

Planned Activities and Affected Services

3rd October 2016

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Why

The wholesale Planned Activities and Affected Services standard is an integral part of Severn Trent wholesale operations and provides further clarification in respect of the policy.

Who

All wholesale Planned Activities and Affected Services 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 Planned Activities and Affected Services in relation to non-household customers. We need to ensure we understand the impact on departments, regularly measure and report compliance and ensure that corrective actions are established and delivered where the desired level of performance is not present.

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 Notification of capital works having an effect on Non-Household Customers long term planning (process D1)

Severn Trent will notify retailers monthly and at least three months in advance; of any work we intend to conduct on our network; which may interrupt water services and/or sewerage services, by posting information on our planned/unplanned activities web portal. Additionally, Severn Trent will notify retailers of any updates to previous notifications in relation to work or interruptions.

Severn Trent will reasonably consider retailer comments and we may incorporate them into our final plan for conducting work.

Severn Trent will make any final or updated copies of our plans available to the retailer.

1.2 Short-term planned activities (process D2)

Severn Trent will notify and update retailers by posting information on our planned/unplanned activities web portal; at least 22 business days in advance of carrying out any planned work reasonably expected to have an effect on water services and/or sewerage services, provided to a non-household customer and any contingency plan for major interruptions to supply as information changes or further information becomes available.

Severn Trent will reasonably consider and where appropriate, incorporate into the plan retailer comments that are received within five business days from the date of notification. If our plan is revised, Severn Trent will re-issue to the retailer at least 10 business days in advance of carrying out any planned work.

If Severn Trent are unable to carry out work on the planned date and it is for reasons outside of our control; we may reschedule with the retailer; giving at least 48 hours' notice of the proposed start date, unless the retailer agrees to a shorter time period.

If Severn Trent are unable to carry out work on the planned date we will propose a modified start date. Severn Trent will carry out work on the re-scheduled date upon agreement from the retailer.

1.3 Reactive Activities (process D3)

Severn Trent will notify and update retailers of specific reactive activities 48 hours in advance that are reasonably likely to affect water and / or sewerage services to non-household customers.

For any major interruption to supply, Severn Trent will provide the retailer with the relevant details of any contingency plan which it has for the work taking longer than planned.

When 48 hours advance notice cannot feasibly or practically be provided, Unplanned Events and Incidents 1 standard may apply.

Where any planned activities impact specific non-household customers such as sensitive customers or food and drink manufactures, Severn Trent will provide additional information to the retailer in relation to these activities.

2 Severn Trent Planned Activities & Affected Services

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

2.1 Updates to Planned Work and Affected Services

Severn Trent will not provide continuous updates during planned work unless material changes are made to the original notification. Notifications of planned work will be available on the Severn Trent Planned and Unplanned Notification Portal.

2.2 Service Request

Any service requested from the Wholesale Scheme of Charges² 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.

2.3 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 chargeable³ and new quote from Severn Trent will be required.

¹ Please refer to our Unplanned Events and Incidents Standard

² For all charges refer to Severn Trent Wholesale Scheme of Charges

³ Please refer to Wholesale Scheme of Charges