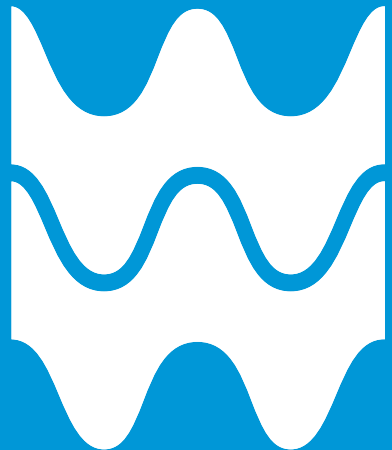




Dŵr Cymru  
Welsh Water

# Open Water Operational Code

2017



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## 1. Introduction

This Open Water Operational Code aims to provide additional information to Retailers who have entered a Wholesale Contract for Wholesale Services with Dŵr Cymru Welsh Water (DCWW) in relation to additional services that we are able to provide you with and to explain the specific operational context within which we operate. In particular, it sets out:

- The details of our services and how we will work with you in providing services, including the responsibilities and service levels of both parties;
- An explanation of which services you can request, and how;
- Clarification of which services have discrete charges as detailed in our Wholesale Tariff document

At present DCWW does not offer any Accredited Entity Schemes and currently sewerage services and trade effluent are not in the market in Wales. This may change in the future and should this happen we will update this document accordingly.

DCWW is committed to meeting the aims of Competition Law, and meeting the requirements of Condition R of our licence (i.e. prevention of unfair discrimination, unfair advantage and undue preference) is a key element of this. We treat all customers of our water and sewerage services fairly, whether their Retail service is provided by DCWW or a third party Retailer.

We are committed to ensuring that all Retailers serving customers with a site that is eligible for competition, including DCWW's competitive retail division dealing with these customers (the Commercial Retail Team), access DCWW's Wholesale services in the same way (i.e. via the Wholesale Service Centre) and receive the same level of service so as to ensure that no undue preference or

unfair commercial advantage is conferred on the Commercial Retail Team. For more information please see our Compliance Code available here: [Compliance Code Document](#)

We will review this Code on a regular basis, and update it as necessary to take into account revised guidance, market arrangements or changes within DCWW and/or the market framework.

If you have any questions in relation to accessing DCWW's network or entering a Wholesale Contract for Wholesale Services please contact DCWW's Wholesale Service Centre (at [wholesaleservicecentre@dwrcymru.com](mailto:wholesaleservicecentre@dwrcymru.com) or on 0800 260 5053).

If you have any comments or observations in relation to this "Open Water – Operational Code" please contact Kate Newton, our Competition Solicitor (at [kate.newton@dwrcymru.com](mailto:kate.newton@dwrcymru.com) or on 01443 452740).

## 2. Open Water

Since 1 April 2017, all non-household customers of water and sewerage services served by companies based wholly or mainly in England have been able to choose their Retailer for water (i.e. the water supply threshold of 5MI per annum has been removed) and sewerage. In Wales there is no change to the Retail market in areas supplied by water and sewerage companies based wholly or mainly in Wales, so the Retail market in DCWW's area of operation remains limited to the water supply to non-household customer sites using more than 50ML of water per annum.

A key aim of Open Water is to create a level playing field for third party Retailers in the form of licensed water suppliers looking to provide water or sewerage services to non-household customers in competition with the Retail arms of incumbent water companies (i.e. so that they are able to compete as effectively as the incumbent Retail service providers).

Although Retail competition in Wales is limited to the supply of water services for customers who use over 50MI of water at a site (and not sewerage services), DCWW fully supports Open Water and aims to achieve the best outcomes for customers in general. The market arrangements, systems and codes that have been developed by Open Water, MOSL and Ofwat provide the framework for achieving this aim.

### 3. Area of operation

DCWW is the sixth largest of the ten regulated water and sewerage companies in England and Wales. Responsible for providing over three million people with a continuous, high quality supply of drinking water and for taking away, treating and properly disposing of the wastewater that is produced, DCWW is fully committed to delivering best quality service at least possible cost.

Since 2001, DCWW has been owned, financed and managed by Glas Cymru. Unique in the water and sewerage sector, Glas Cymru is a company limited by guarantee and as such has no shareholders. DCWW is therefore a not-for-profit company.

DCWW's boundary map



## 4. Wholesale Service Centre

DCWW's Wholesale Service Centre provides the interface between any Retailers acting on behalf of sites open to competition and DCWW's Wholesale business in order to ensure that all Retailers access DCWW's Wholesale services in the same way, using the same communication channels and receive an equivalent level of service. This is a key way in which DCWW is supporting a level playing field for out of area competitors and new entrants looking to provide Retail services currently provided by DCWW's Commercial Retail Team.

This is achieved by the following steps:

- The Wholesale Service Centre is the point of contact for scheduling all Wholesale services (i.e. operational) jobs for customers with eligible sites following receipt of relevant information from the Retailer;
- The Wholesale Service Centre is the point of contact for receiving and handling all inset appointment and bulk supply enquiries;
- The Wholesale Service Centre is the point of contact for dealing with the handling and provision of all operational value-added services for all eligible customers whether delivered by the Commercial Retail Team or a third party Retailer;
- The Wholesale Service Centre is the point of contact for handling all requests for information from Wholesale businesses on the borders of our supply area associated with the operation of the non-household retail market.

DCWW's Wholesale charges are available here: [Wholesale Charges](#)

Any Retailer who wants to enter a Wholesale Contract for Wholesale Services with DCWW, or has other enquiries in relation to accessing DCWW's network should contact DCWW's Wholesale Service Centre at:

Wholesale Service Centre  
Dŵr Cymru Welsh Water  
PO Box 3164  
Cardiff  
CF30 0FF

**Email:** [wholesaleservicecentre@dwrcymru.com](mailto:wholesaleservicecentre@dwrcymru.com)

**Telephone:** 0800 260 5053

## 5. Network Access Code

The Water Industry Act 1991 (as amended) ("WIA 1991") permits a licensed water supplier access to a water undertaker's supply system in order that the Licensee may supply water to eligible premises. Condition R of a water undertaker's Conditions of Appointment requires every water undertaker to publish an access code setting out the basis upon which it will permit access to its supply system.

DCWW's Access Code provides guidance to Licensees who are seeking access to or use of DCWW's water supply system to provide wholesale and/or combined services. A wholesale service is a supply of water by DCWW to a Licensee for the Licensee to supply water to its eligible customers' premises. A combined service occurs where a Licensee introduces water into DCWW's water supply system and the Licensee supplies water to its eligible customers' premises.

DCWW's Network Access Code is available at: [DCWW Network Access Code](#)

Any queries in relation to DCWW's Access Code, DCWW's indicative access prices, or in relation to the water supply licensing regime generally should be directed to DCWW's Wholesale Service Centre (see contact details above).



### 5.1 Water Trading

In February 2016, DCWW published its Water Trading and Procurement Code. It was the first such code to be approved by Ofwat. The code sets out DCWW'S approach to water trading, and explains how DCWW ensures that any water trading benefits the environment and DCWW's customers.

The current copy of the Water Trading and Procurement Code is available here:

[Water Trading and Procurement Code](#)

## 6. Open Market Codes

DCWW will comply with the requirements set out in the Market Architecture Plan (MAP). Current versions of the MAP (including the Wholesale-Retail Code and Market Arrangements Code, together "the Market Codes") are available at: [Market Codes](#)

As set out in the Market Codes, a notice, form or other written communication shall be treated as received as below:

A Business Day is defined as the period between 8:00am and 6:00pm on any day except Saturday, Sunday and Bank Holidays.

Unless otherwise specified, where the start of a period of time is defined by reference to an event or act, it shall begin in the Business day (BD) or Calendar Day (as applicable) after the event or act first occurred or is to occur.

Unless otherwise specified, where a notice, form or other written communication must be given in advance of an event or act, the period of time shall be calculated as beginning on the Business day or Calendar day (as applicable) before the event or act is due to occur.

All of our online forms are available here:

[DCWW Online Forms](#)

### 6.1 Service Request

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed.

Time of sending	By Post	Electronically
During a Business Day	On the next Business Day	On the same Business Day
Outside of a Business Day	On the second Business Day after posting	On the next Business Day

## 7. New Connections

Significant parts of the Market Codes affecting DCWW's Developer Services activities have been suspended until 1st October 2018 at which point they will come into force automatically.

The Market Codes that come into effect on 1st October 2018 are set out in the Appendices to this Code.

Until that date this standard only relates to Process A6 contained in the Market Codes.

### 7.1 Service Request

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed

### 7.2 Application to be registered as the Retailer at a newly connected supply point (Process A6 - Form A/05)

Once DCWW receives a form for a Retailer to be registered at a newly connected supply point DCWW may either:

- accept the form; or,
- reject the form.

No less than **three (3)** Business Days before the estimated date of connection DCWW will notify the Market Operator (Market Operator as defined within the Market Arrangements Code) in accordance with a request to register a new supply point.

Within **five (5)** Business Days of a connection having been made, DCWW will notify the Market Operator in accordance with the Market Terms.

## 8. Metering

### 8.1 Service Request

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed

### 8.2 Meter Installation

#### 8.2.1 Meter installation performed by DCWW (Process B1 - Form B/01)

On receipt of a meter installation request, DCWW will arrange an appointment with the Retailer or where permission has been granted by the Retailer, directly with the non-household customer, in order to complete a site survey within **seven (7)** Business Days of receipt of form B/01 to establish if it is feasible to install a meter.

If the meter installation is standard, during the site visit DCWW will either;

- Install the meter without delay; or

Agree a future date with the retailer and / or customer for the meter installation to be completed within **twenty two (22)** Business Days of receipt of request.

No later than **eight (8)** Business Days following receipt of form B/01 DCWW will notify the Retailer if the meter installation was:

- standard and, if so, whether the meter was installed at the time of the site survey;
- not feasible or practical and provide an explanation; or
- non-standard (and if so a quotation will be provided for the meter installation cost).

For non-standard installations and if the Retailer accepts DCWW's quotation within **three (3)** months of date of issue, DCWW will perform the installation within **twenty two (22)** Business Days of receipt of the quotation acceptance.

Where the Retailer does not accept DCWW's quotation within **three (3)** months from the date of issue, the quotation may lapse and DCWW may require this process to be restarted.

Within **five (5)** Business Days of meter installation, DCWW will notify the Market Operator of the details of the meter, in accordance with the Market Terms.

### 8.3 Meter Accuracy

#### 8.3.1 Meter accuracy testing performed by DCWW (Process B3 - Form B/01)

A request for a meter accuracy test may be required by:

- a Retailer or other Wholesaler submitting form B/01;
- an arbitration tribunal or trading disputes committee; or
- otherwise on DCWW's own initiative,

If a request for a meter accuracy test is made within **three (3)** months of the same meter being tested, DCWW may decline the request.

Depending on who has initiated the request DCWW shall notify any other interested parties (i.e. the Retailer or any other Wholesaler) that it intends to carry out a meter accuracy test.

#### *Establishing the work*

A site survey will be carried out by DCWW within **ten (10)** Business Days of receipt of the request by prior arrangement with the Retailer or with the non-household customer directly, where consent has been given from the Retailer.

#### *Completing the work*

Within **twenty two (22)** Business Days of

receiving the request DCWW will visit the eligible premises and replace the meter, the old meter will be sent for external testing at an approved centre.

Within **five (5)** Business Days of the replacement of the meter, DCWW shall notify the Market Operator.

Within **twenty two (22)** Business Days of the removal of the meter DCWW will notify the Retailer, together with any other party that has requested the test (or other Wholesaler) of the test results.

Depending on the outcome of the test results DCWW shall notify the Market Operator of any volumetric adjustments which need to be applied.

### 8.4. Replacement of a Faulty Meter

#### 8.4.1 Meter replacement performed by DCWW (Process B5 - Form B/01)

If DCWW instigates a replacement of a meter, DCWW will notify the Retailer that a fault has been identified, if a Retailer notifies DCWW that a meter is faulty this will be done by submission of form B/01.

DCWW will visit the premises by prior engagement with the Retailer or with the non-household customer directly where permission to do so has been granted by the Retailer to facilitate the replacement of the meter within **twenty two (22)** Business Days or inform the Retailer if it considers the meter to be working properly.

Within **five (5)** Business Days of the date of any meter replacement, DCWW will notify the Market Operator of the final reading on the old meter and any required volumetric adjustment and the new meter details.

#### 8.4.2 Request from the Retailer for a change of the meter size, model or location performed by DCWW (Process B7 - Form B/01)

The Retailer shall make a request to DCWW for a change of a meter by submitting form B/01.

The Retailer's requested change will be reviewed and if DCWW declines the retailer's request a reasonable justification for why the request has been declined will be provided.

DCWW will survey the premises by prior arrangement with the retailer or directly with the non-household customer if the retailer has granted permission to do so.

On the visit DCWW will either:

- Arrange for the meter to be removed and the installation of the replacement meter without delay, and in any event within **twenty two (22)** Business Days of its receipt of the request;

Or

- Where the change of meter is nonstandard; DCWW shall, within **ten (10)** Business Days of receipt of the request from the Retailer provide the Retailer with a quotation for the meter replacement. This quotation will be valid for **three (3)** months.

Where the change of the meter is non-standard and the retailer has accepted the quotation within **three (3)** months, DCWW shall continue with meter replacement within **twenty two (22)** Business Days of quotation acceptance.

Within **five (5)** Business Days of the date of the meter replacement, DCWW will notify the Market Operator of the final meter reading and the new meter details, in accordance with the Market Terms as set out within the Wholesale-Retail Code.

#### [8.4.3 DCWW wishes to install a new meter or to change a non-faulty meter \(Process B10\)](#)

If DCWW wish to install a new meter or replace an existing meter, DCWW shall notify the Retailer, giving **twenty two (22)** Business Days' advance notice. The notification shall include; the SPID reference and meter serial number, proposed model and location, together with the reasons for requiring the installation or change of meter.

The Retailer may notify DCWW where it wishes a meter of a different model and/or in a different location to that proposed by DCWW, and DCWW will consider the request.

DCWW shall arrange the meter installation / replacement with the Retailer, or with the non-household customer directly where permission has been granted for the work to be completed.

Within **five (5)** Business Days of the date of the meter replacement, DCWW will notify the Market Operator of the final meter reading and the new meter details, in accordance with the Market Terms

#### [8.4.4 Retailer request for DCWW to carry out a meter read for a non-market meter pending transfer or allocation of a supply point \(Process B11 - Form B/03\).](#)

The Retailer will complete and submit form B/03 to DCWW and following receipt DCWW will take a reading of the non-market meter.

Within **two (2)** Business Days of the date in which the meter read was undertaken, DCWW shall notify the Market Operator, in accordance with the market terms.

### **8.5 Cross Border Meters**

DCWW has arrangements in place with neighbouring Wholesalers to ensure that the relevant information is provided to them within the required timescale where customers are in the market for sewerage but not for water

### **8.6 DCWW Metering**

This section refers to standards DCWW applies over and above the Market Codes Meter Installation

Where practicable, all non-household properties are required to be metered. DCWW can refuse a Retailer or a non-household customer's request to install a meter if it would be impractical or too expensive to do so. This may be because:

- There is more than one supply of water to the property;
  - The property is on a shared supply;
  - The pipework inside the property is inaccessible, obstructed or in poor condition;
  - The company is not able to find a suitable place to fit the meter internally or externally;
- or
- The premises has access to communal facilities or a shared hot water supply.

DCWW will choose the meter location. Requests can be made for the meter to be installed in a different location, but the Retailer or non-household customer may be required to cover the difference in costs. If the property is more than 50 metres from DCWW's main distribution pipe, DCWW must install the meter at the start of the supply pipe (usually at the highway boundary).

Water Meters are the property of DCWW and under Section 175 of the Water Industry Act 1991, Retailers and non-household customers are not authorised to remove or interfere with DCWW meters, or instruct another entity to do so. It can be a criminal offence to interfere with, wilfully damage or remove the meter and can result in a large fine if convicted. If a meter is removed unlawfully and the non-household customer refuses to have it refitted, DCWW can fit an external meter at the property. If DCWW has to do this, the non-household customer may be liable for the cost.

The meter should also not be obstructed or boxed in as this may prevent DCWW from being able to take a reading or carry out any maintenance work. If this happens, DCWW may have to remove or cut away the boxing so that a meter reading can be taken.

### 8.6.1 Meter Replacement

DCWW will not replace a meter at its own cost if an outreader, or cable to radio pad, is broken. DCWW will only replace a meter at its own cost if the meter cannot be visually read.

### 8.6.2 Meter Accuracy Testing

If a meter accuracy test is requested by the retailer and tests confirmed the meter to be recording outside of the prescribed limits, DCWW will not charge for the test. If the meter is found to be faulty DCWW will review the charges previously raised and where appropriate an adjustment to the charges will be made. If the meter test shows the meter was recording within the prescribed limits, DCWW will recharge the appropriate charges as detailed in DCWW's Wholesale Tariff Document.

### 8.6.3 Meter Readings by Retailers or Third Party Contractors

Where a Retailer undertakes the meter read of their non-household customers meter or instructs a third party contractor on their behalf DCWW are not responsible for the actions of the Retailer or their contractors.

It is DCWW's view that no entry will be required into the meter chambers by Retailers or third part contractors to undertake the meter reading as DCWW use non-intrusive meter reading equipment which mitigates the H&S risk of entering confined spaces.

Should a Retailer or third party contractor need to access a meter chamber they should be aware of the risk involved in undertaking this work and carry out an appropriate risk assessment.

**A list of known common hazards which need to be controlled, when working in or near DCWW meter chambers and associated apparatus is included in the Appendices Section 18.**

## 8.6.4 Data Loggers

### 8.6.4.1 Installing loggers on DCWW assets

Retailers, third parties or customers may request to install a data logger on a DCWW asset. DCWW's terms and conditions in relation to this are detailed in the Appendices Section 19

### 8.6.4.2 Access to Meter Usage Data

Retailers or customers may request access to online data logger information from a DCWW Data logger. DCWW's terms and conditions in relation to this are detailed in the Appendices Section 20.

## 9. Confirmation and verification of Supply Arrangements

### 9.1 Service Requests

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed

### 9.2 Verification of Meter details or Meter supply Arrangements (Process C1 - Form C/01)

Either:

- the Retailer will make a request to DCWW to verify meter details or supply arrangements by submitting form C/01;

or:

- DCWW may instigate a query of data on its records and where they may be inaccurate, shall notify the Retailer that DCWW intends to undertake a physical verification.

On receipt of form C/01 or at its own instigation DCWW shall arrange a planned visit to the premises to inspect the meter details and/or supply arrangements on a date and time agreed either through the Retailer (who may be present at the time of the visit) or directly with the Non Household Customer if consent has been provided.

If the Retailer has requested the verification, DCWW will notify the Retailer of the findings of the visit within 10 BD of its receipt of the Retailer's request and where DCWW initiated the visit, the Retailer shall be notified of the findings within 5BD of the visit.

If corrections are required for additional supply points not detailed in form C/01 or properties are registered to other Retailer(s) within **ten (10) Business Days** of advising the Retailer of this, DCWW will undertake additional desk analysis and surveys and issue a plan of data corrections to the Retailer/other Retailer(s)/other Wholesaler.

Within **ten (10) Business Days** of receiving any comments, queries or objections from the Retailer, DCWW will either:

- Revise plans in line with comments received, implementing the revised plan of data corrections, notifying the Retailer/other Retailer(s)/other Wholesaler: or
- Propose a new plan of data corrections, implementing the revised plan of data corrections, notifying the Retailer/other Retailer(s)/other Wholesaler; or
- Provide the Retailer with reasons for continuing with the original plan, of data corrections, implementing the original plan of data corrections, notifying the Retailer/other Retailer(s)/other Wholesaler.

Within **two (2) Business Days** of completing a data correction plan or verification of data supplied on the relevant form, DCWW will notify the Market Operator (where appropriate) in accordance with maintaining Supply Point

Identification data/error rectification and retrospective amendments.

Where a site visit has been carried out at the request of the Retailer and the details held by the Market Operator were found to be correct, DCWW will issue an invoice to the Retailer in accordance with the Wholesale Tariff Document.

### 9.3 Gap Sites Identified by DCWW (Process C2)

DCWW will confirm a gap site if it is within DCWW's area or comes under DCWW's responsibility.

DCWW will write to the non-household customer informing them that the water supply for their eligible premises/service category shall be registered and set out the relevant options.

If DCWW is not responsible for sewerage at the site DCWW will confirm with the other Wholesaler that the property is a gap site.

Within twenty **two (22)** Business Days of writing to the non-household customer, DCWW may visit the premises to confirm the services at the supply point, and survey / install a meter if required.

Within **two (2)** Business Days of the conclusion of the twenty **two (22)** business day period above, DCWW will notify the Market Operator in accordance with the Market Terms with a request to register a new supply point and maintain supplier point identification data where appropriate.

### 9.4 Gap Sites Proposed by the Retailer (Process C3 - Form C/02)

Upon receipt of form C/02 from the Retailer, DCWW will confirm responsibility for either:

- Water and Sewerage; or
- Water only

If DCWW is not responsible for sewerage at the site DCWW will confirm with the other Wholesaler that the property is a gap site.

Within twenty **two (22)** Business Days of receiving the form identifying a gap site from the Retailer, DCWW will confirm the information regarding the site in DCWW's records and may visit the property to confirm the services at the supply point, and survey / install a meter if required.

DCWW may also permanently disconnect any illegal connections at the premises.

Within **five (5)** Business Days of the completion of DCWW's investigation of the gap site, DCWW will either:

- notify the Market Operator of the requirement for a new Supply Point, including specifying that the Retailer is to be registered; or
- notify the Retailer that it considers its request is invalid, providing reasons, such as it is not our area in which case DCWW will confirm which Wholesaler to whom the application should be made.

### 9.5 Missing Service Components identified by DCWW or the Retailer (Process C4 - Form C/02)

Upon receipt of form C/02 from a Retailer who considers a service component isn't registered by DCWW or after realising that DCWW's records are incomplete, DCWW will check its records and arrange a site visit with the retailer and/or the non-household customer if permission to do so has been given.

On a date and time agreed with the Retailer and/or non-household customer, DCWW will visit the eligible premises and verify the service components at the property and either:

- Notify the Retailer of DCWW's findings within **ten (10)** Business Days of the Retailer instigating a request to identify missing service provisions; or
- Notify the Retailer of DCWW's findings within **five (5)** Business Days of visiting the site if DCWW initiated the process.

Within **two (2)** Business Days of the completion of DCWW's investigation, DCWW will notify the Market Operator of DCWW's findings in accordance with maintaining Supply Point Identification data.

### **9.6 Deregistration of a Supply Point (including as a result of an error in Registration or a change of circumstance) or removal of Service Components at the request of DCWW (Process C5)**

Upon the identification of a supply point which may require the removal of service component(s) or deregistration, DCWW will carry out an investigation which may involve arranging a site visit with the retailer or non-household customer.

If a removal of service component(s) or deregistration is required DCWW will notify the Retailer at least **twenty (20)** Business Days before DCWW advise the Market Operator.

Within **ten (10)** Business Days of receiving a challenge from the Retailer in regards to the removal of service component(s) or deregistration, DCWW will either:

- Accept the challenge and change DCWW's decision; or
- Reject the challenge advising the retailer that the removal of service component(s) or deregistration shall go ahead.

Within **two (2)** Business Days of confirming with the Retailer that the removal of service component(s) or deregistration will go ahead, DCWW will notify the Market Operator in accordance with the Market Terms for maintaining Supply Point Identification data, error rectification and retrospective amendments.

### **9.7 Application in respect of Deregistration of a Supply Point (including as a result of an incorrect or erroneous registration or a change of circumstance) or removal of Service Components at the request of the Retailer (Process C6 - Form C/03)**

Within **twenty (20)** Business Days of receiving a form C/03 from a Retailer requesting deregistration of a supply point or removal of service components; DCWW will carry out an investigation, which may involve a planned visit to inspect the supply point(s) and notify the retailer of DCWW's findings and if removal of a service component or deregistration is to proceed.

Within **two (2)** Business Days of notifying the Retailer if removal of service component(s) deregistration or any other update to SPID data is required, DCWW will notify the Market Operator in accordance with the Market Terms for maintaining Supply Point Identification data, error rectification and retrospective amendments.

### **9.8 Retailer requested amendment to Valuation Office Agency Billing Authority reference or Unique Property Reference Number at a Supply Point (Process C7 - Form C/04)**

Within **twenty (20)** Business Days of receiving form C/04 requesting that DCWW amend third-party references held by the Market Operator, DCWW will carry out an investigation, which may involve a planned visit to inspect the supply point(s) and notify the Retailer of DCWW's findings and if an amendment is to proceed.

Within **five (5)** Business Days of the completion of DCWW's investigation, DCWW will notify the Market Operator with the details of the amendment to the Valuation Office Agency Billing Authority or Unique Property Reference Number in accordance with the Market Terms for maintaining Supply Point Identification data

### **9.9 Error Rectification and Retrospective Amendments**

#### **9.9.1 Process Description (CSD 0105 – Section 3)**

DCWW will identify and investigate errors in DCWW's asset data when either:



- A Retailer wishes to query the accuracy/inaccuracy of DCWW's records for a data item or;
- The market operator wishes to query the accuracy/inaccuracy of DCWW's records for a data item or;
- DCWW may identify an error in data items or;
- DCWW may need to amend a data item following a dispute.

Where there is an applicable data transaction and a data correction is required, DCWW will notify the Market Operator of the data item using the data transactions as appropriate.

### 9.9.2 Market Operator Data Correction (CSD 0105 – Section 4)

If a data correction is required but a data transaction is not applicable, DCWW may use the Market Operator data correction process to correct the data.

If there is no applicable data transaction to make a data correction, DCWW will request a Market Operator data correction.

Upon notification that the data correction shall be implemented, DCWW will agree (via a contract manager) to pay an additional service charge to the Market Operator.

### 9.9.3 Vacancy Change Application (CSD 0105 – Section 5)

If DCWW wish to query the status of a property marked as vacant, DCWW will approach the Retailer (occupancy owner) of the property to investigate the matter directly.

If the Retailer does not agree that the premises is occupied or fails to change the status of the premises from vacant to occupied, DCWW may make a vacancy change application.

To do so, DCWW will undertake a site visit and gather evidence regarding the occupancy of

the premises. DCWW will submit a vacancy change application; along with evidence, within **twenty (20)** Business Days of the site visit.

DCWW will provide (outside the Market Operator's systems) the evidence to all the relevant trading parties (including the retailer), within **two (2)** Business Days of receipt of the notification that the vacancy change application remains valid.

If DCWW become aware of a change of occupancy status of the site, DCWW will submit a vacancy change application confirmation or cancellation. If applicable, including a flag identifying if a challenge had been raised to the vacancy change application, within **twenty two (22)** Business Days of the end of the grace period (set out in CSD0105 section 5.1.9) or within **eighty two (82)** Business Days if there has been a challenge.

### 9.9.4 Data Correction Transactions (CSD 0105 – Section 6)

Once DCWW has either:

- Determined the correct data to enact a Self-Certified Retrospective Amendment;
- Reached an agreement with the retailer in regards to an Other Trading Party Retrospective Amendment; or
- Become unable to reach an agreement with the Retailer in regards to an Other Trading Party Retrospective Amendment.

DCWW will submit updated Supply Point Identification Data to the Market Operator within **two (2)** Business Days.

### 9.10 Occupancy Back Dating

DCWW will back date any gap site or unbilled property up to the final settlement period which is in accordance with the Business Customer Protection Code of Practice.

## 10. Planned Activities and Affected Services

### 10.1 Notification of capital works having an effect on Non-Household Customers long term planning (process D1)

DCWW will notify Retailers monthly; of any work DCWW intends to conduct on its network, which may interrupt water services. Additionally, DCWW will notify Retailers of any updates to previous notifications in relation to work or interruptions.

DCWW will reasonably consider Retailer comments and DCWW may incorporate them into DCWW's final plan for conducting work.

DCWW will make any final or updated copies of DCWW's plans available to the Retailer.

### 10.2 Short-term planned activities (process D2)

DCWW will notify and update Retailers at least twenty **two (22)** Business Days in advance of carrying out any planned work that is reasonably expected to have an effect on water services to an eligible site. Details will be provided of any contingency plan for major interruptions to supply as information changes or further information becomes available.

DCWW will reasonably consider and where appropriate, incorporate into the plan Retailer comments that are received within **five (5)** Business Days from the date of notification. If DCWW's plan is revised, DCWW will re-issue to the Retailer at least **ten (10)** Business Days in advance of carrying out any planned work.

If DCWW are unable to carry out work on the planned date and it is for reasons outside of DCWW's control; DCWW may reschedule with the Retailer; giving at least **forty eight (48)** hours' notice of the proposed start date, unless the Retailer agrees to a shorter time period.

### 10.3 Reactive Activities (process D3)

DCWW will provide Retailers with **forty eight (48)** hours' notice of specific reactive activities that are reasonably likely to affect water services to non-household customers.

For any major interruption to supply, DCWW will provide the Retailer with the relevant details of any contingency plan which it has for the work taking longer than planned.

When **forty eight (48)** hours advance notice cannot feasibly or practically be provided, Unplanned Events and Incidents standard may apply.

Where any planned activities impact specific non-household customers such as sensitive customers or food and drink manufactures, DCWW will provide additional information to the Retailer in relation to these activities.

### 10.4 DCWW Planned Activities & Affected Services

This section refers to standards DCWW applies in addition to the Market Codes.

#### 10.4.1 Updates to Planned Work and Affected Services

DCWW will not provide continuous updates during planned work unless material changes are made to the original notification. Notifications of planned work will be available on DCWW's website in the "In Your Area" section. Unplanned Events and Incidents

Where DCWW assets are located on non-household customer premises, DCWW reserve the right to gain access to such premises to inspect or maintain its assets. In such an eventuality DCWW will contact the non-household customer directly and will not notify the Retailer. Such access rights should not be unreasonably withheld and if so, DCWW may revert to the powers detailed in Section 75 of the Water Industry Act 1991.

### 10.5 Service Request

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed.

### **10.6 24 hour Contact Arrangements**

DCWW will engage directly with any non-household customer when in relation to an unplanned change and inform the Retailer, within 2 Business Days of any contact it has received directly from its non-household customer.

DCWW will re-direct any non-household customer back to the Retailer if it is not in relation to an unplanned change.

Where DCWW requires support communications from the Retailer, DCWW will contact the Retailer by following the 24 hour on-call contact arrangements.

DCWW will be available 24 hours a day and will provide 24 hour contact details to the Retailer and non-household customer for unplanned events & incidents.

### **10.7 Identification of Sensitive Customers (process E1)**

DCWW will respond to any query which the Retailer raises about sensitive customer identification.

DCWW may ask the Retailer to follow the process set out in the market terms to add or remove a sensitive customer flag from any eligible premises within its area

### **10.8 Maintenance and implementation of DCWW Public and Non-Public Health Related Site Specific Arrangements for managing events and incidents potentially affecting public health (process E2)**

DCWW will notify the market operator within **two (2)** Business Days of becoming aware of the need for an update on an existing eligible premises covered by a Public Health related

Site Specific Arrangement or in relation to a supply point.

DCWW will consult with the Retailer when preparing or revising a Public Health Related Site Specific Arrangement in relation to any of the retailer's non-household customers.

DCWW may request a meeting with a non-household customer in relation to a Public Health Related Site Specific Arrangement.

DCWW will update public and non-public health related site specific arrangements.

DCWW will supply the Retailer with details of the Public Health related Site Specific Arrangement; within **two (2)** Business Days of receiving notification from the market operator of Retailer registration, in so far as they relate to the Retailer or its non-household customer.

DCWW will inform the Retailer which information the Retailer must keep up-to-date.

DCWW will inform Retailers if DCWW implements any arrangements which relate to any Retailer's non-household customers.

DCWW will continue to keep the Retailer updated as to the progress and management of an event/incident, in relation to the non-household customer's premises and will inform the Retailer when the incident has come to an end.

If DCWW identifies any lessons learnt in relation to an event/incident which may be relevant to the Retailer or its non-household customer, DCWW will inform the Retailer.

### **10.9 Unplanned changes to supply of Water Services and/or Sewerage Services (Process E3)**

DCWW may exercise its power of investigation or DCWW may request more information from the Retailer when DCWW become aware of unplanned changes. DCWW may also choose to contact a non-household customer directly or reasonably ask the Retailer to do so.

DCWW will notify Retailers as to whether there is; or expected to be; an unplanned change, no later than the issue of any general public communication.

DCWW will provide information to the Retailer; including any additional information that may have particular impact on specific classes of non-household customer, or notify the Retailer that a moratorium is imposed.

DCWW will inform the Retailer whether to take or prepare to take action and/or to be aware of information to react to enquiries. Where appropriate, DCWW will actively contact the Retailer to confirm receipt of information.

DCWW will use reasonable endeavours to respond expeditiously to requests for further information regarding the unplanned change and the reasons for the unplanned change.

DCWW will continue to update information passed on to the Retailer and provide; where required, alternative supply as frequently as possible.

DCWW may reasonably request the Retailer to request the non-household customer to reduce their demand for water.

DCWW may notify the Retailer that it is exercising any power DCWW have under law.

DCWW will inform the Retailer when an unplanned change has concluded.

If DCWW identify any lessons learnt in relation to an event/ incident which may be relevant to the Retailer or its non-household customer, DCWW will inform the Retailer of those lessons learnt.

#### **10.10 Drinking water quality incidents (Process E4)**

If DCWW considers there is a potential for a restriction on water use; following an unplanned change to the supply water services or receipt of information via the **twenty four (24) hour contact arrangements**, DCWW will provide information or notify a Retailer of a

moratorium and/or decision not to impose a restriction.

If DCWW decide to impose an immediate restriction on water use, DCWW will endeavour to advise the Retailer of any such restriction in advance of the general notification to all customers. In any event DCWW will inform the Retailer at the same time as any general notification.

DCWW will advise the Retailer of:

- the actual area affected;
- nature of restriction;
- the time when information is to be released to non-household customers;
- any reasonable steps DCWW wishes the Retailer to take to communicate with non-household customers; and,
- information which the Retailer must use when responding to enquiries.

If the event relates to particular types of customers, DCWW will provide the Retailer with any additional information available. DCWW will also issue a general public communication whilst informing the Retailer and will provide copies of any script/materials to be used.

If requested to by the relevant authority, DCWW will ask the Retailer to confirm which of its Sensitive Customers are in the affected area. DCWW will further liaise with the relevant authority with any information the Retailer provides.

DCWW will confirm the communications that the relevant authority is carrying out to non-household customers and advise the Retailer accordingly. Where specialist communications are required DCWW will ask the relevant authority, whilst informing the Retailer of any relevant details.

If DCWW identifies any lessons learnt in Relation to an event/incident which may be relevant to the Retailer or its non-household customer, DCWW will inform the Retailer.

### 10.11 Droughts or dry weather conditions (Process E6)

DCWW may agree to follow any industry guidance or other code of practice regarding communications; including with non-household customers, in relation to drought or other dry weather conditions.

DCWW will inform Retailers when it considers a drought/dry weather condition to be developing/escalating and when DCWW are giving particular consideration to any restriction/ reduction in water services.

DCWW will confirm to Retailers the processes DCWW intends to use to manage that drought or dry weather conditions and any reasonable message DCWW wishes the Retailer to convey to its non-household customers and DCWW will respond to and consider any question, information or representation which the Retailer makes.

DCWW will provide any information available; that is reasonably requested by Retailers, to follow any instructions e.g. asking non-household customers to reduce their demand for water.

When DCWW intends to issue a temporary ban on usage relevant to the Retailer's non-household customer's activities or DCWW intends to seek any drought order or permit, DCWW will consult the Retailer.

When DCWW issues any ban or obtains an order or permit, DCWW will inform Retailers and keep them informed of any change to terms.

DCWW will inform Retailers whenever it considers a drought or other dry weather event to be subsiding and when any temporary ban, order or permit has been lifted.

### 10.12 Emergencies (Process E7)

In accordance with the Security and Emergency Measures Direction, DCWW maintains an emergency plan.

DCWW will inform the Retailer if DCWW develops an emergency plan relating to the Retailer's non-household customer.

Ongoing communications required between DCWW and the Retailer during an emergency response will follow the 24 hour contact arrangements.

DCWW will manage the emergency in line with the emergency plan; which may include contacting non-household customers directly, to issue instructions or provide advice.

DCWW may request Retailers to pass information on to its non-household customers and/or respond to enquiries following a specified script. DCWW may also ask Retailers to seek further information from its non-household customers.

DCWW will continue to update both publicly available information as well as the information specific to non-household customers provided to the Retailer.

DCWW may, within reason, ask Retailers to ask its non-household customers to reduce their demand for water services and/or sewerage services, or carry out other steps documented in DCWW's emergency plan.

DCWW will notify the Retailer when the emergency has come to an end.

If DCWW identify any lessons learnt in relation to an event/incident which may be relevant to the Retailer or its non-household customer, DCWW will inform the Retailer of those lessons learnt.

### 10.13 DCWW Unplanned Events and Incidents

#### 10.13.1 Incident Management Notification

DCWW will contact Retailers by telephone only when an incident management team has been assembled. All other notifications will be available on DCWW's website.

## 11. Monitoring, Investigation, Complaints and Enquiries

### 11.1 Service Request

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed.

DCWW will charge for subsequent visits following a failure to correct a water fittings contravention as detailed in the Wholesale Tariff Document.

Our Wholesale Tariff Document can be accessed here: [Wholesale Tariff Document](#)

### 11.2 Unannounced and/or unplanned visits to Eligible Premises, e.g. to conduct water sampling or to monitor compliance with the Water Fittings Regulations (Process F1)

When there is cause to not provide notice to a non-household customer, DCWW will complete the visit without informing the Retailer.

When this is the case DCWW will inform the Retailer of the inspection taking place no more than **two (2)** Business Days after the inspection has been completed.

If any breach is identified the non-household customer will be served with an enforcement notice a copy of which will be provided to the Retailer within **two (2)** Business Days of these being issued.

### 11.3 Announced planned visits to Eligible Premises e.g. to monitor compliance with Water Fittings Regulations (Process F2)

Where possible DCWW will seek to inform the

non-household customer of its intent to visit the premises no less than **two (2)** Business Days prior to the scheduled inspection.

In this circumstance DCWW will also inform the Retailer of its intent to visit a premises no less than **two (2)** Business Days prior to the scheduled inspection.

If any breach is identified the non-household customer will be served with an enforcement notice a copy of which will be provided to the Retailer within **two (2)** Business Days of these being issued.

### 11.4 Visits by DCWW to Eligible Premises not covered by other processes (Process F3)

If the operational arrangements for the visit are not covered elsewhere and the visit can be planned more than **two (2)** Business Days in advance, DCWW will inform and arrange a site visit through the Retailer.

If requested by the Retailer, DCWW may agree to contact the non-household customer directly to arrange a visit and inform the Retailer when the visit will take place. However, DCWW may choose to arrange the site visit through the Retailer.

If any breach is identified the non-household customer will be served with an enforcement notice a copy of which will be provided to the Retailer within **two (2)** Business Days of these being issued.

DCWW will confirm to the Retailer if any further visit or action is required, as soon as reasonably practicable.

### 11.5 Non-Household Customer enquiries

#### 11.5.1 Enquiries received by DCWW (Process F4A - Form F/01)

DCWW will immediately re-direct a non-household customer to the Retailer, when DCWW receive any other enquiry not related to:

- Water Fitting Regulations
- Unplanned Change

### 11.5.2 Enquiries received by the Retailer (Process F4B)

DCWW will respond to an enquiry and record of drinking water enquiry form as soon as practicable, but in any event within **ten (10)** Business Days or any later date agreed with the Retailer.

### 11.5.3 Non-Household Customer complaints (Process F5 - Form F/02)

If DCWW receives a complaint relating to an unplanned change; directly from a non-household customer, DCWW will direct that customer to the Retailer.

DCWW will acknowledge a complaint from a Retailer and report back within **five (5)** Business Days of receipt of that complaint, unless DCWW believes that DCWW can provide a substantive response within **eight (8)** Business Days. If DCWW decides to provide a substantive response within **eight (8)** Business Days, DCWW will clearly define what action will be taken, DCWW timescales and estimated resolution date.

If DCWW believes the complaint cannot be responded to within **eight (8)** Business Days, DCWW will inform the Retailer why and when DCWW it will be able to respond. DCWW will act expeditiously in dealing with that complaint.

Where eligible, DCWW will pay the Retailer any payment due to the retailer or the non-household customer.

### 11.5.4 Water Fittings Regulations enquiries and notifications (Process F6)

#### 11.5.4.1 Enquiries received by DCWW

If DCWW receives an enquiry from a Retailer or non-household customer relating to the content, monitoring, assessment or enforcement of the Water Fittings Regulations, DCWW will provide a substantive response within **ten (10)** Business Days. DCWW will also provide a copy of the response to the Retailer

when the enquiry came from a non-household customer.

In relation to any other enquiry from the non-household customer that does not relate to the content, monitoring, assessment or enforcement of the Water Fittings Regulations, DCWW will direct the non-household customer to the Retailer without delay.

#### 11.5.4.2 Enquiries received by the Retailer

When the Retailer receives an enquiry relating to the Water Fitting Regulations from its non-household customer, the Retailer shall either:

- respond to the enquiry itself (provided that the enquiry does not relate to enforcement of the Water Fittings Regulations); or
- refer the enquiry to the Wholesaler as soon as is reasonably practicable, in which case Process 9.5.4.1 shall apply.

### 11.6 DCWW Monitoring, Investigation, Complaints and Enquiries

This section refers to standards DCWW applies over and above the Market Codes.

#### 11.6.1 Water Quality Incidents

In the event of a Water Quality related incident, DCWW will follow their internal processes in relation to section E4 of the Open Water codes. If an inspector is required to attend the non-household property in order to carry out an inspection, the above processes will be applied.

#### 11.6.2 Response to Water Fittings Regulation Breaches

If any breach is identified the non-household customer will receive an enforcement notice which will detail the works to be completed and designated timescales to rectify the breaches.

A follow up inspection will be scheduled. If DCWW return and find the enforcement notice has not been satisfied DCWW may take further steps as described in the Water Industry Act and deemed reasonable by DCWW.

## 12. Allowances

### 12.1 Application for an allowance and/or volumetric adjustment or DCWW notice of change of allowance (Process H1 - Form H/O1)

#### 12.1.1 Retailer review and/or application for an allowance and/or volumetric adjustment from DCWW

Within **twenty (20)** Business Days of receipt of the relevant form, DCWW shall notify the Retailer whether:

- DCWW accept the application;
- DCWW need further information from the Retailer or the non-household customer together with details of the further information requested;
- DCWW need to visit the eligible premises to verify information;
- DCWW reject the application, providing an explanation of why it is rejected; or,
- DCWW consider an alternative allowance should apply or that it considers the Retailer to have incorrectly calculated the amount of the applicable allowance(s), together with reasons and details of that alternative allowance or value.

If DCWW have requested further information from the Retailer and further information has been resubmitted on the relevant form and/or providing such additional information as reasonably requested, DCWW will make a decision on the application within **twenty (20)** Business Days.

If DCWW requires a visit to the eligible premises; DCWW shall arrange such a visit through the Retailer or directly with the non-household customer, with the Retailer's consent.

Within **twenty (20)** Business Days of receipt of the materially complete form, DCWW shall advise the Retailer whether or not any allowance(s) is (or are) due.

If, following receipt of the information required from the Retailer and/or following a site visit; DCWW believes that a change to the existing allowances is required, DCWW shall determine the correct allowance(s) for the service component(s) at the supply point(s). For the avoidance of doubt; this may be the allowance/s applied at the start of this process, in which case DCWW shall notify the Retailer.

Within **two (2)** Business Days of notifying the Retailer of any allowance(s) due, DCWW shall notify the Market Operator of any volumetric adjustment or amendment of charges.

#### 12.1.2 DCWW notice of review of or change to any allowance(s)

DCWW will request the Retailer to provide relevant and appropriate information, to allow an evaluation of whether any existing allowances applied to any service component(s) at any supply point(s) are appropriate.

If no such information is received from the Retailer within **twenty (20)** Business Days or; having received the information; DCWW believes there are reasonable grounds for conducting a site visit, DCWW shall arrange either via the Retailer or directly with the non-household customer with the Retailer's consent, to undertake a site visit. DCWW will notify the Retailer in writing of the reasonable grounds.

If, following receipt of the information required from the Retailer and/or following a site visit; DCWW believes that a change to an existing allowance is required, DCWW shall determine the correct allowance(s) for the service component(s) at the supply point(s). For the avoidance of doubt; this may be the allowance which applied at the start of this process, in which case DCWW shall notify the Retailer and no further action is required

If DCWW determines that the allowance(s) to be applied at a service component requires a



change; DCWW shall notify the Retailer of the intention to change the allowance(s) available to any service component to which the Retailer is registered and the reasons for doing so, at least **twenty (20)** Business Days in advance of its planned notification to the Market Operator.

If a Retailer does not challenge the allowance adjustment; providing reasons for the challenge and any additional information; within **ten (10)** Business Days of receipt of notification, DCWW will notify the Market Operator of the change in allowance(s) to be applied in respect of a service component. DCWW will do so no later than **two (2)** Business Days from the effective from date, in accordance with the Market Terms.

Where a Retailer challenges the notice within the set **ten (10)** Business Days, DCWW will notify the Retailer within **eight (8)** Business Days of receipt of challenge:

- That DCWW will change the allowance(s) to be applied to the service component(s) as it originally notified;
- Of any different change which DCWW will make to the allowance(s) to be applied to the service component(s);
- That DCWW will not change the allowance(s) applied to the service component(s).

If and when DCWW decides to change the allowance(s) to be applied to any service component(s) at any supply point(s); to which the Retailer is registered, DCWW shall notify the Market Operator of the change in allowance(s) no later than **two (2)** Business Days from the "effective from date" and in accordance with the Market Terms.

### **12.2 DCWW notice of change in tariff applied to a service component (Process H4)**

DCWW will notify the Retailer of its intention to change the tariff applied to any service component to which the Retailer is registered and reasons for doing so. DCWW will do so at least **twenty (20)** Business Days in advance of its planned notification to the Market Operator.

DCWW will notify the Market Operator to achieve the 'effective from date' in a timely way and no later than **two (2)** Business Days after the 'effective from date'.

Upon receipt of a challenge from the Retailer providing reasons and any additional information; DCWW will; within **eight (8)** Business Days of receipt of the challenge, notify the Retailer that DCWW intend to either:

- change the tariff as originally notified;
- make a different change of tariff; or
- make no changes.

DCWW will notify the Market Operator; following the notification to the Retailer regarding the challenge made to tariff, in a timely way and no later than **two (2)** Business Days after the "effective from date"

### **12.3 Retailer application for change in tariff applied to a service component (Process H5 - Form H/04)**

Upon receipt of an application to change to a tariff applied to a service component, DCWW will inform the Retailer if DCWW requires any additional information in order to consider the request. DCWW will do so within **five (5)** Business Days of receipt of application.

Where DCWW deem a visit to an eligible premises is required, DCWW will arrange through the Retailer or directly with non-household customer with the Retailer's consent.

If DCWW decides not to approve the Retailer's request; DCWW will notify the Retailer; along with reasons why, within **twenty (20)** Business Days of receipt of an application or from receipt of additional information.

If DCWW decides to approve the Retailer's request; DCWW will notify the Retailer within **twenty (20)** Business Days of receipt of an application or from receipt of additional information.

DCWW will notify the Market Operator; following the notification to the Retailer regarding the change to a tariff applied to a service component, in a timely way and no later than **two (2)** Business Days after the "effective from date".

#### **12.4 Application for payment of gap site incentive (Process H6 - Form H/O5)**

DCWW's policy with regard to gap site incentive payments is set out in the Wholesale Tariff Document which can be found here: [DCWW Wholesale Tariff Document](#)

#### **12.5 Application for payment of vacant premises incentive (Process H7 - Form H/O6)**

DCWW's policy with regard to vacant premises incentive payments is set out in the Wholesale Tariff Document which can be found here: [DCWW Wholesale Tariff Document](#)

## **13. Disconnections**

### **13.1 Disconnection requested by the retailer and performed by DCWW in relation to non-household customer non-payment (Process I1 - Form I/O1)**

The Retailer will provide form I/O1 disconnection request to DCWW including a copy of the notice served on the non-household Customer, a declaration it has not been challenged, and the amount outstanding or, if challenged confirmation that the disconnection may now proceed, and a declaration that consumer protection measures have been exhausted and that the Retailer has followed any applicable statutory or regulatory requirement.

#### **13.1.1 Temporary Disconnections**

If the Retailer hasn't asked for advance notice of the visit, DCWW will visit the property within **twelve (12)** BD of the request and if the disconnection is standard it may be carried out on this visit. Within **three (3)** BD of the site visit, DCWW shall notify the Retailer of its findings, what action has been taken and

where relevant provide a quotation for any non-standard disconnection.

Unless the disconnection has already taken place, within **five (5)** BD of being notified above, the Retailer should confirm that it either doesn't want to proceed or that it does want to proceed. If the Retailer does want to proceed the disconnection will take place within **six (6)** BD from DCWW making the report to the Retailer for standard or **twelve (12)** BD from which the Retailer accepts the quotation, for non-standard disconnections.

If, at any time during this process the non-household customer pays the overdue amount or the Retailer wishes to cancel the disconnection the Retailer must contact DCWW to request that the disconnection is cancelled.

Within **two (2)** BD of the disconnection taking place DCWW will notify CMOS of the change in connection status and any other information as required.

#### **13.1.2 Permanent Disconnections**

DCWW will visit the property to ascertain if the disconnection is standard or non-standard and within **twenty (20)** BD of receipt of form I/O1 DCWW shall notify the Retailer of its findings and where relevant provide a quotation for any non-standard disconnection.

Within **three (3)** months of its receipt of DCWW's report the Retailer should confirm that it either doesn't want to proceed or that it does want to proceed. If the Retailer does want to proceed DCWW shall carry out the disconnection within **thirty (30)** BD from the Retailer accepting the quotation.

Within **five (5)** BD of the disconnection taking place DCWW shall notify MOSL of the disconnection.

### **13.2 Disconnection performed by DCWW for illegal use (Process I3)**

DCWW will notify the customer and their

Retailer/s within **twenty four (24)** hours of disconnection, of the reason for disconnection and provide contact details for the customer to arrange an authorised connection.

DCWW will notify the market operator within **two (2)** Business Days of a completed temporary disconnection or **five (5)** Business Days of a completed permanent disconnection.

### 13.3 Disconnection performed by DCWW for breach of Water Fittings Regulations (Process 14)

DCWW will notify the customer and their Retailer/s within **twenty four (24)** hours of disconnection for breach of water regulations, specifying steps required before DCWW will restore supply.

DCWW will notify the Retailer/s of any site visit within **twenty four (24)** hours of disconnection taking place.

DCWW will notify the Retailer if it intends to take no further action and/or keep matters under review.

### 13.4 Disconnection requested by the Non-Household Customer and performed by the Wholesaler (Process 15 - Form I/O2)

If DCWW receives a request for a disconnection directly from a non-household customer DCWW will inform the Retailer and send a copy of the notice received within **two (2)** Business Days and continue with this process.

Following receipt of the request DCWW may:

- visit the Eligible Premises to investigate what would be required to effect the Disconnection
- if DCWW determines that a standard Disconnection is possible, the Wholesaler shall make the Disconnection during this first site visit

- if the Disconnection was a Temporary Disconnection, the Wholesaler shall notify the Market Operator of the change in connection status and other information required within **two (2)** Business Days of completing the Disconnection, in accordance with the Market Terms.

If, following the visit to the eligible premises, DCWW determines that the Disconnection is non-standard, DCWW will:

- if DCWW determines a Disconnection is viable, DCWW shall advise the Retailer of any survey charge, a quotation for the Disconnection where it is non-standard and what any subsequent reconnection charge would be, in accordance with DCWW's Wholesale Tariff Document
- if DCWW determines a Disconnection is not viable, DCWW shall report to the Retailer explaining why the Disconnection is not viable.

### 13.5 Gaining entry to an Eligible Premises for the purposes of Disconnection using the Wholesaler's powers of entry at Retailer request (Process 17 - Form I/O3)

If the non-household Customer refuses DCWW entry to its Eligible Premises and so DCWW is unable to make a survey or effect the Disconnection, DCWW will:

- leave a notice at the Eligible Premises advising that it shall make a further attempt to visit the Eligible Premises. Such notice may also advise the non-household customer that if it is not permitted access at that point it may seek to obtain a warrant authorising the use of any power of entry
- copy that notice to the Retailer.

Within **five (5)** Business Days of executing the above steps, DCWW may:

- write to the non-household customer giving it at least **five (5)** Business Days' notice of the date and time on which DCWW shall make the further attempt to visit the Eligible

Premises to conduct the survey and/or effect the Disconnection. That letter shall also invite the non-household customer to arrange an alternative date and time, via the Retailer.

- DCWW shall copy that letter to the Retailer.

In the event that the non-household customer contacts the Retailer to re-arrange the visit, the Retailer shall agree a new date and time slot and shall notify DCWW not later than noon on the calendar day before the originally planned visit and at least **five (5)** Business Days ahead of the proposed new visit date.

On receipt of details of the revised date for the Disconnection, DCWW shall:

- visit the Eligible Premises on the specified date and time in order to undertake the survey and/or effect the Disconnection;
- if DCWW is granted access, DCWW shall undertake the survey or effect the Disconnection and the other Disconnection process shall re-start at the step after the survey or Disconnection having been made; or
- if DCWW is not granted access, DCWW shall leave a notice at the Eligible Premises specifying that DCWW may now seek to obtain a warrant authorising the use of any power of entry
- DCWW shall copy that notice to the Retailer.

Within **five (5)** Business Days of the visit referred to in the step described above, DCWW shall write to the non-household customer repeating the terms of that notice. DCWW shall copy that letter to the Retailer, so informing the Retailer that it has been unable to gain access to the Eligible Premises.

If DCWW receives a Form I/03 from the Retailer confirming that it shall accept any charges associated with the seeking, obtaining and using such warrant, DCWW will:

- Within **ten (10)** Business Days DCWW

shall take the steps necessary to request a warrant for the use of powers of entry and make such a request

- DCWW shall inform the Retailer when it plans to make the request and the Retailer shall make an authorised person available on that calendar day to confirm whether or not the warrant is still required.

If a warrant is granted, DCWW shall

- notify the Retailer's authorised person of the date and time on which it intends to serve and exercise the powers under warrant and shall ask the Retailer to confirm in writing that there has been no change in circumstance and the survey and/or entry is still required
- notify the Retailer of the appropriate contact person within DCWW to inform if there is such a change in circumstances such that the entry is no longer required and, if necessary, the Retailer shall inform that person
- DCWW may engage third parties to serve the warrant on the non-household customer and, if necessary, shall contact the police to gain their assistance in accessing the Eligible Premises. If, as a result of requesting such assistance, the date and time on which the warrant will be served and the powers of entry exercised are changed
- DCWW shall notify the Retailer of the new date and time
- Once DCWW has gained access to the Eligible Premises it shall conduct the survey and/or effect the Disconnection and shall leave a notice warning not to interfere with any Disconnection. Where necessary it shall leave the property secure.

### 13.6 Reconnection requested by the Retailer and performed by the Wholesaler (Process I8 - Form I/04)

If DCWW receives the Form I/04 before **3pm**

on a Business Day, it shall use reasonable endeavours to reconnect the relevant Water Services on that Business Day.

If DCWW receives the Form I/04 after **3pm** on a Business Day, it shall use reasonable endeavours to reconnect the relevant Water Services on the next Business Day.

DCWW shall notify the Market Operator of the change in connection status and other information required within **two (2)** Business Days of the reconnection, in accordance with the Market Terms.

### **13.7 Reconnection requested by the Retailer and performed by an Accredited Entity (Process I9 - Form I/04)**

DCWW does not currently operate an Accredited Entity Scheme

### **13.8 Reconnection performed by the Wholesaler following rectification of a breach of Water Fittings Regulations (Process I10 - Form I/04)**

If DCWW receives a Form I/04 and is contacted before **3pm** on a Business Day, DCWW shall use reasonable endeavours to visit to inspect that the breach has been remedied and, if appropriate, to make the reconnection on the next Business Day.

If DCWW receives a Form I/04 and is contacted after **3pm** on a Business Day, DCWW shall use reasonable endeavours to visit to inspect that the breach has been remedied and, if appropriate, to make the reconnection within **two (2)** Business Days.

Following inspection, DCWW shall inform the Retailer and any Other Retailer within **one (1)** Business Day of the visit whether or not Water Services have been restored.

Where a reconnection has been made, DCWW shall notify the Market Operator of the change in connection status within **two (2)** Business Days of the date of the reconnection, in accordance with the Market Terms

### **13.9 Reconnection performed by the Wholesaler following a Disconnection requested by the Non-Household Customer (Process I11 - Form I/04)**

When DCWW receives a Form I/04 requesting that DCWW a reconnect the water supply, DCWW will:

- reconnect the relevant Water Services as soon as practicable or as otherwise agreed; and
- notify the Market Operator of the change in connection status within **two (2)** Business Days of the reconnection, in accordance with the Market Terms.

## **14. Commercial and Financial**

### **14.1 Debt Management**

DCWW will report to the Authority and the Market Operator any failure by the Retailer to pay primary charges, reconciliation of primary charges and/or non-primary charges by the due date, within **two (2)** Business Days.

DCWW will notify the Retailer of the value required for any updated or replacement Letter of Credit following the expiry of term of the current Letter of Credit, no earlier than the date falling 6 months prior to the expiry date.

DCWW will enforce its rights under the

- Guarantee;
- Deposit Account Agreement;
- Escrow Account Agreement; and/or
- Letter of Credit, in each case as relevant.

DCWW will issue notice to a Retailer if they fail to pay an amount due within **ten (10)** Business Days from payment due date.

DCWW will issue further notices to a Retailer if they fail to pay (remedy) an amount due within a further **five (5)** Business Days on receipt or deemed receipt of DCWW's initial notice.

DCWW will issue notice to the Retailer when they have failed to pay the amount due under terms within their contract on **three (3)** or more occasions in a **twelve (12)**-month period.

Following the issue of notice, DCWW will activate the Interim Supply Code arrangements to switch customers and deem the Retailer as a Defaulting Trading Party.

### 14.2 GSS

DCWW will pay the appropriate GSS amount to the Retailer; to pass on to the non-household customer, with regard to any of the events detailed in our 'Your Welsh Water' booklet. You can find a copy of this booklet here: [Your Welsh Water](#)

### 14.3 Service Request

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed.

#### 14.3.1 Data Protection

Any requirement on DCWW to disclose information or data to the Retailer will be considered with reference to the Data Protection Act 1998.

#### 14.3.2 Back Billing

DCWW will not bill or invoice a Retailer for or recover charges in respect of water supplied or provided for any period for which Final Settlement Report has been provided by the Market Operator.

#### 14.3.3 Follow on Work

If a job DCWW has quoted for changes due to non-household customer/Retailer activity on site, DCWW will consider this an abortive visit, which will require a new quote from DCWW.

#### 14.3.4 Lead Pipes

Refer to the

DCWW Wholesale Tariff Document

#### 14.3.5 Appointments

When a Retailer is seeking to make an appointment on a customer's behalf, DCWW will offer an appointment slot to the Retailer, DCWW are unable to hold appointment slots so the Retailer may have to secure this appointment at the time the offer is made. If the time is unsuitable, the appointment can be rearranged. If the appointment is missed by the customer or the Retailer, they could be liable for any costs incurred. In the event of an appointment being missed due to DCWW, and the Customer requires compensation for this, the GSS standard will apply.

## 15. APPENDICES

### 16. New Connections Codes Effective from 1st October 2018

#### 16.1 Pre-application enquiries in relation to a new connection or connections (Process A1 - Form A/01)

When DCWW receives a form which constitutes a pre-application enquiry DCWW will:

- confirm sufficient network capacity exists to satisfy the requested services and give an indication of conditions, charges and timescale for completion;

- advise of the need for development impact assessment and corresponding charges;

or

- request resubmission of the form with additional information

When DCWW receives a resubmitted form that requests technical assistance DCWW will:

- contact the Retailer or non-household customer
- arrange a site visit if applicable
- confirm details of subsequent discussions and copies of correspondence to the Retailer if the non-household customer has been contacted by DCWW

When DCWW receives a form that is materially complete with a request from the Retailer to proceed DCWW will:

- carry out the development impact assessment
- identify and network reinforcement required before the proposed connection(s) can be made within **twenty one (21)** working days of receipt of the request to proceed
- provide copies of the development impact assessment to the Retailer or non-household customer if requested

### 16.2 New connection to the Wholesaler's Water Supply System for domestic purposes (Process A2 - Form A/02)

When DCWW receives a Statutory Notice in respect of a Service Category or Eligible Premises not currently registered DCWW will inform the non-household customer that:

- they must select a Retailer

or

- a Retailer will be registered to it

In any event DCWW will:

- continue to make the connection as required

- request a new SPID from the Market Operator at least **three (3)** Business Days ahead of the estimated date of connection.

When DCWW receives a form or any other notice in respect of a new connection covered by Process A2, DCWW will:

- acknowledge receipt of the form as being materially complete

or

- reject the form as being materially incomplete and detailing the information that must be submitted

When DCWW receives a form which it agrees is materially complete DCWW will, within **twenty eight (28)** calendar days:

- specify any conditions that will be imposed on the new connection
- decide whether a site visit is required
- issue a quotation to the Retailer that will be valid for 6 months

When DCWW receives a notice that the private works and site preparations are complete DCWW will:

- carry out any required ancillary works
- carry out inspections or tests
- make the new connection

Where DCWW is to make the connection DCWW will agree a date with the Retailer when the connection is to be made.

In respect of new connections to new Eligible Premises or any other new connections requiring a New Supply Point to be Registered in the Supply Point Register, DCWW shall issue a request for a new SPID(s) related to the proposed new connection to the Market Operator no less than **three (3)** Business Days ahead of the expected date of connection in accordance with the Market Terms.

### 16.3 New connection to the Wholesaler's Water Supply System for non-domestic purposes (including Building Water) (Process A3 - Forms A/O2 & A/O3)

When DCWW receives a Statutory Notice in respect of a Service Category or Eligible Premises not currently registered DCWW will inform the non-household customer that:

- they must select a Retailer

or

- a Retailer will be registered to it

In any event DCWW will:

- continue to make the connection as required
- request a new SPID from the Market Operator at least **three (3)** Business Days ahead of the estimated date of connection.

When DCWW receives a form or any other notice in respect of a new connection covered by Process A3, DCWW will:

- acknowledge receipt of the form as being materially complete

or

- reject the form as being materially incomplete and detailing the information that must be submitted.

When DCWW receives a form which it agrees is materially complete DCWW will, within **twenty eight (28)** calendar days:

- specify any conditions that will be imposed on the new connection
- decide whether a site visit is required
- issue a quotation to the Retailer that will be valid for 6 months.

When DCWW receives a notice that the private works and site preparations are complete DCWW will:

- carry out any required ancillary works

- carry out inspections or tests
- make the new connection.

Where DCWW is to make the connection DCWW will agree a date with the Retailer when the connection is to be made.

In respect of new connections to new Eligible Premises or any other new connections requiring a New Supply Point to be Registered in the Supply Point Register, DCWW shall issue a request for a new SPID(s) related to the proposed new connection to the Market Operator no less than **three (3)** Business Days ahead of the expected date of connection in accordance with the Market Terms.

When DCWW receives notification that Building Water is no longer required DCWW shall then, as appropriate, either update the Market Operator in accordance with the Market Terms or effect a Disconnection, then update the Market Operator in accordance with the Market Terms.

### 16.4 New connection to the Wholesaler's Sewerage System (Process A4 - Form A/O4)

If DCWW, in respect of a new connection to an existing Eligible Premises, to which the Retailer is Registered, receives service of a statutory notice directly from a Retailer's non-household customer, DCWW shall notify the Retailer that it has received the statutory notice within **two (2)** Business Days and, to the extent that any further information is required, the Retailer shall submit the Form A/O4. In any event, the Retailer and DCWW shall continue with this process.

If DCWW receives service of a statutory notice directly from the non-household customer in respect of a Service Category or Eligible Premises not currently Registered, DCWW shall write to the non-household customer and inform it that, if it does not select a Retailer at least **nine (9)** Business Days before the connection is made, a Retailer will be Registered to it.



In any event, in the meantime DCWW shall continue to make the connection as it is required to do and, where necessary, shall request a new SPID from the Market Operator at least **three (3)** Business Days ahead of the estimated date of connection in accordance with the Market Terms.

Within **five (5)** calendar days from the date it receives the Form A/04 DCWW shall contact the Retailer to either:

- acknowledge receipt of the Form A/04 or other notice which is materially complete and confirm if there is a need for a development impact assessment/pre-development report to be carried out. If a development impact assessment/pre-development report is required, the Wholesaler shall request the Retailer to submit a Form A/01 and this process shall be suspended and Steps 3 to 8 of Process A1 shall be followed. Once such steps of Process A1 are completed, this process shall re-commence at this Step 3 by the Retailer re-submitting an updated Form A/04;

or

- reject the Form A/04 and/or other notice on the basis that it is not materially complete, providing an explanation of what information is missing. If the Form A/04 and/or other notice is rejected, the Retailer may re-start this process at Step 2 by arranging for the Form A/04 and/or other notice if required to be re-submitted with the required information.

Within **fourteen (14)** calendar days after the date it receives the materially complete Form A/04 DCWW may issue a notice to the Retailer and the non-household customer, notifying them that DCWW intends to undertake the making of the new connection itself.

If DCWW issues such a notice, the following steps shall apply:

- If it considers necessary, DCWW shall arrange a site visit with the Retailer or with the non-household customer directly where the Retailer has provided consent to such contact on Form A/04. During that site visit, DCWW shall make a technical assessment of the proposed connection and may require the Retailer to arrange for the drain or sewer (as applicable) to which the proposed new connection relates to be laid open
- Whether or not it makes such a site visit, within **twenty-one (21)** calendar days of the date it receives the materially complete Form A/04, DCWW shall provide the Retailer with a quotation for any connection charges, including specifying any payments or conditions which it requires to be made or met before it shall make the connection
- The Retailer may confirm to DCWW if the quotation is accepted within **six (6)** months of the date of issue. If the quotation is not accepted within that time period it may lapse and DCWW may require that any future requests for a connection under this process must be re-made. Such time period and any conditions relating to when any work must be started and/or finished should be set out in the quotation
- DCWW shall conduct the relevant inspections and confirm to the Retailer whether or not any further or remedial work is required. If such work is required the Retailer shall arrange for it to be carried out and inform DCWW when it considers the work to be completed
- Once DCWW has confirmed that no further or remedial work is required, it shall agree a date for connection with the Retailer
- In respect of new connections to new Eligible Premises or any other new connection requiring a New Supply Point to be Registered in the Supply Point Register, DCWW shall issue a request for a new SPID(s), related to the proposed

new connection, to the Market Operator no less than **three (3)** Business Days ahead of the expected date of the making of the connection in accordance with the Market Terms

- DCWW shall make the connection on the date agreed with the Retailer and issue any certificate of compliance to the Retailer
- In respect of all new connections, within **five (5)** Business Days of having made the connection, DCWW shall notify the Market Operator in accordance with the Market Terms
- Where any details of the connection made differ from the details provided in the Form A/04 or notice received by DCWW or any resubmitted Form A/04 (if applicable) and subsequently approved by DCWW, or if otherwise required by DCWW (giving reasonable notice), the Retailer shall provide DCWW with final 'as built' drawings relating to on-site works at the Eligible Premises within **five (5)** Business Days its receipt of notification of the connection having been made.

If DCWW does not issue such a notice within the **fourteen (14)** calendar day period, notifying the Retailer and non-household customer that DCWW intends to undertake the making of the new connection itself, the following shall apply.

- If it considers necessary, DCWW shall arrange a site visit with the Retailer, or with the non-household customer directly where the Retailer has provided consent to such contact on Form A/04. During that site visit, DCWW shall make a technical assessment of the proposed connection and may require the Retailer to arrange for the drain or sewer (as applicable) to which the proposed new connection relates to be laid open.

Whether or not it has made such a site visit, DCWW must notify the Retailer and the non-household customer if it:

- rejects the proposed new connection, providing an explanation of its reasons;

or

- stipulates any conditions for the new connection, within **twenty-one (21)** calendar days of the date it receives the materially completed Form A/04. Where DCWW rejects the proposed new connection, the Retailer must re-submit a Form A/04.

If DCWW does not reject the proposed new connection, the Retailer may proceed with the following steps.

- The Retailer shall arrange for any required works to be carried out and shall, by re-submitting an updated Form A/04 give DCWW reasonable, but at least **five (5)** Business Days' notice of the date on which the connection shall be made. If required, the Retailer shall also arrange for DCWW to have reasonable facilities for supervising the carrying out of the work
- In respect of new connections to new Eligible Premises or other new connections which require a New Supply Point to be Registered in the Supply Point Register, DCWW shall issue a request for a new SPID(s), related to the proposed new connection, to the Market Operator no less than **three (3)** Business Days ahead of the expected date of the making of the connection in accordance with the Market Terms
- The Retailer shall arrange for the connection to be made on the date indicated, and shall, by re-submitting an updated Form A/04 notify DCWW of the date on which the connection was made within **five (5)** Business Days of it having been made
- DCWW thereafter may carry out a visual and/or CCTV inspection (and shall notify the Retailer further of any failure). Should it be necessary, the Retailer shall arrange any remedial action required (which may be carried out by the Retailer or another

person) and shall request DCWW to carry out a further inspection

- In respect of all new connections, DCWW shall notify the Market Operator within **three (3)** Business Days of its receipt of the notification from the Retailer of the date on which the connection was made, in accordance with the Market Terms
- On the successful completion of the new connection and on receipt of the connection details (where applicable), DCWW shall issue a certificate of compliance to the Retailer within **seven (7)** calendar days of having received the connection details from the Retailer
- The Retailer shall provide DCWW with final 'as built' drawings relating to on-site and off-site works at the Eligible Premises within **five (5)** Business Days of the date of connection.

### **16.5 Pre-application technical assistance provided by the Wholesaler at the Retailer's request (Process A5 - Forms A/02, A/03, A/04)**

DCWW shall only provide assistance to the non-household customer where the Retailer asks DCWW to liaise directly with their non-household customer in relation to a technical issue and DCWW has agreed to this contact.

- DCWW shall contact the Retailer or non-household customer (as applicable) within **five (5)** calendar days of its receipt of the request from the Retailer for assistance with the technical aspects of what is needed to complete the Form, and to arrange a site visit, as required
- Where DCWW contacts the non-household customer directly, DCWW shall confirm the details of any discussion with the non-household customer in writing to the Retailer within **three (3)** calendar days of that discussion and shall copy all correspondence with the non-household customer to the Retailer.

- If a development impact assessment/pre-development report is required, DCWW shall request the Retailer to submit a Form A/01 and Process A1 shall be followed and once completed, the relevant new connection process shall re-commence where indicated by the Retailer resubmitting an updated version of the relevant Form
- Once this Process A5 has been completed, the relevant new connection process shall re-commence where indicated by the Retailer resubmitting an updated version of the relevant Form.

## **17. Trade Effluent**

### **17.1 Trade Effluent enquiry received by DCWW (Process G1 – Form G/01)**

Upon notification of a Trade Effluent enquiry related to issue from a retailer or a non-household customer, DCWW will make a substantive response to submitting party within **ten (10)** Business Days of the enquiry, sending copy to retailer where enquiry came directly from non-household customer.

Enquiries meaning relating to details or processing of a Trade Effluent Consent, quality and analytical or monitoring information, enforcement activity and impact on DCWW's network from Trade Effluent discharges.

If DCWW receive any other Trade Effluent enquiry from non-household customer and that customer has already selected a retailer, DCWW will redirect that customer to the retailer without delay. If the non-household customer has not selected a retailer, DCWW will request the non-household customer to do so.

### **17.2 Application for and grant of Trade Effluent Consent and re-activation of discontinued Trade Effluent Consent (Process G2 – Form G/02)**

If DCWW receives an application for Trade Effluent Consent directly from a non-

household customer and that customer has not already selected a retailer, DCWW will request the non-household customer to do so.

Upon receipt of a Trade Effluent Consent application from a retailer or a non-household customer, DCWW will notify the retailer within **two (2)** business days of receipt if received from the non-household customer and then determine if the application is sufficiently complete.

If the application is not sufficiently complete; DCWW will provide the retailer or the non-household customer with an explanation of what further information is required, within **five (5)** Business Days of receipt of application. DCWW will provide the retailer with a copy of any correspondence to the non-household customer.

DCWW will acknowledge receipt of sufficiently complete application within **five (5)** Business Days of receipt of application.

DCWW will, where necessary, refer applications to any appropriate agency within a **two (2)** month period beginning on the calendar day after receipt of application. DCWW will also notify the retailer and non-household customer; if originator, of that referral and updates on any communications or progress of that referral.

DCWW may request further information via the retailer but will contact the non-household customer directly if necessary and inform the retailer.

DCWW may make a request for a site visit via the retailer or DCWW may contact the non-household customer directly after asking the retailer for consent.

If there are no material inaccuracies identified in Trade Effluent Consent application; DCWW will provide a non-binding indicative decision on the application notice or other; within **thirty (30)** Business Days of receipt of application notice or other request, unless

DCWW have referred the application to the appropriate agency.

If DCWW are unable to make a final decision due to a referral to the appropriate agency, the non-household customer may appeal DCWW actions or omissions. DCWW will work with the retailer to ensure that any necessary notices or other information are shared with each other and the non-household customer in respect of that appeal. Additionally, the Market Operator will be updated if there is any change to position.

DCWW will make and notify the retailer within **two (2)** months beginning on the calendar day after the date the application was served.

If DCWW rejects the application; DCWW will give reason and send notice to the retailer, the non-household customer, any known prospective occupier and consultees previously notified.

If DCWW grants or re-activates Trade Effluent Consent by approving the application; with or without conditions, DCWW will send notice to the retailer, the non-household customer, any known prospective occupier and consultees previously notified.

DCWW will notify the Market Operator within **two (2)** Business Days of granting Trade Effluent Consent or; if later, within **five (5)** Business Days of Registration of Supply Point.

### 17.3 Variation of Trade Effluent Consents (Process G3 – Form G/02)

DCWW will notify the retailer and non-household customer if DCWW wish to initiate a variation of Trade Effluent Consent.

If a non-household customer initiates a variation of Trade Effluent Consent; DCWW will notify the retailer and provide a copy of the request, within **two (2)** Business Days of receiving the variation request.

If the retailer initiates a variation of Trade Effluent Consent; DCWW will notify the retailer and the non-household customer of any intention to amend or add to a requested

variation, providing reasons and initial view on appropriate variation.

DCWW will notify the relevant body or agency of a variation of Trade Effluent Consent.

Any consultation followed after a request of variation by the retailer or non-household customer, DCWW may make direction to change Trade Effluent Consent. The direction will take effect no earlier than **two (2)** months from notification of request of variation of Trade Effluent Consent.

DCWW will notify this direction to the retailer and the non-household customer.

Where the appropriate body or agency directs a variation of Trade Effluent Consent, DCWW will notify the retailer and non-household customer of that direction as soon as possible.

DCWW will notify the Market Operator within **two (2)** Business Days of the variation taking effect.

If DCWW, the non-household customer or the retailer appeal against any variation of Trade Effluent Consent, DCWW will work with the retailer to ensure any necessary notices or other information are provided to each other and the non-household customer.

## 17.4 Trade Effluent monitoring (Process G4)

### 17.4.1 Routine sampling visits

DCWW will make visits at various times to provide representative Trade Effluent samples. Frequency of visits will depend upon various factors, such as nature and volume of Trade Effluent.

DCWW may make arrangements for automated sampling and monitoring and for recording data remotely in accordance with Trade Effluent Consent.

DCWW will provide the retailer and non-household customer with sample results in respect of any samples obtained, with **one (1)** business day of full sample results being available.

DCWW will notify the Market Operator within **two (2)** Business Days of confirming any relevant changes.

### 17.4.2 Non-routine sampling visits

If there are reasonable grounds to suspect non-compliance with Trade Effluent Consent, DCWW may make a non-routine visit to collect samples and monitor discharges.

DCWW will provide the retailer and non-household customer with sample results within **one (1)** business day of full sample results being available.

DCWW will inform the non-household customer of any follow-up action that is required and a copy of this notice or correspondence will be shared with the retailer.

DCWW will otherwise inform the retailer of any follow-up action that is required within **two (2)** Business Days of informing the non-household customer.

DCWW will notify the Market Operator within **two (2)** Business Days of confirming any relevant changes.

### 17.4.3 Discontinuation of Trade Effluent Consent (Process G5 – Form G/02)

If DCWW receives a form G/02 requesting a discontinuation of the Trade Effluent Consent it shall:

- Notify the Retailer of this within **two (2)** Business Days of receipt of the request
- Continue with the process

DCWW may discontinue a Trade Effluent Consent to the Eligible Premises provided that:

- any provision of Sewerage Services to, or disposal of sewage from the Eligible Premises for a purpose otherwise than in respect of Trade Effluent or any other premises are not adversely affected by the discontinuation;

- there is no likely public health risk arising in consequence of the discontinuation;
- the Wholesaler has the statutory right to carry out the discontinuation; and
- any relevant processes or notices are followed and served.

On discontinuation of the provision of the Trade Effluent Consent, DCWW shall notify the Market Operator within **two (2)** Business Days of such discontinuation in accordance with the Market Terms.

#### 17.4.4 Termination of Trade Effluent Consent (Process G6)

DCWW will notify the retailer if DCWW intends to proceed with termination of Trade Effluent Consent.

If the retailer or a non-household customer requests to terminate Trade Effluent Consent; DCWW will acknowledge the request and ensure both parties are informed.

If DCWW decides not to proceed with termination of Trade Effluent Consent, DCWW will notify the retailer and non-household customer.

If DCWW decides to proceed with termination of Trade Effluent Consent, DCWW will notify the retailer and the non-household customer the date of termination.

DCWW will notify the Market Operator within **two (2)** Business Days of termination of Trade Effluent Consent.

#### 17.4.5 Trade Effluent Meter Activities (Process B12 – B14)

DCWW will not repair, replace or install non-household private meters

#### 17.4.6 Installing Private Meters necessary for the calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services.

DCWW requires that the Non-Household

customer shall notify us of its intention to install a new private meter. DCWW shall notify the retailer of the Non-Household Customer's intent to install a meter.

DCWW requires that within **five (5)** Business Days of the meter installation, the details of the meter, together with photographic evidence including initial read, shall be provided to DCWW by the Non-Household Customer.

Where the photographic evidence is insufficient, DCWW shall visit the premises within **five (5)** Business Days of the receipt of the details to confirm the details provided by the Non-Household customer.

Within **five (5)** Business Days of confirmation of meter details, DCWW shall inform the Market Operator of the meter details in accordance with the Market Terms.

Where a site visit was not required to confirm details, DCWW shall visit the eligible premises within **one (1)** month of its receipt of the meter details to confirm the details provided.

#### 17.4.7 Testing, repairing, and replacing Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services.

When DCWW becomes aware, or is notified by the retailer, that a private meter is faulty or may not be recording consumption accurately, DCWW shall contact the Non-Household Customer requiring that they repair, replace, or test the meter as appropriate. DCWW will then send a copy of this requirement to the retailer.

DCWW requires that the Non-Household Customer shall arrange for the private meter to be repaired, replaced, or tested as appropriate within a timescale agreed.

In the event of a meter replacement, DCWW requires that within **five (5)** Business Days of the meter replacement the details of the meter replacement shall be provided by the Non-Household Customer together with

photographic evidence. The photographic evidence must include the Final Read and Initial Read and the meter serial numbers.

In the event of repair of the Private Meter, DCWW requires that within **five (5)** Business Days of the meter repair the Non-Household Customer shall provide DCWW with details of the Meter Read and supporting photographic evidence. The photographic evidence must include the Meter Read and the meter serial number.

In the event of testing of the Private Meter, DCWW requires that the Non-Household Customer shall provide us with the test results within **twenty (20)** Business Days of the testing. DCWW will then contact the Non-Household Customer within **five (5)** Business Days of that notification advising whether repair or replacement of the meter is necessary.

Where the photographic evidence is insufficient, DCWW shall visit the premises within **five (5)** Business Days of the receipt of the details to confirm the details provided by the Non-Household customer.

Within **five (5)** Business Days of confirmation of meter details, DCWW shall inform the Market Operator of the meter details in accordance with the Market Terms.

Where a site visit was not required to confirm details, DCWW shall visit the eligible premises within **one (1)** month of its receipt of the meter details to confirm the details provided.

#### [17.4.8 Exchanging Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services.](#)

DCWW requires that the Non-Household Customer shall agree the exchange of the Private Meter with ourselves. DCWW will notify the Retailer of the Non-Household Customer's intent to install the meter.

DCWW requires that within **five (5)** Business Days of the meter replacement the Non-Household Customer shall provide the details of the meter removal and installation including meter serial numbers, meter location, Final Read and Initial Read (and the dates of the Final Read and Initial Read) and supporting photographic evidence. The photographic evidence must include the Final Read and Initial Read and the meter serial numbers.

Where the photographic evidence is insufficient, DCWW shall visit the premises within **five (5)** Business Days of the receipt of the details to confirm the details provided by the Non-Household customer.

Within **five (5)** Business Days of confirmation of meter details, DCWW shall inform the Market Operator of the meter details in accordance with the Market Terms.

Where a site visit was not required to confirm details, DCWW shall visit the eligible premises within **one (1)** month of its receipt of the meter details to confirm the details provided.

#### [17.4.9 Service Request](#)

This section refers to standards DCWW apply over and above the Market Codes

Any service requested from the Wholesale Tariff Document must be submitted by a Retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Service requests made by telephone will not be accepted.

A standard request accepted by DCWW will be deemed authorised by the Retailer, granting authority to DCWW to complete any works necessary and recharge any relevant costs to the Retailer. Where the work is non-standard a quotation will be provided prior to the work being completed.

## 18. Known common hazards which need to be controlled, when working in or near DCWW's meter chambers and associated apparatus.

(The list of hazards below is not exhaustive. Third parties are required to undertake a suitable and sufficient specific risk assessment of each site, prior to any work commencing; DCWW shall take no responsibility for supervising third parties).

Hazard	Risk	Controls
Working in the highway	Personal / third party injury. Hit by moving vehicles	Streetworks accreditation. Signing lighting and guarding.
Lifting and moving Chamber covers	Personal injury. Damage to apparatus if dropped.	Visual check of the condition of the cover. Cleaning and removal of any detritus within hinge or other mechanisms before opening. Tools suitable for the activity. Manual handling training. Fit and Capable staff.
Confined spaces	Asphyxiation. Personal Injury	Confined spaces training to City & Guilds standard 6150. Gas Monitors and 2 man working if necessary following risk assessment and safe system of work.
Needle sticks / Sharps / Bio Hazard	Infection	Suitable PPE and training in needle stick awareness. If not trained in removal then contact DCWW to arrange removal.
Work at Height / access and egress in chambers	Falls from height / personal injury	Suitable and sufficient work at height training / Personal protective equipment. Portable ladders appropriate for the task.
Poor hygienic practices	Contamination of water supply	Training in Water Hygiene practices. Water Hygiene card holder. Provision of Chlorox solution to disinfect all fittings.
High pressure water pipe lines	Personal injury / damage to key apparatus (PRV etc)	Understanding of pressurised pipelines and associated risks. Consultation with operational staff if an entry to the chamber is to be made.
General Working Environment	Personal and third party injuries	Training in risk assessment. Suitable and sufficient risk assessments and method statements for the activity.
Adjacent or close industrial processes	Contamination of the working area / chamber. Ingress of contaminant either physical or atmospheric. – personal injury	Dynamic risk assessment of working area. Stop entry if conditions are found to be problematic. Escalate to DCWW as asset owner.



## 19. Standard terms and conditions for the installation of a Retailer's or Business Customer's Data Logger on DCWW's Apparatus

### Definitions and Interpretations

In this document the following words and expressions have the following meanings unless inconsistent with the context:

**Billing Timetable** means the timetable published on the Wholesale area of DCWW's website <http://wsc.dwrcymru.com/en/Charges-and-billing.aspx>

**Charge** means the charge(s) for the services as detailed in DCWW's published Wholesale Tariff Document

**DCWW** means Dŵr Cymru Cyfyngedig and any member of staff employed directly by DCWW or Contractors acting on DCWW's behalf

**DCWW Apparatus** means the DCWW meter or meters that record(s) the water usage and any associated water apparatus including fittings required to facilitate Data Logging by DCWW's Wholesale business

**DCWW Asset means a DCWW owned asset including a site**

**DCWW Data Logger** means a Data Logger that is owned by DCWW's Wholesale Business

**Data Logger** means the Data Logger to be installed by the Retailer or Customer, or a third party on behalf of the Retailer or Business Customer on DCWW's meter

### 1. Serving of Notice of intention to install a Data Logger and DCWW response

- 1.1 The Retailer will submit form S/03 to DCWW providing at least 5 Business Days' notice of its intention to install a Data Logger on DCWW's apparatus including details of the Data Logger's specifications.

- 1.2 DCWW will review the Retailer's request and response within 5 Business Days of receipt of form S/03 confirming if it will allow the proposed Data Logger to be installed on DCWW Apparatus.

### 2. Access to DCWW's assets

- 2.1 The Retailer/Business Customer agrees to follow the below guidance where it requires access to DCWW Assets to install a Data Logger on DCWW Apparatus:

a) Work or surveys requiring any third party/contractor to enter a DCWW Asset shall request permission via the Access to Assets process using form AFO2b.

b) Access shall only be undertaken, once permission to access the asset has been granted by the local area asset controller. No access will be made by any third party to any DCWW Asset without the knowledge and consent of the asset controller.

c) DCWW must have knowledge of when anyone wishes to access a DCWW Asset or DCWW Apparatus. Reasonable and timely requests should not be an issue, however, operational reasons may prevent such access always being possible.

d) DCWW's appointed site controller will have management responsibility for and control of the conditions under which any such access is granted.

All DCWW staff are empowered by the company to instruct any third party or contractor to stop work on any operations which they feel may cause injury or ill health to persons or damage to property. A list of known common hazards which need to be controlled when working in or near DCWW's meter chambers and apparatus is included in Schedule 1. However, DCWW will not supervise the work and the Retailer/Customer will be responsible for carrying out its own risk assessment.

e) DCWW's Wholesale Service Centre will NOT arrange access for any third party to any DCWW Asset. Permission must come from the local asset controller.

f) Minimum requirements for a third party / contractor to work on a DCWW asset, is evidence of a suitable and sufficient Health and Safety management system along with competent Health and Safety advice. This is achieved via assessment and accreditation by an independent external body.

DCWW currently recognises the following bodies:

- Accreditation to one of the Safety Schemes In Procurement (SSIP) bodies; or
- Achilles Verify

### 3. Installation of Data Logger and associated Apparatus

- 3.1 The Retailer/Business Customer may provide its own pulse unit or request that DCWW provides the pulse unit for a cost (see Section 4 below).
- 3.2 DCWW may require a splitter to be installed on its meter to facilitate current or future installation of both a Retailer/Business Customer and DCWW Data Logger.
- 3.3 The Retailer/Business Customer will ensure it complies with the Traffic Management Act notifying the relevant Highways Authority of its intention to carry out work.
- 3.4 The Retailer/Business Customer will confirm the installation of its equipment to DCWW within two business days following the installation.

### 4. The Charges

- 4.1 DCWW will issue an invoice to the Retailer in accordance with its Billing Timetable for the services provided to facilitate the installation of the Data Logger, i.e. provision and installation of a pulse unit and splitter as detailed in DCWW's Wholesale Tariff Document available at <http://wsc.dwrcymru.com/en/Charges-and-billing.aspx>.
- 4.2 If during the course of the logger installation the Retailer/Business Customer or its Contractor damage any DCWW apparatus, the cost of repairing or replacing the apparatus will be recharged to the Retailer in accordance with DCWW's Wholesale Tariff Document.

### 5. DCWW meter maintenance

- 5.1 In the event that DCWW needs to carry out work on or replace any of its Apparatus, it will where possible reconnect the Data Logger.
- 5.2 If the Data Logger cannot be reconnected, DCWW will notify the Retailer within five business days of the works being carried out.
- 5.3 If a new pulse unit or splitter is required to facilitate the provision of data from the new DCWW apparatus, the appropriate charges will be levied to the Retailer in accordance with Section 4 above.

### 6. Liability

The Retailer/Customer agrees that it shall take responsibility for carrying out its own risk assessment; DCWW shall take no responsibility for supervising third party access to DCWW's Assets/Apparatus.

### Schedule 1 - Known common hazards which need to be controlled, when working in or near DCWW's meter chambers and associated apparatus.

(The list of hazards below is not exhaustive. Third parties are required to undertake a suitable and sufficient specific risk assessment of each site, prior to any work commencing; DCWW shall take no responsibility for supervising third parties).

Hazard	Risk	Controls
Working in the highway	Personal / third party injury. Hit by moving vehicles	Streetworks accreditation. Signing lighting and guarding.
Lifting and moving Chamber covers	Personal injury. Damage to apparatus if dropped.	Visual check of the condition of the cover. Cleaning and removal of any detritus within hinge or other mechanisms before opening. Tools suitable for the activity. Manual handling training. Fit and Capable staff.
Confined spaces	Asphyxiation. Personal Injury	Confined spaces training to City & Guilds standard 6150. Gas Monitors and 2 man working if necessary following risk assessment and safe system of work.
Needle sticks / Sharps / Bio Hazard	Infection	Suitable PPE and training in needle stick awareness. If not trained in removal then contact DCWW to arrange removal.
Work at Height / access and egress in chambers	Falls from height / personal injury	Suitable and sufficient work at height training / Personal protective equipment. Portable ladders appropriate for the task.
Poor hygienic practices	Contamination of water supply	Training in Water Hygiene practices. Water Hygiene card holder. Provision of Chlorox solution to disinfect all fittings.
High pressure water pipe lines	Personal injury / damage to key apparatus (PRV etc)	Understanding of pressurised pipelines and associated risks. Consultation with operational staff if an entry to the chamber is to be made.
General Working Environment	Personal and third party injuries	Training in risk assessment. Suitable and sufficient risk assessments and method statements for the activity.
Adjacent or close industrial processes	Contamination of the working area / chamber. Ingress of contaminant either physical or atmospheric. – personal injury	Dynamic risk assessment of working area. Stop entry if conditions are found to be problematic. Escalate to DCWW as asset owner.

## 20. Standard terms and conditions for the installation of a Retailer's or Business Customer's Data Logger on DCWW's Apparatus

### Definitions and Interpretations

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**Charge** means the charge(s) for the services as detailed in DCWW's published Wholesale Tariff Document available at <http://wsc.dwrcymru.com/en/Charges-and-billing.aspx>.

**DCWW** means Dŵr Cymru Cyfyngedig and any member of staff employed directly by DCWW or Contractors acting on DCWW's behalf

**DCWW Apparatus** means the DCWW meter or meters that record(s) the water usage and any associated water apparatus including fittings required to facilitate Data Logging by DCWW's Wholesale business

**DCWW Data Logger** means a Data Logger that is owned by DCWW's Wholesale Business

**Retailer** means the holder of a Restricted Retail Authorisation (an authorisation described in paragraph 6 of schedule 2A of the Water Industry Act 1991 i.e. an authorisation to use the supply systems of an Undertaker that is wholly or mainly in Wales for the purpose of enabling the Retailer to supply Retail Services to Eligible Premises who use 50 mega litres or more of water a year]

**Services** means the provision of online access to graphical data logger information

### 7. Website Request for access to data and Commencement of the Service

- 7.1 The Retailer will submit form S/01 to DCWW;
- 7.2 Within five Business Days of receipt of a completed form S/01 DCWW will notify the Retailer of their system log in details to access the online data.

### 8. The Charges

- 8.1 DCWW will issue invoices to the Retailer in accordance with its Billing Timetable the charge payable will be pro rata from the date online access was provided up to the 31<sup>st</sup> March of the financial year.
- 8.2 If Payment is not received in accordance with the Market Codes, the access to the data will be removed without notice.
- 8.3 Invoices for subsequent year's charges will be issued on the 1<sup>st</sup> March (or next business day) of each year.
- 8.4 If either party terminates the Services, any payment for the period from the date of termination to the 31<sup>st</sup> March of the financial year will be refunded on a pro-rata basis.

### 9. Provision of Services

- 9.1 The DCWW Data Logger is installed on a DCWW operational meter that is also used for billing, operational, regulatory or network reasons and may be removed at any time without notice.
- 9.2 If the DCWW Data Logger fails or data stops being transmitted DCWW gives no guarantee regarding when or if the failure will be notified to the Retailer and/or rectified.
- 9.3 If a Customer or Retailer requires guaranteed continuous data then they are advised to install their own Data Logger.

## 10. Termination

- 10.1 DCWW may terminate these Services without notice if for operational reasons it decides to remove the DCWW Data Logger from its meter or if there is a failure.
- 10.2 DCWW will terminate the Retailer's ability to access the online data if the Retailer ceases to be the Retailer for the customer's site.
- 10.3 The Retailer may decide that it wishes to stop receiving the Services at any time. The date of termination will be the date that the termination notice is received by DCWWs Wholesale Service Centre.

## 11. Liability

- 11.1 DCWW shall not be liable for any losses damages or expenses incurred by the Retailer or its customer which occurs as a result of the DCWW Data Logger emitting inaccurate data and/or the failure or removal of the DCWW Data Logger.