

Confirmation and Verification of Supply Arrangements

WMU

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Why

The wholesale Confirmation and Verification of Supply Arrangements standard is an integral part of Hafren Dyfrdwy wholesale operations and provides further clarification in respect of policy.

Who

The wholesale Confirmation and Verification of Supply Arrangements within Hafren Dyfrdwy 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 the wholesale Confirmation and Verification of Supply Arrangements as it applies to companies within Wales who use in excess of 50mlt per year . We need to ensure we understand the requirements for the Wholesale Confirmation and Verification of Supply Arrangements, 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)

Hafren Dyfrdwy will comply with the service level agreements as set out in the Market Codes.

1.1 Verification of Meter details or Meter supply Arrangements (Process C1)

Hafren Dyfrdwy will notify the retailer to advise that we intend to make a physical verification of meter details or supply arrangements, arrange a site visit and inspect the meter details and/or the supply arrangement and notify the retailer of our findings within five business days of the visit; or within 10 business days of receiving a form to verify meter details/supply arrangements from the retailer Hafren Dyfrdwy will visit the site, and notify the retailer of our findings.

If corrections are required for supply points not in the supplied form or properties are registered to other retailer(s) within 10 business days of advising the retailer of this, Hafren Dyfrdwy will undertake additional desk analysis and surveys and issues plan of data corrections to retailer/other retailer(s)/other wholesaler.

Within 10 business days of receiving any comments, queries or objections from the retailer, Hafren Dyfrdwy will either:

- i. Revise plans in line with comments received, implementing the revised plan of data corrections, notifying the retailer/other retailer(s)/other wholesaler: or
- ii. Propose a new plan of data corrections, implementing the revised plan of data corrections, notifying the retailer/other retailer(s)/other wholesaler; or
- iii. Provide the retailer with reasons for continuing with the original plan, of data corrections, implementing the original plan of data corrections, notifying the retailer/other retailer(s)/other wholesaler

Within two business days of completing data correction plan or verification of data supplied on retailers form, Hafren Dyfrdwy will notify the market operator (where appropriate) in accordance with maintaining Supply Point Identification data/error rectification and retrospective amendments.

1.2 Gap Sites Identified by Hafren Dyfrdwy (Process C2)

Hafren Dyfrdwy will confirm a gap site if it's within our area or comes under our responsibility.

If Hafren Dyfrdwy are responsible for both water and sewerage we will write to the non-household customer informing them that their eligible premises/service category shall be registered and set out the relevant options. If Hafren Dyfrdwy are not responsible for both water and sewerage we will confirm with the other retailer (for the provision we are not supplying) that the property is a gap site.

If Hafren Dyfrdwy confirm the property is a gap site, either one of the following statements will apply:

- i) If Hafren Dyfrdwy are only responsible for water we will write to the non-household customer informing them that their eligible premises/service category shall be registered and set out the relevant options.
- ii) If Hafren Dyfrdwy are responsible for sewerage and the property is unregistered for sewerage we will write to the non-household customer informing them that their eligible premises/service category shall be registered and set out the relevant options.
- iii) If Hafren Dyfrdwy are only responsible for sewage and the property is registered for sewerage then no further action is taken.

Within 22 business days of writing to the non-household customer, Hafren Dyfrdwy will visit the premises to verify service components, survey for meter fit(s) and fit meter(s) or confirm supply point to be unmeasured.

Within two business days of the conclusion of the 22 business day period above, Hafren Dyfrdwy will notify the market operator in accordance with a request to register a new supply point and maintain supplier point identification data where appropriate.

If a retailer has not been selected by this stage, Hafren Dyfrdwy will not identify a retailer in the supply point request and the market operator will allocate a retailer.

1.3 Gap Sites Proposed by the Retailer (Process C3)

Upon receipt of form for "gap site supply point request and addition of service components" from the retailer, Hafren Dyfrdwy will confirm responsibility for either:

- i. Water and Sewerage
- ii. Water only
- iii. Sewerage only

If Hafren Dyfrdwy are not responsible for both water and sewerage we will confirm with the other Wholesaler (for the provision we are not supplying) that the property is a gap site.

Within 22 Business days of receiving the form identifying a gap site from the retailer, Hafren Dyfrdwy will confirm the information regarding the site in our records and visit the property to confirm the services at the supply point, survey for meter fit(s) and fit meter(s) or confirm supply point to be unmeasured.

Hafren Dyfrdwy may also permanently disconnect any illegal connections only at the premises and install a meter or confirm an unmeasured supply point at the premises.

Within five business days of the completion of our investigation of the gap site, Hafren Dyfrdwy will either:

- i. Advise the retailer that to register a gap site is invalid, as is not in our area, notifying the correct wholesaler also; or
- ii. Notify the market operator in accordance with a request to register a new supply point and maintain Supply Point Identification data where appropriate.

1.4 Missing Service Components identified by Hafren Dyfrdwy or the Retailer (Process C4)

Hafren Dyfrdwy; upon receipt or a form identifying missing service components from the retailer or upon realising that our records are incomplete, will check its records and arrange a site visit with the retailer and/or the non-household customer.

On a date and time agreed with the retailer and/or non-household customer, Hafren Dyfrdwy will visit the eligible premises and verify the service components at the property and either:

- i. Notify the retailer of our findings within 10 business days of the retailer instigating a request to identify missing service provisions; or
- ii. Notify the retailer of our findings within five business days of us visiting the site if process started by us.

Within two business days of the completion of our investigation, Hafren Dyfrdwy will notify the market operator of our findings in accordance with maintaining Supply Point Identification data.

1.5 Deregistration of a Supply Point (including as a result of an error in Registration or a change of circumstance) or removal of Service Components at the request of Hafren Dyfrdwy (Process C5)

Upon the identification of a supply point which may require the removal of service component(s) or deregistration, Hafren Dyfrdwy will carry out an investigation which may involve arranging a site visit with the retailer or non-household customer.

If a removal of service component(s) or deregistration is required Hafren Dyfrdwy will notify the retailer at least 20 business days before we advise the Market Operator.

Within 10 business days of receiving a challenge from the retailer in regards to the removal of service component(s) or a de-registration, Hafren Dyfrdwy will either:

- i. Accept the challenge and change our decision; or
- ii. Reject the challenge advising the retailer that the removal of service component(s) or deregistration shall go ahead

Within two business days of confirming with the retailer that the removal of service component(s) or deregistration will go ahead; Hafren Dyfrdwy will notify the Market Operator in accordance with maintaining Supply Point Identification data, error rectification and retrospective amendments or trade effluent process.

1.6 Application in respect of Deregistration of a Supply Point (including as a result of an incorrect or erroneous registration or a change of circumstance) or removal of Service Components at the request of the retailer (Process C6)

Within 20 business days of receiving a materially complete form to request for de-registration of a supply point or removal of service components; Hafren Dyfrdwy will carry out an investigation, which may involve a planned visit to inspect the supply point(s) and notify the retailer of our findings and if removal of a service component or deregistration is to proceed.

Within two business days of notifying the retailer if removal of service component(s) deregistration or any other update to Supply Point Identification (SPID) data is required; Hafren Dyfrdwy will notify the Market Operator in accordance with maintaining SPID data, error rectification and retrospective amendments or trade effluent process.

1.7 Retailer requested amendment to Valuation Office Agency Billing Authority reference or Unique Property Reference Number at a Supply Point (Process C7)

Within 20 business days of receiving a request for Hafren Dyfrdwy to amend third-party references; we will carry out an investigation, which may involve a planned visit to inspect the supply point(s) and notify the retailer of our findings and if an amendment is to proceed.

Within five business days of the completion of our investigation, Hafren Dyfrdwy will notify the Market Operator with the details of the amendment to the Valuation Office Agency Billing Authority or Unique Property Reference Number in accordance with maintaining Supply Point Identification data

1.8 Error Rectification and retrospective Amendments taken from Code Subsidiary Document (CSD)

1.8.1 Process Description (CSD 0105 – Section 3)

Hafren Dyfrdwy will identify and investigate errors in our asset data when either:

- i. A retailer wishes to query the accuracy/inaccuracy of our records for a data item or;
- ii. The market operator wishes to query the accuracy/inaccuracy of our records for a data item or;
- iii. Hafren Dyfrdwy may identify an error in data items or;
- iv. Hafren Dyfrdwy may need to amend a data item following a dispute

Where there is an applicable data transaction and a data correction is required, Hafren Dyfrdwy will notify the Market Operator of the data item using the data transactions as appropriate.

1.8.2 Market Operator Data Correction (CSD 0105 – Section 4)

If a data correction is required but and a data transaction is not applicable, Hafren Dyfrdwy may use the Market Operator data correction process to correct the data.

If there is no applicable data transaction to make a data correction, Hafren Dyfrdwy will request a Market Operator data correction.

Upon notification that the data correction shall be implemented, Hafren Dyfrdwy will agree (via a contract manager) to pay an additional service charge to the Market Operator.

1.8.3 Vacancy Change Application (CSD 0105 – Section 5)

If Hafren Dyfrdwy wish to query the status of a property marked as vacant, we will approach the retailer (occupancy owner) of the property to investigate the matter directly.

If the retailer does not agree that the premises is occupied or fails to change the status of the premises from vacant to occupied, Hafren Dyfrdwy may make a vacancy change application.

To do so, Hafren Dyfrdwy will undertake a site visit and gather evidence regarding the occupancy of the premises. We will submit a vacancy change application; along with evidence, within 20 business days of the site visit.

Hafren Dyfrdwy will provide (outside the Market Operator's systems) the evidence to all the relevant trading parties (including the retailer), within 2 business days of receipt of the notification that the vacancy change application remains valid.

If Hafren Dyfrdwy become aware of a change of occupancy status of the site, we will submit a vacancy change: application confirmation or cancellation. If applicable, including a flag identifying if a challenge had been raised to the vacancy change application, within 22 business days of the end of the grace period (set out in CSD0105 section 5.1.9) or within 82 business days if there has been a challenge.

1.8.4 Data Correction Transactions (CSD 0105 – Section 6)

Once Hafren Dyfrdwy has either:

- i. Determined the correct data to enact a Self-Certified Retrospective Amendment or;
- ii. Reached an agreement with the retailer in regards to an Other Trading Party Retrospective Amendment or;
- iii. Become unable to reach an agreement with the retailer in regards to an Other Trading Party Retrospective Amendment

Hafren Dyfrdwy will submit updated Supply Point Identification Data to the Market Operator within two Business days.

2 Hafren Dyfrdwy Supply Arrangements

This section refers to standards Hafren Dyfrdwy hold above the Market Codes

2.1 Occupancy Back Dating

Hafren Dyfrdwy will back date any gap site or unbilled property up to the final settlement period. This is in-line with the customer protection code and back billing of non-household customers as endorsed by OFWAT.

2.2 Service Requests

Any service requested from the Wholesale Scheme of Charges¹ 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 Hafren Dyfrdwy will be deemed authorised by the retailer, and grants authority to Hafren Dyfrdwy 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 Hafren Dyfrdwy has quoted for changes due to non-household customer/retailer activity on site; we will consider this an abortive visit, which is chargeable² and new quote from Hafren Dyfrdwy will be required.

Boundary Line

If Hafren Dyfrdwy receives a request from a retailer in relation to eligible premises which is not within our area or served by our network, Hafren Dyfrdwy will inform the retailer within five business days.

Hafren Dyfrdwy will inform the retailer why the premise is considered outside of its area / network and if possible advise the retailer which wholesaler's area or network Hafren Dyfrdwy consider is serving the premise.

Hafren Dyfrdwy's boundary map can be viewed here:

https://www.hdcymru.co.uk/content/dam/hdcymru/retailers/website/map_legend.pdf.

Any queries relating to Hafren Dyfrdwy's Boundary can be directed to the Wholesale Market Unit (WMU) at the following email address: WMU@HDCymru.co.uk or your account manager if one has been assigned.

¹ For all charges refer to Hafren Dyfrdwy Wholesale Scheme of Charges

² Please refer to Wholesale Scheme of Charges