

New Connections

3rd October 2016



New Connections

Why

The wholesale New Connections standard is an integral part of Severn Trent wholesale operations and provides further clarification in respect of the policy.

Who

All wholesale New Connections within Severn Trent will be managed in accordance with this standard and its supporting processes, practices and procedures. The standard applies to, and is the responsibility of all employees.

Scope

The objective of this standard is to set out the company's approach to wholesale New Connections. We need to ensure we understand the requirements for the wholesale New Connection, regularly measure and report compliance and ensure that corrective actions are established and delivered where the desired level of performance is not present.

Significant parts of the Market Codes affecting Severn Trent Developer Services activities have been suspended until 1 October 2018 at which point they will come into force automatically.

Until that review the standard only relates to Process A6 contained in the codes.

1 Market Codes

Latest version of Market Codes can be found on www.mosl.co.uk/open-water/codes (30/09/15)

Severn Trent will comply with the service level agreements as set out in the Market Codes.

1.1 Application to be registered as the retailer at a newly connected supply point (process A6)

Once Severn Trent receive a form for a retailer to be registered at a newly connected supply point we may either accept the form or reject the form.

No less than three business days before the estimated date of connection Severn Trent will notify the Market Operator in accordance with a request to register a new supply point.

Within five business days of a connection having been made, for activities undertaken by a Wholesaler and eight business days for activities undertaken by an Accredited Entity, Severn Trent will notify the Market Operator.

2 Severn Trent New Connections

This section refers to standards Severn Trent hold above the Market Codes

2.1 Service Request

Any service requested from the Wholesale Scheme of Charges must be submitted by a retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format), any standard request accepted by Severn Trent will be deemed authorised by the retailer, and grants authority to Severn Trent to complete any works necessary and any relevant cost charged to the retailer. Where the work is non-standard a quotation will be provided prior to the work being completed. Service requests made over the phone will not be accepted.

2.2 Follow on Work

If a job Severn Trent has quoted for changes due to non-household customer/retailer activity on site; we will consider this an abortive visit, which is chargeable and new quote from Severn Trent will be required.