

Severn Trent RWG Alignment

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Good Practice Guide	Full	Partial	Not	Comments
Leakage Allowance		Y		<p><u>Type of allowance offered</u> Good Practice Guide expectations: Sewerage allowance only ST policy: Offer allowance on both Water & Waste</p> <p><u>Time Limits</u> GPG expectations: 6 months from time of repair ST policy: No time limit for repair on Waste where it doesn't return to sewer ST Policy: Compliant on Water allowances</p> <p><u>How many allowance can be requested</u> GPG expectations: One allowance in any 24 month period ST policy: Offer unlimited allowances on Waste where it doesn't return to sewer ST policy: For water offer 1 allowance in 36 months</p>
Return to Sewer		Y		<p>GPG expectation: Wholesaler will verify RTS Allowance, arrange site visits & request further information ST Policy: Are aligned to this – this ensures accurate allowances being applied</p> <p>GPG expectation: RTS allowances granted until circumstances change ST policy: aligned to this expectation</p> <p>GPG expectation: Wholesaler can make periodic reviews of the RTS allowances granted with advanced notice to and in agreement with retailers ST policy: aligned to this expectation</p>
Unplanned events & Incidents	Y			<p>GPG expectation: Messages sent to retailers to be in a standard format & include SPID details ST policy: aligned - our incident team push out messages to retailers with SPIDs</p> <p>GPG expectation: Proactive sharing of customer contact details ST policy: aligned – actively working with retailers to gather this information in & ST has a structured communication process to actively message NHH customers</p>
Planned Events		Y		<p><u>Direct communication with NHH Customers</u> GPG expectation: Use of portal push notifications to NHH customers directly ST policy: Do not push notifications to NHH customers directly as we don't hold contact information for them – at present any contact details we hold have been gained for use in incidents only.</p> <p>GPG expectation: Use of social media and website for planned work ST policy: we use these channels on a significant proportion of our planned events</p> <p>GPG expectation: NHH customers will be engaged in public consultations and pop up campaigns in all circumstances of capitol water & sewerage works ST policy: we will utilise these when appropriate, but not all events will require this level of communication.</p> <p><u>Communication with Retailers</u></p>

				<p>GPG expectation: Retailers to have push notification of planned working activities</p> <p>ST policy: currently provide information via a self-serve Retailer portal.</p>
Data Logging		Y		<p><u>Data Logging via Third Parties</u></p> <p>GPG expectation: Third Parties notify Wholesalers direct</p> <p>ST Policy: Currently require applications through Retailers only. However, this is currently under review and we have plans to deliver the process to Third Parties, this will include:</p> <ul style="list-style-type: none"> • Publishing a standardised application form on website • Where a meter is not compatible to be logged it will be exchanged (chargeable if it is less than 15years old) • Logging data can be provided (currently for an admin charge) • Third parties can inform ST about faulty meters they find, then ST will inform the retailer via bilaterals
Disconnections	Y			<p>GPG expectation: Full list of actions and considerations Retailers, Wholesalers and AEs need to undertake when planning to disconnect</p> <p>ST policy: aligned – ST has expanded the wording in the policy to fully explain what will be planned in advance of a disconnection</p> <p>GPG expectation: full list of actions and considerations Retailers, Wholesalers and AEs need to undertake when actually undertaking the disconnection</p> <p>ST policy: aligned – ST has expanded the wording in the policy to fully explain what will happen at a disconnection including:</p> <ul style="list-style-type: none"> • How we disconnect – using a lock or a clamp on the stop tap • Remaining on site after the procedure to give the customer the time to contact their Retailer