

# **Sensitive Customer and Site Specific Arrangements**

Yorkshire Water's Policy

June 2025



YorkshireWater

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## **1. Introduction**

Since the retail market opened in April 2017, Non-Household Customers (customers) who are typically businesses, public sector organisations and charities, have been able to choose their water Retailer.

Retailers provide billing services for water and waste water, read meters and handle enquiries and complaints. Wholesalers (also known as water companies) look after the pipework and take care of the water supply and removal of waste water.

## **2. Aim**

The aims of the policy are to:

- provide Retailers and customers with guidelines on which types of Non-Household Customers fall within the definition of Sensitive Customers.
- provide guidance on which premises are eligible for a Public Health Related Site Specific Arrangement (SSA)
- provide guidance on which premises are eligible for a Non-Public Health Related SSA.
- ensure a consistent approach is followed within Yorkshire Water's operational area.

## **3. Principles**

- 3.1 In order to support sensitive customers in Yorkshire during unplanned events and incidents, we require information about which premises in our area they occupy.
- 3.2 Yorkshire Water will publish guidance as to which types of Non-Household Customers it considers to fall within the definition of Sensitive Customers and respond to any query which the Retailer raises about the application of that guidance.

3.3 Where Yorkshire Water needs additional information about Tier 1 sensitive customers, for example twenty-four (24) hour on site contact information, it will establish a Public Health Related Site Specific Arrangement (SSA) or a Non Public Health Related SSA. (Operational Terms Part E: E2).

3.4 Yorkshire Water will use the definition of sensitive Non-household customer as stated in the Security and Emergency Measures Direction (SEMD), section 208 of the Water Industry Act 1991\*

\*Further details can be found in our Planned / Unplanned Events and Alternative Water Supplies Policy.

## 4. Sensitive Non-Household Customers

### 4.1 Wholesaler responsibility

4.1.1 We will accept the following types of premises as sensitive:

<b>Tier</b>	<b>Inclusions</b>	<b>Exclusions</b>
<b>Tier 1</b>	<ul style="list-style-type: none"><li>• Major Hospitals (with A and E and / or Critical Care)</li><li>• Prisons</li><li>• Other Hospitals</li></ul>	N/A
<b>Tier 2</b>	<ul style="list-style-type: none"><li>• Nursing Homes</li><li>• Care Homes</li><li>• Hospices</li><li>• Sheltered Housing</li></ul>	Hospice / Charity shops.
<b>Tier 3</b>	<ul style="list-style-type: none"><li>• Day Care Nurseries</li><li>• Primary and Secondary schools,</li><li>• Emergency Services (Police, Ambulance and Fire Service)</li><li>• Magistrates' Courts, County Courts, High Courts</li><li>• Doctors</li><li>• Dentists</li><li>• Medical Centres,</li><li>• Critical National or Local Infrastructure (Airports, Rail Stations, Power Stations)</li><li>• Critical businesses (Chemical and Food Manufacturing sites)</li></ul>	Higher Education Colleges and Universities; Pharmacies; Opticians; Podiatrists; Chiropodists; Crematoriums; Hotels; Cafe's; Pubs; and other service sector
<b>Tier 4</b>	<ul style="list-style-type: none"><li>• Farms with livestock</li><li>• Zoos</li><li>• Vets</li></ul>	Plant Nurseries; Produce Growers

(See Appendix 1 Vulnerability tiers).

4.1.2 We will notify Retailers where a sensitive flag has been added or removed incorrectly and request that this is rectified in the Central Market Operating System (CMOS) within (2) Business Days.

## **4.2 Retailer responsibility**

- 4.2.1 Retailers should review the customer site sensitivity as part of their onboarding process and add / remove sensitive customer flags to CMOS within two (2) Business Days of becoming aware of any change or during the course of applying for a new connection. (Operational Terms Part A- New Connections).
- 4.2.2 Retailers should only add sensitive flags to premises which meet the criteria for sensitive customers (see 4.1.1).
- 4.2.3 Retailers should remove the sensitive flag where a premise becomes vacant and no new occupier details are known. Where the new occupier details are known a check should be made to ensure that they meet the criteria for sensitive customers.
- 4.2.4 Retailers should respond to a Wholesaler query regarding an incorrect sensitive customer flag within two (2) Business Days.
- 4.2.5 Retailers should keep up-to-date the information held by the Market Operator on which Eligible Premises are occupied by Sensitive Customers.

## **4.3 NHH customer responsibility**

- 4.3.1 Customers should inform their Retailer if they believe they are eligible to be flagged as a sensitive customer or when they are no longer eligible.

## 5. Site Specific Arrangements (SSAs)

### 5.1 Wholesaler responsibility

- 5.1.1 We hold **Public Health SSAs** for high dependency and / or high occupancy vulnerable residential Eligible Premises where closure or relocation would not be practical. These SSAs are emergency plans which set out how water supplies will be maintained. They relate primarily to major hospitals (which have A and E and / or critical care services on site) and Prisons. We deem such premises to be Tier 1 Vulnerable sites requiring critical contact or emergency arrangements. (See Appendix A – YW Vulnerability Tiers).
- 5.1.2 We may also establish a **Non-Public Health SSA** in respect of other Eligible Premises carrying out business processes which may be particularly sensitive to changes in the water supply such as Essential Food Manufacturers.
- 5.1.3 Where a Yorkshire Water asset is located on a Non-household customer's land or access to the asset is via the customer's premises, we reserve the right to establish a **Non-Public Health SSA** in order to help meet our statutory, regulatory or other obligations in respect of ongoing operation and / or maintenance of the asset.
- 5.1.4 We will notify Retailers within two (2) Business Days of them becoming registered to an Eligible Premises covered by an SSA.
- 5.1.5 We will notify Retailers within two (2) Business Days of any new eligible premises that qualify for an SSA and update the flag in CMOS.
- 5.1.6 We will consult with Retailers when preparing or revising an SSA.
- 5.1.7 The level of detail contained in the SSA will depend upon the level of risk in respect of the Eligible Premises.

- 5.1.8 We will inform Retailers of any lessons learnt following an incident or unplanned event which affects a customer with a Public Health SSA.

## **5.2 Retailer responsibility**

- 5.2.1 Retailers should respond to a request for information to prepare or maintain an SSA within 20 Business Days e.g. by providing up-to-date contact details or arranging a site meeting with the Customer, when requested to do so.
- 5.2.2 Retailers should inform us within two (2) Business Days of any change in information that may affect the SSA e.g. customer contact details.
- 5.2.3 Retailers may be required to communicate with the customer during an incident or unplanned event at the request of the Wholesaler, as specified in the SSA.

## **5.3 NHH customer responsibility**

- 5.3.1 Customers should provide 24hr contact details and any relevant site information, when requested to do so, in order to prepare or revise an SSA.



## 6. 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.

This policy is aligned to the following Retail Wholesale Group (RWG) Guides see <https://www.yorkshirewater.com/business/alignment-to-rwg-guidance/>

## 7. Contact details

For further information please contact the YW Wholesale Service Desk between 08:00 to 18:00 Monday to Friday – 0344 902 0228. For emergency assistance at other times contact the Yorkshire Water Operational Centre 0333 414 9040.

## 8. Review date / version control

<b>Document Control Ref:</b>	YW SC/SSA-004
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## Document Approval

NHH Customer Manager <b>Document Owner (Author)</b>	Head of Wholesale Market Services <b>Document Approval Manager</b>
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## Document Revision History

Version	Date	Amendment Details
1	Mar-17	New Policy
2	Oct-17	Removed charges reference and breach of policy
3	Aug-19	Added major hospital definition Updated contact details
4	Feb-21	Refreshed in line with policy best practice. Introduction simplified and removed reference to not holding NHH customer data. Updated aims to include provision of guidance on sensitive customer definitions, premises eligible for public health and non-public health SSAs Updated principles section to outline steps YW takes to identify sensitive customers and links to alternative supply policy Adapted sensitive non-household customer section to include roles and responsibilities of trading parties and inclusion of tier table of sensitive customers Adapted SSA section to include roles and responsibilities of trading parties. Removed SSA Lite reference and inclusion of detailed table of sensitive customers Updated contact details and included 24 hour contact number Added version control Added appendix of vulnerability tiers

## 9. Appendix A– YW Vulnerability Tiers

Tier	Tier Description	Examples of Type of Premises	Yorkshire Water Response*
<b>Tier 1</b>	High dependency and / or high occupancy vulnerable premises where closure or relocation would be logistically impossible	<ul style="list-style-type: none"> <li>Major Hospitals (with A and E and / or Critical Care)</li> <li>Prisons</li> <li>Other Hospitals</li> </ul>	<p>A Site-Specific Arrangement (SSA) will be put in place to provide alternative supplies to major hospitals and prisons.</p> <p>Assessment of appropriate alternative supplies for other hospitals.</p>
<b>Tier 2</b>	Premises where interruption to supply could result in risk to life	<ul style="list-style-type: none"> <li>Residential care homes</li> <li>Hospices</li> <li>Nursing Homes</li> <li>Sheltered Housing</li> </ul>	<p>Provision of static tank or bower</p> <p>Provision of bottled water</p>
<b>Tier 3</b>	Premises where interruption to supply could Impact the economy	<ul style="list-style-type: none"> <li>NHS walk-in centres</li> <li>Day care facilities</li> <li>Critical national or local infrastructure e.g. Airport, Power, Rail</li> <li>Education (schools up to and including secondary)</li> <li>Doctors or Dental surgery</li> <li>Essential food manufacturers</li> </ul>	<p>Collection of bottled water from hub location.</p> <p>Provision of bottled water.</p> <p>Early years and primary schools will be prioritised depending upon resource available.</p>
<b>Tier 4</b>	Premises where interruption to supply could impact animal health	<ul style="list-style-type: none"> <li>Premises with livestock</li> <li>Farms</li> <li>Zoos</li> <li>Vets</li> </ul>	<p>Consider use of non-potable water for animal welfare.</p> <p>Provision of static tank or bowser.</p> <p>Collection of bottled water from hub location. Provision of bottled water.</p>

\*Dependent upon available resource during the Unplanned Event / Incident

# Thank you

For more information contact:

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