

# *Monitoring Investigation Complaints and Enquiries*

**3<sup>rd</sup> October 2016**

# Monitoring Investigation Complaints and Enquiries

## Why

The wholesale Monitoring, Investigation, Complaints and Enquiries standard is an integral part of Severn Trent wholesale operations and provides further clarification in respect of the policy.

## Who

All wholesale Monitoring, Investigation, Complaints and Enquiries activities 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 Monitoring, Investigation, Complaints and Enquiries enforcement in relation to non-household customers. We need to ensure we understand the impact on the wholesale Monitoring, Investigation, Complaints and Enquiries 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](http://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 Unannounced and/or unplanned visits to Eligible Premises, e.g. to conduct water sampling or to monitor compliance with the Water Fittings Regulations (Process F1)**

When there is cause to not provide notice to a non-household customer, Severn Trent will complete the visitation without informing the retailer.

When this is the case Severn Trent will inform the retailer of the inspection taking place no more than two business days after the inspection has been completed.

If any breach is identified the non-household customer will receive an enforcement notice and inspection report, copies of these will also be provided to the retailer within two business days of these being issued.

### **1.2 Announced planned visits to Eligible Premises e.g. to monitor compliance with Water Fittings Regulations (Process F2)**

Where possible Severn Trent will seek to inform the non-household customer of its intent to visit the premises no less than two business days prior to the scheduled inspection.

In this circumstance Severn Trent will also inform the retailer of its intent to visit a premises no less than two business days prior to the scheduled inspection.

If any breach is identified the non-household customer will receive an enforcement notice and inspection report, copies of these will also be provided to the retailer within 2 business days of these being issued.

### **1.3 Visits by Severn Trent to Eligible Premises not covered by other processes (Process F3)**

If the operational arrangements for the visit are not covered elsewhere and the visit can be planned more than two business days in advance, Severn Trent will inform and arrange a site visit through the retailer.

If requested by the retailer, Severn Trent may agree to contact the non-household customer directly to arrange a visit and inform the retailer when the visit will take place. However, Severn Trent may choose to arrange the site visit through the retailer.<sup>1</sup>

Severn Trent will provide a copy of the report or notice; to the retailer; following the visit, at the same time as the report or notice is issued to the non-household customer.

Severn Trent will confirm to the retailer if any further visit or action is required, as soon as reasonably practicable.

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<sup>1</sup> Please refer to the Finance and Commercial Standard for guidance on Appointments

## **1.4 Non-Household Customer enquiries**

### **1.4.1 Enquiries received by Severn Trent (Process F4A)**

Where an enquiry relates to an unplanned change in:

- i. Water Services and/or Sewerage Services,
- ii. Water Fittings Regulations,
- iii. Trade Effluent or
- iv. New Connections

Severn Trent will follow the processes in Unplanned Events and Incidents, Water Fittings Regulations enquiries and notifications or Trade Effluent enquiries respectively.<sup>2</sup>

Severn Trent will immediately re-direct a non-household customer, when we receive any other enquiry not related to the above.

### **1.4.2 Enquiries received by the Retailer (Process F4B)**

Severn Trent will respond to a retailer's enquiries and record of drinking water request for information, as soon as practicable and in any event within ten business days or any later date agreed with the retailer.

## **1.5 Non-Household Customer complaints (Process F5)**

If Severn Trent receive an urgent complaint relating to an unplanned change; from a non-household customer; Severn Trent will deal with the matter directly, in line with the Sewer Flooding and Other Public Health Risks such as pollution incidents or unconsented Trade Effluent discharges process.<sup>3</sup>

Severn Trent will acknowledge a complaint from a retailer and report back within five business days of receipt of that complaint, unless we believe that we can provide a substantive response within eight business days. If Severn Trent decide to provide a substantive response within eight business days, we will clearly define what action will be taken, our timescales and estimated resolution date.

If Severn Trent believe the complaint cannot be responded to within eight business days, we will inform the retailer why and when we will be permitted to responded. Severn Trent will act expeditiously in dealing with that complaint.

Where eligible, Severn Trent will pay the retailer any payment due to the retailer or the non-household customer.

### **Water Fittings Regulations enquiries and notifications A. Enquiries received by Severn Trent and B. Enquiries received by the Retailer (Process F6)**

If Severn Trent receives an enquiry from a retailer or non-household customer relating to:

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<sup>2</sup> Please refer to Unplanned Events and Incidents / Monitoring Investigation Complaints and Enquiries / Trade Effluent for Open Market Standards

<sup>3</sup> Please refer to Unplanned Events and Incidents Standard

- i. the content, monitoring, assessment or enforcement of the Water Fittings Regulations;
  - ii. the equivalent in order to provide information to non-household customers to help ensure compliance; or
  - iii. requesting consent from Severn Trent for a proposed installation of a water fitting,
- Severn Trent will make a substantive response within 10 business days. Severn Trent will also provide a copy of the response to the retailer when the enquiry came from a non-household customer.

Any other enquiry from the non-household customer that does not relate to the content, monitoring, assessment or enforcement of the Water Fittings Regulations, Severn Trent will direct the non-household customer to the retailer without delay.

## **Severn Trent Monitoring, Investigation, Complaints and Enquiries**

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

### **2.1 Water Quality Incidents**

In the event of a Water Quality related incident, Severn Trent will follow their internal processes in relation to section E4 of the Open Water codes. If an inspector is required to attend the non-household property in order to carry out an inspection, the above processes will be applied.

### **2.2 Response to Breaches**

If any breach is identified the non-household customer will receive an enforcement notice and inspection report. Within this enforcement notice will be a number of works to be completed and designated timescales to bring their internal plumbing up to standard.

Non-household customers have the option of using an 'approved plumber' to carry out any rectification work. This should ensure that all work carried out is done in a 'workman like' manner and all materials / fittings used are of an appropriate quality and standard. Severn Trent's approved plumber scheme is called WaterMark.

A follow up inspection will be scheduled. If Severn Trent return and find the enforcement notice has not been satisfied we may take further steps as described in the Water Industry Act and deemed reasonable by Severn Trent.

### **2.3 Service Request**

Any service requested from the Wholesale Scheme of Charges<sup>4</sup> 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.

### **2.4 Follow on Work**

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<sup>4</sup> For all charges refer to Severn Trent Wholesale Scheme of Charges

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<sup>5</sup> and new quote from Severn Trent will be required.

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<sup>5</sup> Please refer to Wholesale Scheme of Charges