

Sensitive Customer Guidance

Updated October 2016

Scope

The objective of this document is to give guidance regarding how sensitive customers are defined in relation to Non-Household premises in the Open Market, as well as giving an overview of how a flag can be added or removed. The Wholesaler will receive a notification from the Retailer having asked the Market Operator to add or remove a Sensitive Customer flag from any of the Eligible Premises within the Wholesaler's Area, the Wholesaler may query that change in line with the criteria outlined regarding classification of a Sensitive customer. The wholesaler will review their Sensitive customer policy every 24 months. If it considers it appropriate, the Wholesaler may ask the Retailer to follow the process set out in the Market Terms to add or remove a Sensitive Customer flag from any Eligible Premises within its Area.

In summary, Severn Trent Water considers that sensitive customers are categorised in these high level groupings:

Emergency Services

Government

Medical

Education

Classification Criteria

Sensitive Business Types

Any Non-Household premises classified within the following categories are eligible for Sensitive status:

Emergency Services

Includes but is not limited to:

Police Stations with custody suites

Fire Stations

Government

Includes but is not limited to:

Prisons

Medical

Includes but is not limited to:

Hospitals

Secure Mental Health Units

Hospices

Education

Includes but is not limited to:

Childrens nurseries/pre schools

Primary and Secondary Schools

First, Middle, Upper and High schools

Other vulnerable sections of the population Includes
but is not limited to:

The sick

Residential Care Services

Treatment centres

The elderly

Residential home

Nursing home

The disabled:

Centre's For the Disabled

Residential homes for the disabled

Specific Sensitive Needs on site

Any Non-Household premises classified as having one of the following specific sensitive needs on site is eligible for Sensitive status: Business has Dialysis on Site

Business has Haemodialysis on Site

The business contact person has a learning disability

The business contact person has a Hearing Impairment

The business contact person has a Visual Impairment

The business contact person has a Vocal Impairment

The business contact person requires Audio Correspondence

The business contact person requires Large Print Correspondence

The business contact person requires Braille Correspondence

The business contact person requires a Language Interpreter

Must Have's / Must Do's

The Retailer must keep the information held by the Market Operator on which Eligible Premises are occupied by Sensitive Customers.

This information must be kept up-to-date by the retailer and the retailer shall notifying the Market Operator in accordance with the Market Terms and must do this within two (2) Business Days of becoming aware of any change or during the course of applying for a new connection.

It is the retailer's responsibility to ask the Market Operator to add or remove a Sensitive Customer flag from any of the Eligible Premises within the Wholesaler's area, the Wholesaler may query that change with the Retailer and the Retailer shall respond to any query which the Wholesaler raises

Where it considers it appropriate the Wholesaler may ask the Retailer to follow the process set out in the Market Terms to add or remove a Sensitive Customer flag from any Eligible Premises within its Area.