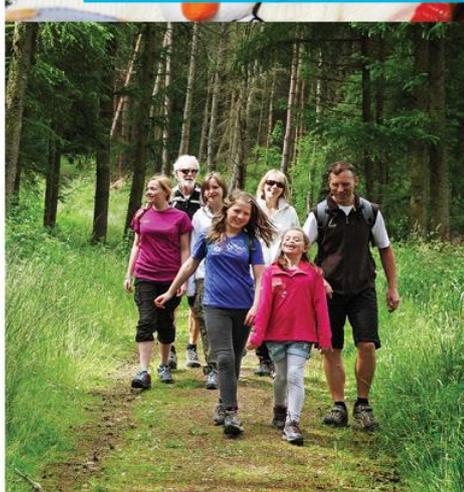


YW Wholesale Policy

Providing Temporary Alternative Water Supplies to Non-Household Customers

31/10/2018

It's part of our
Blueprint for Yorkshire



Contents

Introduction	3
Aim	4
Principles.....	4
Planned and Reactive Operational Activity undertaken by YW Wholesale.....	4
Unplanned Events or Network Failure.....	4
The Security and Emergency Measures Direction.....	4
Contact details	5
References	6
Review date.....	6
Appendix 1 Vulnerability Tiers explained.....	7

Introduction

From the 1st April 2017, all Non-Household Customers became 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.

Under this policy:

- YW Wholesale shall only provide temporary alternative water supplies to Sensitive Non-Household Customers, where the establishment meets the YW Emergency Response Plan obligations under the requirements of the Security and Emergency Measures Direction (SEMD).
- In the event of an unplanned supply interruption or network failure, alternative water supplies will be provided on a priority basis and first priority must always be given to vulnerable Household customers. Any alternative water supply provision will be dependent upon the extent of the interruption, available resources and other priority requirements.
- Where a Retailer or Non Household Customer requests temporary alternative water supplies, YW Wholesale will consider the requests on a case by case basis depending on the severity and duration of the incident and available resources.
- Where supplies have to be interrupted to enable planned repairs or maintenance activities, YW will not provide temporary alternative supplies. A minimum of 48 hours prior warning/notice is given to enable the Non-Household customer to make their own appropriate alternative arrangements. Where a Sensitive Non-Household customer (listed on our Priority Services register) contacts us to request bottled water, we will try to accommodate that request depending on available resource.

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 documents:

- Wholesale-Retail Code Part 3: Operational Terms – Part E Unplanned Events and Incidents
- The Security and Emergency Measures Direction.

Aim

This policy sets out YW Wholesale's approach to provision of temporary alternative water supplies to Non-Household Customers.

The aims of the policy are:

- to ensure a consistent approach is followed within YW Wholesale operational area;
- to provide Retailers and Non-Household Customer with guidelines that shall be complied with at all times;
- to explain YW Wholesale statutory requirements under the SEMD.

Principles

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

Planned and Reactive Operational Activity undertaken by YW Wholesale

1. 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.
2. Where supplies have to be interrupted to enable planned repairs or maintenance activities, YW will not provide temporary alternative supplies. A minimum of 48 hours prior warning/notice is given to enable the NHH customer to make their own appropriate alternative arrangements.

Unplanned Events or Network Failure

3. Where unplanned interruptions or network failure occurs, our initial course of action is to rezone the distribution system to maintain or recover customer supplies, however this is not always possible.
4. YW Wholesale shall only provide temporary alternative water supplies to Sensitive Non-Household Customers where the Eligible Premises meets the YW Emergency Response Plan obligations under the requirements of the Security and Emergency Measures Direction (SEMD).
5. If at a Non-Household Customer Eligible Premises the water supply is used for non-domestic purposes, the premises must have a cistern or tank which can hold the quantity of water that is likely to be needed in any continuous 8 hour period.

The Security and Emergency Measures Direction

The SEMD, is a statutory document produced under the provisions of section 208 of the Water Industry Act 1991, and is enforceable under section 18 of the same Act.

6. The SEMD requires YW Wholesale to provide temporary alternative water supplies to its Household Customers should the water supply fail and for those customers to provide a minimum of 10 litres/person/day of drinking water within the first 24 hours until the water supply is restored. This is increased to 20 litres/person/day in the event of a prolonged incident lasting 5 days or more.
7. YW Wholesale shall only provide temporary alternative water supplies to Sensitive Non-Household Customers where the establishment meets the YW Emergency Response Plan obligations under the requirements of the Security and Emergency Measures Direction (SEMD).
8. 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).
9. YW Wholesale may request Retailers to pass information on to the Sensitive Non-Household Customers and/or respond to enquiries, or seek further information.
10. YW Wholesale may have a number of plans in place for addressing how unplanned events and incidents are managed and shall be responsible for reviewing and updating those plans as and when it considers necessary.
11. YW Wholesale shall provide temporary alternative water supplies during an incident on a best endeavours basis where the establishment meets the YW Emergency Response Plan obligations under the requirements of the Security and Emergency Measures Direction (SEMD). The temporary alternative water supplies may range from delivering bottled water to setting up drinking water collection points, ie, deployment of tankers, bowsers, Arlington tanks or standpipes.

In the event of a supply interruption/network failure alternative water supplies will be provided on a priority basis and first priority must always be given to vulnerable Household customers. Any alternative water supply provision will be dependent upon the extent of the interruption, available resources and other priority requirements.

Where a Retailer or Non Household Customer requests temporary alternative water supplies, YW Wholesale will consider the requests on a case by case basis depending on the severity and duration of the incident and available resources.

Contact details

12. For further information or assistance please contact:

YW Wholesale Service Desk between 08:00 to 18:00 Monday to Friday - 0344 902 0228.

For emergency assistance at other times contact the YW Wholesale Operational Centre 0333 414 9040.

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 2018.

APPENDIX 1

Vulnerability Tier	Examples of Type of Premises	Yorkshire Water Response <i>NB: all potential responses are dependent upon available resource during the Unplanned Incident/event</i>
<p>Tier 1 (highest priority)</p> <ul style="list-style-type: none"> - High dependency and/or high occupancy vulnerable residential population, ie establishments where relocation is highly problematic 	<ul style="list-style-type: none"> - Hospitals - Prisons 	<p>A site specific (alternative supplies) plan whereby YW will potentially look to provide tankered water or static tanks.</p>
<p>Tier 2</p> <ul style="list-style-type: none"> - Customers with severe physical or mental health needs 	<ul style="list-style-type: none"> - Residential care homes - Hospices - Nursing Homes - Sheltered Housing 	<p>Dedicated static tank and/or 2 litre bottled water.</p>
<p>Tier 3</p> <ul style="list-style-type: none"> - Non-residential but unacceptable societal impact 	<ul style="list-style-type: none"> - NHS walk-in centres - Day care facilities - Critical national or local infrastructure e.g. Airport, Power Station - Education – schools up to and including secondary. - Doctors or Dental surgery 	<p>Dedicated static tanks and/or 2 litre bottled water.</p> <p>Consider quantity of water required and assess feasibility of customer collecting bottled water from hub location.</p> <p>Early years and primary schools will be prioritised depending upon resource available.</p>
<p>Tier 4</p> <ul style="list-style-type: none"> - Agricultural and essential food manufacturers 	<ul style="list-style-type: none"> - Premises with livestock - Essential food manufacturers (essential food manufacturers are those where the product includes water and where the available alternative water offering would maintain their operation). 	<p>Livestock without access to suitable environment water and where relocation is highly problematic: dedicated static bowsers. NB: water quality for bowsers may be less than that of static tank. Consider feasibility of customer collecting water from hub location.</p> <p>Dedicated static tank and/or bottled water for essential food manufacturers</p>
<p>Customers we would not normally provide bottled water for (by delivery)</p>	<ul style="list-style-type: none"> - Hotels and other service sector - manufacturing 	<p>Not applicable</p>



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