

# **Working together – New Appointments and Variations**

**Version 1**

**May 2021**



**YorkshireWater**

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## 1. Revision history

Date	Version	Detail

## 2. Overview

### 2.1. Purpose

Yorkshire Water are supportive of the development of the New Appointment and Variation (NAV) market. We are committed to working with NAVs in making this market successful. Our aim is to provide a high quality and cost-efficient service to NAVs that complies with all relevant legislation and industry-agreed standards, ensuring a level playing field for all market participants, meeting service level agreements and performing well compared to industry peers.

The purpose of this document is to detail how we will work with NAVs to support its application to Ofwat to obtain an Instrument of Appointment and associated variations, along with the services that Yorkshire Water provide to NAVs prior to, and following the signing of an Agreement and how to request those services.

The legal relationship between Yorkshire Water and the NAVs is governed by the WaterUK industry standard Bulk Supply Agreement and/or Bulk Discharge Agreement and relevant legislation.

The document is for reference only, where there is any doubt precedent is set by the appropriate legislative requirements, for example:

- The Water Industry Act 1991
- Water Act 2014
- The Competition Act 1998
- Our Instrument of Appointment

### 2.2. Seeking feedback

It is our intension to publish updates when required and appreciate your comments and feedback on the document. Please send your comments to [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk)

### 2.3. Change control

This document will be updated to reflect any changes to the services we offer or as a result of any legislative or industry guidance.

### 2.4. Tariff

When you have a Bulk Supply Agreement and/or Bulk Discharge Agreement with us, you will be required to pay the associated bulk water and/or wastewater charges. Our [NAV charging arrangements](#) are published annually on our website. We provide an explanatory document detailing our approach to setting bulk supply charges for NAVs along with other charges applicable to NAVs.

We also publish on our website a bulk supply charging tool. With the provision of some basic site-specific information, NAVs can assess the bulk tariff information in an easy to use format prior to making a formal application to Yorkshire Water.

This link provides access to both our NAV charging arrangements and the bulk supply charging tool.

<https://www.yorkshirewater.com/developers/new-appointments-and-variations/>

Where a sewage pumping station is operated by the NAV then a discount will be included within the bulk discharge tariff.

### 2.5. Service levels

We aim to achieve the service levels defined and measured by Water UK and/or Ofwat in relation to all services we provide.

### 2.6. Contact arrangements

The contact details are set out in the Contact Protocol and the Water Quality Contact Protocol, both of which are included within the Bulk Supply Agreement and Bulk Discharge Agreement as necessary.

Emergency contact number 24/7 - 0333 1302258

### 3. Working with us

#### 3.1. Developer services team

We have a dedicated NAV Liaison Manager to deal with all NAV matters prior to the signing of the Bulk Agreement. Regular review meetings with the NAV Liaison Manager will be arranged during the development of the site.

The NAV Liaison Manager will be your key contact and will be involved in:

- Receiving and actioning NAV applications
- Providing network information, point of connection/discharge and unserved status of site responses
- Monitoring service level performance
- Matters in relation to the NAV application

The NAV Liaison Manager is available during normal office hours 9am – 5pm, Monday to Friday excluding Bank Holidays (England).

To contact the NAV Liaison Manager [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk).

#### 3.2. Wholesale markets team

The wholesale markets team are dedicated team that support both Retailers and NAVs. This includes completion of the bulk Agreement, ongoing operational and billing support once the Agreement has been signed.

As soon as a Bulk Supply Agreement or Bulk Discharge Agreement is requested, we will allocate a specified Client Relationship Manager to you. We have a team of Client Relationship managers familiar with NAVs and the operation of the market.

Review meetings with the Client Relationship Manager will be arranged to monitor the Agreement and services.

The Client Relationship Manager will be your key contact and will be involved in:

- Contact with other internal functions within Yorkshire Water
- Management of service requests
- Management of the Agreement and change requests
- Monitoring service level performance
- Managing escalations and complaints
- Matters relating to trade effluent

The team are available during normal office hours 9am – 5pm, Monday to Friday excluding Bank Holidays (England).

The Client Relationship Manager team can be contacted at [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk)

In addition to the client relationship manager our non-household customer managers will be your single point of contact during any in hours operational events planned or unplanned that might impact on the bulk services that we provide. Out of hours this service will be provided by our service delivery centre.

Our non-household customer managers will set up site specific arrangements with you for each NAV site once it is connected to our network. These site specific arrangements are an emergency plan which sets out how services will be maintained to a NAV site in the event of an incident and identify any specific areas of concern the NAV may have in relation to its geographic area.

Our non-household customer managers can be contact via the following email [WholesaleServiceDesk@yorkshirewater.co.uk](mailto:WholesaleServiceDesk@yorkshirewater.co.uk).

The team are available during normal office hours 9am – 5pm, Monday to Friday excluding Bank Holidays (England). Outside of these hours the Yorkshire Water 24/7 emergency contact number should be used as per the contact protocol.

### 3.3. Requesting services

All our standard services should be requested on the appropriate forms available on our website or by contacting the Client Relationship Manager or NAV Liaison Manager. The services that can be requested are detailed in the 'Services' section of this document.

## 4. New connection services

### 4.1. Access to Yorkshire Water maps

Our Safemove team can provide you with maps of our network in the vicinity of your site. Alternatively, the records we hold can be viewed at Yorkshire Water's offices at Western House, Halifax Road, Bradford BD6 2SZ. This facility is available between 8.30am – 4.30pm. Viewing is by appointment only, please visit our online booking system at <https://safemove.simplybook.it/v2/>

Please note that the maps only show pipes owned by Yorkshire Water and do not show connection details.

Depending upon the information required there may be a charge for this service.

### 4.2. Services to support the NAV's application to Ofwat

To assist the NAV in making an application to Ofwat you will need Yorkshire Water as the incumbent water and/or wastewater company to provide you with the following information:

- Verifying the unserved status of sites
- Providing network information
- Setting up a bulk Agreement
- Providing risk assessment information
- Making bulk connections

In order to provide this information Yorkshire Water require NAVs to:

- Complete a [NAV application form](#).
- Make the payment of the application fee

The application form should be completed and submitted via email to [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk)

or

by post to Developer Services, Yorkshire Water Services Ltd, PO Box 52, Bradford, BD3 7YD . Payment should be made when the application is submitted:

- If you wish to pay by cheque, please enclose a cheque payable to 'Yorkshire Water Services Ltd' with your application.

- If you wish to pay by debit/credit card, we will contact you on receipt of the application form to arrange payment over the phone.

#### 4.2.1. Verifying the unserved status of sites

##### Description

The site unserved status service will identify any assets owned or customers serviced within a site boundary.

##### Our response

We will provide a letter detailing the site served or site unserved status of a location.

If we dispute the unserved status of the site, we will explain fully why we consider this to be the case and provide evidence as appropriate. We will work to understand why there is a belief that the site is not served. Regardless of any dispute, we will continue to provide point of connection and/or point of discharge information, undertake any bulk supply agreement activities and associated negotiations in a timely and constructive manner.

We will also, where applicable, inform the NAVs of any Yorkshire Water assets traversing, but not serving properties within the boundary of the specified site, as this may indicate restrictions to the development of the site and a potential need to apply to Yorkshire Water for assets to be diverted as the application progresses.

A written confirmation of the site status will be issued, in line with Water UK guidance<sup>1</sup>, within a period of 21 days commencing on the day after receipt of the enquiry.

##### Requesting this service

In addition to the completing the [NAV application form](#), in order to ensure that we provide you with an accurate response, the following must also be provided:

- A site location plan of scale between 1:200 and 1:500 clearly showing the site boundary and site entrances
- Provide site address, postcode and grid reference

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<sup>1</sup> <https://www.water.org.uk/wp-content/uploads/2020/02/Final-full-NAV-metric-list-for-Ofwat.pdf>

#### 4.2.2. Providing network information

##### Description

There are two types of network information enquiry that can be raised, clean water and sewerage. Both are made on the same NAV application form under different sections, which may both be submitted at the same time. An application is full when all of the published NAV required information and payment has been received.

##### Our response

Upon receipt of your application we will:

- Acknowledge your application and request any missing information within 5 days
- Provide a letter stating the unserved status of the site within 21 days from receipt of your complete application (where sections 3 and/or 4 have been completed)
- A bulk offer will be issued within a period of 28 days commencing on either:
  - the day after receipt of the full application,
  - or
  - in an incomplete application and/or no payment has been received with the application - on the day after the required information and payment has been received

Where a site is deemed to be large or complex, we may not be able to provide a response above within the 28 day SLA timeframe. Where we think this is the case, we will inform both you, and Ofwat, with reasons why we believe the 28 day SLA cannot be met and look to agree a reasonable extension.

##### Requesting this service

In addition to the completing the [NAV application form](#), to ensure that we provide and accurate response, the NAV must also provide:

- A site location plan of scale between 1:200 and 1:500 clearly showing the site boundary and site entrances. Please ensure that any plans provided detailing site entrances, can be referenced against POC and/or POD numbers in sections 3 and/or 4
- Water Calculator Evidence – if applicable
- Contaminated Land Assessment Form – where applicable

## Supplementary information

### Water calculator

When completing the application, you should use the water calculator to provide your evidence that properties are built with water efficient fittings and fixed appliances that ensure that water usage does not exceed 125 litres per person per day. <http://thewatercalculator.org.uk/calculator.asp>.

### Infrastructure credit

If evidence can be provided that a development site has been using Yorkshire Water's water/wastewater network within the last 5 years you may be eligible for an infrastructure credit. For example, if there is a new development of ten properties constructed on a brownfield site that previously had two properties that had a water/wastewater supply in the last 5 years, we would only charge for the eight new connections. If the brownfield site had a commercial premise on it before development, the number of fixtures and fittings within the commercial premises can be calculated to the equivalent number of houses, and an equivalent credit can be provided.

### Sustainable drainage systems

H3 of the Building Regulations 2010 establishes a preferred hierarchy for surface water disposal. Consideration should firstly be given to discharge to soakaway, infiltration system and watercourse in that priority order. We require evidence that alternative means of surface water have been considered prior to agreeing any point of discharge to the public sewer

If the surface water does not need to be connected to an existing public sewer, no infrastructure charges will be made for surface water. For example, surface water can be sent directly to a watercourse or a soakaway. A further saving on the foul water charge will be applicable if there is a saving on water used, if the water used is reduced by 10% below the 125 litres per person per day then a 10% reduction will also be applied to the foul water charge.

### Bulk supply tariff

Should you wish to calculate the bulk tariff for the site for the purpose of estimating ahead of submitting a formal request for a Bulk Agreement, you can do so using our online tool bulk pricing model for NAVs on our website <https://www.yorkshirewater.com/developers/new-appointments-and-variations/>

#### 4.2.3. Clean water offer

- Where section 3 has been completed the offer will include the following:
  - Confirmation of bulk supply requirement including build rate and peak flow rate
  - Provide details and cost of the point of connection (POC) or multiple POCs for the site.
  - This includes details of temporary arrangements, such as temporary capacity constraints and temporary points of connection
  - Minimum and maximum pressures available at each POC
  - Indicative minimum and maximum pressures available at each point of supply (POS) based on the information that you have provided
  - Indicative information on any reinforcement work required including design and cost
  - Infrastructure charges
  - The standard bulk supply agreement (BSA)
  - Our tariff calculation tool

The minimum pressure that will be provided is in-line with Ofwat recommendation of 13 meters of head.

#### 4.2.4. Wastewater offer

Where section 4 has been completed the offer will include the following:

- Confirmation of bulk discharge requirement
- Details of the closest practicable sewer on our network for your point of discharge (POD) or multiple points of discharge (PODs)
- Indicative information on any reinforcement work required including design and cost
- Infrastructure charges
- The standard bulk discharge agreement (BDA)
- Our tariff calculation tool

#### 4.2.5. Accepting an offer

The offer can be accepted by requesting a bulk connection.

Bulk supply acceptance –

<https://www.yorkshirewater.com/developers/water/self-lay/>

Bulk discharge acceptance –

<https://www.yorkshirewater.com/developers/sewerage/sewerage-connections/>

### 4.3. Bulk Agreements

#### Description

This service provides a formal contract for the provision of clean water supply and/or wastewater discharge service.

#### Our response

Upon receipt of your application we will:

- Acknowledge your application and request any missing information within 5 days
- Provide the following within 28 days of your application
  - Bulk Supply Agreement and/or Bulk Discharge Agreement
  - The contact protocol
  - Water quality contact protocol
  - Water quality risk assessment
  - Bulk tariff

Should you have any queries in relation to the bulk agreements please contact your Client Relationship Manager [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk).

The following can be viewed and used on the Yorkshire Water website prior to applying for a Bulk Agreement:

- Tariff calculator
- Standard Bulk Supply Agreement
- Standard Bulk Discharge Agreement

<https://www.yorkshirewater.com/developers/new-appointments-and-variations/>

#### Requesting this service

To request this service, you must complete section 5 of your original NAV Application. This can be completed at the same time as requesting network information or at a later stage.

To enable us to process your request you will need to provide the following:

- Build profile and phasing plan
- Onsite mains design including pipe sizes and lengths
- Any other accompanying documents relating to your application
- Daily, annual, and peak flows required

The completed NAV application form section 5 should be completed and submitted via email to [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk)

#### 4.4. Trade Effluent Discharge

##### Description

This service is for NAVs managing new or existing trade effluent consents. In line with the bulk discharge agreement, you are required to consult with us on the approval or variation of any trade effluent consent which will impact your discharge into our network. Our respective obligations are set out in the relevant bulk discharge agreement.

##### Our response

On receipt of your request Yorkshire Water may request additional information. Once we have received all the required information, we will assess the trade effluent and you will be advised of either of the following within 50 days of your request:

- Where the trade effluent is not acceptable to be discharged into our network and treated at our wastewater treatment works, we will request that you decline the new consent or direction. We will provide a report with our reasons for this
- Where the discharge can be accommodated you will be provided with a report detailing our assessment. This will also include advise on:
  - The risk level of the discharge
  - The appropriate sampling frequency
  - Other appropriate information

Once you have granted the Consent or Direction to your customer we will arrange 6 monthly meetings with our Client Relationship Manager to discuss trade effluent discharges to your network.

You will be required to

- Provide sample and/or flow monitoring data to enable us to calculate your trade effluent wholesale charges
- Notify us as soon as reasonably practicable on becoming aware of any changes or breaches of consent in relation to the flow or the nature of the discharge
- Respond and co-operate in a timely fashion to any reasonable request for support in mitigating, reducing or stopping effects of any pollution
- Provide all support reasonably requested in relation to any enforcement action

### Requesting this service

To request this service please contact our Client Relationship Manager providing the following information:

- A copy of the Retail Wholesale Code form G/02 completed by your customer and a copy of your draft consent
- All supporting information provided by the applicant

Prior to granting the new Consent or Direction there will be a requirement to review the bulk discharge agreement. In line with agreement a formal change proposal will need to be made by the NAV. This can be initiated by contacting your Client Relationship Manager.

There may be a charge for this service please refer to our [wholesale charges](#) document.

## 4.5. Bulk Connection

### Description

This is the service to make the physical connection to the Yorkshire Water network.

Generally, this work is contestable work as defined by the Water Codes for Adoption which came into effect on 1 January 2021. We encourage all NAVs to engage with developers to maximise the opportunity provided to them by the Codes for Adoption. Where the NAV chooses to undertake the work, the design must be approved by Yorkshire Water. However, Yorkshire Water are also able to undertake the water connection services.

### Requesting this service

The water and wastewater connection processes follow the standard Self Lay Provider (SLP) connection process. The details of which can be found on our website:

- Water: [www.yorkshirewater.com/developers/water/self-lay/](http://www.yorkshirewater.com/developers/water/self-lay/)
- Sewerage: [www.yorkshirewater.com/developers/sewerage/sewerage-connections/](http://www.yorkshirewater.com/developers/sewerage/sewerage-connections/)

## 4.6. Our approach to new connections

### 4.6.1. Metering arrangements

All water supply connections require bulk metering arrangements to be in place, as detailed within the Design and Construction Specification (DCS) document on our website: <https://www.yorkshirewater.com/media7/2753/design-and-construction-specification-dcs-for-yorkshire-water-v2-002.pdf>.

In accordance with the industry standard bulk supply agreement a water meter is required to be capable of accurately measuring both the volume and the rate of flow of the supply.

Up to 500 properties and up to 5 l/s peak flow.

The design will include an in-line meter, strainer, and non-return valve (NRV). It does not have a bypass. The size of the meter, strainer and NRV size dependant on flow.

Property number and peak flow	Meter size (mm)
1-399 properties with a peak flow of less than 4 l/s	40
1-399 properties with a peak flow between 4-5 l/s	50
400-500 properties with a peak flow less than 5 l/s	50

A flow restrictor plate maybe installed where we consider it necessary to protect our network from excessive flow.

If a NAV wishes to upsize the meter this can be accommodated however, the NAV will pay the difference in cost for the larger meter and upsizing of the associated fittings.

If you require a bypass this can also be accommodated however, the NAV will pay the costs associated with the installation of the bypass.

To minimise costs please ensure that you contact your NAV Liaison Manager to discuss this in the early stages of the NAV application process.

[network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk).

Over 500 properties or greater than 5 l/s peak flow

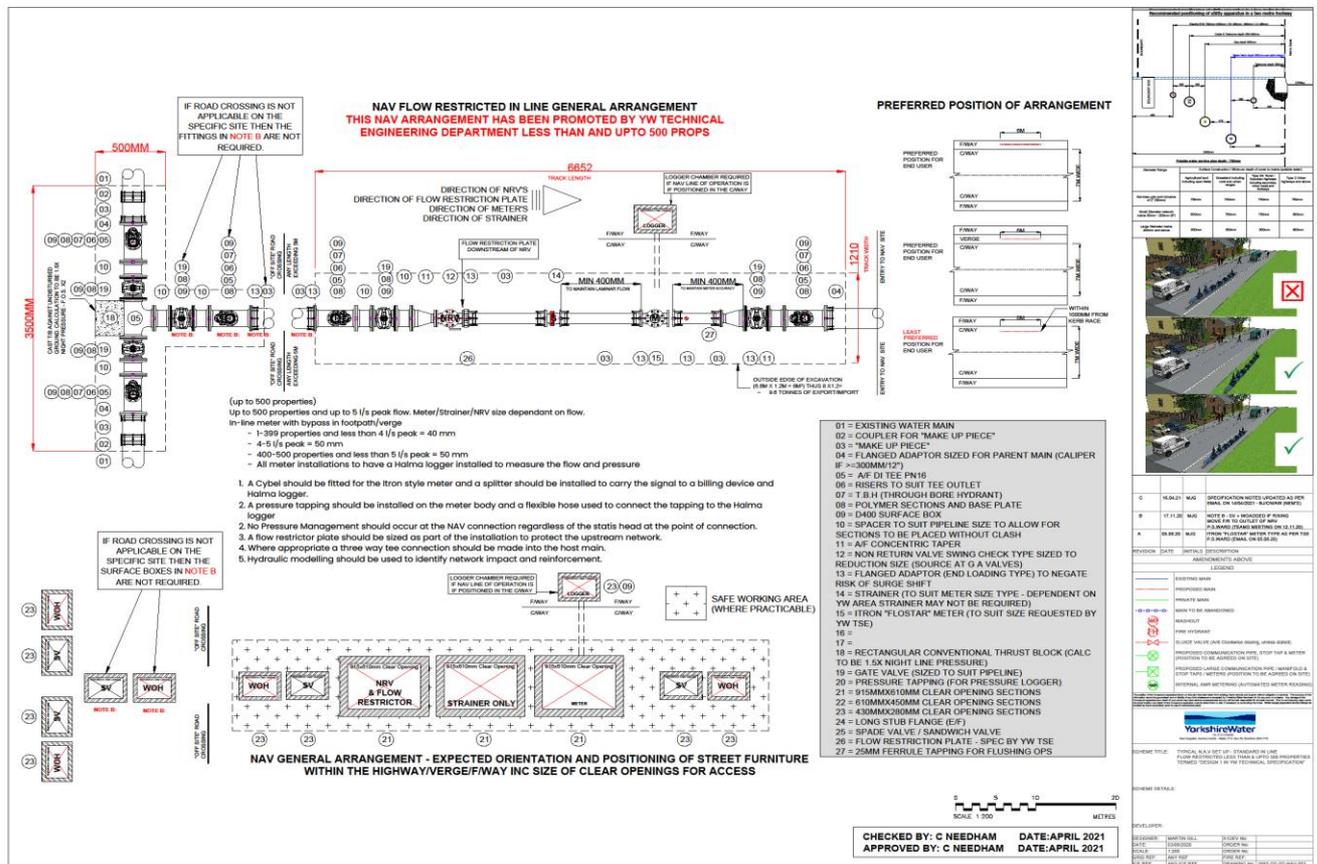
The design will include either an in-line meter with a bypass or meter on the bypass, whichever applicable to situate the meter in the footpath/verge. It will also include a strainer and NRV. The size of the meter, strainer and NRV size dependant on flow and usage.

Property number and peak flow	Meter size (mm)
Less than 1,201 properties with a peak flow between 5-12 l/s	80
Less than 2,500 properties with a peak flow of between 12-25 l/s	100
More than 2,500 properties with a peak flow of more than 25 l/s	*bespoke design

\*By exception

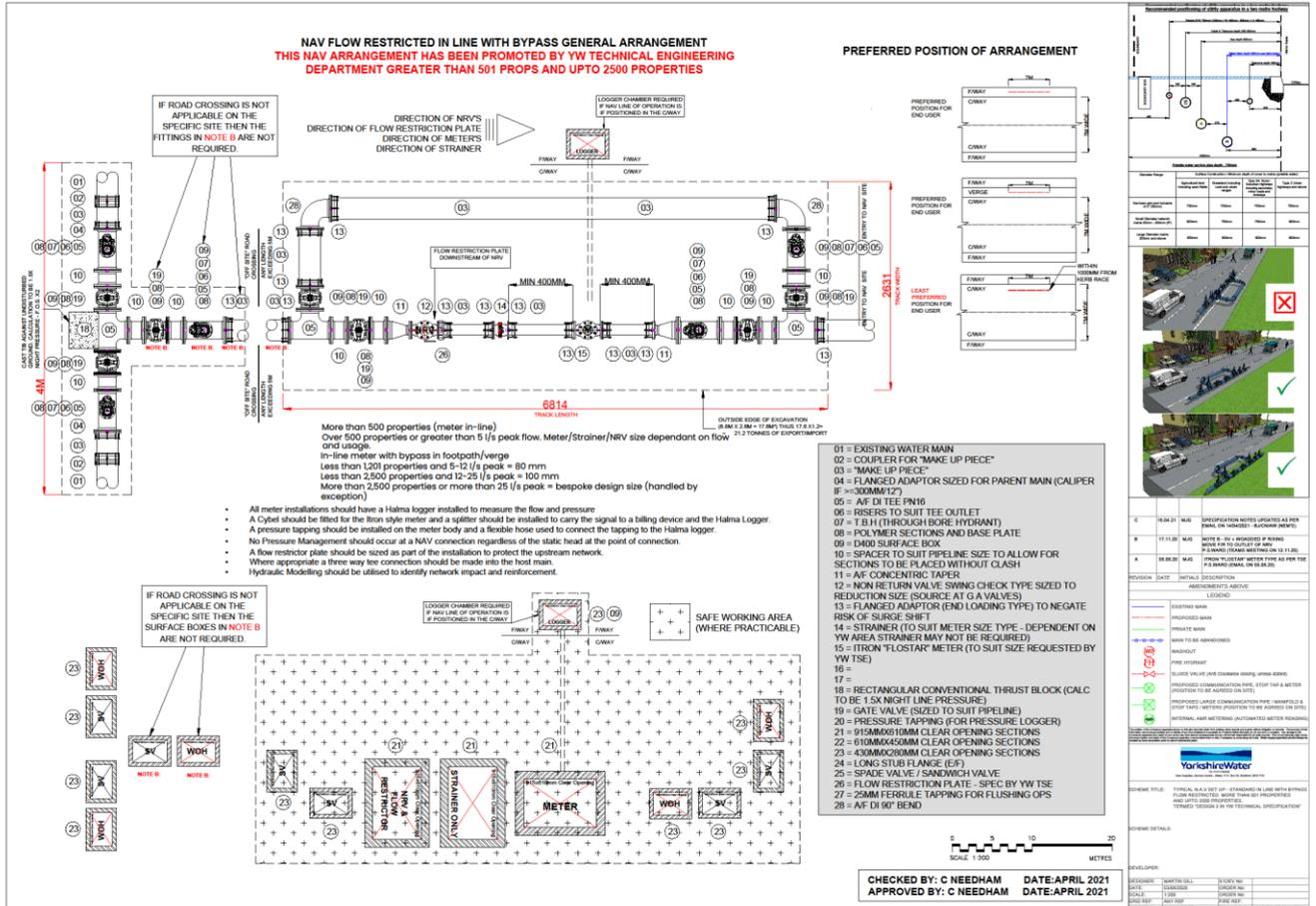
A flow restrictor plate maybe installed where we consider it necessary to protect our network from excessive flow.

Design specification - Up to 500 properties and up to 5 l/s peak flow.



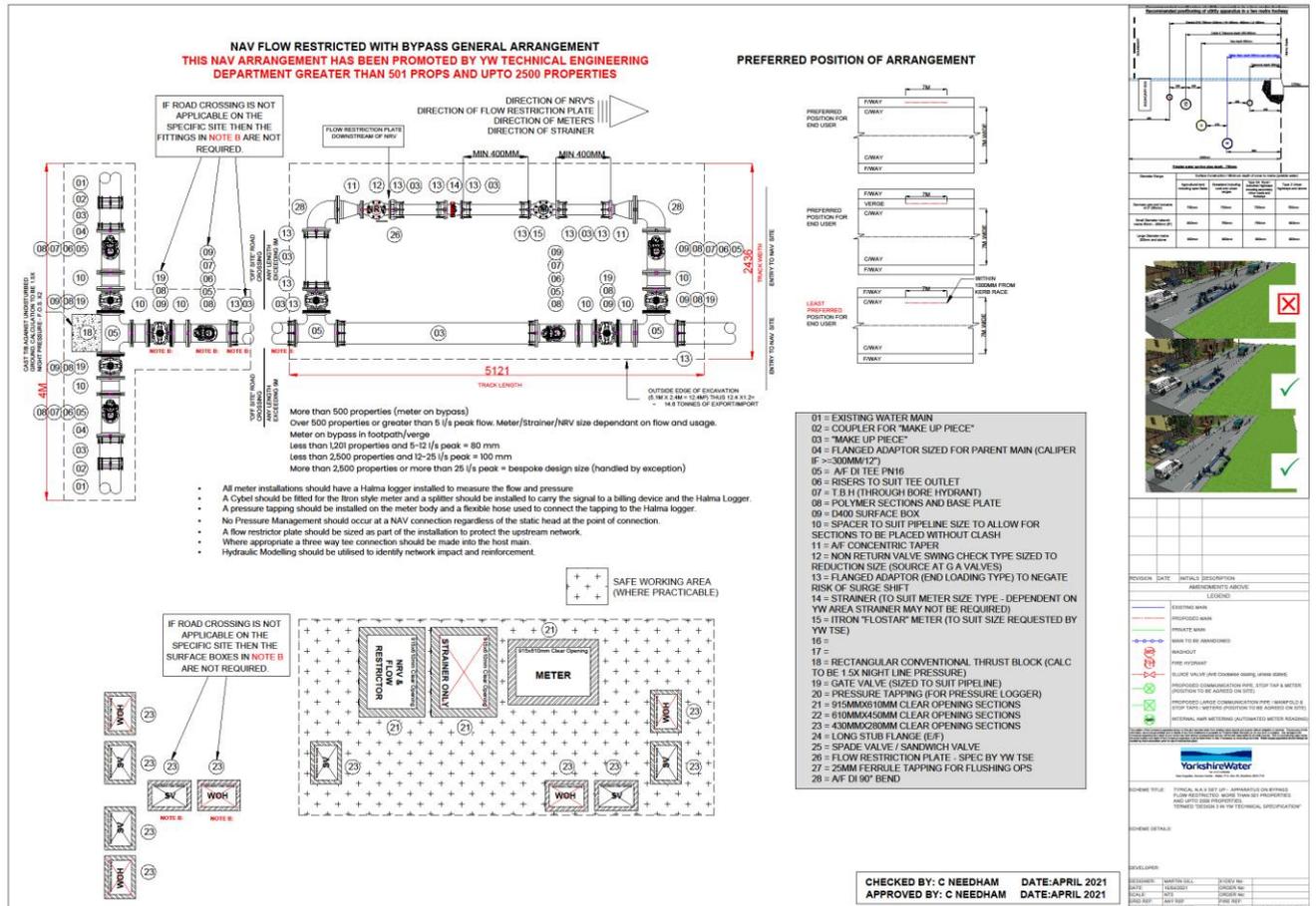
# Design specification - Over 500 properties or greater than 5 l/s peak flow – meter in line

This design will be used where the inline meter **can be** located in the footpath or verge.



## Design specification - Over 500 properties or greater than 5 l/s peak flow – meter in bypass

This design will be used where an inline meter **cannot** be located in the footpath or verge.



Where work is contestable, Yorkshire Water can provide the metering equipment free of charge for the SLP/developer to install. However, the NAV can choose to procure the equipment itself so long as the equipment meets the required design specifications as dictated by Yorkshire Water.

To request the metering equipment from Yorkshire Water submit your meter arrangements request to [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk)

## Sewer network

Flow meters will not be installed on any wastewater connections and the volume and cost for bulk discharge will be based on a calculation relating to the quantity of water supplied to the site.

#### 4.6.2. Network resilience

To ensure resilience of the network and service, when a request is made for additional demand to be taken from our distribution network we will run hydraulic models simulating the proposed demand to determine if the current network has the appropriate hydraulic capacity to provide a supply of wholesome water that meet levels of service stated in the Water Industry Act 1991.

Where hydraulic modelling highlights a risk, reinforcement proposals are reviewed and implemented if applicable, this ensures that we maintain the levels of service that we are governed and obliged to provide in line with the Water Industry Act 1991. You will be notified of any network reinforcement requirements in our POC/POD offer.

We do however, reserve the right to supply water at different rates of flow or pressures where this results from changes in the availability of water, due to necessary work, changes in our distribution network or, if required, to comply with our statutory duty to supply water to customers generally. In these instances, we will notify you before making any change that will materially affect the rate of flow or pressure of the bulk supply.

#### 4.6.3. Fire-fighting

Yorkshire Water, and NAVs as statutory water undertakers, have legally enforceable duties under the Water Industry Act 1991 in relation to constancy and pressure of water.<sup>2</sup>

The 'National guidance document on the provision of water for firefighting 3<sup>rd</sup> edition 2007' ("Guidance")<sup>3</sup> sets out "ideal" flow rates that the Fire and Rescue Service require to fight fires for certain categories of premises, however, this Guidance does not impose any legal obligations.

In line with the above, Yorkshire Water has no statutory obligation to provide a water supply that will enable a NAV to comply with the "ideal" flow requirements set out in the Guidance as part of a bulk supply agreement.

In the event of additional water being requested by the Fire and Rescue Service the following may be suitable remedies:

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<sup>2</sup> Section 65 Water Industry Act 1991

<sup>3</sup> National guidance document on the provision of water for firefighting 3<sup>rd</sup> edition 2007 - 'Guidance' New Appointments and Variations Services

- A water undertaker may be requested to shut off water from its mains or pipes to increase flow to the Fire and Rescue Service. If it does so it will not be in breach of any of its duties to maintain an uninterrupted supply of water<sup>4</sup>
- In agreement with Yorkshire Water, bypass the metering arrangements by using either the installed bypass arrangements or by over-ground pipework
- The Fire and Rescue Service may connect to a Yorkshire Water hydrant

If an additional water supply above the domestic requirements is required for a site, an application can be made to the [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk) email address detailing the additional supply required. This will be considered by Yorkshire Water and, if appropriate, an agreement may be made along with additional charges for the enhanced service.<sup>5</sup>

#### 4.6.4. Adoption of assets

It will not, generally, be our policy to adopt assets within the geographic area of another undertaker.

In addition to the conditions of the Water Industry Act 1991, if an application for adoption of assets relates to, or includes, the adoption of assets that are situated within the geographic area of another undertaker, we will adopt a pragmatic approach that deals with each application on its own merits. We will not agree to adopt the assets situated within the area of another undertaker if that gives rise to practical or operational difficulties. To assess applications that include the adoption of assets that are situated within the geographic area of another undertaker we will consider the following points:

- Whether the asset will serve the whole or any part of our geographic area. Where the asset will not serve the whole or any part of our geographic area, we would not generally agree to adopt the asset
- Any complexities including but not limited to health and safety, public health or environmental implications arising as a consequence of adopting the assets and the impact that this may have on customers. There must be a clear, logical and reasonable basis as to why we are being asked to adopt assets that are outside of our geographical area
- The customers both within the geographic area of the other undertaker and those customers within our geographical area must be no worse off as a result of adopting assets within the other undertaker's

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<sup>4</sup> Section 40(1)-(3) Fire and Rescue Services Act 2004

<sup>5</sup> Paragraph 7.1, page 17, Guidance

geographical area. The complexity of having the infrastructure of two undertakers serving one area will be a consideration. Further, we consider that for different undertakers to own assets within (i) the same geographic area and (ii) of the same service type, (for example water supply services) would have a negative impact on customer service. It adds a level of complexity such that a customer may not be clear which asset is owned by which undertaker and therefore they may not be clear who to contact should an issue arise

If an application for the adoption of assets within the geographic area of another undertaker is proposed, please contact us at [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk).

## 5. Once a Bulk Agreement is in place

### 5.1. Events

#### 5.1.1. Planned events

When we need to carry out work on our network this may result in a service interruption. We will seek to minimise any disruption that our work has on the service you provide to your customers. We will provide advance notification of planned events that may impact the service to supply using the contact protocol. You will be provided with an email outlining the event.

We intend to minimise any service interruption in line with our standard practices for our customers and we will accept your feedback on the planned events and consider how we may accommodate any requested changes.

Should you have a concern in relation to any planned events please contact our non-household customer manager.

[WholesaleServiceDesk@yorkshirewater.co.uk](mailto:WholesaleServiceDesk@yorkshirewater.co.uk).

The team are available during normal office hours 9am – 5pm, Monday to Friday excluding Bank Holidays (England). Outside of these hours the Yorkshire Water 24/7 emergency contact number should be used as per the contact protocol.

#### 5.1.2. Incidents and emergencies

The types of incidents that may result in an unplanned event or emergency include:

- water quality incidents
- changes in water pressure
- leakage and/or burst mains
- interruptions to the supply of water
- wastewater asset failures e.g. blockages
- unconsented trade effluent discharges
- pollution
- illegal discharges

We proactively plan for any event that will affect your bulk service. However, there are instances where unplanned events or emergencies occur. In both instances we will provide you with the relevant information relating to the event and its impact on your network.

If the service is affected by an emergency event Yorkshire Water will use all reasonable endeavours to provide restoration of service to all customers affected.

During an emergency event we will contact you in line with the Contact Protocol. In managing the emergency our advice may include an explicit statement relating to the following:

- take action
- prepare to take action; and/or,
- be aware of the information in order to react appropriately to any enquiry you receive.

We will keep you updated on progress and notify you when the event has been resolved.

Our non-household customer managers will set up site specific arrangements with you for each NAV site once it is connected to our network. These site specific arrangements are an emergency plan which sets out how services will be maintained to a NAV site in the event of an incident, and identify any specific areas of concern the NAV may have in relation to its geographic area.

Our non-household customer managers can be contact via the following email [WholesaleServiceDesk@yorkshirewater.co.uk](mailto:WholesaleServiceDesk@yorkshirewater.co.uk).

The team are available during normal office hours 9am–5pm, Monday to Friday excluding Bank Holidays (England). Outside of these hours the Yorkshire Water 24/7 emergency contact number should be used as per the contact protocol.

Up to date information regarding incidents can be accessed via the [www.yorkshirewater.com](http://www.yorkshirewater.com) website or our Twitter feed at @YWHelp.

It is also of utmost importance that. in order to protect public health and the environment you contact us if you have an unplanned event or emergency on your network that may impact our water supply or water network or sewer network.

You should contact us, using the methods agreed in the Contract Protocol and Water Quality Contact protocol, for any of the following:

- Health and safety concerns
- Water quality incidents

- Unplanned changes in water or wastewater services
- Actual, potential, or suspected unconsented trade effluent discharge by your customers
- Illegal discharges
- Pollution incidents
- Sewer flooding events

Following the resolution of an unplanned change or emergency we may ask for your cooperation to review the response to the incident in order to share lessons learnt or improve resilience and incident management procedures.

### 5.2. Contamination risks or non-compliant discharges

Contamination : Where Yorkshire Water are required to take action as a result of a risk of contamination or actual contamination, we will recover any costs incurred as a result of having to carry out additional sampling, analysis, monitoring work and remedial work where we consider that the NAV has failed to comply with the bulk agreement.

Non-compliance : Where Yorkshire Water consider that the discharge from the NAV site is not compliant with we will recover any costs incurred as a result of having to carry out additional sampling, analysis, monitoring work and remedial where we consider that the NAV has failed to comply with the bulk agreement. The costs associated with these events are charged on incident by incident basis and include the recovery of direct and indirect costs.

These costs are the costs that Yorkshire Water incur in dealing with breaches of conditions and are required to protect the general public, our assets, and ensure compliance.

This includes but is not limited to:

Costs relating to activity undertaken to mitigate the impact of a contamination or a non-compliance event on Yorkshire Water assets. These activities may include but are not limited to the schedule below:

- Tankering
- Hire of temporary equipment/additional treatment equipment
- Increased energy and chemical costs
- Clean-up costs
- Manpower requirements

The charges will be applicable where there is a need for mitigating activity outside of normal operations due to non-compliance conditions to protect Yorkshire Water assets from failure. These costs are the costs that Yorkshire

Water may incur in mitigating any impact on Yorkshire Water assets as a result of non-compliant discharges from a NAV site. These costs are recoverable.

### 5.3. Drought

If we need to apply for a drought order to restrict the provision of water to our customers near your area, we will advise you and request that you impose similar restrictions on your customers in that area.

We are permitted to limit or restrict the bulk supply if such a restriction is in accordance with a drought order. Where possible we will respond to any questions

### 5.4. Contract variation / change proposal

If you wish to amend the Bulk Supply Agreement and/or Bulk Discharge Agreement you will need to make a request in writing to your Client Relationship Manager.

### 5.5. Termination of contract

Termination of the contract will occur in line with the conditions set out in the Bulk Supply Agreement and/or Bulk Discharge Agreement.

### 5.6. Reimbursement of NAV Guaranteed Standards of Service payments

In line with the [The Water Supply and Sewerage Services \(Customer Service Standards\) Regulations 2008](#) when a NAV has had to pay a GSS payment to its customers and they believe that the required payment is as a result of an issue with the bulk supply or bulk discharge the NAV will be required to complete the appropriate NAV reimbursement for GSS payments form. The appropriate form can be requested from your Client Relationship Manager by email to [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk).

Completed forms should be returned to the [Client Relationship Manager](#). Once in receipt of a completed form we will investigate your request to determine whether we consider the GSS failure occurred as a result of a Yorkshire Water asset or other service provided to the NAV by us.

Where this is confirmed we will reimburse the NAV. The value of the payment will equal that paid by the NAV to its customers, to a maximum of the value that we would pay to our customers, this can be found in our [customer charter](#).

Reimbursement will be paid as a credit to the bulk supply or bulk discharge invoice sent to the NAV each month.

Should we consider that a reimbursement to the NAV is not appropriate we will confirm the reason for this.

Please note, in line with the Wholesale Retail Codes, GSS payments in relation to Non-household customers will be paid directly to the non-household customer's Retailer. Ofwat guidance can be found at [www.ofwat.gov.uk/wp-content/uploads/2017/03/The-guaranteed-standards-scheme-GSS-summary-of-standards-and-conditions.pdf](http://www.ofwat.gov.uk/wp-content/uploads/2017/03/The-guaranteed-standards-scheme-GSS-summary-of-standards-and-conditions.pdf).

### 5.1. Enquiries and/or complaints

We try our best to get things right first time and realise that we do fall short occasionally. If this happens, please get in touch as soon as possible.

In the first instance enquiries or concerns relating point of connection/point of discharge applications or new connections should be raised with the NAV Liaison Manager [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk).

Enquiries relating to operational issues post the bulk connection being made, billing, and ongoing support services should be made to the Client relationship manager [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk).

If you are unhappy with the outcome of the above, please contact the Client Relationship Manager. Your complaint will then be reviewed by the most appropriate head of department and they will write to you directly to confirm the outcome of their investigations.

If you remain unhappy with the outcome, you can ask for an independent review from Ofwat. Ofwat are the economic regulator of the water and sewerage sector in England and Wales. To find out more information about Ofwat please visit their [website](#).

## 6. Services

### 6.1. Meter accuracy testing

#### Description

We will remove test and replace where necessary the bulk supply meter to ensure accuracy of the meter reading.

#### Our response

We will remove the current bulk meter and replace it. Your current bulk meter will be taken for accuracy testing and the results shared with you.

Yorkshire Water will charge a fee which covers the cost of exchanging the meter and testing its accuracy. The fee is bespoke, and we will provide a quotation upon request. If the results show the meter is outside its accuracy range the meter test fee and meter exchange fee will not be payable

#### Requesting this service

To request this service please contact our Non-household customer managers [WholesaleServiceDesk@yorkshirewater.co.uk](mailto:WholesaleServiceDesk@yorkshirewater.co.uk).

### 6.2. Data logger information and data loggers

#### Description

Data and flow loggers are installed on all Yorkshire Water bulk supply meters. The information from these data and flow loggers can be provided by granting you access to our platform where the data can be viewed or downloaded.

Access will be provided for one year, after this period you will be required to reapply should you wish to continue access to the data. There is an annual charge for this service.

Alternatively, you can apply to install your own data logger.

#### Requesting this service

To request data logging information from a Yorkshire Water data logger you should completed the Data Logging Connection Request Form on our website at [www.yorkshirewater.com/business/data-logging](http://www.yorkshirewater.com/business/data-logging)

If you wish to connect any monitoring equipment to a Yorkshire Water meter, an application must be made for a data logging cable to be fitted. You can apply for

this using the Data Logging Connection Request form. A data logging cable may also be known as a pulsed output, pulsed connection, splitter or repeater. Once your data logging cable has been fitted you can connect this to a data logger, building management system, or an out-reader.

The charge for these services are in accordance with our charges to Retailers and can be found in our charges scheme non-household document.

[https://www.yorkshirewater.com/media7/2806/41190\\_yw\\_wholesale\\_charges\\_book-non-household\\_2021\\_digi\\_web.pdf](https://www.yorkshirewater.com/media7/2806/41190_yw_wholesale_charges_book-non-household_2021_digi_web.pdf)

### 6.3. Provision of other information

#### Description

Yorkshire Water may be able to provide, upon request and payment of the relevant fee, other data or information that the NAV may require to comply with its' reporting obligations. This includes, but is not limited to:

- Bespoke water quality reports
- Population equivalent reports
- Dangerous substances report
- Pollution inventory reports

#### Our response

Where information and/or reports are available then this will be provided in an agreed format.

#### Requesting this service

This service can be requested by the from your Client Relationship Manager at [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk)

The charge for this service is dependent on the nature of the request. Where appropriate this will be in line with our charges to Retailers and can be found in our charges scheme non-household document.

[https://www.yorkshirewater.com/media7/2806/41190\\_yw\\_wholesale\\_charges\\_book-non-household\\_2021\\_digi\\_web.pdf](https://www.yorkshirewater.com/media7/2806/41190_yw_wholesale_charges_book-non-household_2021_digi_web.pdf)

### 6.4. Trade effluent support and advise

#### Description

Where the NAV is taking enforcement action for a breach of section 111 or trade effluent provisions of the Water Industry Act 1991, Yorkshire Water will provide the

NAV with all reasonable support as requested by the NAV to support the enforcement action.

#### Our response

Yorkshire Water will provide all reasonable support as requested.

#### Requesting this service

To request this service please contact your Client Relationship Manager at [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk)

The costs associated with this support are charged on incident by incident basis and include the recovery of direct and indirect costs.

### 6.5. Assistance supply – water

#### Description

Subject to this service being requested in writing/email by the NAV to the Client Relationship Manager at [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk) prior to 31 March each year then the following will be provided upon request.

This service will provide you with bottled water delivered to a single location that you specify in the event that your network fails and you require water supply assistance.

#### Our response

Upon receipt of your request, we will aim to provide palletised bottles of water in the quantity you have requested delivered to the single location you have requested within 24 hours. Each pallet contains 1000 litres of water and therefore we can only provide multiples of 1000 litres.

This service does not include:

- Delivery of the bottled water to multiple locations.
- Distribution of the bottled water to your customers.
- Collection, removal, or recycling of used or unused bottles.

#### Requesting this service

You can request assistance supply at any time by completing the NAV Supply Assistance Request form and emailing this to [emergency.planning@yorkshirewater.co.uk](mailto:emergency.planning@yorkshirewater.co.uk). This inbox is monitored 24/7 and we will aim to fulfil your request within 24 hours of receiving the completed form.

The NAV Supply Assistance Request form is available from the Client Relationship Manager.

The following information will need to be provided on the request form:

- Contact details
- The nature of the incident and reason for requesting supply assistance
- The number of litres of water required
- Delivery location, with any special access arrangements and health and safety considerations for the delivery driver

We will only accept one form per incident. Please do not make multiple requests for the same incident unless it is because the incident has lasted longer than originally expected.

Yorkshire Water charge for this service, to discuss the charges contact your Client Relationship Manager prior to the 31 March each year.

#### 6.6. Assistance Service – wastewater

##### Description

Subject to this service being requested in writing/email by the NAV to the Client Relationship Manager at [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk) prior to 31<sup>st</sup> March each year then the following will be provided upon request:

This service will provide you with access to an experienced and qualified wastewater technician. They can provide you with advice over the phone and attend site if required.

##### Our response

Upon receipt of your request an experienced Yorkshire Water sewerage technician will contact as soon as practicable. They will be available to provide advice and guidance; they can attend your site if you consider this necessary.

This service does not include:

- Resolution of sewerage issues
- Provision or hiring of equipment that may be required during the incident

##### Requesting this service

Subject to this service being requested in writing/email by the NAV to the Client Relationship Manager at [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk) prior to 31

March, you should contact the Yorkshire Water 24 hour service contact included within the Contact Protocol.

To request this service, you need to provide the following information:

- The site location (address and postcode)
- NAV representative on site contact details
- Description of the issue you would like to advice on
- The sewerage as-laid plans if necessary

The costs associated with this support are charged on incident by incident basis and include the recovery of direct and indirect costs.

## 6.7. Emergency Supply

### Description

If an Emergency event on the Yorkshire Water network causes a lack of water supply, or a significantly limited supply, to the NAV bulk metering arrangements, then an Emergency supply will be provided as detailed in the Site Specific Arrangements.

### Our response

Supply of water provided will align with the emergency supply provided to Yorkshire Water customers and may include any of the following:

- Bowser
- Temporary water main
- Bottled water

### Requesting this service

If you become aware of such an event that Yorkshire Water are not already aware of then please contact the 24 hour emergency number provided within the Contact protocol.

## 6.8. Charges and billing

Our [NAV charging arrangements](#), [wholesale charges](#) and [new connection charges](#) are available on our website. All charges are made in line with the Bulk Supply Agreement and/or Bulk Discharge Agreement. The charges may consist of a number of elements and where possible are based on actual information.

We will supply you with an invoice monthly or at a frequency agreed with the NAV for services at each site. Invoices should be paid electronically. Interest may be charged for late payment in line with the terms in the relevant bulk agreement.

We may send you additional, separate invoices, for additional services you have requested such as provision of data or infrastructure charges.

Where the NAV regularly exceeds the maximum volumes as specified on the bulk agreements additional charges may apply.

Any query or request relating to:

- billing/payments
- provision of consumption data
- trade effluent charges
- tariff review or challenging your tariff

should initially be made to your Client Relationship Manager at [NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk)

### 6.8.1. Billing – water

A bulk supply meter will be installed at your point of supply, this will be read periodically, and the bills provided monthly or as agreed between both parties based on actual bulk meter readings. Where it is not possible to obtain a bulk meter reading another methodology will be agreed with the NAV which could include estimation.

Should you be concerned that your meter is reading inaccurately you should request our meter accuracy test service.

### 6.8.2. Billing – sewerage

Where a bulk water meter is installed for measuring the clean water the sewerage volume will be based on 95% of the actual bulk supply water meter readings.

Where it is not possible to obtain a bulk meter reading another methodology will be agreed with the NAV which could include estimation.

Where a bulk supply meter is not included for a clean water service then, in accordance with the bulk discharge agreement, the NAV will provide information on the volume of water supplied to the site.

#### 6.8.3. Surface water and highway drainage

Where a NAV connects the development site to our sewerage network for drainage of surface water and highways drainage, we will levy our standard wholesale surface water drainage fixed charges on a per property per annum basis. Highway drainage costs are recovered within our wholesale wastewater volumetric charges.

#### 6.8.4. Billing – Trade effluent

Where you have granted a trade effluent consent in line with the terms of our Bulk Discharge Agreement, a trade effluent charge is payable in respect of the reception, treatment and disposal of trade effluent from the NAV point of discharge a Yorkshire Water public sewer.

Charges are calculated using the same methods and trade effluent tariffs as we apply to Retailers, these can be found in our [wholesale charges](#). Trade effluent charges are made and are subject to either, minimum charge, charges calculated using the Mogden Formula, standard strength (laundrettes only)

Our approach to charges is based on the following:

- Low risk discharge, this is based on a fixed volume and fixed strength of effluent
- Medium risk discharge, this is based on measured volume and fixed strength
- High risk discharge, this is based on measured volume and monthly samples

We will specify the method used to calculate your trade effluent charge based on the nature and volume of the trade effluent discharged. We will agree with you the approach applied i.e low, medium or high risk depending on the nature and volume of the effluent.

You will need to provide us, at your own cost, with the information required to calculate the charges, this will include but is not limited to sampling and flow data. The details of this and frequency required incorporated into the appropriate schedule of the bulk discharge agreement.

The standard strength for launderette effluent is:

- Ot – Biological strength of launderette effluent – 750 mg/litre COD
- St – Sludge strength of launderette effluent – 50 mg/litre StS

#### 6.8.5. Connection of properties

We require NAVs to inform us when properties are connected to their network. This is required so that we can:

- recover infrastructure charges from the NAV
- register customers on our systems for the appropriate services

In order to do this, we require the you to provided us, on a monthly basis, the full postal address including the postcode of the property and the date that it was connected.

#### Infrastructure charges

You will be required to pay Infrastructure Charges in accordance with our latest Charges Scheme. Infrastructure Charges are levied on a per property connected basis and are set at a level to recover over time our expenditure to reinforce our networks due growth in our region. The charges are split into three charge components:

- water connected
- foul connected
- surface water connected

Where we are notified of properties connected Yorkshire Water will raise an invoice for infrastructure charges monthly or as agreed between both parties.

Monthly property connection reports or queries in relation to infrastructure charges should be sent to [network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk).

## 7. Emergency Response Service – water

### Description

This is an additional service that Yorkshire Water provides to NAVs. The service is a commercial offering. It provides a similar response for emergencies on a NAV site to those on the Yorkshire Water network, and includes:

- Identifying the issue (burst, leak, damage, etc)
- Resolving the issue
- Restoration of water services

### Our response

Upon receipt of a request for an emergency response Yorkshire water will:

- Dispatch a field technician to site
- Dispatch a technical team to site to resolve the issue
- Provide water restoration service where needed

The timelines for attending site are detailed in the Emergency Response Service contract and align with the standard internal targets for Yorkshire Water providing a similar service to direct customers.

The NAV is responsible for handling all customer contacts and initial triage in order to determine if the incident constitutes an emergency. Once confirmed as an emergency then this service can be requested on a 24-hour basis.

### Requesting this service

This service is a separate commercial offering that Yorkshire Water can provide to a NAV. A request for the setup and price of an Emergency Response Service contract should be made to your Client Relationship Manager at

[NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk)

# Thank you

For more information or to provide feedback contact:

[network.access@yorkshirewater.co.uk](mailto:network.access@yorkshirewater.co.uk)

[NAVContracts.Billing@yorkshirewater.co.uk](mailto:NAVContracts.Billing@yorkshirewater.co.uk)

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