

YW Wholesale Policy for Non-Household Sensitive Customers and Eligible Premises Site Specific Arrangements

31/05/18

It's part of our
Blueprint for Yorkshire



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Introduction

From the 1st April 2017, all Non-Household Customers will be free to select a Retailer (Licensee or Undertaker of Retail Business) who will be responsible for the customer service and billing elements of their water and waste-water services. Yorkshire Water (YW) Wholesale will only be responsible for the provision of water and waste water wholesale services.

Whilst YW Wholesale will always try to provide a constant supply of water, it cannot guarantee to maintain water supplies 24 hours a day / 365 days a year as factors outside its control may prevent this. Unplanned interruptions to supply may occur due to burst pipes, adverse weather conditions such as flooding, heavy frost or drought, and events or work that has to be carried out to resolve an emergency situation. Supplies may also have to be interrupted to carry out planned repairs and maintenance or other such improvement works.

YW, as the Wholesale provider of services will not have access to Non-Household Customer data and the Retailer shall keep up-to-date the information held by the Market Operator on which Eligible Premises are occupied by Sensitive Customers.

YW Wholesale will publish guidance as to which types of Non-Household Customers it considers to fall within the definition of Sensitive Customers.

Under this policy:

- YW Wholesale shall use the definition of Sensitive Non-Household Customers as stated in the Market Codes which is:
 - Any Non-Household Customer who is vulnerable for the purposes of the Security and Emergency Measures Direction (SEMD), ie, any Non-Household Customer for Eligible Premises occupied by :-
 - The Sick
 - The elderly
 - The disabled; or
 - Any other vulnerable sections of the population;

And/or which is

 - A hospital; or
 - A school
- YW Wholesale shall provide guidance as to which Eligible Premises it may wish to establish either a Public Health Related Site Specific Arrangement (SSA) or a Non-Public Health Related SSA.

This policy is intended to provide clear guidance to the Market Operator, Retailers, Third Parties and Non-Household Customers.

This policy will be compliant with the following:

- Wholesale-Retail Code Part 3: Operational Terms;

Aim

This policy identifies which types of Non-Household Customers YW Wholesale considers fall within the definition of Sensitive Customers and for which Eligible Premises it may wish to establish either a Public Health Related SSA or Non-Public Health Related SSA.

The aims of the policy are:

- to ensure a consistent approach is followed within YW Wholesale operational area;
- to provide Retailers and Non-Household Customers with our guidelines that shall be complied with at all times;

Principles

To ensure the policy is enforced fairly, the following section contains our guidelines.

Sensitive Non-Household Customers

1. This policy sets out the definition of Sensitive Non-Household Customers to be followed by YW Wholesale and in accordance with the Market Codes and SEMD.
2. YW Wholesale expects the Retailer to keep the information held by the Market Operator on which Eligible Premises are occupied by Sensitive Customers up-to-date by notifying the Market Operator in accordance with the Market Terms and to do so within two (2) Business Days of becoming aware of any change or during the course of applying for a new connection under Part A of the Codes (New Connections).
3. If YW Wholesale receives a notification that the Retailer has asked the Market Operator to add or remove a Sensitive Customer Flag from any of the Eligible Premises within the YW supply area, it may query that change with the Retailer and the Retailer will be expected to respond to any query within two (2) Business Days.
4. If it considers it appropriate, YW Wholesale 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.

Site Specific Arrangements

5. YW Wholesale shall provide guidance as to which Eligible Premises it may wish to establish either a Public Health Related Site Specific Arrangement (SSA) or a Non-Public Health Related SSA.
6. YW Wholesale shall inform the Retailer if it decides to implement any Site Specific Arrangements which relate to any of the Retailer's Non-Household Customers.
7. The Retailer shall enable YW Wholesale to prepare or maintain any Site Specific Arrangements by providing up-to-date contact details for its Non-Household Customer or other information or assistance reasonably requested by YW Wholesale relating to this NHH Eligible Premises.
8. The level of detail contained in the Site Specific Arrangement document will depend upon the level of risk in respect of the Eligible Premises.
9. For Eligible Premises assessed as requiring critical contact or emergency arrangements, YW Wholesale shall require Public Health SSA's to be arranged. This will primarily relate to those high dependency and/or high occupancy vulnerable residential Eligible Premises where relocation would be highly problematic. In the main these SSA's will be in respect of major Hospitals and Prisons. A major hospital is defined as having A&E and/or critical care services on site.
10. YW Wholesale may require Public Health SSA's to be arranged for Eligible Premises that are occupied by Essential Food Industries.
11. YW Wholesale may also wish to establish a Non-Public Health SSA in respect of other Eligible Premises in order to help meet its statutory or other regulatory obligations in the event of a drinking water quality incident, flooding or other event which poses a threat to public health, e.g. environmental pollution.
12. Where a Yorkshire Water asset is located on a NHH Customer's land or access to the asset is via a NHH Customer's premises, YW reserve the right to establish a Non-Public Health SSA in order to help meet its statutory, regulatory or other obligations in respect of ongoing operation and/or maintenance of the asset.
13. YW Wholesale may also wish to establish a 'Lite' version Public Health SSA in respect of those Eligible Premises where animals are housed, for example farms with livestock. This 'Lite' type of Public Health SSA will hold only basic information relating to the Eligible Premises including nature of the premises, business activity undertaken at the premises, full address, location and grid reference and a contact telephone number.

Contact details

14. For further information please contact Yorkshire Water Non-Household Customer Managers:
 - Sue Ritchie – sue.ritchie@yorkshirewater.co.uk.
Telephone: 01274 692327 / 07790 616103
 - Chriss Duffy – chriss.duffy@yorkshirewater.co.uk

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References

- Wholesale-Retail Code Part 1: Objectives, Principles and Definitions;
- Wholesale-Retail Code Part 3: Operational Terms;
- The Security and Emergencies Measures Direction;
- The Water Industry Act 1991;
- The Civil Contingency Act 2004.

Review date

This Policy will be reviewed annually or when necessary as a result of changes in Market Codes or centrally issued guidance. Date of last review October 2017.

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