wholesale services with us</li> <li>• be successfully registered as the retailer in respect of the gap site under process C3</li> <li>• not be a self-supply retailer</li> <li>• have a self-billing arrangement set up.</li> </ul> <p>This incentive will include an up-front initial payment followed by an allowance on your water and/or wastewater primary charges for year one</p> <p>For more details on the scheme, please refer to Appendix F – <a href="#">Incentive gap site registration</a>.</p>	OSD 0704	Bilateral Hub: C3	No

## Metering and data

We've got a range of services available to you and your customers to help manage tariffs, allowances and payments which are summarised below. For more information, please see our [Metering policy](#) and metering menu located on our website.

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Installing a meter	SC-W004	Where it is practical to, we will install a meter and all associated assets to any unmeasured or assessed property within our operational area.	OSD 0703	Bilateral Hub: B1	Yes
Repairing or replacing faulty meter	SC-W022	We repair or replace all meter assets.	OSD 0703	Bilateral Hub: B5	Yes
Changing meters - retailer request	SC-W037	We change the size, type or location of our meter. This includes request to change meter type to one which is compatible with data logging equipment to enable capture of consumption data in relation to consumption data services.	OSD 0703	Bilateral Hub: B7	Yes
Testing meter accuracy	SC-W013	We test the accuracy of a meter. We will need to remove the meter for testing, and will therefore replace the meter temporarily when we remove the original	OSD 0703	Bilateral Hub: B3	Yes
Meter proactive replacement programme	SC-W038	We will send you a list of which meters we intend to replace before we start the work. There will be no charge to you where we carry out a like-for-like exchange during our normal working hours. There will be separate charges for any additional or non-standard work that you ask us to do, including some services which we'll need to give you a quote for. We'll let you know about these before undertaking any work.	OSD 0705	We notify via the Bilateral Hub: D2	Yes
Providing non-market meter reads	SC-W008	We provide scheduled reads of any non-market meters within our area at no charge. We can also provide ad hoc non-market meter reads when a customer transfers retailer or an interim retailer is appointed at your request.	OSD 0703	Bilateral Hub: B11	Yes
Providing digital meter data	SC-W095	We can provide data from digital meters on a regular and continual basis. Please note that we're phasing in digital meters on new installations and replacements. For more information on this service, please refer to Appendix F – <a href="#">Providing digital meter data</a>	N/A	Swim: TB11.R (Single) Swim TB11b.R (Multimeter) Webform (3 <sup>rd</sup> parties)	Yes

Operation contact centre – emergencies and other urgent operational issues tel: 0800 316 9800

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

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Giving consent for data logger installations	SC-W017	We provide guidance on installing consumption data logging equipment, including fitting a splitter where necessary, to our meter.	OSD 0703	Bilateral Hub: B2	No
Using our powers of entry to enable a meter read	SC-W113	Where you have been unable to gain access to a premises to obtain a meter read you can ask us to use our powers of entry. For more details on this service, please refer to Appendix F – <a href="#">Using powers of entry to enable a meter read</a>	N/A	TW Portal T/009 Powers of entry request	Yes

## Network Operations

We carry out various maintenance activities to keep our Water and Wastewater networks up and running. This can be either in response to a reported issue or part of our Capital programme to upgrade our network. Your customer can inform us of any Network issues by contacting our Operations Contact Centre (OCC): 0800 316 9800

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Managing long term planned work	SC-W041	We notify you of the capital projects we intend to carry out and allow you to give us feedback on our work plans before the work starts.	OSD 0705	We will notify via Bilateral Hub: D1	No
Managing short-term planned work	SC-W042 SC-W093	We provide notification of our short-term activities following our published plans of capital projects .and we will review feedback on our plans before the work starts. We also notify you of any short term planned work outside of the capital projects. This will be at least 22 business days in advance. These works may interrupt supply of our usual services to your non-household customers.	OSD 0705	We will notify via Bilateral Hub: D2	No
Managing of reactive activities	SC-W043	We may need to carry out works on our network, at very short notice, so that we can keep providing your non-household customers with consistently high-quality water services.	OSD 0705	We will notify via Bilateral Hub: D3	No
Repairing outside stop valves	SC-W082	We will repair/replace a faulty outside stop valve. For more details on this service, please refer to Appendix F – <a href="#">Repairing outside stop valve</a>	N/A	Call Operations Contact Centre	No
Protecting our Wastewater network	SC-WW059	We carry out visits to premises to carry out inspections and provide guidance on preventing fat, oil and grease entering our wastewater network	N/A	N/A	No

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Maintaining pumping stations	SC-WW051	We adopt pumping stations. Following adoption, we maintain the pumping stations and respond to issues relating the pumping stations. For more information see Your guide to the pumping station adoption process	Ofwat’s Code for Adoption	N/A	No
Maintaining flooding prevention devices	SC-WW001	We maintain and respond to issues concerning flooding prevention devices.	N/A	N/A	No
Responding to pollution	SC-WW008	We respond to situations where we are informed of your non-household customer experiencing flooding which is, or could, cause a pollution incident.	OSD 0706	We notify via Bilateral Hub: E5	No
Responding to internal flooding	SC-WW007	We respond to situations where we are either informed or become aware of your non-household customer experiencing an internal flooding and take action to resolve the issue.	OSD 0706	We notify via Bilateral Hub: E5	No
Responding to blockages, odour and external floods	SC-WW006	We respond to situations where we are either informed or become aware of your non-household customers experiencing a blockage or symptoms of a blockage, an odour or external flooding and take action to resolve the issue	OSD 0706	We notify via Bilateral Hub: E5	No
Dealing with rodents	SC-WW009	We respond to situations where we are either informed or become aware of a rodent issue in relation to our assets and take action to resolve the issue.	OSD 0706	We notify via Bilateral Hub: E5	No
Dealing with defective inspection covers	SC-WW010	We respond when we are informed or become aware of a defective or dangerous inspection cover and take action to resolve the issue.	OSD 0706	We notify via Bilateral Hub: E5	No
Carrying out Wastewater network follow on work.	SC-WW011	We carry out work in our wastewater network following either an initial investigation or a necessary follow-up action is required, in relation to a blockage, internal or external flooding, pollution or odour, rodents issue or defective inspection cover.	OSD 0706	We notify via Bilateral Hub: E5	No

## Protecting Customers

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Protecting customer from bogus callers	SC-W024	<p>We provide ways for people to report suspected bogus callers operating in our area. If we are made aware of a bogus caller operating in our area we will:</p> <ul style="list-style-type: none"> <li>• verify whether it is one of our employees or not</li> <li>• ask your non-household customer to contact you if they haven't already done so and/or contact the police if it is not one of our employees</li> <li>• notify all retailers of the bogus caller.</li> </ul>	OSD 0706	We will notify via Bilateral Hub: F7	No
Identifying and registering sensitive customers	SC-W044	We publish guidance on sensitive customers and can support you to identify and register sensitive customers and ensure that eligible customers have a sensitive customer flag connected to their market data.	OSD 0706	N/A	No
Managing sensitive customer changes in service	SC-W026	We will notify you regarding any unplanned changes in service which will impact upon your sensitive customers.	OSD 0706	We will notify via Bilateral Hub: E3	No
Managing public health site specific arrangements	SC-W046	We provide specific arrangements that will support sensitive customers in the event of an incident that could affect public health. This service will support the creation of a site-specific arrangement detailing the plan we will implement in the case of an emergency.	OSD 0706	N/A	No

## Tariffs, allowances and payment

To help you and your customers to manage tariffs, allowances and payments we offer a range of services

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Assessing allowances and abatements	SC-W011	We perform a review of the allowances and abatements for firefighting, leakage, non-return to sewer and surface water drainage.	OSD 0709	Bilateral Hub: H1	Yes
Reviewing our tariffs	SC-W085	We perform a review of any service component tariff applied to a supply point following a request from you. Or we may also wish to review a service component tariff on an annual or ad hoc basis.	OSD 0709	Bilateral Hub: H3	Yes
Reassessing trade effluent charges	SC-WW013	We carry out reassessments of trade effluent charges.	OSD 0708	Bilateral Hub: G1	Yes
Providing payments for flooding prevention devices	SC-WW058	We perform an annual review of electrical costs for running flooding prevention devices and provide payments where appropriate. For more details on this service, please refer to Appendix F – <a href="#">Providing payments for flooding prevention devices</a>	N/A	N/A	No

## Trade effluent

Trade effluent is any liquid waste that's discharged into our sewers from a business, industrial or trade process, excluding domestic sewage and surface water.

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Managing trade effluent enquiries	SC-WW027	We provide ways for you and your non-household customer to make enquiries regarding trade effluent and respond to enquiries received.	OSD 0708	Bilateral Hub: G1	No
Sampling & analysis of trade effluent by customers	SC-WW056	We assess requests from customers who would like to carry out sampling of trade effluent for the calculation of trade effluent charges.	OSD 0708	Bilateral Hub: G1	Yes
Assessing applications for trade effluent consents	SC-WW028	We assess applications for trade effluent consents and may issue consents to discharge trade effluent.	OSD 0708	Bilateral Hub: G2	Yes
Assessing variations to trade effluent consents	SC-WW029	We carry out assessments to determine whether variations to the conditions of a consent should be made.	OSD 0708	Bilateral Hub: G2	Yes
Terminating trade effluent consents	SC-WW031	We carry out assessments to determine whether a trade effluent consent can be terminated	OSD 0708	Bilateral Hub: G2	No
Working with customers regarding private meters	SC-WW038	We work with your non-household customers to ensure private meters are installed and maintained and information is provided to the market operator	OSD 0703	We notify via Bilateral Hub: B12	No
Sampling & analysis for trade effluent billing	SC-WW005	We take and analyse samples of discharges in order to determine how trade effluent charges will be calculated and calculate trade effluent charges.	CSD 0206	N/A	Yes
Providing trade effluent sample results	SC-WW037	We provide analysis results of trade effluent samples taken.	CSD 0206	N/A	No
Monitoring trade effluent discharges	SC-WW030	We carry out monitoring of discharges to our network, which may include routine and non-routine visits to your non-household customer.	CSD 0206	N/A	Yes

## Water quality

We work hard to ensure the quality of your drinking water

Service	Service ID	Descriptions	Market code reference	How to order	Can charges apply
Visiting premises for water quality – unplanned	SC-W071	We may need to make unplanned visits to premises to ensure we can meet our regulatory obligations regarding water quality and water regulations and protect public health.	OSD 0707	We notify via Bilateral Hub: F1	No
Visiting premises for water quality – planned	SC-W072	We may need to make planned visits to premises to ensure we can meet our regulatory obligations regarding water quality and water regulations and protect public health.	OSD 0707	We notify via Bilateral Hub: F2	No
Managing water quality and regulations enquires	SC-W052	We provide support to water users who contact us with enquiries or concerns regarding water quality. We assess all contacts and will investigate further where necessary. Our Water Regulations team review water regulations notifications and will answer queries regarding the regulations.	OSD 0707	Bilateral Hub: F6	No
Managing water quality incidents	SC-W045	We provide users contacting us with any quality concerns with information and support, ensuring the early identification of water quality issues and potential incidents. Where the water supply within an area is actually or potentially considered not fit for consumption, we take action to resolve the issue.	OSD 0706	We notify via Bilateral Hub: E4	No
Providing of water quality information	SC-W094	We provide a facility to identify the water supply zone for your non-household customers' premises and a summary of our current Drinking Water Inspectorate Improvement Programmes and associated water supply zone information For more details on the service, please refer to Appendix F – <a href="#">Providing of water quality information</a>	N/A	<a href="#">Email</a>	No
Ensuring water regulations compliance	SC-W007	We review notifications and submitted drawings for new connections and carry out inspections to ensure non-household customers meet their legal obligation not to waste or contaminate the water supplied by us.  For more details on the service, please refer to Appendix F – <a href="#">Ensuring water regulations compliance</a>	N/A	N/A	No

## Part D Definitions of terms

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

Term	Description
Abatement	A reduction to a customer's charges, when for example there is no rainwater feeding into the sewer system.
Accredited entity	An entity which has been independently evaluated and accredited under an accreditation scheme to carry out certain activities defined here.
Actual read	A manual or electronic read of a meter.
Agency	This is an abbreviated term for a public agency such as The Environment Agency.
Allowance	A volumetric adjustment applied to the measured consumption of your customer to reduce the chargeable volume for water and/or wastewater services due to firefighting, leakage, non-return to sewer or not having a surface water feeding to sewer.
Billing	Means any information and activity relating the calculation of wholesale charges.
Bogus caller	People who try to gain access to premises, often posing as water company employees, in order to carry out an illegal or dishonest act.
Chargeable service	Any service that attracts a charge.
Consent register	A directory of copies of full trade effluent consents, which is available on our website.
Contract	A legal agreement between two parties.
Customer	A retailer, non-household or household customer.
Customer side leakage	The loss of treated water from your customer's underground supply pipe (which usually run from the property boundary up to the entry to the premises) and therefore not owned by Thames Water Wholesale.
Data logger	Equipment fitted to a meter to record the flow of water through the meter at set intervals (usually every 15 minutes).
Default	A debtor has not paid a debt which is required to have been paid.
Delivery hours	The hours the service will start to be delivered; this is defined as Monday – Friday 09:00 (9am) to 17:00 (5pm) on a business day excluding public holidays or a bank holiday in England and Wales under the Banking and Financial Dealings Act 1971

Term	Description
Discontinuation	A discontinuation of a trade effluent consent to reflect a temporary cessation in discharging trade effluent. We do not offer this service. We will process any discontinuation request as a billing change request.
Drought plan	All water companies in England and Wales are required by the Government to produce a Drought Plan. Our Drought Plan sets out the actions we would expect to take in the event of a drought to maintain essential supplies of water while protecting the environment.
Emergency disconnection	A permanent or a temporary disconnection made by us without any previous warning.
Emergency reconnection	Reconnection where your non-household customer has been disconnected but shouldn't have been.
Environment Agency	The body established by section 1 of the Environment Act 1995 and, as the context requires, any equivalent body with jurisdiction over areas in Wales such as Natural Resources Wales.
Estimated read	Projected consumption based on available historical data.
Exchange	Where a meter is changed, in the context of private meters it refers to circumstances when the meter is changed in size, type or location i.e. not a like for like replacement.
Flood Local Improvement Programme (FLIP)	A flood local improvement program is a flooding device, usually a pump that is strategically placed to mitigate against a premises or premises being subjected to flooding.
Follow on work	Work that we undertake after an initial investigation/action is triggered and service is restored (where it can be restored), in relation to a blockage, flood, pollution or odour, or investigation into rodent activity or defective inspection.
General conditions	Conditions which apply across all services except where specific conditions are detailed at an individual service level. These are can be found in our Wholesale Tariff Document.
Guaranteed Standards Scheme Regulations	Guaranteed minimum standards of service, as laid down in The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2017.
Illegal connection	Any connection made to our clean water assets or distribution network up to the property boundary, which we have not authorised.
Illegal use of water services	Unauthorised connections to the water supply which may include: theft by bypassing or tampering with a meter or making an unauthorised connection to the main, connecting another property onto your existing supply without informing us.

Term	Description
Impractical (when related to installing a meter)	<p>All new and existing non-household properties shall be metered where technically feasible.</p> <p>Due to cost and practicality constraints, there are a number of circumstances here we do not meter existing properties; these are defined in our metering policy.</p>
Incident	Any situation which threatens to compromise the provision of water and / or wastewater services and which requires specific actions and management focus to resolve that are not part of 'business as usual'.
Inset or New Appointments and Variations	A new appointment occurs when Ofwat grants another Undertaker an appointment to provide water and wastewater services to customers. A variation occurs when an existing appointed company requests to vary its appointment to change the areas to which it provides services.
Logging equipment	Equipment fitted to a meter to record the average flow through the meter at set intervals (usually every 15 minutes).
Market Operator Services Limited (MOSL)	The company established to exercise certain central market functions in relation to the participation of trading parties in the competitive market.
Materially complete	All mandatory information required is provided and the information is sufficient to enable us to undertake the service which has been requested.
Meter accuracy testing in-service limits	<p>For 'lower range' flow rates the accuracy level is + / - 6%</p> <p>For 'upper range' flow rates the accuracy level is + / - 2.5%</p>
Meter menu	Table that provides a list of meters which comply with the Measuring Instruments Directive (2004/22/EC) and have equivalent certification to BS EN ISO 4064:2014 class 2.
Network	The infrastructure of pipework and other assets used.
Non return to sewer	The difference between the amount of water used and the amount of wastewater returned to the sewer system.
Normal working hours	These are defined as hours within our published normal working hours, as set out in general conditions or on a service by service basis.
Notice	Any notice which Thames Water Utilities Ltd is obliged to issue under the Water Industry Act 1991 in connection with services provided to a non-household customer powers – Our legal right to take action which is given to us by legislation.
Ofwat	Water Services Regulation Authority – the economic regulator of the water sector in England and Wales.
Operational area	The geographical area where we provide water and wastewater services. A separate operational area exists for water and wastewater services.

Term	Description
Operational parameters	The following determinands are used for calculating trade effluent charges, Settled Chemical Oxygen Demand, Settleable Solids, Ammoniacal Nitrogen.
Outside our normal working hours	These are defined as hours outside of our normal working hours, which may differ by service.
Outside stop valve	A valve, external to the premises, which is used to control the supply of water to one or multiple premises.
Permit	Depending on the context; a drought permit or a street works permit. The latter provides permission to carry out work in the street. The permit may include conditions, which must be complied with.
Planned visits	Work which is planned with two or more business days' notice.
Powers of entry	A statutory right for an authorised person to legally enter a defined premises or land for specific purposes.
Private meter	Assets not owned by us which are used to measure flow related to the calculation of trade effluent charges.
Repair	Make operable and safe.
Sample	The collection of water or trade effluent discharges; analysis is carried out in an accredited laboratory.
SEMD	Security and Emergency Measures Direction: A statutory document produced under the provisions of Section 208 of the Water Industry Act 1991. It places a requirement upon Water Companies to keep under review and revise such plans as it considers necessary to ensure the provisions of essential water supply and wastewater services at all times.
Sensitive customer	Any non-household customer who fall within the definition of sensitive set out in the TWUL Sensitive Customers Policy (non-household).
Service component	Means, <ul style="list-style-type: none"> <li>• for water services: metered potable water, metered non potable water, assessed water, unmeasured water and charge adjustments; and,</li> <li>• for sewerage services: metered foul sewerage, assessed sewerage, unmeasured sewerage, surface water drainage Services, highway drainage services, trade effluent services and charge adjustments.</li> </ul>
SLA	Service Level Agreement: An agreement that sets out target timescales for delivering a service.
Service request	A formal request from a retailer/inset provider/third-party for a service to be provided.

Term	Description
Settled chemical oxygen demand (COD) (Ot)	The chemical oxygen demand of the trade effluent (in milligrams per litre) after one hour quiescent settlement or such other parameter as may be determined by Thames Water.
Short delivery timescales	Refer to services that either: <ul style="list-style-type: none"> <li>• need to be delivered in less than 2 business days of the date we successfully receive a service request; or,</li> <li>• an appointment for the delivery of that service is arranged within 2 business days of the date when the appointment was agreed.</li> </ul>
Standard service	Standard service will vary on a service by service basis. These services may incur charges as set out in the Wholesale Tariff Document.
Street works	The act of carrying out work, using equipment and machinery in the street or public highway. The rules that we must adhere to are set out in the New Roads and Street Works Act 1991 (NRSWA) and the Traffic Management Act 2004. Many local authorities also operate permit, notice and lane rental schemes which we must also comply with.
Supply pipe	The section of the water pipe that is the customer's responsibility, this normally runs from the premises boundary (or meter) to the inside stop valve.
Termination	The act of termination a consent to discharge trade effluent.
Thames Water Wholesale Service Offering	This document.
Third-party	Organisation that may act on behalf of retailers or non-household customers.
Traffic management	Collective term for any action taken to ensure compliance with legislation relating to carrying out work in the road or street.
Unplanned visits	Those visits which are planned within two or more business days' notice.
Valuation Office Agency Billing Authority Reference Number (VOA BA Reference)	The unique property identifier used between billing authorities and the Valuation Office Agency as published on the rating list produced by the Valuation Office Agency and which is available for public inspection.
Variation	A change to a trade effluent consent.
Warrant	A document issued by a Justice of the Peace to enter a defined premises to carry out a specified action.
Wastage	The loss of water from internal pipes and/or fittings, above or below ground, whether visible or not, that is not normal usage. Within the water industry wastage is also known as plumbing losses (e.g. leaky-loos, dripping taps). This also includes indiscriminate or excessive water use which allows excess to run to waste.

Term	Description
Water efficiency	The efficient use of water resources through water-saving technologies and simple device improvements, retrofits and/or installations to reduce water consumption, whilst retaining sufficient flow for effective use. Measures implemented to reduce or eliminate wastage.
Water quality incident	An incident declared by Thames Water where the water supply in an area is actually or potentially considered not fit for consumption;
Water supply zone	A section of the water supply network supplied by a single source; within this zone there should be no significant differences in composition.
We	Refers to Thames Water Utilities Limited (“TWUL”) Wholesale Water & Wastewater.
Website	Refers to <a href="http://www.thameswater.co.uk/wholesale">www.thameswater.co.uk/wholesale</a> .
Wholesale Contract for Wholesale Services	The contract between Thames Water and the retailer for the provision of wholesale water or sewerage services as the context requires.
Wholesale Contract/Wholesale-Retail Code	<p>The contract between the Contracting Wholesaler and the Contracting Retailer that constitutes:</p> <ul style="list-style-type: none"> <li>(i) a Section 66D Agreement; or,</li> <li>(ii) a Section 117E Agreement; or,</li> <li>(iii) both a Section 66D Agreement and a Section 117E Agreement;</li> </ul> <p>and which, in each case, refers to and incorporates the terms and conditions set out in the Wholesale-Retail Code; and</p> <p>The code of that name issued by the Authority under sections 66DA and 117F of the Water Industry Act 1991 including, without limitation, the Business Terms, the Operational Terms and the Market Terms and any Approved Change from time to time.</p>
WIRSAE provider	The Water Industry Registration Scheme Accredited Entity (WIRSAE) established by Lloyd’s Register Quality Assurance (LRQA) to allow companies, who fulfil the scheme requirements, to become registered as accredited WIRSAE providers. WIRSAE providers are referred to as accredited entities in the Wholesale Contract/Wholesale-Retail Code.
You	Retailer(s) with valid contract agreement with Thames Water Wholesale Water & Wastewater.

## Part E References and document list

### References

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

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

### Documents list

Document name	For use
<a href="#">Disconnection and reconnection code of practice</a>	Public
<a href="#">Gap Site Incentive Scheme</a>	Public
<a href="#">Metering policy</a>	Public
<a href="#">Leakage code of practice</a>	Retailer/wholesaler
<a href="#">Private Blockages Code of Practice</a>	Public
<a href="#">Sensitive Customers Code of Practice</a>	Public
<a href="#">Thames Water WIRSAE addendum</a>	Public
<a href="#">Drought Plan Summary</a>	Public

## Part F Appendix

### SC-W096: Using an accredited entity for Disconnection\Reconnection

We allow accredited entities to disconnect and reconnect non-household customers connected to our network following instruction from you, for non-payment. The accredited entity must be accredited as a WIRSAE provider by Lloyds to carry out temporary disconnections and reconnections for non-payment of retailer invoices within our operational area.

Prior to instructing an accredited entity to carry out any work you must provide us with the details for the accredited entity and any information reasonably requested, including a reasonable estimate of the nature and extent of the work you intend to instruct them to do and a reasonable estimate of the work you intend to ask us to do during the course of each financial year. We ask that you provide this information at least 20 business days in advance of asking them to start carrying out work on our network.

Following receipt of the information we will check the accreditation and contact you regarding any concerns or queries we have or to inform you that we agree to allow the accredited entity to carry out temporary disconnections and reconnections for non-payment on our network starting on the date agreed by us.

We also ask that, as per the Wholesale Contract/Wholesale-Retail Code, on a quarterly basis, you provide an update of reasonable estimate of the nature and extent of the work you intend to instruct them to do and a reasonable estimate of the work you intend to ask us to do during the course of each financial. Please send this information by the following dates each year:

- 1st September
- 1st December
- 1<sup>st</sup> March
- 1<sup>st</sup> June

by emailing us at [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk). This helps us meet your service needs.

#### Requesting a disconnection

Following exhausting all consumer protection measures you may ask the accredited entity to make a temporary disconnection for non-payment by turning an outside stop valve. We do not require advance notice of the work being carried out. However, you will need to submit a request via the bilateral hub to notify us that a disconnection or reconnection has been made and provide the information to enable us to update the market operator within the timescale specified in the Wholesale Contract/Wholesale-Retail Code.

#### Planning a disconnection

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

The survey must include the following as a minimum:

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

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

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

Accredited entities must ensure that all necessary consents and approvals have been obtained, where applicable. These include, but are not limited to the Local Authority and Highways England where road closure, road opening or disruption is likely to occur and prior to any disconnection taking place the accredited entity must confirm that the retailer details and the onsite meter or customer details match and that the supply to be disconnected is not a shared supply in any way and that there will be no impact on:-

- supplies to any other customers either non-household or household
- water services for public use (e.g. for firefighting etc.)
- non-household customers that are deemed to be sensitive customers, including the affected customer. We publish our Sensitive Customer Policy on our website.

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

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

### **Making the disconnection**

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

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

Please note, that we do not allow accredited entities to make any alterations to pipework, operate control valves on water mains or make permanent disconnections and to allow for notifications of disconnections to be completed during our normal operating hours, disconnections must be notified to us by 4pm each day and may only be carried out Monday-Friday (excluding bank holidays and public holiday), to enable us to update our network information in the interest of you and your non-household customer.

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

## Completing the disconnection

After making the disconnection the accredited entity must:

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

## Reporting the disconnection

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

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

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

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

## Requesting a reconnection

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

## Planning a reconnection

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

The survey must include the following as a minimum:

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

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

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

Accredited entities must ensure that all necessary consents and approvals have been obtained, where applicable. These include, but are not limited to the Local Authority and Highways England where road closure, road opening or disruption is likely to occur and prior to any reconnection taking place the accredited entity must confirm that the retailer details and the onsite meter or customer details match and that the supply to be reconnected is not a shared supply in any way and that there will be no impact on:-

- supplies to any other customers either non-household or household
- water services for public use (e.g. for firefighting etc.)
- non-household customers that are deemed to be Sensitive Customers, including the affected customer. We publish our sensitive customer criteria on our website.

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

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

### **Making a reconnection**

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

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

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

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

### **Completing a reconnection**

After making the reconnection the accredited entity must:

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

## Reporting a reconnection

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

## Emergency reconnections

If the disconnection has had or is having an adverse effect on our network and/or other customers, for example if we are contacted by a customer who has no water due to work carried out by you or on your behalf (whether deliberately or unintentionally), we may:

- carry out an emergency reconnection and may charge you; or,
- ask you to instruct the accredited entity to carry out an emergency reconnection, which must be completed within 24 hours of us notifying you that an emergency reconnection is required; and/or,
- we may request that the accredited entity ceases all work immediately.

For more information on disconnections and reconnections, please refer to our Disconnection and Reconnection Policy.

## Availability

You can call the Wholesale Service Desk for the purposes of providing the required initial telephone notification of a disconnection.

You can contact the Wholesale Service Desk by emailing [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk) The Wholesale Service Desk is available Monday-Friday 9am-5pm (excluding bank holidays and public holidays)

In an emergency, please call our 24 hour Operations contact centre on 0800 316 9800.

## Service levels

We aim to provide the following service levels as set out by OSD 0711

- within 2 business days of receipt of the bilateral request, we will notify the market operator of the change in connection status.
- Within 1 business day of receipt of the bilateral request, we will notify the market operator of the change in connection status.

## SC-W068: Improving non-household customers water efficiency

We have a requirement to deliver water efficiency savings / demand reductions across the in-area operations, outlined in the Water Resource Management Plan and Business Plan. We will deliver a range of water saving interventions on both non-household and household sites. Sites will be selected based on consumption and demand reduction potential investigations, and selection will require interactions with non-household retailers. There are two main programmes of work:

### 1. Water efficiency audits

Where sites have been identified as having the greatest potential to save water, we carry out free water efficiency audits and where applicable, make installations to help reduce water use and loss.

Firstly, we will generate a prioritised list based on our selection criteria and send it to you, for you to confirm customer details. We will then contact the customer and arrange the site visit.

Our site visit could include the following actions:

- conduct simple water audit to identify applicable water efficiency interventions
- install free water efficiency devices
- identify and where practical fix internal wastage/leakage

We may also recommend other water efficiency improvements that your non-household customer may wish to employ to reduce water consumption.

### 2. Smarter business visit

We deliver water efficiency improvements to non-household sites using a geographical area-based approach. We send letters in advance to all non-household premises, introducing the scheme and informing them of when we will be operating in their area. We then knock on doors and offer the smarter business visit to any non-household premises that wants one.

Our smarter business visits include the following actions:

- fitting of water saving devices (showerhead, shower save, shower timer, tap inserts, kitchen swivel, save-a-flush and EcoBetas)
- identify leaking toilets and carry out a free one-off fix; and,
- fit free urinal controls where practical

We will discuss with the non-household customer how much water will potentially be saved through the installation of the devices.

We may also recommend other water efficiency improvements, not provided by us that non-household customers may wish to employ to further reduce water use or water losses. We will notify Retailers of any visits carried out to a non-household customers' premises.

### Service levels

For smarter business visits, we will send out generic letters to non-household customers notifying them that we will be operating in their area. If the non-household customer contacts us to arrange a visit and the visit is planned at least two or more business days in advance, we will notify you of the date the visit is planned to take place.

When operating in the area, if we carry out an unannounced visit to your non-household customers premises, we will notify you of the visit within 2 business days of the visiting taking place.

## SC-W108: Incentivising water efficiency

Whether your non-household customer is a production line, restaurant, hair salon or office block, simple water efficiency improvements can cut their energy and water costs, without reducing their performance. Our water efficiency incentive offer is in line with our requirement to deliver water efficiency savings/demand reductions across the in-area operations, outlined in the Water Resource Management Plan and Business Plan.

We invite you to take part in our water efficiency incentive offer and contribute to our efforts to reduce overall water consumption in the non-household retail market. Our water efficiency incentive offer to you is applied on a supply point by supply point basis and will reward you for proven water efficiencies that you make to your non-household customers. For more information in your reward, please refer to our Wholesale Tariff Document.

Only water savings achieved directly from water efficiency interventions will be considered for this offer. For clarity, a repair to a leak does not qualify for a water incentive payment and other specific exclusions apply. These are clarified within the Wholesale Tariff Document.

For you to participate in the incentive offer, you are required to submit a Form T/010. This form will require details on the customer (SPID) you have worked with, evidence of the work that has taken place and how much water has been saved. You will be able to apply for this offer once per SPID in a 2-year period.

Our water efficiency incentive offer works as follows:

### **Build the baseline.**

This will require assessment of the existing consumption on site. We would require a minimum of 3 months of meter data, prior to any water efficiency improvements, in order to establish a baseline for the site. Ideally this would be weekly meter reads, however we would accept monthly reads as long as 3 reads taken at equal distances apart were supplied. The meter reads provided would need to be part of your customer's billable water consumption. Alongside the meter reads we would expect basic information on the site, to include but not limited to: Business practice, Full Time Employee (FTE) number and hours per day the site is in use.

### **Confirm the achievement.**

We will require a minimum of 3 months of meter reads taken immediately after the water efficiency intervention(s) to confirm that the savings are sustained. The meter reads provided would need to be part of your customer's billable water consumption. In addition to the meter reads we require descriptive and photographic evidence of the water efficiency intervention(s) that have taken place such as photos of devices installed/retrofitted.

We reserve the right to carry out audit visits at your non-household customer's premises as part of this offer. During the visit, we may recommend other water efficiency interventions for your non-household customer consideration, which will not affect your water efficiency claim.

### **Reward you.**

Following our confirmation of your water efficiency submission, we will offer you a fixed payment. For more information in our rewards, please refer to our Wholesale Tariff Document.

You are eligible for our water efficiency incentive offer, where you have a contract with us and your non-household customer(s) are within our wholesale water supply area.

## Service levels

We will notify you within 15 business days of your submission being received where your water saving have been verified and you are eligible for the payment or not; or where we require further information to verify your submission.

We will make the payment once we have verified your submission.

We aim to provide the following service levels, where we have exercised our right to perform audit visits:

- where we have arranged to carry out a visit to a non-household premises and the visit is planned 2 business days or more in advance we will tell you when the visit will take place
- we will notify you of any visits to your non-household customers' premises within 2 business days of the visit.

## SC-W114: Incentivising gap site registration

We offer an incentive scheme for the registration of gap sites, in order to participate you must have the following:

- a contract for wholesale services with us
- be successfully registered as the retailer in respect of the gap site under process C3 “Application in respect of Gap Sites proposed by the retailer”
- not be a self-supply retailer
- have a self-billing arrangement set up

This incentive will include an up-front initial payment followed by an allowance on your water and/or wastewater primary charges for year one.

### Eligibility

We will offer one of the following types of incentive:

- water services only - where the premises is in receipt of water services only.
- wastewater services only - where the premises is in receipt of waste services only.
- water and wastewater services - where the premises is in receipt of water and wastewater services.

The premises must also meet the following criteria in order to qualify for an incentive:

- be an eligible premises in accordance with Ofwat guidance – “Eligibility guidance on whether non-household customers in England and Wales are eligible to switch their retailer”
- Neither a water services supply point nor a sewerage service supply points exists within the Central Market Operator System, i.e. any premises provided with water services and/or sewerage services and already registered in the market for one of these services is not eligible.
- has not previously been registered in the market.
- for newly connected premises the date of application must be greater than 40 business days after the date of meter installation.
- for newly split premises the date of application must be at least 60 business days after the date that the Valuation Office Agency records are updated to reflect the changes.

Premises identified as entry change of use will not be eligible for a gap site incentive.

### Application

Where you have identified a gap site and wish to be the registered retailer you need to submit a C3 Application for Gap Site request via the bilateral hub (. For cross-company premises you will need to submit a separate request for the water services supply point and sewerage services supply point to the water services and sewerage services wholesalers respectively.

For an incentive payment to be made, you must provide all required mandatory information, where a piece of information does not exist or is deemed not applicable, please provide full justification as to why.

Further information regarding this can be found in our gap site incentive policy.

When we receive your application, we will assess the information you have provided and then notify you of the following:

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

## Gap Site Initial Payment

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

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

## Application of the Gap Site Tariff

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

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

## Calculation of incentives

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

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

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

For cross-company premises where we are the wastewater wholesaler, we will liaise with the water wholesaler to determine any incentive payment due. We will then make the initial payment for the service that we provide in accordance with our wholesale tariff document. We will calculate the year one allowance based on the primary wholesale wastewater charges for the service that we provide to you.

## Availability

Appointments will run during our normal working hours (excluding bank holidays and public holidays):

- Monday – Friday, 8am – 5pm
- Saturday, 8am – 1pm

## Service levels

We aim to provide the following service levels:

- We will assess the information you have provided within 22 business days of receipt of the market form.
- We will notify you of your eligibility within 5 business days of completing our assessment.
- We will respond to the retailers' challenge within 10 business days.
- We will confirm with the water wholesaler whether the eligible premises is a gap site and the action taken to update the supply point register within 2 business days and proceed to the application stage.

Retailer required service levels:

- Where the retailer has confirmed any gap site and wishes to be registered in respect of that gap site, it shall, within 2 business days of reaching such agreement, submit a request C3 (Application for Gap Site) to the wholesaler and any other wholesaler where applicable.
- The retailer must ensure that the supply point(s) are tradable within 15 business days of the Market Operator sending a T107.m notify connection complete.
- If the retailer wishes to challenge the initial payment, it must do so within 10 business days of receipt of the notification.

If the retailer wishes to challenge the calculation of the year one allowance, it must do so within 10 business days of receipt of the invoice.

## SC-W095: Providing digital meter data

We provide a chargeable digital meter data service to deliver regular meter data where the meter is under our wide-area network coverage. For these meters we are able to collect regular meter reading on a continual basis.

Details of what meters we will fit, where we will fit them and related standards are set out in our Metering Policy. Further information is also available in our Getting data from Thames Water meters guidance on our website.

### Digital Data Service Dashboard

Where a digital meter is installed at your non-household customer's property, you can request a digital meter data service for the digital meter by completing the appropriate T form located on Swim: TB11.R for Single meters and TB11b.R for Multiple meters. Third parties can also request using the form located on our website. You are responsible for satisfying yourself that you have the appropriate lawful basis to record and /or collect and/or process the consumption data and that that lawful basis is current at all times during the collection and processing of that consumption data. We shall take no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.

In relation to data protection, you must comply with:

- (a) all relevant data protection legislation including (but not limited to) General Data Protection Regulations and,
- (b) all codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.

In providing this service we will comply with data protection laws. This would include provision of all data by using secure transfer mechanism and appropriate permission from customers to collect data.

Data will be transferred to you using a secure connection which we will provide details at the appropriate time.

Where you apply for this service for the first time, we need to configure our systems to extract and send the data and arrange the secure transfer mechanism (SFTP). We will need to work with you in order to set this up.

For any individual meter this service may include one of the following, depending on what you need. There will be a different charge for each service. The service includes:

- system set-up and registration (first time users)
- meter set up (individual basis)
- Upgrade of read frequency
- Meter set up (bulk request).

Although sometimes we cannot guarantee completeness of meter reading data, we will provide you with the most complete information based on what we obtain.

When we receive your request we will:

- confirm that we've received it, assess the application and request any further information which we might need to make a decision on whether we are able to provide the digital meter data service
- check whether the meter has a Local Communication Equipment (LCE) unit attached and if it is currently in Advanced Metering Infrastructure (AMI) mode.
  - if no LCE is present one will need to be installed and we will attend the premises to complete this. No interruption to the supply will be needed.
  - if the meter has an LCE but is not in AMI mode we may also need to attend site to resolve this. This can be corrected in many cases by resetting the LCE or replacing the LCE and/or meter.
  - if the meter will not connect in AMI mode after this field investigation, then providing digital data is not feasible and we will advise of this.

You can also use our Digital Data Service dashboard to allow you to self-serve and view which meters are ready for DDS and which would require further works to allow DDS to be possible. To request access to this, please email us at: [digitaldataservice@thameswater.co.uk](mailto:digitaldataservice@thameswater.co.uk)

When the set-up is complete we can supply the regular data service at the agreed frequency. There will be separate charges for any non-standard activity, such as carrying out work outside of our normal working hours, which we will need to give you a quote for. We'll let you know about these before undertaking any work.

Should you wish to terminate your digital meter data service, please email us at: [digitaldataservice@thameswater.co.uk](mailto:digitaldataservice@thameswater.co.uk) providing the relevant meter serial number and termination date.

## Availability

You will be able to request a digital meter data service by completing the T/015 digital meter data request form. You are responsible for satisfying yourself you have the appropriate lawful basis to record and /or collect and/or process the consumption data and that that lawful basis is current at all times during the collection and processing of that consumption data. We shall take no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.

If we need to carry out work on the meter we will usually carry out our work during our normal working hours (excluding bank holidays and public holidays):

- Monday - Friday, 8am - 5pm
- Saturday, 8am – 1pm

We may be able to offer this service at other times as a non-standard service to suit your non-household customer but we will consider each request individually and give you a quote for the work.

## Service Levels

We aim to provide the following service levels:

- for a first time application we will set-up the data service and establish the secure file transfer mechanism. We will need to work with you to set up the file transfer mechanism and will complete this within 15 business days
- where the digital meter falls under our wide area network, the meter is in AMI mode and there are no issues with the meter infrastructure, we will start providing the data within 5 business days of submission of all required data. Where further activities are required for example when an LCE unit needs to be installed, the meter is not currently in AMI mode, or where the read frequency needs to be updated the length of time it takes to facilitate this service will be increased. We will endeavour to provide you a forecast completion date for the service.
- we will investigate flatlining of data within 22 business days of becoming aware of the issue.

## SC-W113: Using powers of entry to enable a meter read

This service is provided where you are unable to gain access to your non-household customers' property to obtain a meter read.

You can ask us to write to your non-household customer and the registered owner concurrently to arrange an appointment to gain entry to the premises to enable a meter read by completing the T/009 form, found on our TW portal, and submitting it to us.

When sending your application to us, we require you to send evidence of the following:

- attempts you have made to gain access and the respective dates
- letters and calls requesting access and the respective dates
- final attempt to gain access and the respective date
- final letter sent to your non-household customer where you have attempted to arrange an appointment to obtain a meter read and have subsequently referred this to us.

This information is required in order to complete the witness statement which will be used in court if necessary. Please submit these documents along with your application form.

When we receive this request, we will assess whether you have provided satisfactory evidence of contacting your non-household customer to obtain a meter read and process your application, we will contact you if we require additional information.

Upon acceptance of your request, we will write to your non-household customer and the registered owner to arrange an appointment to enable a meter read.

If we still have no response within 14 days, either ourselves or our legal representatives will then send a letter asking for:

- the customer to contact us to arrange an appointment to read the meter
- If no contact is made within 7 days, we will need your confirmation that you wish to proceed to phase II where we will provide you with a price on application.
- we will require your acceptance of the price on application within 10 business days in order for us to proceed to the next stage and apply to the courts for a warrant to gain access to the property.

Once we have applied to the courts, your customer will receive a letter from our legal representatives notifying them in writing with an invitation to attend court

### Exercising our powers of entry

If a warrant is granted, we'll notify you of the date and time on which we intend to execute the warrant.

If a warrant is not granted, we will inform you of the reasons.

We may engage bailiffs to serve the warrant on your non-household customer. Before the day of the execution of the warrant, we will contact the police and, if necessary, we will contact the police if there is a breach of the peace during the execution of the warrant.

## What happens when we gain access

Once we have gained access to the premises, we will attempt to take a meter read and will let you know the outcome of our visit. If we have had to force entry, a locksmith will be required to leave the premises secure once we have finished. Your customer will be notified of where they can collect the new keys to the property. You will be charged for these services.

When we gain entry to your non-household customer premises, we will read the meter. If the meter is found to be broken, faulty or missing, where possible we will exchange or replace the meter during the visit. Charge may apply. For more information, please refer to our Wholesale Tariff Document.

## Availability

Appointments will be made during our normal working hours (excluding bank holidays and public holidays):

- Monday – Friday, 8am – 5pm
- Saturday, 8am – 1pm

## Service levels

We aim to provide the following service levels:

- we will confirm whether your request has been accepted or not within 5 business days of receipt of the service request form
- we will close your application if additional information requested to support your application is not provided with 15 business days of our request for additional information
- after phase I has been completed, if you do not confirm you want to proceed to phase II within 15 business days we will close your application.

Due to the complexity of this service and the case-by-case nature it will not be possible to provide an end to end timeframe for this activity. Hearing of warrant applications will be dependent on court availability.

## SC-W082: Repairing outside stop valve

If we're notified of a faulty outside stop valve we'll carry out a site visit to locate the outside stop valve and assess the fault to determine what remedial action is required. If necessary, we'll arrange the visit directly with your non-household customer and notify you of the date and time of the visit, where the visit is planned more than 2 business days in advance.

If the visit cannot be planned more than 2 business days in advance, we will carry out the visit and notify you of the visit within 2 business days of the visit taking place and provide copies of any correspondence or notices served.

If your non-household customer contacts you to report a fault with an outside stop valve or cannot locate the outside stop valve, redirect them to us.

If we are able to locate an outside stop valve and a standard repair can be made, we'll carry out the work on the first visit.

The repair will be considered to be standard if:

- the outside top valve does not need to be replaced
- excavation work is not required
- street works permits are not required to undertake the repair
- there are no Traffic Management Act measures required
- there are no access restrictions

If the repair is non-standard or one or more of the following applies:

- the fault is causing a risk to health and safety, e.g. a trip hazard on public highway
- the outside stop valve is leaking
- the fault is restricting the supply of water

We will carry out the repair as soon as reasonably practical

In most cases we'll make a permanent reinstatement following replacement of the outside stop valve, but if this isn't possible, we'll make temporary reinstatement and complete permanent reinstatement within six months.

For work carried out outside the boundary of the premises any special surfaces, i.e. modular blocks, natural stone, bricks, and cobbles etc. shall be salvaged following excavation and stored for replacing at the time of permanent reinstatement.

Reinstatement within the boundary of the premises will be to a safe and level standard. However, we will endeavour to salvage any special surfaces, ie modular blocks, natural stone, bricks, and cobbles etc. following excavation which will be stored for your non-household customer to carry out their own reinstatement.

If we cannot locate an outside stop valve, we will notify your non-household customer and advise them to contact you if they would like an outside stop valve installed.

If a customer side leak is suspected, we'll arrange for further investigations to be carried out.

## Availability

You, non-household customers and the general public may report faulty outside stop valves, ask for assistance locating an outside stop valve or turning off their water supply by phoning our wholesale contact centre.

If an appointment is required, it will be available during our normal working hours (excluding bank holidays and public holidays):

- Monday – Friday, 9am – 1pm
- Monday – Friday, 1pm – 5pm

If we're unable to attend an appointment, we'll notify you and/or your non-household customer with at least 24 hours' notice. If we don't attend an appointment, we'll provide compensation in accordance with our Guaranteed Standards Scheme

## Service Levels

We aim to provide the following service levels:

- within 5 business days of being contacted, or at a date and time agreed with your non-household customer, we'll arrange a site survey to assess the work that is required
- where a standard repair is required, where reasonably practical we will repair the outside stop valve on the first visit.
- where a repair was not possible on the first visit carry out the repair as soon as reasonably practical

Where a street works permit or Traffic Management Act measures are required all service levels are dependent upon the availability of a street works permit.

## SC-WW058: Providing payments for flooding prevention devices

A FLIP is a flooding prevention device, usually a pump that is strategically placed to mitigate against a premises being subjected to flooding. A FLIP payment is a contribution to the electrical running costs of the FLIP device.

### Reviewing FLIP payments

Once per year we will undertake a review of the FLIP payments to be made to those responsible for the electrical supply of the FLIP devices maintained by us. We make these payments to subsidise the costs of running the FLIP devices.

Once per year, through January to March, we will undertake a review of the FLIP payment amounts and who they should be made to.

We will use the information that we have from the previous year installations and those on the ongoing maintenance list.

For every end user (payer for the electrical supply) for whom you are the wastewater retailer we will credit you once per year during the first quarter of the calendar year for all those end users, along with a detailed itemisation of who should be paid what. Payment will be made to the wastewater retailer registered to the wastewater SPID at the time the payment is made.

As per the requirement of the Wholesale Contract/Wholesale-Retail Code Part 2 Business Terms, you are obliged to pass the right money onto the right individuals.

### Availability

This is not a service that you can request, as it is put in place based on the installation of FLIP devices by us.

You may of course have queries over the FLIP payments that we send through to you, for which we are more than happy to respond to. If you have any queries, please email:

[wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk) and state that you have a FLIP payment query.

### Service Levels

We aim to provide the following service levels:

- we will endeavour to respond to your enquiry within 10 business days

## SC-W094: Providing of water quality information

To assist you in meeting your maintenance of records obligations as described in the Regulation 34(2) of the Water Supply (Water Quality) Regulations 2016 we assist by:

- providing the facility to identify the relevant water supply zones for your customers' premises. This can be done by searching for your non-household customers' postcode on our "Your Water Report postcode checker", this tool is available via our website
- providing retailers with a summary of our current Drinking Water Inspectorate Improvement Programmes and associated water supply zone information. This document, updated and circulated quarterly, is available to retailers upon request. The report details the current improvement programmes affecting our operational area and the water supply zones affected.

There are four types of legally binding improvement programmes that may be put in place where a water company supplies water that does not meet the required standards or other statutory obligations and where the issue is likely to recur. The Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zones Information document contains details of these as follows:

- **authorised departures – non-public health related:** these set out the steps that the company will take, within a maximum 3 year time period, to achieve compliance for a specific water quality parameter with the relevant UK standard or European Community Directive
- **notices – public health related:** a Drinking Water Inspectorate notice requires us to take certain steps within specified timescales to mitigate an identified risk.
- **undertakings – non-public health related:** the company gives an undertaking to carry out a programme of work to secure or facilitate compliance with a standard or other deficiency identified within an agreed timescale. Undertakings are used where there is not a significant risk to human health.
- **enforcement orders – public health related:** the highest level improvement programme. These are served in respect of failures of European standards where authorisations cannot be granted (e.g. E. coli, Enterococci at consumers' taps) and if we have failed to meet the requirements of a notice or undertaking.

To request a copy of the latest version of the Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zones Information document, please email us at [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk)

When we receive your request, we will:

- send you the current version of the Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zones Information document
- add your contact details to our distribution list
- send you a copy of the latest document quarterly

### Availability

You can utilise our website at any time to access our "Your Water Report postcode checker" and identify a non-household customers' water supply zone.

### Service Levels

We aim to provide the following service levels:

- **data requests** – we shall respond to requests for the Drinking Water Inspectorate Improvement Programmes and Associated Water Supply Zone Information document within 7 business days from receiving the request.
- **information updates** – we shall release a revised document to those on our distribution list within 10 business days from the end of each quarter of the calendar year.

## SC-W007: Ensuring water regulations compliance

To ensure Water Supply (Water Fittings) Regulations 1999 (hereafter referred to as the water regulations) are complied with by non-household customers and to meet our regulatory obligations we will:

- promote awareness of the water regulations
- review and approve water regulations notifications and drawings submitted with applications for new connections to the water network or changes to existing plumbing systems
- carry out proactive inspections of existing premises
- ensure the compliance of all new underground pipework systems prior to any new connection to the water network being made
- carry out reactive inspections to investigate proposed changes to existing plumbing systems or suspected breaches of the water regulations and
- respond to water quality incidents

### Site visits

Whilst carrying out inspections, investigating suspected breaches, monitoring confirmed breaches of the water regulations or carrying out enforcement actions we may need to make announced/planned visits or unannounced/unplanned visits. Inspections may take place over several days – often unpredictable in advance of the visit. This will be managed as a single visit notification to the retailer. We are taking a view that a “visit” will be defined as ‘as many days as are required to undertake the activity in question’. We intend to give MAP compliant notice of the start of that visit and to notify the Retailer upon completion.

### Non-compliance

Customers are responsible for the compliance of their premises plumbing systems and to ensure that they don't waste or contaminate the water supplied by us.

Where we find an actual or suspected serious breach of the water regulations posing a risk to the contamination of the water supply, we may disconnect the water supply.

Where a disconnection is made, we will notify the market operator in accordance with the Wholesale Contract/Wholesale-Retail Code and only reconnect the supply when the breach has been satisfactorily rectified. For further information refer to the disconnecting for a breach of water regulations service and reconnecting following breach of water regulations service.

Where disconnection is not considered necessary, we will:

- issue the non-household customer with an enforcement notice requiring the breach to be rectified within the specified timescales
- inform the non-household customer of the breach and what action we will take
- provide you with a copy of any correspondence left with or sent to the non-household customer, including any reports produced.
- monitor the situation through further visits and if necessary, take appropriate enforcement action against your non-household customer to ensure the breach is remedied. We can under Section 75 of the Water Industry Act carry out the rectification works not already completed (your non-household customer will be charged for the work carried out under Section 75). Where we intend to take this action, we will notify you of the date when we intend to visit site to complete the works. Where Section 75 action is not suitable and the breach is not remedied, we may decide to prosecute your non-household customer.

For details of how to make enquiries regarding water regulations, please refer to our managing water quality and regulations enquiries service.

## Customer obligations

Where you become aware of a breach or suspect a breach of the water regulations (or equivalent regulations), you must immediately.

- inform us by calling our wholesale contact centre **and**,
- remind your non-household customer of their obligations to comply with the water regulations.

## Powers of entry

Where we are required to enter your non-household customer's premises, but are refused entry, we may seek a warrant to use our statutory powers conferred under Section 170 of the Water Industry Act 1991.

For further details refer our using our powers of entry at your request service.

## Availability

We will monitor compliance with water regulations within our operational area and take any appropriate action within our powers to protect the water network and public health.

We may carry out site visits at any time and may sometimes visit without notice.

If you become aware of a breach or suspect a breach of the water regulations (or equivalent regulations), you must inform us immediately by calling our wholesale contact centre.

Our call centre is available 24/7 to provide support.

## Service Levels

We aim to provide the following service levels:

- where we are informed of a suspected Water Regulations breach, we will investigate as soon as reasonably practical.
- where the water regulations visit and non-standard water quality visit is planned less than **2 business days** in advance, we will tell you when the visit will take place, not less than **2 business days** following our visit.
- we will provide you with a copy of any water quality reports or any notices or correspondence relating to water fittings regulations within **2 business days** of the correspondence being given to your non-household customer
- For all visits (including visits to undertake standard water sampling), We shall provide to the Retailer a copy of any enforcement notice or other notice, or correspondence issued to or served on the Non-Household Customer, within two (2) Business Days of the enforcement notice or other notice or correspondence being issued to or served on the Non-Household Customer



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