

## Yorkshire Water Non-Household Retailer Escalation Matrix



Type	ID	RETAILER ESCALATION	Who	Stage 1	Acknowledgement SLA	System
OPERATIONAL	R1	Retailer has not received a suitable response in relation to a service request or query	Retailer	Call/Email Wholesale Service Desk Tel: 0344 9020 228 Email: <a href="mailto:Wholesaleservicedesk@yorkshirewater.co.uk">Wholesaleservicedesk@yorkshirewater.co.uk</a>	2 BUSINESS DAYS	Email/phone call
	R2	Retailer has not received a suitable response in relation to R1	Retailer	Call/Email Wholesale Service Desk Management Team Tel: 0344 9020 228 Email: <a href="mailto:Wholesaleservicedesk@yorkshirewater.co.uk">Wholesaleservicedesk@yorkshirewater.co.uk</a>	2 BUSINESS DAYS	Email/phone call
	R3	Retailer has not received a suitable response in relation to R2	Retailer	Call/Email Wholesale Services Manager Tel: 0344 9020 228 Email: <a href="mailto:Wholesaleservicedesk@yorkshirewater.co.uk">Wholesaleservicedesk@yorkshirewater.co.uk</a>	2 BUSINESS DAYS	Email/phone call
WHOLESALE CONTRACT	R4	Retailer has a systemic issue or feedback regarding the Wholesale Contract or service	Retailer	Contact your Client Relationship Manager ( <a href="mailto:James.r.wilson@yorkshirewater.co.uk">James.r.wilson@yorkshirewater.co.uk</a> / <a href="mailto:lee.worsman@yorkshirewater.co.uk">lee.worsman@yorkshirewater.co.uk</a> / <a href="mailto:wholesalecontracts@yorkshirewater.co.uk">wholesalecontracts@yorkshirewater.co.uk</a> )	2 BUSINESS DAYS	Email/phone call
FINANCIAL	R5	Retailer has not received a suitable response related to a settlement query i.e. primary or GSS charge, tariff application, invoice	Retailer	Contact the Manager of the Settlements Team ( <a href="mailto:mark.z.russell@yorkshirewater.co.uk">mark.z.russell@yorkshirewater.co.uk</a> / <a href="mailto:settlements@yorkshirewater.co.uk">settlements@yorkshirewater.co.uk</a> )	2 BUSINESS DAYS	Email
	R6	Retailer has not received a suitable response in relation to R5	Retailer	Contact your Client Relationship Manager ( <a href="mailto:James.r.wilson@yorkshirewater.co.uk">James.r.wilson@yorkshirewater.co.uk</a> / <a href="mailto:lee.worsman@yorkshirewater.co.uk">lee.worsman@yorkshirewater.co.uk</a> / <a href="mailto:wholesalecontracts@yorkshirewater.co.uk">wholesalecontracts@yorkshirewater.co.uk</a> )	2 BUSINESS DAYS	Email/phone call
COMPLIANCE	R7	Retailer would like to raise a retail competition compliance concern/escalation	Retailer	Email Yorkshire Water Compliance Team <a href="mailto:Retailcompetitioncompliance@yorkshirewater.co.uk">Retailcompetitioncompliance@yorkshirewater.co.uk</a>	2 BUSINESS DAYS	Email
CONTRACTUAL	R8	Retailer has not received a suitable response in relation to R4/R6	Retailer	Manager of Market Operations (as detailed in Schedule 3)	2 BUSINESS DAYS	Email
	R9	Retailer would like to raise a formal contract notice	Retailer	Manager of Market Operations (as detailed in Schedule 3)	2 BUSINESS DAYS	Email