



26 November 2020

Good Practice Guides – Retail Wholesale Group

The Retail Wholesaler Group (RWG) is a group made up of wholesalers, retailers, the non-household market operator (MOSL), Ofwat and CC Water. The group works towards improving overall customer service in the market by putting together good practice guides, which address operational issues. Copies of the RWG good practice guides can be found on the [MOSL website](#). The table below shows guidance which has been issued by the RWG to date and how SES Water's policies and procedures are aligned:

SES Water Alignment:	Fully	Partial	Not
Bilateral forms	Y		
Disconnection Non-payment		Y	
Leakage Allowance		Y	
Meter Reading		Y	
Planned Events		Y	
Unplanned Events		Y	
Data Logging			Y
Gap Site Incentive			Y
Vacant Incentive			Y

Where SES is not fully aligned to the guidance please see the below information to clarify the elements of the specific guidance that they have yet to be adopted by SES Water and how our process differs.

Bilateral forms – Full alignment

Follow agreement

Disconnection for non-payment – Partial alignment

We allow accredited entities to temporarily disconnect and reconnect the non-household customer supply due to non-payment as per our addendum. <https://seswater.co.uk/-/media/files/seswater/accredited-entities-addendum.pdf> We request that we receive notification at least 2 working days of the planned temporary disconnection by receiving the I/01 form. This is to check that there is no domestic element that could be affected to the best of our knowledge.

Disconnection for non-payment request received from the retailer for temporary disconnection and reconnection of water supply as per the Wholesale Retail codes.

To learn more about the Lloyds Accredited entity scheme please follow the link <https://www.lr.org/en-gb/utilities/wirs-wirsae/>

We will review this process.

Leakage allowance – Partial alignment

We align to the fundamentals of this good practice guide apart from the allowances as we currently do not offer leakage adjustments on commercial properties. In certain circumstances we will consider an allowance, but this is on a case by case basis subject to criteria, regular 6 monthly meter reads-monthly meter reads dependent on the frequency set up in CMOS. All CMOS data must be up to date. The allowance will be a one-off allowance and must be submitted within 6 months of the repair being completed.

We consistently assess the effectiveness of our leakage reduction activities and in doing so, will remain cognisant of current RWG best practice.

Meter reading –Partial alignment.

Photographs – We are not currently aligned with this aspect as our meter readers are not currently instructed to take photographs.
We will review this process.

Planned events – Partial alignment

Short term planned activities– We give over 22 days’ notice for any wholesaler planned works and write out to the customer to advise what week we are going and update the retailer with the information.
Planned mains work – We will carry out public consultations along with communication out to the affected properties. With regards to properties that may be indirectly affected we will send out communications regarding any road closures and diversions that may affect them.
We will review this process.

Unplanned events and Incidents - Partial alignment

We align to the fundamentals of this guide however we do not follow a 3-tier approach to events.
Notifying of retailers – This will always happen proactively inside office hours when we are aware of the issue. Outside of office hours all information will be posted on our website, social media platforms and our phone lines. We will then update retailers when we are back in the office of the SPIDS affected.
We consistently assess the effectiveness of our notification processes associated with operational incidents and in doing so, will remain cognisant of current RWG best practice.

Data logging - Not aligned

SES Water does not currently offer a data logging service.
We accept requests from the retailer and third-party logging companies directly, we will ask the third-party logging company to provide a letter of authority from NHH customer.
We allow loggers to be fitted directly by the retailer or third-party company subject to terms and conditions
If meter needs to be changed, we will need a request to come from the retailer via the relevant bilateral form.
We believe this approach is more flexible for all parties involved.

Gap site incentive scheme – Not aligned

We do not currently offer incentive payments for the identification of gap sites.
We will review our position on this.

Vacancy Incentive Scheme – Not aligned

We do not currently offer incentive payments for the identification and registration of vacant premises.
We will review our position on this.

SES Water commitment:

We are continuously working on improving our offering to retailers and we will look to revise the above over the course of the next 12 months from the publication of this update with the aim to further align with the good practice guides, we will need to assess our internal processes and further engage with our retailers and industry colleagues. We will at a minimum update the above as and when further RWG guidance is published.

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