

# **Operational Subsidiary Document No. 0710:**

## **Bilateral Processes for Part I: Disconnections & Reconnections**

## Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
1.0	12 December 2023	Bilateral Interfaces Solution Phase 9	CPW139c	All
2.0	13 March 2024	Bilateral Interfaces Solution Phase 11	CPW139e	Table 1
3.0	26 June 2024	Bilateral Interfaces Solution Phase 12	CPW139f	2.4

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## Definitions

Unless expressly stated otherwise, for the purposes of this OSD:

- (a) terms defined in the Wholesale-Retail Code Part 1 (Objectives, Principles and Definitions) shall apply; and
- (b) capitalised terms relating to the titles of Data Items or Data Transactions described in CSD 0301 (Data Catalogue), and/or CSD 0601 (Bilateral Data Catalogue) shall have the meaning attributed therein.

For the purposes of this OSD only, the following capitalised terms shall have the following meaning:

Term	Definition

# 1. Introduction

## 1.1 Purpose

1.1.1 This OSD describes the process steps to be followed to complete the Part I (Disconnections & Reconnections) Requests as set out in the Operational Terms and the processes outlined in this document through the Bilateral Hub using either the LVI or HVI.

## 1.2 Scope

1.2.1 This OSD sets out the process steps and the required SLAs for the following processes;

Reference	Process	Description
I1	Disconnection	Disconnections requested: <ol style="list-style-type: none"><li>1) by the Non-Household Customer and performed by the Wholesaler.</li><li>2) by the Retailer and performed by the Wholesaler in relation to Non-Household Customer non-payment.</li><li>3) by the Wholesaler for illegal use.</li><li>4) by the Wholesaler for breach of Water Fittings Regulations</li><li>5) by the Wholesaler in relation to non-payment in cases of a Self-Supply Retailer</li><li>6) to gain entry to an Eligible Premises for the purposes of Disconnection using the Wholesaler's powers of entry at the Retailers request</li></ol>
I3 (merged)	Reconnection	Reconnections requested: <ol style="list-style-type: none"><li>1) by the Retailer and performed by the Wholesaler</li><li>2) by the Wholesaler following rectification of a breach of Water Fittings Regulations</li><li>3) Reconnection performed by the Wholesaler following a Disconnection requested by a Non-Household Customer</li></ol>

- 1.2.2 This OSD does not describe the Common Processes that will be frequently used by Trading Parties in the progression of a Request through to completion. Trading Parties should refer to OSD 0701 (Bilateral Common Processes) for further information on the process steps and other arrangements required to support Common Processes within the Bilateral Hub.
- 1.2.3 Data Items and Data Transactions as referenced in this OSD are described in detail in CSD 0301 (Data Catalogue) and/or CSD 0601 (Bilateral Data Catalogue).
- 1.2.4 The process steps for these Common Processes are supported by validation rules within the Bilateral Hub to ensure appropriate and accurate initiation, completion, and closure of Requests. This OSD describes these validation rules as applied through the HVI and reference to Data Transaction and Data Item numbers are specific to the HVI. However, these validation rules will still apply when using the LVI. Where applicable, these validation rules are listed and follow the process steps within this OSD.
- 1.2.5 This OSD sets out the processes by which the Wholesaler and Retailer should interact in relation to making either Temporary Disconnections or Permanent Disconnections of some or all of the water connections to an Eligible Premises, and any subsequent reconnections. This OSD also sets out the process to be followed for gaining entry to an Eligible Premises for the purposes of Disconnection using the Wholesaler's powers of entry and for Disconnections for non-payment in the case of Self-Supply Retailers.
- 1.2.6 In addition to following the processes set out in this OSD, the Wholesaler and Retailer shall follow and observe any statutory or other requirements. For example:
- (a) any consumer protection or debt management guidelines as well as any payment terms agreed between the Retailer and its Non-Household Customer, or in the case of a Self-Supply Retailer between the Wholesaler and that Self-Supply Retailer. These processes assume all such customer protection or debt management steps have been taken before the processes are initiated; and
  - (b) that the Wholesaler informs any other Relevant Authority, such as the Environmental Health Department, Animal Health and Veterinary Laboratories Agency and/or Defra, where it is required to do so.

## Grounds for Disconnection

- 1.2.7 Disconnections may be made in various circumstances, including those set out in sections 60 to 62, 75, 116 and schedule 4A of the Water Industry Act 1991. Broadly, the circumstances include:
- (a) Disconnections necessary to complete works;
  - (b) Disconnections for non-payment; and
  - (c) Disconnections necessary to prevent contamination.
- 1.2.8 Certain Non-Household Customers cannot be Disconnected for non-payment. This includes the list set out in schedule 4A of the Water Industry Act 1991 such as care homes, hospitals and prisons.
- 1.2.9 Whenever required, for example when a Non-Household Customer of Sewerage Services who is lawfully using the Sewerage System has to be Disconnected to allow works to take place, or where a supply of water for domestic purposes is to be interrupted for more than twenty-four (24) hours, the Wholesaler shall make alternative arrangements for the provision of Water Services and/or Sewerage Services before the Disconnection.
- 1.2.10 Where the supply of Water Services and/or Sewerage Services is shutdown to allow for works to be undertaken on the Network and all Retailers need to be advised in advance, the relevant processes set out in parts D (Planned activities and affected services) and E (Unplanned events and incidents) of the WRC Part 3 Operational Terms should be used and not the processes set out in this OSD.
- 1.2.11 If on receipt of T651.M (Notify Application For Supply Disconnection) the Other Wholesaler or Other Retailer notices any reason why the Disconnection should not proceed they shall inform the Wholesaler as soon as possible by submitting comments as set out in Section 11 of OSD 0701 (Bilateral Common Processes).

## Temporary and Permanent Disconnections

- 1.2.12 Permanent Disconnections are those where a connection to the Network is removed or otherwise made unworkable such that the supply of Water Services and/or Sewerage Services at that point could only resume if a new connection was

made. All other Disconnections are Temporary Disconnections, which may subsequently be reconnected without a new connection being made.

### **Standard and non-standard Disconnections**

- 1.2.13 Throughout these processes, references to 'standard' Disconnections includes those Disconnections which are charged by reference to a specified standard price within the Wholesaler's Wholesale Tariff Document. References to 'non-standard' Disconnections includes those Disconnections for which the Wholesaler's Wholesale Tariff Document sets out the price point other than the standard price or it provides for a quotation for the work to be done. If the Disconnection is a non-standard one, the Retailer must confirm its acceptance of any quotation or the non-standard charge before it is required to pay that non-standard Wholesale Charge.



## 2. Process I1 Disconnections

### 2.1 Overview

- 2.1.1 Where the Retailer is a Water Retailer, it may arrange for some or all of its Non-Household Customer's Water Services to be Disconnected if that Non-Household Customer has not paid an invoice properly due in accordance with the Retailer's terms and conditions and any applicable statutory or other regulatory requirements.
- 2.1.2 This process sets out the operational arrangements for how the Wholesaler (where it is a Water Wholesaler) and Retailer (where it is a Water Retailer) shall interact where the Wholesaler performs the Disconnection.
- 2.1.3 The submission of a Request is applicable to:
- (a) Disconnection requested by the Retailer in the case of non-payment;
  - (b) Disconnection for illegal water use;
  - (c) Disconnection for breach of Water Fittings Regulations;
  - (d) Disconnection requested by the Non-Household Customer;
  - (e) Disconnection for non-payment by Self-Supply Retailer;
  - (f) Disconnection requested using Wholesaler's Power of Entry.
- 2.1.4 This process assumes that all relevant checks and notifications that may be required depending on the circumstances listed below have been completed before this process is initiated.

#### **Disconnection requested by the Retailer in the case of non-payment**

- 2.1.5 Section 61 of the Water Industry Act 1991 applies to Disconnections for non-payment.
- 2.1.6 For Disconnection for non-payment the Retailer making the Request must include a copy of any notice the Retailer has served on the Non-Household Customer, together with the declarations that:

- (a) the notice has not been challenged by the Non-Household Customer and the amount remains outstanding; or
- (b) if it has been challenged, that the Disconnection may now proceed (for example, because there has been a court order); and
- (c) any applicable consumer protection measures have been exhausted,
- (d) the occupier of the premises is not under an agreement with the Retailer to pay the charges,
- (e) as well as a declaration that it has followed any applicable statutory or other regulatory requirement.

If requested by the Authority, the Wholesaler or Retailer shall provide a copy of this notice and any declarations.

2.1.7 If at any time, the Non-Household Customer pays the overdue amount or the Retailer otherwise wishes to cancel the Disconnection (including, for example where the Non-Household Customer pays a Retailer who is present at the planned Disconnection appointment) the Retailer shall cancel the Request as set out in Section 10 of OSD 0701 (Bilateral Common Processes).

2.1.8 The Wholesaler shall cancel the Disconnection where possible (noting that cancellation may not be possible where the Wholesaler has already dispatched personnel or agents to effect the Disconnection and charges may apply accordingly).

### **Disconnection requested by the Non-Household Customer**

2.1.9 Non-Household Customers may request that Water Services to their Eligible Premises are Disconnected for a number of reasons. In some cases, a Temporary Disconnection may be required – for example, when a property is being refurbished. In others, a Permanent Disconnection may be required – for example, when a building is demolished.

2.1.10 It must always be made clear in the Request which type of Disconnection is being sought.

2.1.11 The Retailer shall arrange for notice of the Non-Household Customer's request for Disconnection to be served on the Wholesaler under step 1 of this process, clearly

indicating whether it requires a Temporary Disconnection or Permanent Disconnection and whether it considers the Disconnection to be non-standard and so requires the Wholesaler to quote for performing the Disconnection.

- 2.1.12 If the Wholesaler receives service of such a notice directly from a Non-Household Customer, it shall inform the Retailer as set out in step 1 of this process, within two (2) Business Days of its receipt of the notice.

### **Disconnection for Illegal use or breach of Water Fittings Regulations**

- 2.1.13 For breach of Water Fittings Regulations both the Wholesaler and Retailer may become aware of potential breaches of the Water Fitting Regulations or equivalent regulations made under section 74 of the Water Industry Act 1991. Where the Retailer becomes aware it must remind its Non-Household Customer or other person of their obligations to comply with the Water Fitting Regulations.

- 2.1.14 If the Retailer finds or suspects a breach of the Water Fittings Regulations or equivalent regulations made under section 74 of the Water Industry Act 1991 at an Eligible Premises, or suspects illegal use of water at an Eligible Premises, it shall immediately inform the Wholesaler of its findings or suspicions.

- 2.1.15 Illegal use of Water Services may include, for example, theft by bypassing or Tampering with a meter or making an unauthorised connection to the main.

- 2.1.16 When the Wholesaler is informed of or suspects illegal use of Water Services (including where it has received information from the Retailer), or breach of the Water Fittings Regulations or equivalent regulations made under section 74 or 75(1) of the Water Industry Act 1991, it may schedule a visit to confirm the illegal use and, where the Wholesaler considers it possible, it may make a Disconnection without notice when on site or subsequently if it considers it appropriate.

### **Disconnection for non-payment by Self-Supply Retailer**

- 2.1.17 This process sets out how the Wholesaler may arrange for some or all of the Water Services of a Self-Supply Retailer, and / or Associated Persons, to be Disconnected if that Self-Supply Retailer has not paid an invoice properly due in accordance with the Wholesaler's terms and conditions and any applicable statutory or other regulatory requirements.

- 2.1.18 Section 61 of the Water Industry Act 1991 applies to Disconnections for non-payment.
- 2.1.19 Prior to commencing any Disconnection the Wholesaler must ensure that the following information has been provided to the Self-Supply Retailer as part of step 1 (and any Associated Persons) including specifically:
- (a) a notice setting out all amounts outstanding that are due by the Self-Supply Retailer;
  - (b) confirmation that the notice has not been challenged by the Self-Supply Retailer and the amount remains outstanding; or
  - (c) if it has been challenged, that the Disconnection may now proceed (for example, because there has been a court order);
  - (d) any applicable consumer protection measures have been exhausted; and
  - (e) a list of all potentially affected Eligible Premises and/or Associated Persons of the Self-Supply Retailer and that these Associated Persons have also been notified and which Eligible Premises will be Disconnected;
  - (f) as well as a declaration that the Wholesaler has followed any applicable statutory or other regulatory requirement. Upon request by the Authority, the Wholesaler shall provide a copy of these notices and any declarations.
- 2.1.20 If at any time, the Self-Supply Retailer or any Associated Person pays the overdue amount the Wholesaler must ensure that the Disconnection is cancelled. The Wholesaler shall cancel the Disconnection where possible (noting cancellation may not be possible where the Wholesaler has already dispatched personnel or agents to effect the Disconnection and charges may apply accordingly). Otherwise, the Wholesaler shall make the Disconnection.

### **Disconnection requested using Wholesalers Power of Entry**

- 2.1.21 This process sets out the steps which the Wholesaler and Retailer shall take where the Wholesaler has to use its powers of entry in order to make a survey or effect a Disconnection.

## 2.2 Process steps

### *Step 1 – Initiate and Submit Request, Notify Affected Trading Parties*

- 2.2.1 The Requestor shall initiate the process by following the process steps as set out in Section 3 or 6 of OSD 0701 (Bilateral Common Processes) and submitting T651.R/W (Submit Application For Supply Disconnection).
- 2.2.2 The Requestor must provide all relevant notices and documentation by completion of the next Business Day following the successful submission of a T651.R/W (Submit Application For Supply Disconnection), using T215.R/W (Provide Attachment) as set out in Section 12 of OSD 0701 (Bilateral Common Processes). If no relevant notices or documentation is supplied within this timeframe, the Wholesaler shall proceed to Step 2 and reject the Request.
- 2.2.3 The Bilateral Hub shall notify any Affected Trading Parties of a relevant Request being raised through the T651.R/W (Submit Application For Supply Disconnection).
- 2.2.4 The Bilateral Hub shall confirm successful submission of the T651.R/W (Submit Application For Supply Disconnection) by issuing T651.M (Notify Application For Supply Disconnection).
- 2.2.5 The successful submission of T651.R/W (Submit Application For Supply Disconnection) marks the Start Trigger for SLA I1-1.

### *Step 2 - Accept or Reject Request, Notify Retailer*

- 2.2.6 The Wholesaler shall follow the process steps as set out in Section 4 of OSD 0701 (Bilateral Common Processes).

### *Step 3 – Book Site Visit (or site visit not required)*

- 2.2.7 The Wholesaler shall follow the process steps as set out in Section 7 of OSD 0701 (Bilateral Common Processes) where a site visit to Eligible Premises may be required.
- 2.2.8 If a site visit is not required, the process shall continue at step 8.

#### **Step 4 – Undertake Site Visit and notify results of Site Visit**

- 2.2.9 The Wholesaler shall follow the process steps as set out in Section 8 of OSD 0701 (Bilateral Common Processes) where a site visit to Eligible Premises has been booked within the Bilateral Hub.
- 2.2.10 The Wholesaler shall notify the Retailer within twelve (12) Business Days (SLA I1-1) of the date of its receipt of the T651.R/W (Submit Application For Supply Disconnection) whether it considers the Disconnection to be standard, non-standard, or Permanent.
- 2.2.11 Where the Wholesaler determines that it is a standard Disconnection, the Wholesaler shall make the Disconnection during this first site visit or subsequent visits but within SLA I1-1 and this process shall continue at Step 8 below.
- 2.2.12 Unless the Disconnection has already taken place, within the relevant timescale set out within SLA I1-1, the Wholesaler shall report its findings to the Retailer, providing a copy to the Non-Household Customer and specifying:
- (a) if a Disconnection is viable, the Wholesaler shall advise the Retailer of any survey charge, a quotation for the Disconnection where it is non-standard and what any subsequent reconnection charge would be, in accordance with its Wholesale Tariff Document; or
  - (b) if a Disconnection is not viable, the Wholesaler shall explain why the Disconnection is not viable.
- 2.2.13 If the Wholesaler considers the disconnection to be non-standard, the Wholesaler shall submit T220.W (Provide Quote For Non Standard Activity) with reasons and a quotation for the Wholesale Charge of Disconnection. This notification marks an End Trigger for SLA I1-1 and the Start Trigger for SLA I1-2. The Retailer shall then proceed to step 6.
- 2.2.14 If a Permanent Disconnection has been requested by the Retailer or the Non-Household Customer, or the Wholesaler considers the Disconnection to be Permanent, the Wholesaler shall submit T653.W (Notify Supply Permanent Disconnection In Progress). This notification marks an End Trigger for SLA I1-1 and the Start Trigger for SLA I1-4. This process shall continue at Step 8.

## Step 5 – Refusal of entry to Eligible Premises

- 2.2.15 If the Non-Household Customer refuses the Wholesaler entry to its Eligible Premises and so the Wholesaler is unable to make a survey or effect the Disconnection under any of the processes set out in this Process I1 (Disconnections), the Wholesaler shall leave a notice at the Eligible Premises advising that it shall make a further attempt to visit the Eligible Premises. Such notice may also advise the Non-Household Customer that if it is not permitted access at that point it may seek to obtain a warrant from a Justice of the Peace authorising the use of any power of entry.
- 2.2.16 The Wholesaler shall attach a copy of that letter by submitting T215.W (Provide Attachment) when submitting the T206.W (Update Site Visit Failure).
- 2.2.17 Within **five (5)** Business Days of refusal of the Wholesaler entry to its Eligible Premises, the Wholesaler may write to the Non-Household Customer giving it at least **five (5)** Business Days' notice of the date and time on which the Wholesaler shall make the further attempt to visit the Eligible Premises to conduct the survey and/or effect the Disconnection. That letter shall also invite the Non-Household Customer to contact the Wholesaler to arrange an alternative date and time.
- 2.2.18 In the event that the Non-Household Customer contacts the Retailer to re-arrange the visit, the Retailer may redirect the Non-Household Customer to contact the Wholesaler to arrange an alternative date and time.
- 2.2.19 The Wholesaler shall visit the Eligible Premises on the specified date and time in order to undertake the survey and/or effect the Disconnection.
- 2.2.20 If the Wholesaler is granted access, it shall follow the process steps as set out in step 4.
- 2.2.21 If the Wholesaler is still not granted access, it shall leave a notice at the Eligible Premises specifying that it may now seek to obtain a warrant from a Justice of the Peace authorising the use of any power of entry. It shall copy that notice to the Retailer when submitting the T206.W (Update Site Visit Failure).
- 2.2.22 Within **five (5)** Business Days of the Wholesaler not being granted access, the Wholesaler shall write to the Non-Household Customer repeating the terms of that notice. It shall copy that notice to the Retailer using the process steps set out in Section 11 (Submit Trading Party Comments) of OSD 0701 (Bilateral Common

Processes), so informing the Retailer that it has been unable to gain access to the Eligible Premises.

- 2.2.23 If the Retailer wishes the Wholesaler to seek to obtain a warrant for use of powers of entry, the Retailer shall proceed to step 7 within five (5) Business Days of receiving notification from the Wholesaler that it has still not been granted access.

#### **Step 6 – Accept / Decline Non-standard quotation**

- 2.2.24 The Retailer shall follow the process steps as set out in Section 15 of OSD 0701 (Bilateral Common Processes) where a non-standard quotation is sent by the Wholesaler.

- 2.2.25 For the purpose of this process, the following Data Transactions shall apply the following Start Triggers and End Triggers:

- (a) T221.R (Accept Quote For Non Standard Activity) marks a Start Trigger for SLA I1-3 and an End Trigger for SLA I1-2.
- (b) T210.R (Resubmit Service Request) marks an End Trigger for SLA I1-2.
- (c) T211.R (Cancel Service Request) marks an End Trigger for SLA I1-2.

#### **Step 7 – Power of entry**

- 2.2.26 To assess whether to proceed with a power of entry application by submitting T229.R (Advise Power Of Entry Application Submission), the Retailer shall discuss with the Wholesaler regarding applicable or potential charges by submitting T207.R (Submit Trading Party Comments).

- 2.2.27 If the Retailer wishes to request the Wholesaler to use its powers of entry after at least one site visit attempt, it shall submit T229.R (Advise Power Of Entry Application Submission). In submitting the T229.R (Advise Power Of Entry Application Submission) the Retailer confirms that it shall accept any charges associated with the seeking, obtaining and using such warrant.

- 2.2.28 The Bilateral Hub shall confirm successful submission of the T229.R (Advise Power Of Entry Application Submission) by issuing T229.M (Notify Power Of Entry Application Submission).



- 2.2.29 Within **ten (10)** Business Days of its receipt of T229.M (Notify Power Of Entry Application Submission), the Wholesaler shall take the steps necessary to request a warrant for the use of powers of entry from a Justice of the Peace.
- 2.2.30 The Wholesaler shall inform the Retailer by submitting T207.W (Submit Trading Party Comments) when it plans to make the request and the Retailer shall make an authorised person available on that calendar day to confirm whether or not the warrant is still required and confirm the appropriate method for the Wholesaler to contact said authorised person.
- 2.2.31 If a warrant is granted, the Wholesaler shall proceed to book a site visit under step 3 and notify the Retailer of the date and time on which it intends to serve and exercise the powers under warrant and shall ask the Retailer to confirm in writing using T207.W (Submit Trading Party Comments) that there has been no change in circumstance and the survey, Disconnection and/or entry is still required. The Wholesaler shall also notify the Retailer of the appropriate contact person within the Wholesaler to inform if there is a change in circumstances such that the entry is no longer required confirming the appropriate method for the Retailer to contact said person and, if necessary, the Retailer shall inform that person.
- 2.2.32 If a warrant is granted, the Wholesaler shall also notify the Retailer's authorised person through the agreed-upon communication method, including the details required under section [2.2.31](#) above.
- 2.2.33 The Wholesaler may engage bailiffs to serve the warrant on the Non-Household Customer and, if necessary, shall contact the police to gain their assistance in accessing the Eligible Premises. If, as a result of requesting such assistance, the date and time on which the warrant will be served and the powers of entry exercised are changed, the Wholesaler shall notify the Retailer of the new date and time by submitting T205.W (Update Site Visit Date).
- 2.2.34 Once the Wholesaler has gained access to the Eligible Premises it shall conduct the survey and/or effect the Disconnection and shall leave a notice warning not to interfere with any Disconnection. Where necessary it shall leave the property secure.
- 2.2.35 The Wholesaler shall proceed to step 4 or 8 as dictated by the outcome of the Site Visit.

2.2.36 The Wholesaler may use the Deferral process as set out in Section 14 of OSD 0701 (Bilateral Common Processes) where required and permitted.

### **Step 8 – Notify Request Complete**

2.2.37 Where the Disconnection is standard, the Wholesaler shall carry out the Disconnection (and update the Central Systems if applicable) within twelve (12) Business Days (SLA I1-1) of its receipt of the notification under step 1.

2.2.38 Where the Disconnection is non-standard and the Retailer accepts the Wholesaler's quotation within thirty (30) Business Days from the date of issue (as per Section 15 of OSD 0701), the Wholesaler shall Disconnect (and update the Central Systems if applicable) within twelve (12) Business Days (SLA I1-3) of the date of its receipt of the Retailer's acceptance of the quotation.

2.2.39 Where the Disconnection is permanent, the Wholesaler shall Disconnect (and update the Central Systems if applicable) within thirty (30) Business Days (SLA I1-4) of submission of the T653.W (Advise Supply Permanent Disconnection In Progress).

2.2.40 Once the Disconnection has been carried out through a standard, non-standard or permanent, the Wholesaler shall submit T652.W (Advise Outcome For Supply Disconnection Application).

2.2.41 Where the Wholesaler was unable to disconnect the supply, it shall submit T652.W (Advise Outcome For Supply Disconnection Application) providing a detailed description of the reason why the disconnection could not take place using data item D8552 (Reason Disconnection Not Completed).

2.2.42 The successful submission of T652.W (Advise Outcome For Supply Disconnection Application) marks End Triggers for SLA I1-1 (if not already ended), SLA I1-3 or SLA I1-4.

2.2.43 If the Wholesaler has made a Disconnection for Illegal use, or breach of the Water Fittings Regulations or equivalent regulations made under section 74 of the Water Industry Act 1991, it must either at the same time as making the Disconnection or within **twenty-four (24)** hours of making it, give the Non-Household Customer a notice including:

- (a) For illegal use, the reason why the Water Services have been Disconnected (i.e. details of the illegality); or
- (b) for breach of the Water Fittings Regulations or equivalent regulations made under section 74 of the Water Industry Act 1991, specifying the steps which are required before the Wholesaler shall restore the supply; and
- (c) the contact details to arrange for a legal connection to the Network.

and send a copy of that notice to the Retailer and any Other Retailer currently serving the Eligible Premises in question.

2.2.44 Where the use was illegal because of an act or omission by the Retailer, for example, where it failed to submit a connection Form A/02 the Wholesaler may also take appropriate steps against the Retailer.

2.2.45 Where the reason for Disconnection was for breach of the Water Fittings Regulations or equivalent regulations made under section 74 of the Water Industry Act 1991, the Wholesaler shall also copy any report or enforcement notice it serves on the Retailer's Non-Household Customer to the Retailer and/or shall inform the Retailer if it intends to take no further action at that time and/or keep matters under review.

### ***Step 9 – Confirm Central Systems Update and Close Request***

2.2.46 Where updates are required to Retailer owned Data Items, the Retailer shall update these Data Items in the Central Systems and proceed to follow the process steps set out in Section 9 of OSD 0701 (Bilateral Common Processes) to close the relevant Request within the Bilateral Hub.

2.2.47 The Retailer shall be responsible for closing all Requests regardless of the Requestor being a Wholesaler or Retailer.

## 2.3 SLAs for I1 – Disconnections

2.3.1 All references to “steps” relate to the relevant process steps set out in the Process Flow diagram in Section 2.4 of this OSD.

2.3.2 For guidance on Service Level Agreement rules and principle requirements, Trading Parties shall refer to Section 2.5 of the WRC Schedule 1 Part 3 Operational Terms and CSD 0002 (where applicable).

**Table 1: SLAs for I1 – Disconnections**

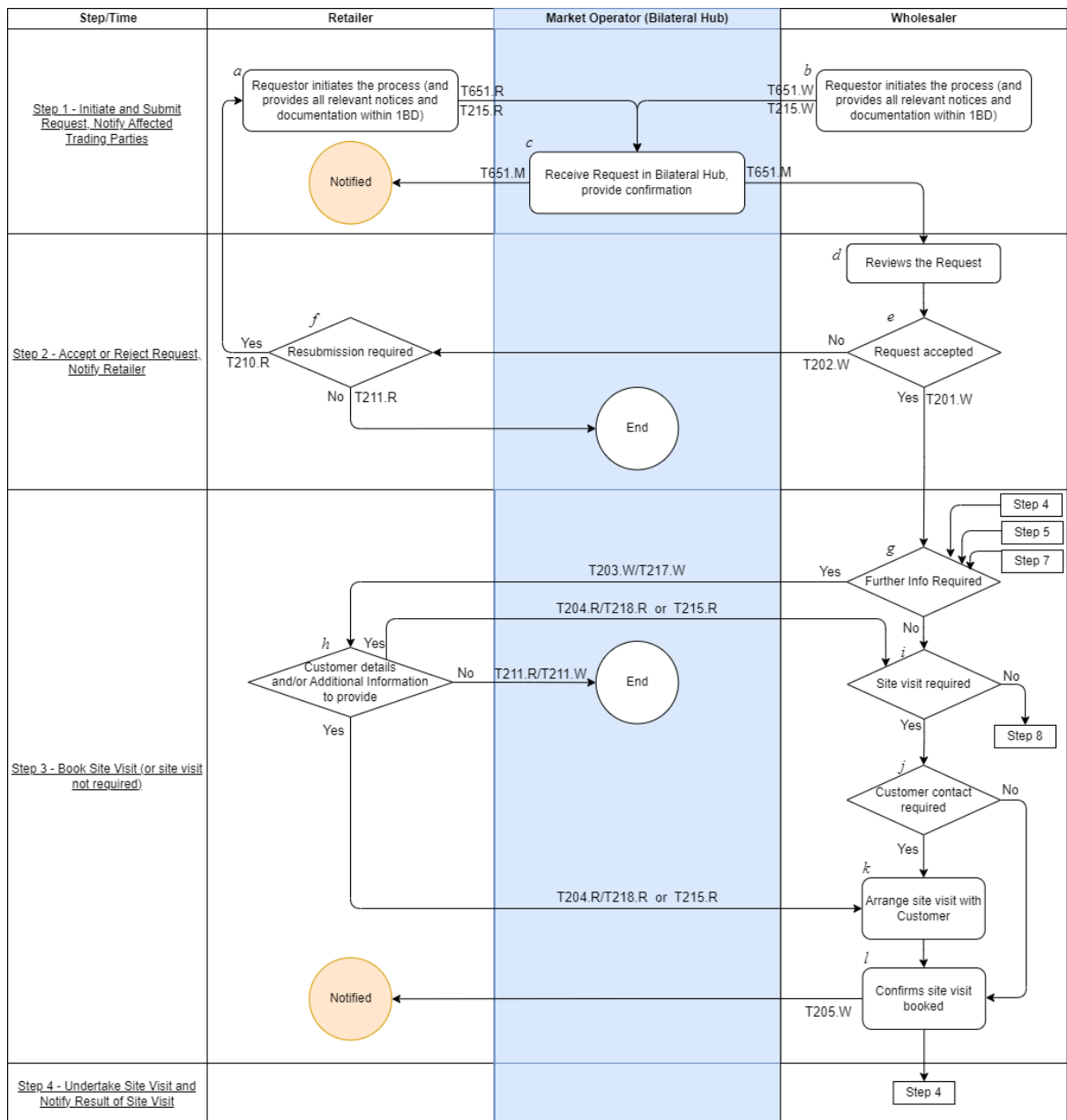
SLA Name	OPS KPI	Responsibility	Description	SLA Period	Start Trigger Ref	End Trigger Ref	Notes
SLA I1-1	Yes	Wholesaler	To track the time from the receipt of the Request to completion	12 BDs	When one of the following is true: 1) When Activity Status = SUBMITTED (T651.R/T651.W) 2) When Activity Status = RESUBMITTED (T210.R)	When one of the following is true: 1) When Activity Status = COMPLETED (T652.W) 2) When Activity Status = CANCELLED (T211.R)* 3) When Activity Status = REJECTED (T202.W)* 4) When the Close Reason = 'HUB'*(T208.M) 5) When Activity Status = QUOTEPROPOSED (T220.W) 6) When Activity Status = PDISCINPROG (T653.W)	This SLA is OPS (KPI) measured.  * These end triggers do not apply a valid OPS KPI  For guidance on relevant process steps go to Section 5 of CSD 0002.
SLA I1-2	No	Retailer	To track the time to Accept / Decline quotation for Temporary Disconnection	30 BDs	When Activity Status = QUOTEPROPOSED (T220.W)	When one of the following is true: 1) When Activity Status = CANCELLED (T211.R)* 2) When Activity Status = REJECTED (T202.W)* 3) When the Close Reason = 'HUB'* 4) When Activity Status = RESUBMITTED (T210.R) 5) When Activity Status = QUOTEACCEPTED (T221.R)	SLA not tracked or reported by the Bilateral Hub

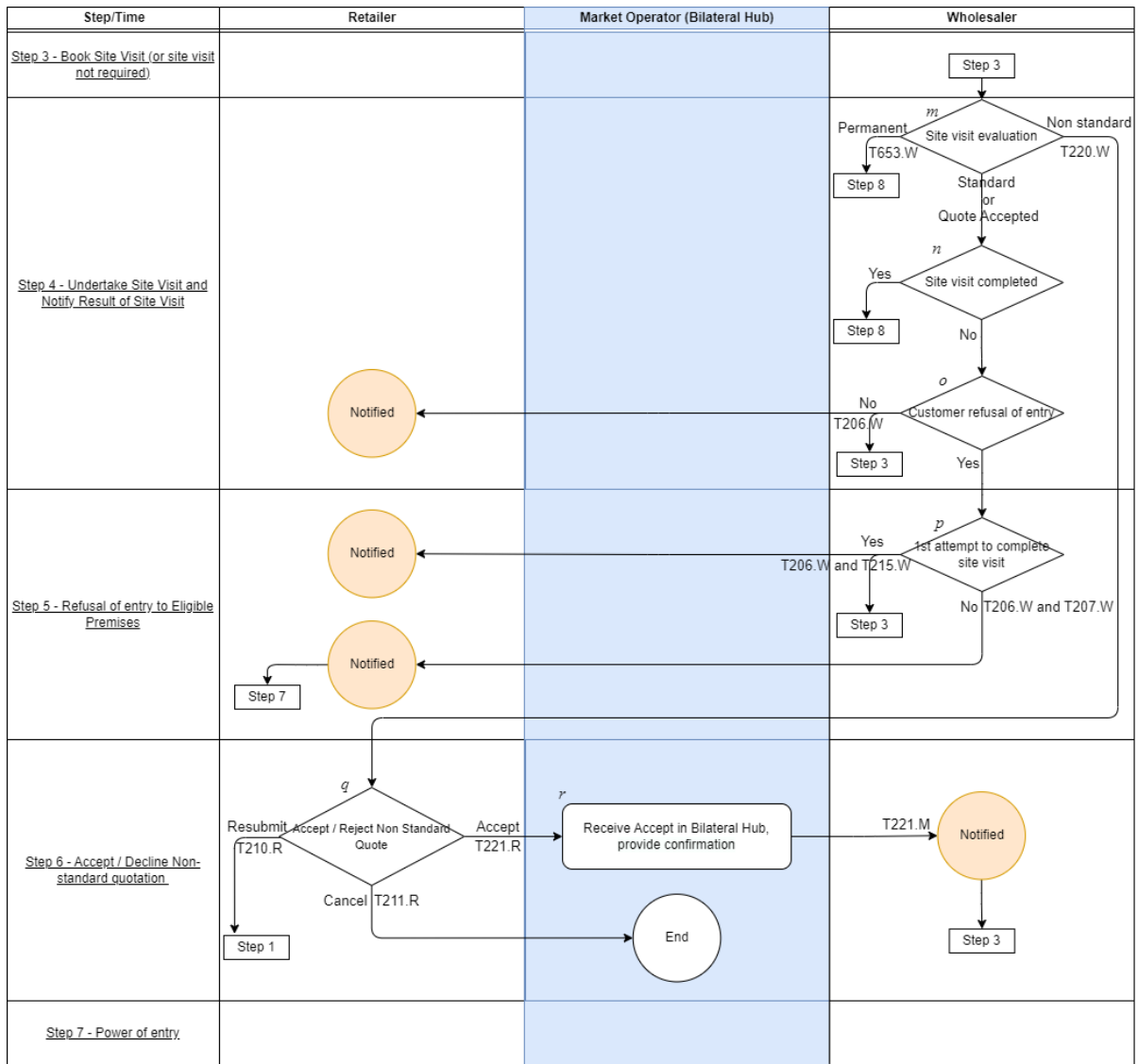
SLA Name	OPS KPI	Responsibility	Description	SLA Period	Start Trigger Ref	End Trigger Ref	Notes
SLA I1-3	No	Wholesaler	To track the time to complete a Non standard temporary disconnection	12 BDs	When Activity Status = QUOTEACCEPTED (T221.R)	When one of the following is true: 1) When Activity Status = COMPLETED (T652.W) 2) When Activity Status = CANCELLED (T211.R)* 3) When Activity Status = REJECTED (T202.W)* 4) When the Close Reason = 'HUB'*(T208.M) 5) When Activity Status= PDISCINPROG(T653.W) 6) When Activity Status = QUOTEPROPOSED (T220.W)	* These end triggers do not apply a valid OPS KPI
SLA I1-4	No	Wholesaler	To track the time to complete a permanent disconnection (Standard or non standard)	30 BDs	When Activity Status = PDISCINPROG (T653.W)	When one of the following is true: 1. When Activity Status = COMPLETED (T652.W) 2. When Activity Status = CANCELLED (T211.R)* 3. When the Close Reason = 'HUB'*(T208.M)	* These end triggers do not apply a valid OPS KPI

- *The Market Operator shall only count the first instance of any KPI for a given Request which has a valid Start Trigger and End Trigger, except where the End Trigger is Rejected, Cancelled or timed-out (D8232 (Close Reason) = 'HUB'). Refer to CSD 0002, section 5.*
- *Where a KPI does not reach its End Trigger or the End Trigger is 'Rejected', the next subsequent instance of that KPI (i.e. where the Retailer has Resubmitted the Request) for a given Request will be counted as per above. Refer to CSD 0002, section 5.*

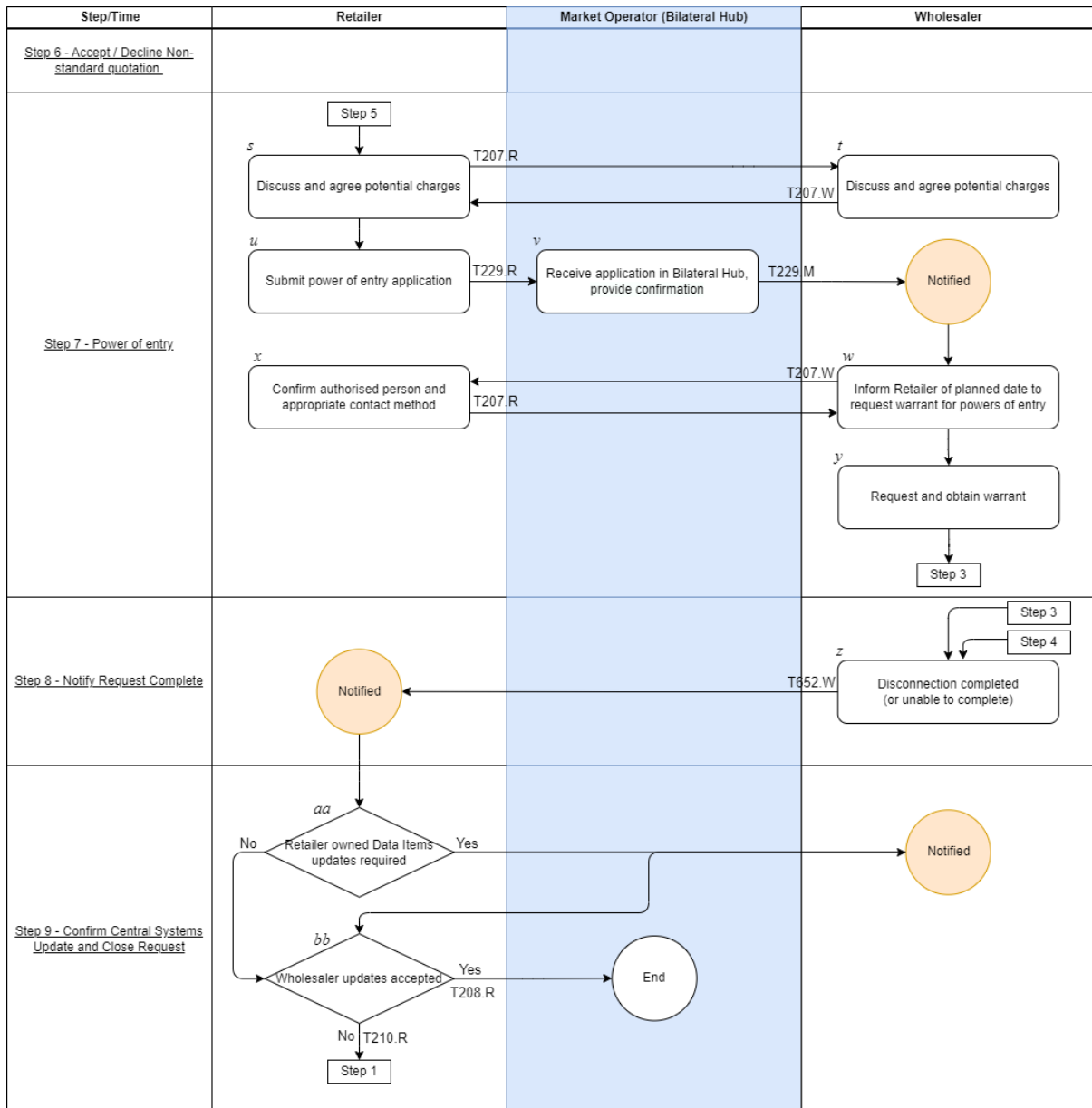
## 2.4 Process Flow-Diagrams

Note that references to “steps 1-9” in the process flow diagram in this Section correspond to the steps in Section 2.2 of this OSD. However, the letter references (a-bb) found in the process flow diagram in this Section do not correspond to the sub-section lettering in Section 2.2 of this OSD.









## 3. Process I3 (merged) – Reconnections

### 3.1 Overview

- 3.1.1 This process sets out the operational arrangements that apply where either the Retailer or the Wholesaler wish to apply for a Reconnection of a temporary disconnected supply.
- 3.1.2 The submission of a Request is applicable to:
- (a) Reconnection requested by the Retailer and performed by the Wholesaler;
  - (b) Reconnection performed by the Wholesaler following a Disconnection requested by the Non-Household Customer;
  - (c) Reconnection performed by the Wholesaler following rectification of a breach of Water Fittings Regulations.
- 3.1.3 Temporary Disconnections may be reconnected, for example, where a Non-Household Customer settles any outstanding amounts.
- 3.1.4 Permanent Disconnections cannot be reconnected. Water Services and/or Sewerage Services could only be resumed where a new connection is made.
- 3.1.5 The Retailer shall make the Wholesaler aware of any changes or damage that occurred to the supply arrangements after the Disconnection took place when requesting a Reconnection.
- 3.1.6 If the Wholesaler is made aware of or identifies that a Reconnection has already taken place when processing a Request, it shall proceed to complete the Request (and update the Central Systems if applicable).
- 3.1.7 The Wholesaler shall use best endeavours to reconnect the relevant Water Services on the Business Day that the Request is received.
- 3.1.8 Should the Non-Household Customer or the Retailer agree a Reconnection post SLA I3-1 end date, the Wholesaler may use the Deferral process as set out in Section 14 of OSD 0701 (Bilateral Common Processes) where required and permitted.

## **Reconnection performed by the Wholesaler following a Disconnection requested by the Non-Household Customer**

3.1.9 The Wholesaler shall reconnect the relevant Water Services within two Business Days (SLA I3-1) or as otherwise agreed with the Non-Household Customer or the Retailer.

## **Reconnection performed by the Wholesaler following rectification of a breach of Water Fittings Regulations**

3.1.10 When satisfied that the breach has been resolved, the Retailer or Wholesaler shall submit a Request as set out in step 1 of this process.

## **3.2 Process steps**

### ***Step 1 – Initiate and Submit Request, Notify Affected Trading Parties***

3.2.1 The Requestor shall initiate the process by following the process steps as set out in Section 3 or 6 of OSD 0701 (Bilateral Common Processes) and submitting T655.R/W (Submit Application For Supply Point Reconnection).

3.2.2 The Bilateral Hub shall notify any Affected Trading Parties of a relevant Request being raised through the T655.R/W (Submit Application For Supply Point Reconnection).

3.2.3 The Bilateral Hub shall confirm successful submission of the T655.R/W (Submit Application For Supply Point Reconnection) by issuing T655.M (Notify Application For Supply Point Reconnection).

3.2.4 The successful submission of T655.R/W (Submit Application For Supply Point Reconnection) marks the Start Trigger for SLA I3-1.

### ***Step 2 - Accept or Reject Request, Notify Retailer***

3.2.5 The Wholesaler shall follow the process steps as set out in Section 4 of OSD 0701 (Bilateral Common Processes).

### ***Step 3 – Book Site Visit (or site visit not required)***

3.2.6 The Wholesaler shall follow the process steps as set out in Section 7 of OSD 0701 (Bilateral Common Processes) where a site visit to Eligible Premises may be required.

3.2.7 If a site visit is not required, the process shall continue at step 5.

#### ***Step 4 – Undertake Site Visit and Notify Result of Site Visit***

3.2.8 The Wholesaler shall follow the process steps as set out in Section 8 of OSD 0701 (Bilateral Common Processes) where a site visit to Eligible Premises has been booked within the Bilateral Hub.

3.2.9 Where the Wholesaler has completed the site visit and/or confirmed its findings, it shall proceed to step 5.

#### ***Step 5 – Notify Request Complete***

3.2.10 The Wholesaler shall submit T656.W (Advise Outcome For Supply Point Reconnection Application) within two (2) Business Days (SLA I3-1) of the submission of the Request (and update the Central Systems if applicable) or as differently agreed with the Retailer or Non-Household Customer.

3.2.11 Where the Wholesaler was unable to reconnect the supply, or the Reconnection has already been performed, it shall submit T656.W (Advise Outcome For Supply Point Reconnection Application) providing a detailed description of the reason why the reconnection could not take place in data item D8538 (Reason Reconnection Not Completed).

3.2.12 The successful submission of T656.W (Advise Service Component Application Outcome) marks the End Trigger for SLA I3-1.

3.2.13 The Wholesaler may use the Deferral process as set out in Section 14 of OSD 0701 (Bilateral Common Processes) where required and permitted.

#### ***Step 6 – Confirm Central Systems Update and Close Request***

3.2.14 Where updates are required to Retailer owned Data Items, the Retailer shall update these Data Items in the Central Systems and proceed to follow the process steps set out in Section 9 of OSD 0701 (Bilateral Common Processes) to close the relevant Request within the Bilateral Hub.

3.2.15 The Retailer shall be responsible for closing all Requests regardless of the Requestor being a Wholesaler or Retailer.

### 3.3 SLAs for I3 (merged) - Reconnections

3.3.1 All references to “steps” relate to the relevant process steps set out in the Process Flow diagram in Section 3.4 of this OSD

3.3.2 For guidance on Service Level Agreement rules and principle requirements, Trading Parties shall refer to Section 2.5 of the WRC Schedule 1 Part 3 Operational Terms and CSD 0002 (where applicable).

**Table 2: SLAs for I3 (merged) – Reconnections**

SLA Name	OPS KPI	Responsibility	Description	SLA Period	Start Trigger Ref	End Trigger Ref	Notes
SLA I3-1	Yes	Wholesaler	To track the time from the receipt of the Request to completion	2 BDs	When one of the following is true: 1) When Activity Status = SUBMITTED (T655.R/T655.W) 2) When Activity Status = RESUBMITTED (T210.R)	When one of the following is true: 1) When Activity Status = COMPLETED (T656.W) 2) When Activity Status = CANCELLED (T211.R)* 3) When Activity Status = REJECTED (T202.W)* 4) When the Close Reason = 'HUB'*(T208.M)	This SLA is OPS (KPI) measured.  * These end triggers do not apply a valid OPS KPI  For guidance on relevant process steps go to Section 5 of CSD 0002.

- The Market Operator shall only count the first instance of any KPI for a given Request which has a valid Start Trigger and End Trigger, except where the End Trigger is Rejected, Cancelled or timed-out (D8232 (Close Reason) = 'HUB'). Refer to CSD 0002, section 5.
- Where a KPI does not reach its End Trigger or the End Trigger is 'Rejected', the next subsequent instance of that KPI (i.e. where the Retailer has Resubmitted the Request) for a given Request will be counted as per above. Refer to CSD 0002, section 5

### 3.4 Process Flow-Diagrams

Note that references to “steps 1-6” in the process flow diagram in this Section 3.4 correspond to the steps in Section 3.2 of this OSD. However, the letter references (a-q) found in this Section 3.4 do not correspond to the sub-section lettering in Section 3.2 of this OSD.

