

Wessex Water Wholesale Services

Operations manual and policies

wessexwater.co.uk



Our promise to you and your customers

We are committed to delivering a high level of service to all retailers and their customers.

We promise to:

- deliver excellent standards at all times
- put things right as quickly as possible
- compensate you and your customer if we fail to keep our promise
- offer a range of cost reflective and innovative tariffs.

Our promise for retailers is underpinned with a 'no quibble' guarantee and compensation payments that are among the highest in the industry.

We recognise that some of your customers rely heavily on water and sewerage services. For these customers we offer enhanced services.



Andy Pymer, managing director

Contents

1.0	Introduction	Page 3
2.0	Contacting wholesale services	Page 4
2.1	Meet the team	Page 4
2.2	Contact us	Page 5
3.0	Our standards of service and approach	Page 6
3.1	Delivering excellence and putting things right	Page 6
3.2	Delivering your work requests	Page 7
3.3	Raising work requests and the retail portal	Page 7
3.4	Providing information for work requests	Page 9
3.5	When we are unable to proceed	Page 9
3.6	Non-standard work requests	Page 10
3.7	Accredited entities work in the Wessex Water region	Page 11
3.8	Planned and unplanned changes to services	Page 12
3.9	Water quality	Page 15
3.10	Market data – working with you and the industry	Page 16
4.0	Our policies	Page 17
4.1	Leaks on private pipework and fittings	Page 18
4.2	Leakage allowances	Page 19
4.3	Sensitive customers	Page 21
4.4	Disconnections and reconnections	Page 22
4.5	Metering	Page 23
4.6	Trade effluent	Page 26
4.7	Water supply regulations	Page 28

For the latest information on charging and our guaranteed standards of service please visit our website [here](#).

Document history

Document Version	Date Published	Changes
1.0	01/10/2019	Published Version

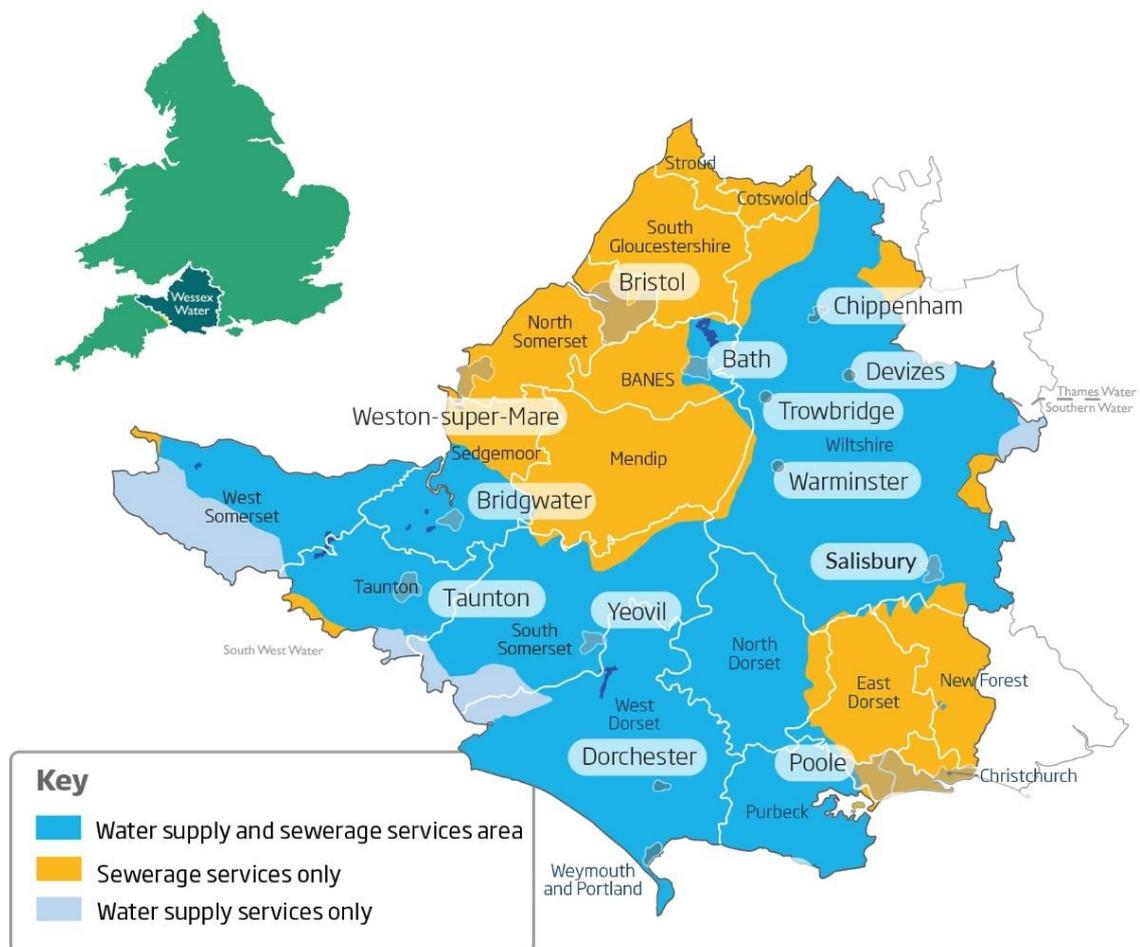
1.0 Introduction

Wessex Water is a regional water and sewerage business serving 2.8 million customers across the south west of England including Dorset, Somerset, Bristol, Bath, most of Wiltshire and parts of Gloucestershire and Hampshire.

Our aim is to give all retailers and their customers excellent standards of service by providing high quality water and environmental services that protect health, improve the environment and give customers good value for money.

We are recognised by our regulators as one of the leading water and sewerage companies in England and Wales.

The Wessex Water region



If you would like to know more about Wessex Water, please visit our [website](#).

2.0 Contacting wholesale services

2.1 Meet the team – We operate a small dedicated team committed to making the retail water market a success for all participants through excellent standards of service and delivery.

<p>Lauren Musselwhite – wholesale services manager</p> <p>Lauren and her team manage all operational enquiries from you on behalf of your customers and ensure they are dealt with in a timely manner, while providing industry-leading customer service.</p>	
<p>Kerrie Moon – wholesale finance manager</p> <p>Kerrie looks after all your financial interactions with us, including settlement, allowances and non-primary charges.</p> <p>She will also maintain any contractual and credit support agreements.</p>	
<p>Jon Fuller – compliance and performance manager</p> <p>Jon monitors our performance against market KPIs to ensure your customers are getting industry-leading service.</p> <p>He also ensures that our staff understand how competition law affects them and the concept of a 'level playing field' across the industry to make sure that our relationship with you is fair.</p>	
<p>Will Raikes-May – trade effluent manager</p> <p>Will and his team are committed to working with retailers and trade effluent customers to ensure that we are compliant with our environmental and public health obligations and to ensure the management and application of trade effluent consents is efficient through a collaborative approach.</p>	

2.2 Contact us

We are always on hand to help. You can contact us via our portal, phone or email. Whichever option you choose, if you need a response you can be assured that one of the team will be in contact with you as soon as possible.

Wholesale service desk – operational enquiries

Monday to Friday 7.30am – 6pm (excl. bank holidays)

Telephone: 0330 123 1122

Email: wholesaleservicedesk@wessexwater.co.uk

Write to: Wholesale Service Desk, Wessex Water,
Claverton Down, Bath BA2 7WW

Emergencies

In the event of an emergency out of hours please call
0345 600 4 600

Wholesale finance – finance enquiries

Email: wholesalefinance@wessexwater.co.uk

Write to: Wholesale finance, Wessex Water, Claverton
Down, Bath BA2 7WW

Trade effluent – applications and enquiries

Email: trade.effluent@wessexwater.co.uk

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. To protect you and our staff, calls may be recorded.

3.0 Our standards of service and approach

3.1 Delivering excellence and putting things right – our guarantee to you

When working with us you can expect to receive industry leading standards of service. In addition to the Market Operational Terms and Performance Standards (OPS) we have our own standards of service for delivering work requests, dealing with planned and unplanned changes in service, and responding to any water quality issues. If we don't deliver on our standards, we are committed to working with you and your customers to put things right. Look out for our **Enhanced** guarantees.

Our services backed by our guarantee can be found throughout this document.

Key

We'll respond to you within:



FOUR WORKING HOURS ONE WORKING DAY

This indicates the number of working hours or working days within which we'll respond to you.

We'll pay you if we fail:

£50

£75

This indicates the amount we'll pay you if we fail to keep our promises.

How your payments will be made:



AUTOMATIC PAYMENT



CLAIM

We make some payments automatically but others you will need to claim on behalf of your customer. All compensation will be credited monthly to your wholesale account with us.

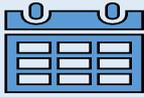
Points to note:

- Our timescales start on the day we receive your request or correspondence. Our business hours are Monday to Friday 8am – 6pm excluding bank holidays in England and Wales.
- Compensation payments payable to customers are credited to retailers accounts in the following month in which they occurred or were identified.
- Where we are not able to identify customers affected by sewage flooding, pressure issues and supply interruptions, customers can claim payments through their retailer.
- Any claims must be made within three months.
- Penalty payments: where we fail to make an automatic payment or where we agree to a payment that you have claimed within the stated timescales, we will automatically pay you a penalty payment as detailed against our guarantees.
- Disputes: any disputes arising in relation to guaranteed standard payments may be referred to Ofwat for determination. Its decision is binding.
- Please see the [guaranteed standards terms and conditions](#) document on our website for more information.

3.2 Delivering your work requests

Delivering services to you as the retailer and your customers is important to us. We will aim to complete your work requests without delay while keeping you and your customer informed.

Our wholesale service desk is on hand to help while our retailer portal enables you to view work requests you have raised.

WRITTEN COMPLAINTS				
		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay
Written complaints	We will reply to your written complaint. Late payment penalty: £10	 Eight working days	£50	A
APPOINTMENTS (VISITS)				
			Compensation if we fail to keep our promise	How we'll pay
Making appointments	If we need to make an appointment to visit your customer, we'll agree a morning or afternoon slot or a specific time if that is more convenient. Late payment penalty: £10		Enhanced £50	A
Keeping appointments	We'll arrive within an hour of a specified appointment. Late payment penalty: £10		Enhanced £50	A
Cancelling appointments	If we cannot make an appointment, we will give your customer at least 24 hours' notice as long as we have their telephone number. Late payment penalty: £10		Enhanced £50	A
We'll respond as quickly as we can if your customer reports an emergency. An appointment is not usually required in these circumstances.				

3.3 Raising work requests and the retailer portal

We understand the importance of keeping customers informed. Our retailer portal provides a single view of open and closed work requests raised by you, the retailer.

The portal enables you to raise work requests instantly with us and to receive regular updates until a work request is complete.

Using the portal, you can also view:

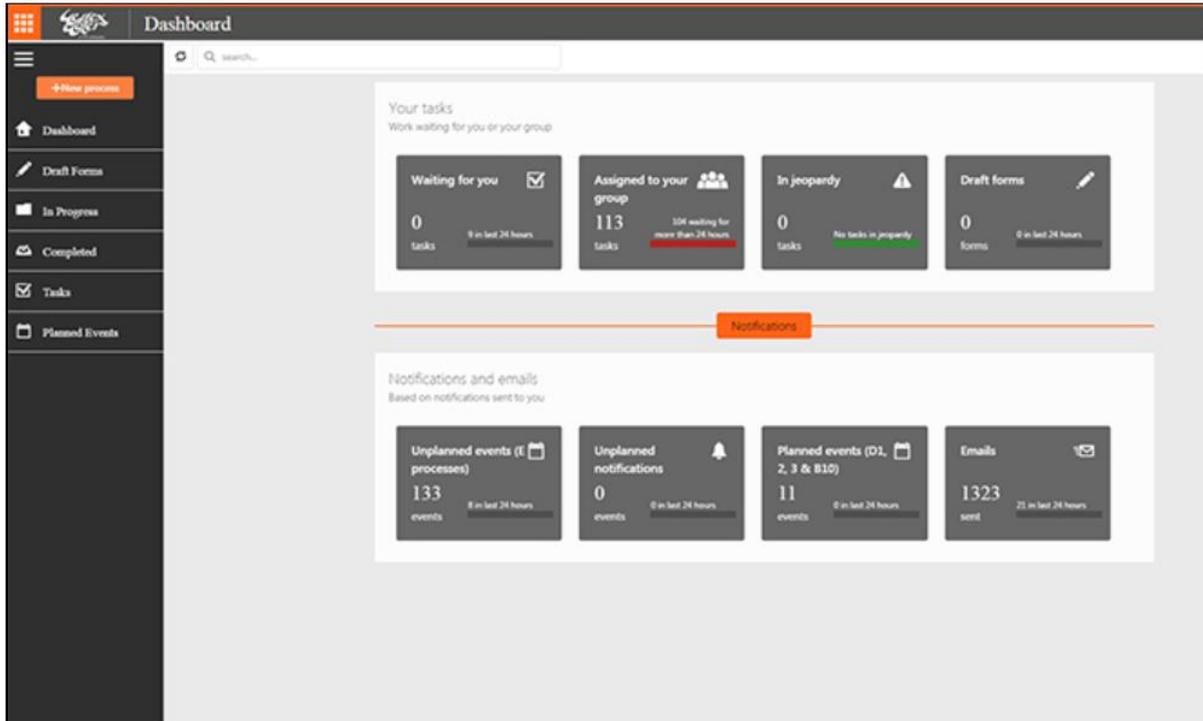
- all work requests raised with us, either open or closed
- individual work requests detailing the current status and stage of the request
- updates provided by us
- documentation including quotations and attachments
- any tasks assigned to you to action
- live information on planned interruptions to services and unplanned events that may affect your customers in our region.

If your customer contacts us directly for an unplanned change to their service or any other contact, we will let you know via the portal.

Each work request raised with us will be assigned a unique work request number so that you can easily find it in the portal or quote this number when contacting us.

You can of course add your own internal reference when raising a request with us and this will be available against the request for you to search against.

If you experience a problem using the portal or would like to know more, please contact our wholesale service desk.



3.4 Providing information for work requests

The information you provide on the relevant work request form or when you contact us is vital because it enables us to deal with the matter promptly and within the market's operational terms.

If you have given us permission to do so, we will work directly with your customer to complete the work request while keeping you informed of progress.

When raising a request please consider the following:

- What is the best day for us to contact your customer or visit them on site?
- We want to get your customers job completed as quick as possible. What is the best way to contact your customer? Do they have alternative contact numbers or email that we could use?
- If we need to carry out work, are there any days or times that would not suit your customer?
- If the work requires a short interruption to your customers supply, are there any days or times that this might not be convenient?

Finally, please remember to add any relevant information on the form before sending it to us.

Our teams are here to help and ready to go.



All our staff carry Wessex Water identification cards, which can be verified by calling us on 0345 600 4 600.

3.5 When we are unable to proceed

We will contact you if there is a reason why we cannot proceed straight away with a work request or if we need additional information from you.

If we do not hear from you or your customer within three business days (Monday – Friday 8am – 6pm excluding UK bank holidays) of getting in contact, we will assume that you no longer wish us to continue with the request.

If we have asked you to contact us regarding an open work request, please contact the wholesale service desk.

3.6 Non-standard work requests

We will always notify you when one of our chargeable processes is non-standard. All of our current non-primary charges (standard and non-standard) can be found in our latest [charging scheme](#).

Our definition of a non-standard work request can be found below:

<i>Non-standard requests</i>	
<i>A quote will be provided for all requests classified as non-standard. Requests that include one or more of the following will be classified as non-standard.</i>	
Criteria	Where the meter size is 30mm or greater
	Requiring a road closure
	Requiring notifications to third parties in advance of commencement of works including disconnections for non-payment
	Requiring warrants for access
	For flow data that requires a site visit to obtain
	Where an additional charge is required for infrastructure (extra network demand)
	Any activity not listed which requires disproportionate effort on the part of the wholesaler

Quotes will be based on labour, plant, materials and notification/consent costs.

3.7 Accredited entities work in the Wessex Water region



We are always happy to complete a work request for you, however if you would like to use an accredited entity to complete the work, we have signed up to the WIRSAE scheme in the Wessex Water area to give you even more choice in the services you offer to your customers.

Permitted accreditations in our area

Meter installations, replacement and meter maintenance activities	MIRMS	Installation or replacement meter in existing chamber / inside building (limited up to 25mm in the Wessex Water region)
	MIRMA	Installation or replacement meter with pipework modifications and/or excavations works – all sizes
Disconnections	TDNHS	Temporary disconnection and reconnection (limited up to 25mm in the Wessex Water region)

Permitted operational terms processes in our area

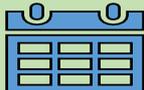
Process B2	Installation of a meter performed by an accredited entity
Process B4	Meter accuracy test performed by an accredited entity
Process B6	Repair or replacement of a faulty meter performed by an accredited entity
Process B8	Retailer requested change to size or location of the meter performed by an accredited entity
Process B9	Retailer requested change of meter performed by an accredited entity
Process I2	Disconnection requested by the retailer and performed by an accredited entity in relation to non-payment
Process I6	Disconnection requested by the non-household customer and performed by an accredited entity
Process I9	Reconnection requested by the retailer and performed by an accredited entity
Process I12	Reconnection performed by an accredited entity following a disconnection requested by the non-household customer

Please visit our [website](#) for more information about using accredited entities in our area.

3.8 Planned and unplanned changes to services

Our commitment to excellent service is applied across all areas. If we plan to do something, we will always aim to minimise the impact to your customers. If something goes wrong, we will aim to put it right as soon as possible.

WATER SUPPLY INTERRUPTIONS			
		Compensation if we fail to keep our promise	How we'll pay
Planned water supply interruptions When we plan to interrupt your customer's water supply to carry out essential maintenance or repair work.			
Advance notice	We'll aim to give your customer 48 hours' notice if we plan to interrupt their supply for longer than one hour. If we haven't warned them and the interruption lasts for longer than four hours we will compensate you. Late payment penalty: £50	£50	A
Restoration of supply	We'll restore water in the time we tell your customer. Late payment penalty: £50	£75 (plus £75 for each additional 12 hrs without water)	A
Unplanned water supply interruptions When your customer's water supply is interrupted for a reason out of our control, such as a leak or burst main.			
Restoration of supply	For unplanned interruptions, such as burst pipes, we will compensate you if we fail to restore your customer's supply within 12 hours. Late payment penalty: £50	£75 (plus £75 for each additional 12 hrs without water)	A
Alternative supplies of water	If your customer's supply is interrupted for more than five hours, we'll make alternative supplies available (applies to category 1 and 2 sensitive customers only),	Enhanced £50	C
Drought orders			
	If your customer's water supply is interrupted due to a drought order.	£50 for each day or part day the supply is interrupted, to a maximum of your wholesale water charges for the previous year.	A
WATER FLOODING			
			How we'll pay
Water flooding	If your customer's premises are flooded as a result of a burst water main that was not their fault, we will compensate for all reasonable uninsured losses and out of pocket expenses. A chartered loss adjuster can visit their premises to assess and consider damages. We'll also provide a specialist clean up and drying service free of charge.		C
Claims will be dealt with directly through insurance companies.			

WATER PRESSURE				
		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay
Low pressure	If, through our fault, your customer experiences low pressure (below seven metres static head at our stop tap) for more than an hour on two occasions within a 28 day period.	-	Enhanced 25% of your customer's annual water charges (or £50, whichever is greater)*	A
	We'll visit your customer if they tell us they have low pressure.**	Visit within  Three working days	Enhanced £50	C
* We'll compensate to a maximum of £200 in any one year. If we are not able to identify that your customer was affected by low pressure, you can claim compensation yourself. Claims must be made within three months of the later of the occasions of low pressure.				
** This does not apply to complaints about reduced pressure at times of system maintenance or drought.				
SEWER FLOODING				
		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay
Internal sewer flooding				
Compensation	If your customer's premises are flooded internally with sewage from a public sewer.* Late payment penalty: £50	-	Equivalent to annual sewerage charges up to £1,000 per incident (or £150, whichever is greater)	A
Response times		 Two hours	-	-
Clean up	We'll provide a free clean up service.	 12 hours	-	-
Further contact from us	We'll write to you with your customer's compensation payment. Where required we'll inform you of the action we intend to take and any investigations we intend to make.*	 Five working days	-	-
	We'll update you on our investigation into the incident and the next steps we will take.	 One month	-	-
External sewer flooding				
Compensation	If your customer's premises are flooded externally with sewage from a public sewer.* Late payment penalty: £50	-	50% of annual sewerage charges up to £500 per incident (or £75, whichever is greater)	C

Response times			-	-
		Four hours		
Clean up	We'll provide a free clean up service.		-	-
		24 hours		

* Compensation payments for sewage flooding do not apply if the flooding happened because of exceptional weather conditions or industrial action, or the flooding was caused by your customer's actions or any defect, blockage or inadequacy of their drains or sewers.

WORKING IN THE STREET

		Compensation if we fail to keep our promise	How we'll pay
Working in the street	Where we intend to carry out major planned work* in the street immediately outside your customer's premises, we will give them advance notice and tell them about any pedestrian or vehicle problems that may arise.	Enhanced £50	C

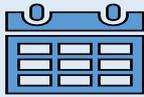
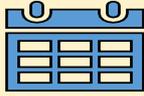
* Major planned work is over and above general maintenance, so excludes work such as repairing leaks, installing new connections, and repairs and installation of meters and stop taps.

If the problem is ours, we will aim to get your customers services back to normal as soon as possible.



3.9 Water quality

Each year we analyse around 50,000 samples of water taken from treatment works, reservoirs and customers' taps.

WATER QUALITY				
		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay
Water quality standards				
Boil water or do not drink notices	If we have to tell your customer not to drink the water or to boil it prior to drinking while we correct a problem on our mains supply.	-	£50	A
Response to complaints	We'll contact you about your customer's hardness or chlorine taste complaint.	 One working day	Enhanced £50	C
	We'll contact you about other water quality complaints from your customer.	 Four hours	Enhanced £50	C
Notice of planned works affecting quality	We'll give your customer a minimum of 48 hours' notice of any planned changes to the supply which could significantly affect water quality, as long as we have agreed their specific requirements.	-	Enhanced £50	C
Sampling timescales	If we take a water sample as part of our investigation, we'll give you the results within	 10 working days	Enhanced £50	C
LEAD PIPES				
		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay
Lead checks	We'll carry out a free check for lead in your customer's water supply and take samples from their premises if you ask us to.	 Five working days	Enhanced £50	C
Lead pipe replacement	If your customer is replacing their lead supply pipe we'll replace our section free of charge on a like for like basis as long as you give us 15 working days' notice.	-	Enhanced £50	C
We replace lead company pipes and encourage customers to replace any lead pipes that they own.				

Don't forget your customer can check the composition of their water like hardness for the last calendar year in their supply area at any time by using the water quality check tool on our [website](#).

3.10 Market data – working with you and the industry

We have a dedicated market and asset data team who look after all of our market data transactions. The team routinely review and update data in both our systems and CMOS to ensure that the data we provide is as accurate as possible. We don't delay, if the data needs updating we will carry out the necessary work as soon as possible.

We are always in support of market activity in this area including initiatives and areas of focus identified in the market performance operating plans. We take a proactive approach to improving market data and often challenge ourselves above our market obligations.

We see many aspects of market data as an industry led collaboration to improve and a key part of our working relationship with retailers to make improvements together.

If you would like to talk to us about any aspects of market data, please get in contact.

4.0 Our policies

Our policies are designed to offer industry leading standards of service to all retailers and their customers. Innovation and continuous improvement are key to our approach.

We aim to make our policies clear and concise so that you can expect a consistent approach and delivery of services from us every time.

We are always keen to hear to your feedback. Please contact us if you would like to discuss our policies in more detail.

4.1 Leaks on private pipework and fittings

This section sets out how we will assist retailers and their customers with private leaks. We want to help your customer look after their water pipes and make it as easy as possible for them to find and fix leaks – it’s all part of our commitment to reduce leakage across our region.

We offer the following services and commitments to help with managing and monitoring leakage.

LEAKS	
Leaks on customers' private pipes	We are committed to reducing leakage and promoting efficient water use. We want to help your customer detect and repair leaks as quickly as possible. To prevent unnecessary water wastage, we would advise that they monitor and record the amount of water they use through their water meter at least once a month.
Leaks on our pipes and fittings	We aim to repair any leaks on our pipes and fittings that have been reported by a customer within two working days. If the leaks are visible we will aim to fix them by the end of the next working day.
Help with identifying a leak	If your customer thinks they may have a leak, we will attend site to work with you and your customer to help confirm whether they have a leak or not free of charge. It's easy to request a free leak check. Just log into our portal and raise a leak check request and we will get in touch with your customer to arrange a site visit.
Help with leak allowances	We offer leak allowances for both water and sewerage services up to a maximum duration of 180 calendar days. If we repair a leak on one of our assets that affects your customers metered consumption, we will award an allowance for the full leaked amount.
Help with monitoring consumption	See our metering section for upgrades to AMR meters and options for installing logging equipment that can help with monitoring consumption.
Help with renewing pipework	If your customer decides to replace their private pipe, we will connect their new supply pipe to our existing connection free of charge.

Our process when we identify a leak on a customer's pipework or fittings

Whether a leak is identified by us or reported by you or your customer, we will keep you informed during the entire process until the leak has been repaired.

If the leak is our responsibility to repair, we will repair the leak as soon as possible while keeping you and your customer informed.

Step 1	If your customer contacts us direct or we identify a leak on your customers' supply, we will raise a request in the retail portal and let you know.
Step 2	We will issue your customer with a waste water notice asking them to complete the repair within 14 calendar days. We will provide a copy of this notice and all future notices to you in the portal.
Step 3	If the leak is not repaired within 14 days, we will issue another notice giving the customer a further seven calendar days to complete the repair.
Step 4	If the leak is not repaired after seven days, we will issue a final notice with the intent to complete the repair ourselves. If we do this, we will look to recuperate our expenses directly from your customer.

If a leak is affecting other premises, we may request that the leak is repaired sooner. In extreme circumstances, we may isolate the supply until the repair is completed.

If your customer fails to repair a leak and we have had to carry out a legally enforced repair, your customer will not be eligible for an allowance.

If your customer chooses to isolate a leak rather than carry out a repair, to ensure that there is no risk to water quality for your customer or our network we will require evidence that the pipework / fitting is adequately isolated or we may request that an application to either temporarily or permanently disconnect the supply via the I5 process of the operational terms is submitted.

2.2 Leakage allowances

Eligibility for leakage allowances – customer responsibility

	Eligible?
Was the increase in metered consumption due to a leak?	Yes
Was the leak on internal pipework?	No
Was the leak repaired within 30 calendar days of being identified?	Yes
Is the allowance application within six weeks of the repair date?	Yes
Has the SPID been given a leakage allowance within the last 12 months?	No

If your customer meets the eligibility criteria for an allowance, you can submit an application to us under the H1 process of the Operational Terms. If the leak was our responsibility to repair and it affected your customer's metered consumption, the eligibility criteria does not apply.

If your customer is not eligible for an allowance but they are in receipt of small business rate relief or hardship relief or they are a registered charity or not for profit organisation, we may on a discretionary basis offer a reduced allowance (up to 50% for small business and hardship relief and up to 90% for charities). Please contact wholesalefinance@wessexwater.co.uk initially to discuss this option. Evidence will be required for business rate relief, hardship relief and/or charitable status. The decision to award an allowance under these conditions is at the discretion of Wessex Water and its decision is final.

Calculating the allowance

Water consumption

Leak duration = or < 30 calendar days

Total volume over leak period	=	Normal daily water consumption x leak duration	=	Allowance adjustment
--------------------------------------	----------	---	----------	-----------------------------

Leak duration > 30 calendar days

Total volume over leak period	=	2x (Normal daily water consumption x leak duration)	=	Allowance adjustment
--------------------------------------	----------	--	----------	-----------------------------

Sewerage discharge

Leak duration = or < 90 calendar days

Total sewerage discharge over leak period	=	Normal daily sewerage discharge x leak duration	=	Allowance adjustment
--	----------	--	----------	-----------------------------

Leak duration > 90 calendar days

Total sewerage discharge over leak period	=	2x (Normal daily sewerage discharge x leak duration)	=	Allowance adjustment
--	----------	---	----------	-----------------------------

If you are applying for both water and sewerage, please submit a H1 request for each SPID. Don't forget to include the read on repair in the form and also enter this into CMOS.

We will award a **maximum allowance duration of 180 calendar days**. If the leak duration is greater than 180 days, we will still accept an application, but the allowance will be capped at 180 days.

If the leak was our responsibility to repair, we will award an allowance for the leak duration (uncapped) and for the full consumption above the normal daily consumption / discharge.

Pipework ownership can sometimes be complex and can often cause confusion with customers. Please visit our [website](#) for general guidance on pipework responsibility and ownership.

Calculation components

Leak duration – The leak duration will be calculated as the number of days from the estimated start date of the leak to the date of repair.

Total volume / discharge m³ – The total volume / discharge will be calculated as the meter reading on the date of repair minus the meter read before the estimated start date of the leak.

Normal daily water consumption m³ – To calculate the normal daily water consumption from historic reads prior to the start of the leak.

Normal daily sewerage discharge m³ – Normal daily sewerage discharge is calculated as the normal daily water consumption calculation above multiplied by the return to sewer percentage for the supply point.

In the absence of sufficient meter reads, we may use an alternative period to calculate normal daily volumes/discharges or ask you for additional meter reads.

If your customer has received an allowance before

If your customer has received a previous allowance from us and is eligible to apply for another allowance, we will require evidence from you to demonstrate how your customer has monitored their consumption for leaks since the last allowance was received.

We believe one of the simplest ways to monitor for leaks is to increase the number of meter reads. We will expect for subsequent allowance applications to see evidence of monthly meter reads.

Don't forget that your customer could consider renewing their pipework and we may be able to reconnect them to our stop tap free of charge.

Additional information for allowances

We may on occasion ask for additional information to process an application. This could include additional meter reads and evidence of repairs.

Provided that we have all of the information we need to make a decision, we will process your application and let you know the outcome as soon as possible.

4.3 Sensitive customers

This section sets out our categorisation of sensitive customers and the services we will provide during unplanned events (our cause) including site specific arrangements (SSA). All of the services offered within this section are on a no charge basis. Services and the level offered are at our discretion and may be limited at times. We would advise retailers and their customers to consider alternative arrangements for times when our assistance may be limited.

RWG categorisation used by Wessex Water

We use the RWG categorisations for sensitive customers within our region.

Category	Description
1	Premises where closure would be logistically impossible. e.g. hospitals and prisons
2	Premises where interruption to supply could result in risk to life. e.g. care homes, hospices, nursing homes, sheltered housing
3	Premises where interruption to supply could impact on economy: e.g. education establishments, CNI sites, medical facilities (non-emergency), critical businesses
4	Premises where interruption to supply could impact on animal health: e.g. farms with livestock, zoos, vets, kennels etc.

Our services and commitments to sensitive customers

We offer the following services to help sensitive customers during unplanned events.

Category	SSA – emergency contact details	SSA – site emergency plans
1	Y	Y
2	Y	
3	Y	
4	Y	

SENSITIVE CUSTOMERS

Alternative water supplies	In the event of a loss of supply or a water quality issue preventing use, we will provide alternative water supplies when requested on a category priority (1-4) basis dependant on the size and duration of the event. Alternative water supplies will be sufficient for domestic purposes but may be limited to 10 litres per person per day.
SSA – emergency contact details	Where we have access to up to date emergency contact details, we will keep customers informed directly through their preferred method of communication during an unplanned event. This is an additional arrangement to our normal communications during an unplanned event. We will only use your customers data that you provide to us for the purposes of unplanned events under part E of the Operational Terms.
SSA – site emergency plans	For category 1 customers, we will work with retailers and their customers to create a detailed site emergency plan using the Water UK standard.

Retailers can contact our wholesale service desk for more information about the services we offer for sensitive customers or to request a site-specific arrangement for category 1 customers. We may on a discretionary basis offer limited assistance to sensitive customers where there is a public health risk where the cause of the event is due to a private asset.

Don't forget we have signed up to the accredited entities scheme in the Wessex Water region to give you even more options.

4.4 Disconnections and reconnections

Our approach to disconnection and reconnection requests follow the processes described in the Operational Terms.

For customer disconnection requests, we would always advise customers in discussion with their retailer to carefully consider the future use of their supply. Supply pipes that are temporarily disconnected for a prolonged amount of time can lead to problems if they are to be reconnected and used again. In some circumstances a permanent disconnection may be more appropriate.

We receive a number of customer requested disconnection requests direct from customers as permitted within the Operational Terms. As soon as we have contact, we will let you know and keep you informed on progress. On occasion, some of these requests are from tenants at the end of a tenancy. In this situation, we will refer customers to you as their retailer to ensure there are no future problems for the landlord or new tenants before we proceed with any request.

Disconnections for non-payment

Our approach to all work requests is to complete them as soon as possible and to the highest standard. If we can isolate a supply on request by means of a simple locking device on our first visit, this will be a standard disconnection.

If we need to carry out any modification of pipework/apparatus to disconnect a supply, this will be a non-standard disconnection request. In this situation, we will follow the Operational Terms process and provide you with a date of disconnection as soon as possible.

If a disconnection request poses a risk to animals (often this will be for a trough supply), we need to notify the appropriate agencies in advance so that the welfare of any animals are not put at risk. This will also be a non-standard disconnection and follow the same process.

If we cannot complete a disconnection request, our wholesale service desk will let you know as soon as possible with reasons why.

Please see the section on non-standard requests for more information.

Working with you

If we are performing a non-standard disconnection request for you due to non-payment, we will always let you know the planned date and give you the opportunity to attend where possible. If we attend site on our own, we will always encourage your customer to get in contact with you as soon as possible.

Protecting water quality – our network and your customers' supply

If a supply has been temporarily disconnected for a prolonged amount of time, we may need to carry out flushing and sampling works before the supply is reconnected. This is to ensure that water quality remains at the highest standard. We will let you know at the earliest opportunity if there is a delay in reconnecting your customers supply.

The longer the supply has been disconnected, the higher the risk of issues with water quality. To help you set expectations with your customer, any supply that has been disconnected for over a month may require us to undertake water quality work before it is reconnected. It is essential that we maintain water quality at all times therefore we may undertake water quality work for any reconnection if we identify a risk regardless of the duration that the supply has not been in use.

Don't forget we have signed up to the accredited entities scheme in the Wessex Water region to give you even more options.

4.5 Metering

We want to ensure that metering is a key component of your customers service is always available, accessible and working when needed. This includes the data we hold about the meter and the services we offer to you and your customer.

Our metering services

METERING	
Assistance with metering a premise	If we are unable to meter a premise due to the shared supply arrangements, your customer can separate their supply pipe and brings a new supply pipe to the boundary of the street in which our water main is laid, we will connect their new pipe to our main free of charge. See our metering terms and conditions section for more information.
Improving access to eters	We always encourage customers to regularly monitor their consumption for leakage purposes. If your customer wants their meter moved, we will help them if we agree that there is a health and safety risk in accessing the meter. If we agree that there is a health and safety risk, we will either install a splitter lead to the meter so that it can be logged or upgrade the meter to AMR free of charge. See metering terms and conditions section.
Free leak check	If we are installing a new meter or replacing an existing one at your customers premise, where possible we will check to see if your customer has a leak. We will let you and your customer know if we think they have a leak on their supply.

Applications to meter an unmetered premise

We will install a meter at an unmetered premise if you ask us to do so provided that:

- the installation does not create a meter network
- the consumption for the premise can be captured by a single cold-water meter.

Meter locations

We aim to install new meters at the boundary of the street in which the connecting water main is laid.

The location of the installation will be determined at the survey stage and we will discuss this with your customer. If the meter cannot be installed at the boundary of the street and the installation meets our conditions to meter a premise, we will agree a suitable alternative location with your customer.

The location of a meter does not affect the pipework that the customer is responsible for. See our general guide to pipework ownership in the leakage section.

On occasion it may be necessary for us to install additional metering equipment for the purposes of obtaining a meter read for any installation that we do in private land. There are no additional charges for this.

Meter accuracy tests

We want to ensure that all meter tests requested by you are as accurate as possible. That's why we do not perform any on site tests and only use an accredited testing house.

We will always replace the meter for new when it is removed with a meter of the same type and size. Charges will be payable by the retailer for meters that pass an accuracy test. For more information, please see our [charging scheme](#).

Additional meter reading equipment

We understand the importance of meter reading and want to make this as easy as possible for you and your customer.

Options for logging meters within our area include:

- AMR meter upgrades
- pulse lead installation
- direct install approved devices

Innovation in meter reading to proactively monitor and manage customers consumption continues to be a fast-moving development within our industry. If you are looking to offer your customer an alternative to the options available within our area, please contact us to discuss.

Where possible, we will always look to support you with new innovative approaches that can help your customer manage their consumption.

AMR meters and pulse lead installations

Our meter menu includes AMR meters as one option to help with obtaining meter reads. We can also install splitter boxes with pulse leads to our meters for you to attach your own device. The splitter box allows us to also log the meter if needed for leakage purposes without disturbing your device.

Direct install approved devices

If you would like to install a meter reading device direct to one of our meters without using pulse leads, we operate an approved device list in the Wessex Water region. Simply contact us with the details of the device you are proposing to install with as much information as possible, and we will check to see if it is already approved or whether it can be added to our list. We are happy to consider any new device and will assess each device on the following criteria:

What we look for in a new device:

- Can the meter still be read whilst the device is attached?
- Can we easily remove and reattach the device if required?
- Can we still attach our own device whilst your device is in situ?

If the answer is yes to all of the above, we will likely approve the device for you to install and add it to our approved device list. If we cannot approve the device, we will let you know the reasons why and work with you to agree a suitable alternative.

Metering innovation will continue to be an exciting and beneficial activity in the market and we want to work with Retailers to assist with this. If you are considering a trial of a new device as a first step, contact us as we may be able to help.

How to apply:

Whether you choose to upgrade a meter to an AMR type, ask us to install pulse leads or request to fit your own device without pulse leads, please raise a B7 change of meter request with our wholesale service desk detailing your required approach. If you opt for pulse leads or we agree to you fitting your own device direct, we will also need a signed third party logger agreement which can be downloaded from our [website](#).

Access to metered flow data

If we have access to flow data for a meter, we can provide this to you on request up to a maximum of 12 months of historic data at a time.

Meter menu

Our meter menu is designed to give you even more choice when choosing a meter that best suits your customer's needs. You can find out more about individual meters by visiting the manufacturers website.

<i>Standard meters</i>				
Manufacturer	Model	Size (mm)	AMR	Pulsed output
Elster	V210P (manifold)	15		Yes
Elster	V200P (in-line)	15		Yes
Elster	V210 (manifold)	20		Yes
Elster	V200 (in-line)	20		Yes
Elster	V210P R400 Hybrid V3 wMBus (walk-by/drive-by) (manifold)	15	Yes	Yes
Elster	R400 Hybrid V3 wMBus (walk-by/drive-by) (in-line)	15	Yes	Yes
Elster	R400 Hybrid V3 wMBus (walk-by/drive-by) (manifold)	20	Yes	Yes
Elster	R400 Hybrid V3 wMBus (walk-by/drive-by) (in-line)	20	Yes	Yes
Elster	V200 (in-line)	25		Yes
<i>Non-standard meters</i>				
Manufacturer	Model	Size (mm)	AMR	Pulsed output
Elster	V300 (in-line)	30		Yes
Elster	H4000	50		Yes
Elster	H4000	80		Yes
Elster	H4000	100		Yes
Elster	H4000	150		Yes
Elster	H4000	200		Yes
Elster	H4000	250		Yes
Elster	H4000	300		Yes

Metering terms and conditions

Wessex Water is not responsible for sizing a meter to the requirements of the premise to be supplied. Retailers must ensure when selecting a meter size that it is adequate to meet the water demands of the premise and that the meter will record accurately. Wessex Water will not be responsible for any hydraulic issues incurred as a direct result of a retailer selected size of meter.

Requests to upsize a meter must be supported with indicative flow rates that are representative of the premises demand profile. Notional downsizes are not offered by Wessex Water.

Premise owners are responsible for not obstructing access to meters installed within private land. Any meter installed by a third party must not be installed in a way that prevents access to it. Wessex Water reserves the right to remove a third-party device for the purposes of access, maintenance or emergencies at any time.

Meters remain as assets of Wessex Water and only Wessex Water or an approved accredited entity with prior authorisation may undertake work on them. It is an offence under Section 175 and 176 of the Water Industry Act 1991 to modify a meter without the permission of the asset owner.

The offer of a free connection to our water main (see assistance with metering a premise) is limited to standard connections. Please see the section on non-standard work requests. The offer of a free upgrade to a pulsed supply or AMR meter (see improving access to meters) will normally be the choice of the customer's retailer however, Wessex Water reserves the right at any time to choose which option is most suitable.

4.6 Trade effluent

What is trade effluent?

Trade effluent can be described as any waste liquid produced from a process or activity at a premise used to carry out a trade or industry, which discharges to the public sewer. It doesn't include domestic sewage (water used for toilets or hand washing).

For more information please visit [our website](#).

We have a duty to control trade effluent under the Water Industry Act 1991 and the Urban Waste Water Treatment Directive. The Water Act 2014 introduced the role of wholesalers and retailers.

As a wholesaler we are responsible for the infrastructure, treatment, regulation and enforcement of trade effluent discharge made to our sewer.

Trade effluent – we are here to help

Assistance with trade effluent enquiries	We understand that trade effluent can be a complex area for both retailers and their customers. We have a dedicated team that are here to help with trade effluent enquiries. To contact the team, please email trade.effluent@wessexwater.co.uk *
Help with the consent process	We want to ensure that the consent process is completed without delay and is as efficient as possible. We have designed two guides for your use when applying for either a temporary or permanent consent. Please visit our website for the latest guides here .

*Any enquiries relating to:

- The details or processing of a trade effluent consent
- Quality and analytical or monitoring information
- Enforcement activity
- Impact on our network from trade effluent discharges

Please submit these through the G01 process. Our trade effluent experts will get back to you as soon possible.

Trade effluent consent

This is a legal document which will detail the conditions of our authorisation for you to discharge trade effluent to our sewer network.

If your customer is operating within the Wessex Water region and is proposing to discharge trade effluent, then you need to liaise with your customer and apply for a trade effluent consent at the earliest opportunity. If your customer is already discharging trade effluent, then you need to apply for a consent immediately.

Without a consent, your customer is committing an offence under the Water Industry Act 1991.

Trade effluent consent application

We have 60 calendar days to either grant or reject a trade effluent application from the date we receive it. To assist with this process, we encourage that all the required information is provided on application. Don't forget the guides that we have developed to help with the process.

Compliance

Wessex Water has a duty to protect public health, our assets and the environment.

Your customer must comply with your consent conditions at all times. You will be informed when a sample from your customer has failed its consent limit or when we become aware of any other breach of consent.

Where we are looking at taking enforcement action, which may result in a prosecution, and recovery of costs for such instances, we will only notify you where your customer requests us to do so.

A copy of our enforcement policy is available on our [website](#).

Trade Effluent Sampling

We will set up a sampling programme based on an internal risk assessment, to monitor compliance with your consent and for wholesale charging.

We have a legal right to carry out monitoring and enforcement activities under the Water Industry Act 1991.

Changes

Where your customer is looking to change a process and they believe this will alter the quantity or quality of your effluent, you must inform us in advance of the change by submitting a variation of trade effluent consent (G/02 form).

We encourage pre-application discussions through the G1 process.

We will periodically review your customers' trade effluent consents to ensure that they protect public health, our assets and the environment. This may involve some changes of conditions in the existing consent. Where this is the case, we will inform you and your customer at the earliest opportunity.

4.7 Water supply regulations

We're legally required to ensure all the water we supply is clean and safe and we must follow strict regulations regarding its treatment and the monitoring of water quality.

This legal duty means we must also ensure that anyone connected, or connecting, to our network, installing, or altering existing plumbing systems also follows the regulations and keeps to the national standards.

They are called The Water Supply (Water Fittings) Regulations 1999. The regulations are designed to prevent waste, misuse, undue consumption, erroneous measurement and contamination of drinking water. They do this by describing how plumbing must be maintained, what materials must and must not be used, and the backflow prevention devices required.

It's the responsibility of water companies to enforce these regulations in their supply region and this policy sets out how we manage this and support our consumers in achieving compliance. The Water Regulations Advisory Scheme (WRAS) provides support to water companies with their enforcement duties.

The fittings regulations govern what owners are allowed to do within a property and are for everyone's benefit. The fittings regulations are available to view online, free at www.legislation.gov.uk

The regulations do not just prevent the contamination of the public water network, but also contamination occurring within premises themselves via cross connections and backflow.

Responsibilities of designers, installers, premises owners and occupiers

All those who own or occupy premises receiving a mains water supply from Wessex Water have a legal duty to make sure their plumbing system meets the requirements of the fittings regulations. This includes only installing products and using materials that meet the requirements of regulation 4. This states that every fitting installed must be made to an appropriate quality and standard suitable for use with the mains water supply.

Anyone planning plumbing work must also check regulation 5. This is a list of different types of work requiring our consent before it can begin.

For further details of the notification process, including notification forms, please visit our [website](#).

Plumbing inspections

We operate a risk-based inspection programme involving proactive visits to premises with mains water connections. We determine this by considering the material use of the premises. We also react to water quality incidents reported to us.

Once a property has been selected for inspection, we'll send a letter explaining the need for the inspection. If we don't hear back, an appointment is scheduled, and the details sent in writing. Prior notice may not be given if we have been informed of a serious breach of the fittings regulations or we are responding to a water quality contamination incident.

Premises are assigned fluid categories based on the material use of the premises and the potential fluids that may be present.

www.legislation.gov.uk/ukxi/1999/1148/schedule/1/made

The risk categories of premises are shown below.

Fluid category	Criteria
1	Wholesome water supplied by a water undertaker and complying with the requirements of the fittings regulations.
2	Water in fluid category 1 where the aesthetic quality is impaired owing to a change in temperature, or the presence of substances or organisms causing a change that does not pose a risk to health.
3	Fluid that represents a slight health hazard because of the concentration of substances of low toxicity. For example, in a domestic heating system.
4	Fluid that represents a significant health hazard because of the concentration of toxic substances. This includes any fluid which contains pesticides (including insecticides and herbicides), chemical or carcinogenic substances.
5	Fluid representing a serious health hazard because of the concentrations of pathogenic organisms, radioactive or very toxic substances. This includes any fluid containing faecal material or other human waste, butchery or other animal waste or pathogens from any other source.

During our visit

Our inspector will carry out an assessment of all accessible pipework, fittings and appliances using mains water to check for compliance with the fitting's regulations.

Any aspects of the plumbing that do not meet the regulations will be recorded as contraventions and discussed with the owner or occupier. We'll send a written report containing all contraventions identified and the required improvement work to make them compliant. This will also include a date by which the work must be completed.

A follow up visit will be arranged to ensure the required work has been carried out. Action will be taken if work has not been carried out appropriately. For higher risk, more serious contraventions, it may be necessary to disconnect the water supply immediately to protect the public water network. If the owner or occupier fails to carry out the work within the specified timescale and has not contacted us to agree a reasonable extension, we will exercise our legal powers under the Water Industry Act 1991. This may include one or more of the following:

- instructing a contractor to undertake the required work
- disconnecting the water supply
- formal caution
- prosecution.

Any costs incurred by any of the above enforcement activities will be recharged to the owner or occupier. In all cases, the response will be proportionate to the seriousness and persistence of the breach and assessed on a case-by-case basis.

Keeping retailers informed

We will keep you informed at every step of the regulations process including copies of any notifications/correspondence that we send to your customer.

