

**Wholesale Service Standards
Non-household
2018/19**



**Bournemouth
Water**

WHOLESALE SERVICE GUARANTEE SCHEME 2018/19

1. COMMENCEMENT

- 1.1 This scheme comes into force on the 1 April 2018 and is Bournemouth Water Limited's guarantee to Retailers and Non-household customers of our commitment to provide a high standard of service.
- 1.2 This scheme covers not only the basic rights of Retailers and Non-household customers under the Regulations with enhanced compensation payments in a number of respects but also affords substantial additional guarantees in key areas not covered by the Regulations.
- 1.3 This scheme replaces any earlier scheme as regards the Services, Retailers and Non-Household customers it relates to.
- 1.4 This scheme is in addition to and subject to the provisions of the Wholesale Retail Code, and should be interpreted so as not to conflict with the provisions of the Wholesale Retail Code. In the event of a conflict, the provisions of the Wholesale retail code will take precedence.

2. PRINCIPLES

- 2.1 This scheme is our guarantee to Retailers and Non-household Customers:
 - To comply with the Regulations
 - To provide non-statutory standards of service
 - To pay automatic compensation if we breach the Regulations or our additional standards of service (subject to any requirement to make a claim)
 - Of our commitment to put right mistakes for which we are responsible
 - To keep Retailers and Non-household customer advised of:
 - Any failures to meet our high standards and
 - What we will do to improve upon poor performance
- 2.2 In addition we have made a commitment to make discretionary payments where our standards have not been met in appropriate circumstances.
- 2.3 Reference to communication with Retailers or customers and the timing of payments will in all cases follow Open Water market codes unless specifically agreed with the Retailer. For the purposes of this section the standard process assumed in the market at the time of preparing this scheme applies.
- 2.4 It is generally expected to be the responsibility of the Retailer to pass this sum to the Non - Household Customer(s). Some of these payments will be made automatically but others will need to be claimed by the Retailer or the Non-household customer as appropriate.
- 2.5 Where the Company fails to meet a standard as set out in this document because of circumstances beyond our control, for example severe weather conditions, industrial action or actions of third parties, the Company will not be liable to make payments.
- 2.6 Where we are providing notice to Retailers of a planned supply event or details of appointments etc they must pass this notice/information on to their customers.
- 2.7 However we will also notify Non-household customers direct of any planned shutdown affecting their premise.

3. MAKING AND KEEPING APPOINTMENTS

3.1 If a representative of Bournemouth Water is to visit a Non-household Customer's premises in connection with the provision of water supply services and the representative requires access to the premises, or it would otherwise be reasonable to expect the Non-household customer or a person acting on behalf of the Non-household customer to be on the premises, Bournemouth Water will:

- Arrange, through the Retailer (or with the agreement of the Retailer directly with the Non-Household customer) an appointment. Bournemouth Water will as a minimum offer a morning or afternoon appointment. A two-hour time band can also be requested.
- Should we need to change the appointment we will give the Retailer or Non-Household Customer at least 24 hours notice
- Where the Company fails to meet this standard, it will within 5 working days make a payment to the Retailer's of £50. If payment is not made within 5 working days we will make an additional £50 payment

3.2 We will not make a payment, where:

- The Non-household customer cancels the appointment;
- Bournemouth Water cancels the appointment by giving the Retailer or the Non-household customer at least 24 hours notice;
- Bournemouth Water arrives no earlier than an hour before an agreed time and the Non-household customer or their representative was available and agreed to the visit taking place at the earlier time; or
- that it was impractical to make the visit on the appointed day because of severe weather conditions or industrial action by Bournemouth Water's employees or the act or default of a person other than an officer, employee or agent of Bournemouth Water or a person acting on behalf of its agent and those conditions or that action, act or default could not reasonably have been foreseen by Bournemouth Water sufficiently early to enable it to cancel the appointment in accordance with the above or to make suitable alternative arrangements to fulfil it.

4. WRITTEN COMPLAINTS

4.1 This guarantee applies where a Retailer writes to the Wholesale Account Manager, Bournemouth Water Ltd at Peninsula House, Rydon Lane, Exeter, Devon, EX2 7HR making a complaint:

- a) In connection with the supply of water to one of the Non-household Customers or
- b) In connection with the provision of sewerage services to one of its Non-household Customers

4.2 Where this guarantee applies Bournemouth Water will, except in the circumstances described in Paragraph 4.4, respond to the Retailer in respect of the complaint within 8 working days of the receipt of complaint (starting from the date of receipt of the written complaint).

4.3 If Bournemouth Water fails to provide a substantive reply within the specified period we will, within 8 working days, make a payment of £20 to the Retailer. If payment is not made within 8 working days, we will make an additional £10 payment.

4.4 The circumstances in this paragraph are:

- The Retailer informs Bournemouth Water that it does not wish to pursue the complaint;
- It is impractical for Bournemouth Water to reply within 8 working days because of;
 - Industrial action by employees of Bournemouth Water
 - The act or default of a person who is not
 - An officer, employee or agent of Bournemouth Water
 - A person acting on behalf of Bournemouth Water or of an agent of Bournemouth Water
 - The complaint was frivolous or vexatious or
 - Bournemouth Water reasonably considered that a visit was necessary before replying, and severe weather made the visit impracticable.

5. PLANNED INTERRUPTIONS TO THE WATER SUPPLY

Large Users

5.1. For Large Users (Non-Household Customers using more than 10,000 cubic metres of water a year at a single premises, based on the amount of water used in the previous calendar year). Bournemouth Water will contact the customer before planned interruptions to discuss how it may affect the business of such Large Users and to determine if we can assist by rearranging the work or providing another supply.

5.2. Bournemouth Water will provide the Non-Household Large Users with seven days written notice of the interruption, confirming the times of the interruption and how long it will last. The Retailer will also be notified via the Portal.

5.3. If we fail to meet the above standards in respect of Large Users, and subject to receiving a claim, we will credit pay £500.

5.4. If we fail to restore the supply as notified, we will pay £100.

5.5. Payments under this standard will be made within 15 business days, and if we fail to do so we will make an additional payment of £50.

Other Non-Household Customers

5.6. For customers using less than 10,000 cubic metres of water a year at a single premises, Bournemouth Water will provide the Non-household customer with five days notice, in writing, of planned interruptions to supply which may last longer than one hour and will take account of customers' individual needs to reduce any disruption. We prioritise the needs of schools, care homes, doctors, dentists, hairdressers, hotels, restaurants and similar premises. Retailers will also be notified via the Portal.

5.7. If we fail to meet this standard we will make a payment of £50.

5.8. If we fail to restore the supply as notified, we will make a payment of £50.

5.9. Payments under this standard will be made within 15 working days, and if we fail to do so we will make an additional payment of £50.

6. EMERGENCY INTERRUPTIONS TO THE WATER SUPPLY

- 6.1 If the public water supply is unexpectedly interrupted (due to a burst main, for instance) the Company will restore the supply within 12 hours of becoming aware of the interruption. If a strategic main causes the problem, the water supply will be restored within 24 hours of the Company finding out about the interruption.
- 6.2 If the Company fails to restore the supply within these time periods the Company will automatically pay £50 plus a further £50 for each full 24 hour period the supply remains unrestored.
- 6.3 Payment will be made within 15 working days of the supply interruption. If the Company does not make a payment which it should have known was due, the Company will automatically make an additional £50 payment.
- 6.4 Where the Company did not identify that a Customer was affected and was therefore unable to make an automatic payment, the Retailer can claim the payment within three months of the date on which the supply was interrupted.

7. REPEATED INTERRUPTIONS

- 7.1. Where a customer is affected by three or more unplanned interruptions to the water supply lasting more than 15 hours in total over a twelve month period we will make a payment of £50. Payments under this standard will be made within 20 working days, and if we fail to do so, we will make an additional payment of £50.

8. INTERRUPTIONS TO SUPPLY BECAUSE OF DROUGHT

- 8.1. Should the Company need to introduce standpipes or rota cuts under a Drought Order, the Company will make a payment of £50 per affected Non-Household Customer, to the Retailer, for each day, or part of a day, that the water supply is interrupted.
- 8.2. For Non-Household Customers who did not pay water charges in the previous charging year, the maximum payment shall be £500.
- 8.3. For Non-Household Customers who receive separate supplies of water for business and domestic purposes, the maximum shall be the charges for the domestic supply in the previous year.

9. FLOODING FROM WATER MAINS

- 9.1. If the inside of a Non-Household Customer's property is damaged due to flooding caused by a leak from the Company's water mains, Bournemouth Water will, upon receipt of a claim made by the Retailer, pay the costs of cleaning up and of any repairs to the building. We will also make an additional payment of £100. Payments under this standard will be made within 20 working days of receipt of the claim, if we fail to do so, we will make an additional payment of £50.

10. LOW PRESSURE

- 10.1. Where Bournemouth Water receives a complaint from the Retailer about poor water pressure we will visit the Non-Household customer's premises within three working days of receipt of the complaint. Where we fail to do this we will pay £50.

- 10.2. Where the pressure in a Non-household customer's communication pipe falls below seven metres head for one hour or more on two occasions within a 28 day period, subject to receiving a claim, we will credit the Retailer's account £50.
- 10.3. Payments under this standard will be made within working 20 days, where we fail to do so we will make an additional payment of £50.

11. CHANGE IN PRESSURE – LARGE USERS

- 11.1. Where a Non-Household Customer uses more than 10,000 cubic metres of water a year, we will contact them, via their Retailer, to discuss how their business might be affected before we make any permanent changes that may materially affect the water pressure.

12. REPLACEMENT OF LEAD SERVICE PIPES

- 12.1. If Bournemouth Water becomes aware that the pipe supplying a customer's property is made of lead, we will inform the Retailer and/or Customer. Where both the supply pipe and communication pipe are made of lead, we'll replace any lead communication pipe for which we are responsible and may be able to help the customer with the cost of replacing their underground lead supply pipe.

13. 'DO NOT DRINK' AND 'DO NOT USE' NOTICES

- 13.1. If, as a result of problems with its supply, the Company has cause to issue a 'Do not drink' or 'Do not use' notice, we will make a payment of £50. Payments under this standard will be made within 20 working days.

14. 'BOIL WATER' NOTICE

- 14.1. If, as a result of problems with its supply, the Company has cause to issue a 'Boil water' notice, £50 will be credited to the Retailer's account. Payments under this standard will be made within 20 business days.

15. DISCOLOURED WATER

- 15.1. If a Non-household Customer has a water meter and needs to run off discoloured water, a credit may be claimed by the Retailer if the Company is contacted at the time.
- 15.2. Where a customer experiences discoloured water, the Company will, on receipt of a claim, we will, within 20 working days, make a payment of £10 provided that the discolouration:
- Comes from our system and not just from the customer's supply pipe or plumbing
 - Is visibly unacceptable and not just on a temporary basis
 - Is not caused by air in the supply

16. WORKING IN THE STREET

- 16.1. Except in emergencies, Bournemouth Water will always endeavour to carry out work in the street so that access to individual properties is not blocked. Where this cannot be avoided, we will provide advance notice to the Retailer. If we fail to do so, and subject to a claim being made, we will make a payment of £50. If we fail to make payment within 20 working days of receipt of the claim, we will make a payment of an additional £50.

16.2. If a Non-household customer wants us to rearrange work (other than emergencies) for 'out of hours', we may be able to help, but we may have to charge a fee to cover the higher costs involved.

17. SAMPLING WATER

17.1. Where we receive a complaint from a Non-household customer or Retailer regarding the quality of their water, Bournemouth Water will:

- During working hours, if we haven't been able to deal with the matter immediately, we will call the customer back within two hours, provided we have their contact details
- If required, arrange to take a sample of the water supply from the customer's tap on an agreed day with a morning or afternoon appointment
- Contact the customer with any abnormal results within 24 hours of receiving them from our laboratory and we will confirm all results in writing within a further five working days. It may take up to 14 working days from the date of the sample for some test results to be produced.

If we fail to meet the standards in the above paragraph, we will make a payment of £50. Payment will be made within 20 working days and if we fail to do so, we will make an additional payment of £50.

If a Non-Household customer is concerned about lead pipes on their premises, we will sample the water and test for lead free of charge.

18. DISPUTES

18.1. Disputes about any payment made under this scheme should follow the process contained within the Market Code.

19. LEAKAGE ALLOWANCE

19.1. Bournemouth Water's Leakage policy is set out in Schedule one to this scheme. It provides that, subject to an application being made under it within six weeks of the leak being repaired, Bournemouth Water will, subject to certain conditions, make a volumetric adjustment of a wholly discretionary amount, depending on the circumstances. In particular:

19.2. Where the leakage duration is less than or equal to 30 days, BW will normally make a volumetric adjustment equal to the total leakage volume.

19.3. Schedule one sets out in more detail how these sums will be calculated by Bournemouth Water.

19.4. Any volumetric adjustments made under Bournemouth Waters leakage policy as set out in this scheme (including schedule one) are entirely discretionary, and any decision as to whether or not to make a volumetric adjustment and any decision as to the amount of volumetric adjustment will be final. Please note that the BW leakage allowance is in respect of water only, the Retailer shouldn't contact the relevant sewerage provider in respect of any applicable allowance for sewerage charges.

19.5. Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and a property. If this happens a large bill may result. Provided certain criteria are met, the Company may grant a wholesale leak allowance

to the Charges applied to the Retailer where a customer has received a large bill because of leakage.

19.6. No allowance will be granted where:

- Water is escaping from pipework or fittings other than underground service pipes
- A leak has been caused by negligence or wilful damage caused by the Retailer, customer, their family or agents
- Replacement or repair has taken place outside of the 30 day timescale

19.7 The Company recommends that only Watersafe or WRAS approved plumbers are used to undertake leak repairs.

20. LEAK DETECTION SERVICE

20.1. The Company is able to offer a free leak detection service of up to three hours for leaks on underground service pipes, after three hours this service becomes chargeable see Wholesale Charges for details. The free leakage detection service is not available where the pipework is inside or under any building or structure.

SCHEDULE ONE: WHOLESALE LEAKAGE POLICY

1 Leak where Bournemouth Water responsible

Water volumetric adjustment rules

Number of volumetric adjustments	No limits where Bournemouth Water responsible
Volumetric Adjustment	Where Bournemouth Water is responsible for a leak we will calculate the leakage volume and give a volumetric adjustment for the full amount
Application time limits	Application must be within 6 weeks of repair

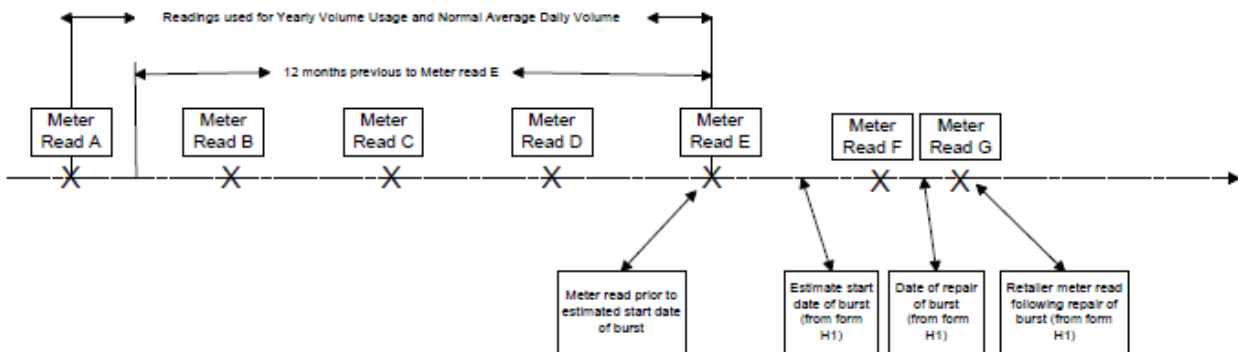
2 Leak on the customer side of a meter

Water volumetric adjustment rules

Number of volumetric adjustments	One volumetric adjustment per customer per premise
Volumetric Adjustment	Where leakage duration is less than or equal to 30 days we will refund the total Leakage Volume calculated. Where Leakage duration is greater than 30 days we will refund the difference between the Total consumption over the duration and double the Normal consumption over the duration (for a maximum of 180 days). Where Leakage volumes does not exceed double the Normal Consumption for 180 days we will fund the total Leakage volume calculated.
Application time limits	Application must be within 6 weeks of repair

3 HOW WE CALCULATE VOLUMETRIC ADJUSTMENTS

We calculate Volumetric adjustments based on the information provided on form H1 by the Retailer.



4 Normal Daily Water Consumption

We calculate Normal Daily Water consumption from historic meter reads for the 12 months prior

to the leak.

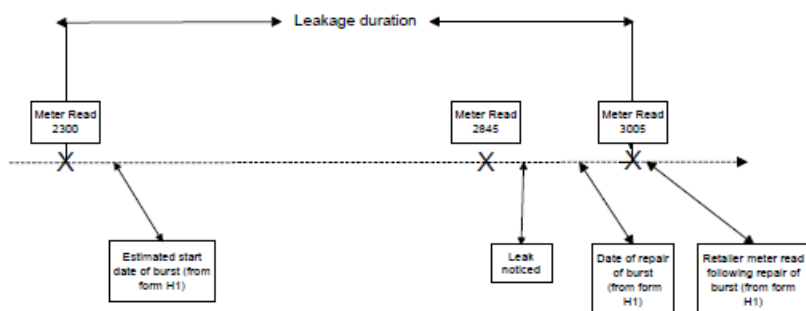
Meter read prior to estimated start date of leak = Meter Read E

Meter Read \geq 12 months before Meter read E = Meter Read A

Yearly Water consumption = (Meter Read E – Meter Read A)/days between Read A and Read E) x 365

Normal Daily Water Consumption = Yearly Water Consumption/365

5 Leakage Duration



The **Leakage duration** (days) is the number of days between

- The meter read before the estimated start date of the leak (as given on the H1 form)
- And the meter read following repair of the leak (as given on the H1 form)

6 Leakage volume

Total Water Consumption (m³) used over the leakage duration is the meter read following repair minus the meter read before estimated start date of leak.

Normal Water Consumption (m³) over the leakage duration is normal daily consumption (m³) times the leakage duration (days)

Water Leakage Volume (m³) = total consumption (m³) minus normal consumption (m³)

7 Water Volumetric Adjustment Volume

If leakage duration is less than or equal to 30 days: water volumetric adjustment volume = water leakage volume

If leakage duration is greater than 30 days: if double Normal Water consumption for the leakage duration (with a maximum duration of 180 days) is greater than Water Leakage volume then Water Volumetric Adjustment volume = Water Leakage Volume *else* if leakage duration \leq 180 days then Water Volumetric Adjustment volume = Water Leakage Volume – double Normal Consumption *else* Water Volumetric Adjustment volume = (Water Leakage Volume – double Normal Consumption) x 180/leakage duration.

8 Period over which volumetric adjustment is applied

Volumetric Adjustment Effective from Date = the date of the meter reading immediately prior to the estimated start date of the burst.

Volumetric Adjustment Effective to date = the date of the meter reading following repair of the burst.

9 Dealing with Leakage allowance spanning Retailer responsibilities

Where a volumetric adjustment is given for a period during which a Retailer transfer occurred

then each Retailer will receive a volumetric adjustment for each day where they were the registered Retailer

10 Dealing with a volumetric adjustment spanning go live

Where a volumetric adjustment spans the 1 April 2017 go live date the adjustment volume will be pro-rated and the Post- April volume will be applied as a volumetric adjustment via the Market Operator.