

Anglian Water Wholesale Services

Operational Manual





Contents

- 3 Introduction
- 3 Purpose
- 4 Structure of the document
- 5 Our Region
- 6 Accessing Wholesale Services
- 6 Wholesale Account Management
- 7 Our Wholesale Charter
- 9 Charges, Payments, and Contributions
- 10 Invoicing Timetable
- 10 Settlement Reports
- 11 Wholesale Tariffs Explained
- 11 Wholesale Streamline Tariffs
- 11 Wholesale Profile Tariffs
- 11 Wholesale Interruptible Tariff
- 12 Maximum Daily Demand Explained
- 13 Loggers and smart meters
- 13 Special Agreements
- 14 Contributions and Schemes
- 15 Accessing Wholesale Services

Abbreviations

AWS	Anglian Water Services Ltd
BD	Business Days
CSD	Code Subsidiary Document
EQS	Environmental Quality Standard
IoA	Instrument of Appointment
NAV	New Appointments and Variations

Operational Services

- 16 **Part A** - Connections
- 18 **Part B** - Metering
- 23 **Part C** – Confirmation and verification of supply arrangements
- 24 **Part D** – Planned activities and affected services
- 26 **Part E** – Unplanned events and incidents
- 29 **Part F** – Monitoring, investigations, complaints and enquiries
- 30 **Part G** – Trade Effluent
- 36 **Part H** – Allowances, assessment requests and incentive applications
- 37 **Part I** – Disconnections
- 39 **Annex** – List of Statements

NHH	Non-Household
NHHC	Non-Household Customer
SPID	Supply Point Identification
WQ	Water Quality
WSC	Wholesale Service Centre



Introduction to



From April 2017, non-household customers (NHHCs) occupying Eligible Premises, will be able to choose which retailer supplies them with Water and Water Recycling Services. Anglian Water Services (AWS) will provide Wholesale Water and Water Recycling Services to retailers operating in the region covered by our Instrument of Appointment (IoA).

The Wholesale-Retail Code (“the Code”) sets out the processes that will govern the Retail Market for the supply of water and sewerage services to eligible NHHCs.

Part three of the Code sets out the Operational Terms that describe how wholesalers and retailers co-ordinate the operational activities needed for the wholesaler’s provision of water and/or water recycling services to the retailer.

The Operational Terms and other market documents are available on the MOSL website through the link below:

<https://www.mosl.co.uk/>

Purpose

AWS is committed to providing excellent customer service to the retailers operating within the region covered by its IoA, and to facilitating a successful non-household retail market. As a wholesaler we recognise the important role that we play in making this market a success.

This Wholesale Operational Manual has been written as a supplementary guide to the Code Operational Terms and Code Subsidiary Documents (CSDs). Its purpose is to provide further clarity on our Wholesale processes contained within the Operational Terms document.

The combination of the Operational Terms and this guidance will provide retailers with a clear picture of the service they can expect to receive when we provide them with wholesale services.

We will act fairly and equivalently

The guidance set out in this document will apply equally to all retailers operating in the Anglian Water wholesale region, as will the Operational Terms.

We do not believe that any of the guidance set out in this document conflicts with the Operational Terms. However, where this is not the case (e.g. as a result of an approved change to the Operational Terms) the Operational Terms will take precedence.

It should be noted that this document is not intended to provide an exhaustive list of guidance. Where retailers have queries about our approach which are not covered by the Operational Terms or this document, they should contact the WSC.

Structure of the document

This manual has been written in the form of a series of guidance, position statements and information, each relating to our operations and specific process in the Operational Terms.

Where reference is made to a 'process' in this document, this means the 'process' as defined in the Operational Terms or an Anglian Water specific process.

Where necessary, the specific part of the relevant process to which a position statement applies is referenced or quoted.

For ease of reference we have given each specific clarification contained in the document a unique identifier reference. A summary table is provided as an annex to this document.

We will review this document along with our policies at least annually and in advance of a new financial year.

We intend to take into consideration stakeholders' views but expect that there will be an on-going dialogue around

relevant areas of our policies, guidance and position statements.

Should we need to update our suite of documents to ensure alignment with market obligations or code developments we will take the necessary steps and republish the relevant documentation. For the avoidance of doubt this includes this document.



Our region

Our region stretches from the Humber north of Grimsby, to the Thames estuary and then from Buckinghamshire to Lowestoft on the east coast. We also provide Water services across the Hartlepool region in the north east.

Under the market codes we are required to publish a GIS map of our region. This is available on our website. Please note this information can also be accessed on our Retail Notification System.

We provide both Water and Wastewater (Water Recycling) services across our region. In certain areas we provide Water services only and in others, Wastewater (Water Recycling) services only. Please see our map below for further detail.

We share borders with 7 other Wholesalers:

- Northumbrian Water (Hartlepool)
- Yorkshire Water
- Severn Trent Water
- Affinity Water
- South Staffordshire Water (Cambridge)
- Thames Water
- Essex and Suffolk Water

Please note that we also operate in a small number of areas under the New Appointments and Variations (NAV) regime.

These are:

- Finningley, Doncaster (Water Recycling)
- Buxted Chickens (Water)
- Wynard, Hartlepool (Water)
- Woods Meadow, Oulton, Lowestoft (Water)
- Northstowe, Cambridge (Water)

In addition, a number of NAVs also operate within the boundary of our region. These are:

Independent Water Networks Limited - <https://www.iwnl.co.uk/>

- Prior's Hall, Corby, NN17 5EB
- Longcroft Road, Little Stanion, Corby, NN18 8FZ
- Great Billing Way, Northampton, NN3 5BJ
- Brooklands, Milton Keynes, MK10 7EQ

SSEW - <https://sse.co.uk/home>

- Farndon Road, Market Harborough, LE16 9NP
- Norwich Common, Wymondham, NR18 OSG

Icosa Water - <http://www.icosawater.co.uk/>

- West Raynham, Norfolk, NR21 7JN

Please note that above should not be considered an exhaustive list. Up to date information may be obtained from Ofwat's register of NAVs. For more information please visit <http://www.ofwat.gov.uk/>



Accessing Wholesale Services

Our Wholesale Service Centre (WSC) is a dedicated market services team within our Wholesale Services Business Unit.

The Service Centre aims to provide a top class wholesale service to retailers wishing to serve contestable end-user customers under Ofwat's existing competition mechanisms.

The team provides a single point of access for all retailers within the Anglian Water and Hartlepool Water regions.

If you are a NAV or a Water Supply and Sewerage Licensee with a question or want to discuss opportunities in our areas further, please feel free to contact us on the details below.

We are happy to help.

Our service offering includes:

- New Appointments and Variations enquiries
- Service requests such as logger and meter enquiries
- Wholesale billing and tariff queries
- Account Management for New Appointments and
- Variations and Water Supply and Sewerage Licensees
- Service to Self-Supply Customers

Wholesale account management

Account Management services are available to all retailers.

Your Wholesale Technical Account Manager will be able to provide support on services, training and more advice on complex or technical areas.

We offer weekly conference calls, monthly meetings including remotely through Skype, quarterly/six monthly account meetings.

Wherever possible we remain happy to tailor services to meet retailers' individual requirements.

Contact us

The Wholesale Service Centre is open **Monday to Friday** (excluding public holidays) from **08:00 – 18:00**.

You can contact the WSC in a number of ways.



Phone:
0345 0265 463



email:
wsc@anglianwater.co.uk



By Live Chat Messenger:
Accessed through the WSC Retail Portal



To report an operational issue or emergency, please contact our Operational Contact Centre directly on **03457 145 145** (24hrs)



Post:
Anglian Water Services
Wholesale Service Centre
Thorpewood House
Peterborough
PE3 6WT

Our wholesale charter

Our vision:

“ To be the leading provider of wholesale services across the UK water industry. ”

We will achieve this by providing our wholesale customers with a service which is easy to access, efficient to use and fair to all. We will continually measure the excellence of our service against robust industry standards.

Supporting our wholesale customers and working with them will help to ensure that they can provide customer choice and a continued high service standard to end user customers.

This commitment means we will continue to play our part in supporting a strong economic environment in our region.

Our service promise

As a wholesale service provider we promise:

- To provide a fair and equivalent service across all our wholesale customers.
- To publish a wholesale compliance code which we will adhere to at all times.
- To handle all shared information in confidence and keep all interactions with our customers confidential.
- To publish clear and consistent wholesale charges which are in line with our legal requirements.
- To provide a dedicated point of contact through our WSC, providing easy access to our wholesale services.
- To provide clear and efficient services that enable our wholesale customers to provide a high standard of services to end-user customers.

By consistently delivering on our service promises, we will build strong and reliable relationships with our wholesale customers which will also benefit the end user customers in our region.

Making sure we succeed

We have set out service standards which we will measure ourselves against.

These standards will be regularly reviewed to make sure that they continue to be fit for purpose, in line with market requirements and meet our contractual commitments.

Continuous improvement

As we monitor and measure ourselves against our service standards and customer feedback, we will regularly revise and update these standards.

Doing this means we will continuously improve the service we provide to our wholesale customers.

At all times we will be clear and transparent and each time we amend our service standards we will make this available.

To find out more about any changes we have made or are planning to make with our services please visit the Continuous Improvement section of our website here:

<https://wholesale.anglianwater.co.uk/performance/continuous-improvement/>

Contact us

Our door is always open for our customers and we are more than happy to facilitate, meet and discuss any of your requirements.

If you have any queries or concerns please do not hesitate to contact us:



Phone:

0345 0265 463



email:

wsc@anglianwater.co.uk



By Live Chat Messenger:

Accessed through the WSC Retail Portal

Website:

wholesale.anglianwater.co.uk



Post:

Anglian Water Services
Wholesale Service Centre
Thorpewood House
Peterborough
PE3 6WT

Compliance

We are required to have a Compliance Code governing our dealings with Licensed Water and Sewerage Suppliers (WSSL), under condition R of our Instrument of Appointment.

The code must comply with guidance published by Ofwat.

Companies are responsible for complying with the Competition Act.

We have to ensure that there is a level playing field in the new non-household market and that all competitors are dealt with in an equivalent way.

Many of the issues addressed in the guidance are common under competition law to our dealings with NAVs.

Anglian Water applies the same principles to dealings with competitors and ensures that they are handled in a manner that avoids any risk (or perception) of anti-competitive behaviour. Our Compliance Code can be found in full on our Wholesale website here.

In addition, we recognise the importance of being open and transparent in our dealings with all trading parties.

To this end, we intend to monitor performance levels across retailers to ensure that an equivalent service is provided to all retailers. We intend to publish performance levels on a monthly basis.

Operating in our area

In order to trade in our region you will first need to obtain a Water Supply and/or Sewerage Licence.

You will need to discuss this with Ofwat. You will also need to become a member of Market Operator Services Limited (MOSL).

You will need to approach MOSL to obtain the relevant membership. Finally you will require a Wholesale Contract with us if you wish to operate in our region.

The most up to date Wholesale – Retail Contract may be downloaded from the MOSL website.

<https://www.mosl.co.uk/>

We recommend approaching us in advance to discuss the Wholesale Contract process and your requirements.

You can obtain a copy of our Schedule 3 information on application. Please enquire by sending an email to wsc@anglianwater.co.uk and include FAO Account Manager – Wholesale Contract Information in the subject line. Once we receive your request for a contract we aim to send you a signed Wholesale Contract within two business days.

Once we receive your signed, fully completed, Wholesale Contract we will enable your access in CMOS, allowing you to commence operating in our area.

This will be completed within two business days. If you require access sooner, please let us know and we will make necessary arrangements.

Should you have any queries, please don't hesitate to get in contact with one of our Wholesale Technical Account Managers.

Charges, payments and contributions

Our Wholesale Charges scheme contains all relevant tariff information.

For the avoidance of doubt the Wholesale Charges Scheme is our Wholesale Tariff Document.

This document should be read in conjunction with our scheme.

Where there is any doubt our Wholesale Charges Scheme will always take precedent.

Our scheme is produced annually in line with our obligations as set out by Ofwat and then subsequently under the market codes. The document will be published on our wholesale website. Please follow the link:

<https://wholesale.anglianwater.co.uk/charges-and-billing/current-charges/>

We offer a Gap Site Incentive Scheme for Retailers that identify gaps within the Non-household market, for full details of the scheme please visit the Wholesale website at: <https://wholesale.anglianwater.co.uk/> and click on the link to Retailer Resources.

Invoicing timetable

As your wholesaler, we intend to provide information to retailers that will help you if you choose to operate in our area.

An important part of our relationship with our retailers will be the invoices we raise for primary and non-primary charges. We will issue invoices for primary charges, which cover the supply of water and water recycling services, following receipt of the settlement reports as and when they are provided to us by the Market Operator.

We will issue invoices for non-primary charges where we have provided retailers with any of the services listed in our Wholesale Charges Scheme.

Details of our Wholesale Water Supply and Water Recycling tariffs and our non-primary services and charges can be found in our Wholesale Charges Scheme.

To help retailers understand when our invoices will be issued we have produced the timetable below which contains the dates for both primary and non-primary invoices.

For the primary charges we have selected our dates to follow the Market Operator (MOSL) published settlement timetable for the year commencing April 2017.

For each future year we will update and publish our timetable once the Market Operator has published the settlement timetable.

It is important that retailers ensure that they pay invoices relating to primary and nonprimary charges within the timescales set out by MOSL, therefore our timetable will help retailers understand when they can expect to receive an invoice from us.

<https://wholesale.anglianwater.co.uk/siteassets/charges-2020-21/invoice-timetable-2020-21.pdf>

Settlement report

PASIT01 | Inaccurate Settlement Reports

In normal circumstances it is expected CMOS settlement reports will adequately calculate the charges due between wholesale and retail.

Where there is a clear and material anomaly which is likely to adversely affect a party, Anglian Water will take the following steps:

Contact the affected party to agree that an anomaly has occurred

Investigate the reason for the anomaly and agree corrective action

Where parties agree submit a request for an unplanned corrective settlement report to the Market Operator

Where the Market Operator rejects the request for an unplanned corrective settlement report, or cannot produce the report in time to submit the invoice by the due date, we will work with the affected party and seek to agree a solution where possible.

Wholesale tariffs explained

This section should be read in conjunction with our Wholesale Charges Scheme (Wholesale Tariff Document) and provides supporting guidance on our Wholesale Tariff structure.

Anglian Water operates a number of wholesale tariffs based on a supply point's service components and annual consumption.

Wholesale Streamline Tariffs

The Anglian area Streamline tariffs are for supply points using between 0 and 9,999m³ of water per annum. They are two part tariffs consisting of a fixed charge and volumetric charge. There are three Streamline tariffs, Streamline Green, Streamline Orange and Streamline Blue.

The best tariff for you will depend on the amount of water used and the amount of used water and/or trade effluent that you return to the sewerage system.

Additionally, the Streamline Tariff that applies to the water supply will also apply to the sewerage services unless a specific alternative has been requested and agreed.

You can request a tariff change by submitting the relevant form in your retailer portal.

Further information on both our Anglian and Hartlepool Streamline tariffs is available in our Wholesale Charges Scheme under the Streamline Tariffs section.

Wholesale Profile Tariffs

The Anglian area Profile tariffs are for supply points using more than 10,000m³ of water per annum.

They are three part tariffs consisting of a fixed charge, volumetric charge and a maximum daily demand charge (MDD).

The Profile Potable tariffs are:

Profile - 10,000 to 24,999m³ of water per annum

Profile Plus - more than 24,999m³ of water per annum

Other Profile tariffs:

Profile Interruptible - For premises that meet the qualifying criteria including storage facilities to accommodate not less than six hours water consumption at their average rate of demand.

Further information can be found under the Profile section of our Charges Scheme

Profile Industrial Non-Potable - The tariff is only available to customers with a non-potable water consumption in excess of 2,000,000m³ a year

The Profile Potable tariff in our Hartlepool region is:

Profile - over 49,999m³ of water per annum.

You can request a tariff change by submitting the relevant form in your Retailer Portal. Further information on both our Anglian and Hartlepool Profile tariffs is available in our Wholesale Charges Scheme under the Profile Tariffs section.

Please note our Streamline Blue Sewerage Charges will apply to all of our Profile tariffs, unless you choose an alternative sewerage tariff.

Wholesale Interruptible Tariff

If your end-user customers have storage facilities to accommodate not less than six hours' water consumption at their average rate of demand, you may be able to apply for the Wholesale Profile - Interruptible tariff.

Under this tariff your end-user customers could be subject to supply interruptions up to once a day, every day for a specified period.

Please note the end-user customer will be required to allow Anglian Water to enter the Premises for the purpose of verifying that a supply interruption notice has been or is being observed and to install and maintain telemetry or other apparatus on the supply pipe or any other supply pipe for verification purposes.

We will also undertake random inspections of an end-user customer's premise to verify that storage is available.

Alternatively, we will ask retailers to confirm storage is in place to meet the criteria.

In addition, we may also require end-users and retailers to share plans for the management of interruptions and participate in testing exercises.

Maximum daily demand explained

The Maximum Daily Demand (MDD) charge is based on the maximum daily volume of water that your end-user customer is likely to use. The charge is fixed for the year, subject to an agreement that the end-user customer will not take any water above this level without prior written consent from Anglian Water Wholesale. The WSC will monitor MDD levels and will identify exceedances.

An exceedance is a day in which the daily peak demand is greater than 1m³ of the current agreed Maximum Daily Demand.

The WSC will seek to increase exceedances which meet the following criteria:

- Supply points on the Profile Tariff which exceed greater than 1m³ of the current MDD

Or

- Supply points on the Profile Plus, Profile Interruptible and the Profile Industrial Non-Potable Tariffs which exceed greater than 5m³ of the current MDD

If your end-user customer exceeds this volume in any 24-hour period, the Maximum Daily Demand charge will be adjusted accordingly and the new charge shall apply for the following 12 months. It is important that we agree an accurate Maximum Daily Demand figure, as going over this level will mean a rise in charges, with no guarantee we will be able to maintain the required level of supply. For any site using 25,000m³ or more per annum, where there is an exceedance a capacity assessment will need to be completed by our Asset Planning team. If network reinforcements are required or the site benefits from a strategic scheme, Asset Planning will provide details of any costs. Your Wholesale Technical Account Manager will discuss this with you and explain the next steps. **The MDD charge is applied pro rata and calculated as:**

$[(\text{MDD m}^3 \times \text{MDD charge per m}^3) / 365 \text{ days or } 366 \text{ in leap year}] \times \text{Number of days in bill period.}$

With evidence, a Retailer can request to lower a site MDD once in a 12 month period. Where no evidence is available but the customer has taken steps on their premises to sustainably

reduce demand, a request along with supporting documentation of measures may be submitted to the WSC for consideration. Where the WSC is satisfied that adequate provision has been made which will reduce the maximum daily demand at a premise, the retailer may opt to enter into a back billing arrangement in lieu of 12 months of evidence.

An example of a back charging agreement:

An eligible premise is looking to reduce its MDD value from 100 to 50 because it has installed a number of storage tanks on site. On this basis, the WSC accepts the reduction and the new MDD value of 50 is applied subject to a back-charge agreement between Anglian Water and the retailer registered to the supply point. Two months later the premise exceeds its MDD and hits a peak demand of 80. In this scenario, the WSC will backcharge the retailer at the value of 80 to the date at which MDD was lowered to 50. The premise will then continue to be billed on an MDD Value of 80.

Should the supply point switch retailer during a live back-billing period the back-charge will be applied proportionately across all responsible retailers to a maximum period of 8 months.

If you are looking to switch a customer, up to date MDD back-charging agreements can be obtained from the WSC website or identified through the market data set under data item D5001.

Our MDD policy can be found here:

<https://wholesale.anglianwater.co.uk/siteassets/resources/mdd-exceedance-policy.pdf>

Loggers and smart meters

Currently AWS installs logging equipment for both the management of wholesale related tariffs that attract a MDD charge and also where there is a network requirement in relation to network monitoring, optimisation and leakage management.

Under the Wholesale-Retail code part 2 of the Business Terms the Wholesaler is required to provide data whenever it is available. AWS will share the data on a fixed CSV format via an FTP server or a web based portal with the registered retailer.

This can be provided on application to the WSC.

3rd party logger installation

AWS permits retailers to install their own 3rd party equipment (Data Loggers) to wholesale meters, AWS also enables end-user customers to install their own loggers onto Anglian Water meters to allow them to manage and monitor their water usage.

This service is subject to an administration fee (per meter), the applicant will also be responsible for any costs incurred by AWS for the installation of a third-party logger such as enlarging the meter chamber or installing a splitter cable.

Please note that no equipment may be installed on an Anglian Water asset without written approval.

Upon application, a quote for any enabling works shall be provided by AWS and will need to be approved/agreed by the applicant before the works are commissioned. All of the associated charges are covered in our Wholesale Charges Scheme.

If there is an existing AWS logger installed for the purposes of charging or leakage, this will always take precedence in terms of installation over a retailer's equipment, and will be the basis on which, where relevant, the MDD is measured.

However, providing it is feasible for a splitter cable to be installed (at the customers cost) the request will be granted.

Please refer to our 3rd Party Logger Applications for guidelines and Terms & Conditions in relation to consumer's own equipment and our Wholesale logger policy which can be found within the Wholesale Policy section here:

<https://wholesale.anglianwater.co.uk/resources/policies/>

Removal of logger installations

In the event that the retailers' own logging equipment is fitted to an Anglian Water asset, we will reserve the right to remove the equipment to enable the installation of our own wholesale charging or leakage logger.

Any logging equipment that is discovered and has been installed without the prior approval from AWS will be removed.

Where possible we will attempt to contact the owner of the equipment prior to its removal to arrange collection.

At any point that AWS determine that a site no longer meets the criteria for charging on a Profile tariff, it reserves the right to remove the Data logger and give 20 business days notice in line with process H4 of the Operational Terms.

For extensive information please see our Logger Installation Policy including the Provision of Data for Non-Household Customers which is available on our wholesale website <https://wholesale.anglianwater.co.uk/siteassets/resources/wholesale-logger.pdf>

Special Agreements

Special Agreement information is available in our Wholesale Charges Scheme.

The agreements are:

Humberstone Special Industrial Scheme: Agreement based on the North Lincolnshire Water Act 1969, and supplemental deeds signed in 1980 and 1987.

Reverse Osmosis (RO): Agreements signed in 2005 and 2012.

Contributions and Schemes

Anglian Water Wholesale operates a number of schemes which will result in a contribution from us to the relevant party. Full information and payment values can be found in our Wholesale Charges Scheme.

Contributions

Anglian Water operates a contribution scheme in relation to unmeasured or assessed premises which have previously been deemed impractical to meter by us.

Please note where reviewing the application for such a contribution we may also take steps to update the relevant service component information.

Gap sites

Anglian Water has an incentive scheme for Retailers to report Gap Sites, defined as an Eligible Premises which is in receipt of Water Services but where no Supply Points or insufficient Supply Points are Registered in the Supply Point Register. We recognise the importance of effective management of gap sites and have fully opted into the Good Practice guidance for Gap Sites issued by MOSL.

Please note that no payment will be made where Anglian Water is already aware of the gap or where the premises is already captured in our household dataset.

For full details of the scheme please visit the Wholesale website at: <https://wholesale.anglianwater.co.uk/> and click on the link to Retailer Resources where you will find the details of our scheme.

Accredited Entity Schemes (AE)

We believe in supporting competitive markets and recognise that there is a competitive market for metering and other related services. As a result, Anglian Water operates an Accredited Entity Scheme which is administered through Lloyds Register.

The full extent of our scheme and the relevant information can be found in our Accredited Entity Scheme information pack.

Our scheme is structured to allow retailers to undertake the following activities once the AE has met the accreditation requirements of the scheme:

B2: Installation of a meter performed by an Accredited Entity

B4: Meter accuracy test performed by an Accredited Entity

B6: Repair or replacement of a faulty meter performed by an Accredited Entity

B8: Retailer requested change to size or location of meter performed by an Accredited Entity

B9: Retailer requested change of meter performed by an Accredited Entity (other than a replacement following a fault or a change to the size or location of the meter)

I2: Disconnection requested by the Retailer and performed by an Accredited Entity in relation to Non-Household Customer non-payment (Temporary only)

I6: Disconnection requested by the Non-Household Customer and performed by an Accredited Entity (Temporary only)

I9: Reconnection requested by the Retailer and performed by an Accredited Entity (following temporary disconnection only)

I12: Reconnection performed by an Accredited Entity following a Disconnection requested by the Non-Household Customer (following temporary disconnection only).

Please note not all activities listed above attract a contribution from us. Please see our Wholesale Charges Scheme for further information.

Accessing Wholesale Services

Overview

Part 3 of the Operational terms set out the bilateral arrangements between wholesale and retail parties in order to provide services to the market and to end-user customers.

Anglian Water Wholesale recognises the important role it has in ensuring end-user customers continue to receive a great service in our region.

We are clear that a pragmatic approach is required in delivering wholesale services and we aim to be a good place for retailers to do business.

In order to support retailers operating in our area we have developed a number of systems.

Retail portal

The Retail Portal is a secure online area where retailers can access the wholesale services in the Anglian Water and Hartlepool regions.

Using the portal, retailers can submit forms quickly and efficiently, review and accept non-standard charges, communicate directly with a WSC Team, review previous cases, read Knowledge Articles and access Site Specific Arrangements.

Access to the portal will be provided once a wholesale-retail contract has been signed between Anglian Water Wholesale and the retailer.

All contacts will be set up within three business days of the request from the retailer.

All retail contact portal activity will be monitored. Where a contact does not log into the portal within a three-month period their contact account will be deactivated.

Anglian Water reserves the right to limit the number of retail contacts any retailer can have if it detrimentally affects the usage of the portal for other retailers and the services Anglian Water can offer.

Retailers may request additional dedicated licences should they wish greater than standard access. These additional licences are provided at a standard cost from our system provider.

More information is available in our bilateral policy which can be found on our website. Alternatively, please contact us for further information.

Retail Notification Service

The Retail Notification Service (RNS) is an online system which provides information on operational work covered in Part D & E of the Operational Terms.

This service provides notification of both long and short term planned work along with unplanned information, identification of sensitive premises and those with site specific arrangements.

Information is customised for each individual retailer to a SPID level.

The system updates on a fifteen minute basis for operational work related information.

Please note that it may take 24 hours for any switched premises to update to the incoming retailer.

In addition to the above, retailers will also be able to comment on our planned work, follow particular SPIDS and incidents and get updates on progress of operational work.

Access to RNS will be provided once a wholesaleretail contract has been signed between Anglian Water Wholesale and the retailer. All contacts will be set up within three business days of the request from the retailer.

Separate training material on both systems is available on our website. Please contact us for further support.

Operational Services

part A - Connections

Reference	Description
PSA601	Date of new connection
PSA602	Notification to select a retailer
PSA603	Temporary building supplies

Part A of the Operational Terms, from A1 to A5, have been suspended until October 2018. As a result we continue to operate new connections outside of market processes. NHHCs may continue to request information on growth, new connections and infrastructure directly from the Wholesaler. Further information can be found on our Developer Services section of our website.

<http://www.anglianwater.co.uk/developers>

Retailers wishing to access capacity related services on behalf of their end-user who may wish to expand or develop their eligible premises can be accessed through our Pre-Planning team. The Pre-Planning team offer a service which provides information on capacity, infrastructure and connections. Their services can be accessed through the Pre-Planning team's online portal. Access can be arranged by contacting on 0345 0265 458. Details of charges can be found in our Wholesale Charges Scheme.

Where additional infrastructure is required, the party requiring the capacity will be required to pay for such reinforcement. Once a decision is made the relevant infrastructure can be progressed through your Wholesale Technical Account Manager. For the avoidance of doubt, eligible premises which exceed agreed levels of demand may also be required to contribute to strategic growth schemes and off-site reinforcement. Where this is the case your Wholesale Technical Account Manager will advise you of this.

PSA601 – Date of the new connection

Process A6 makes the following reference to the “date of the new connection” in the step 1:

“At least eight (8) Business Days before the expected date of the new connection, the retailer shall submit Form A/05 to the Wholesaler indicating that the retailer should be Registered with the Market Operator in respect of the New Supply Point, in accordance with the Market Terms.”

We consider the date of the new connection will be when the water meter has been connected to the network and we are able to measure consumption. This will also apply to drainage connections, the assumption being that no sewerage can be produced or measured until the connection is made for water. In the event that a trickle plug is fitted ahead of the meter, the connection will still be considered to have been made when the meter is installed.

PSA602 – Notification to select a retailer

Process A6 sets out the following: “If the Wholesaler has chosen to exercise its right to exit pursuant to the Exit Regulations and:

is aware that a new connection to a new Eligible Premises is being made to its Network; but it has not been informed of which Retailer is to be Registered to that Supply Point, it shall write to the Non-Household Customer (including, prior to 1 October 2018, for this purpose only applying that aspect of the Suspended Provisions) and the Retailer shall follow this Process A6 if it is subsequently selected by the Non-Household Customer.”

Anglian Water will write to such NHHCs in a number of formats to request that they select a retailer:

Our Water and Drainage connection application forms include a tick box question to state whether a property will be NHH and whether it is a temporary building supply. Beneath this question, the form states in either of these cases the customer will need to select a retailer.

The Water Counter Notice, which is sent after receipt of an application, will include text advising the NHHC to select a retailer.

The Water “Invitation to Pay” letter, which is sent out following the calculation of charges for the connection, will include text advising the NHHC to select a retailer.

An acknowledgement letter that will be sent out to confirm receipt of their application will include text advising the NHHC to select a retailer.

Where a NHHC does not select a retailer, the supply point will be allocated one by the market from retailers that are opted in. No gap site contribution will be payable.

PSA603 – Temporary building supplies

Process A6 sets out how retailers apply to be registered to newly connected supply point. Part AA also states that: The Wholesaler and Retailer shall also apply Process A6 in respect of a new connection for Building Water in the same way as for any other connection.

This will include Building Water for the construction of premises which will ultimately become either Eligible Premises or other premises, including Household Premises, or a combination of both.

In any event, any New Supply Point having Building Water will be Registered in accordance with the Market Terms.

In accordance with the statement above, we will place all supplies used for building water purposes into the market, until the point at which it supplies a household premise.

This is regardless of the size of development, or whether the supply may later serve household premises.

Further to this, we will individually meter all temporary building supplies, and therefore provide a SPID for each supply. We do not permit standpipes in a wash out, or fire hydrant, to be used for building water purposes.

Operational Services

part B - Metering

Reference	Description
PSB001	Review of meter types
PSB002	Standard & non-standard work
PSB101	Contacting a customer to make an appointment for work
PSB701	Preferred meter location
PSB801	Wholesaler contribution for a change to a meter size or location

PSB001 – Review of meter types

Process B7 allows for a wholesaler to stipulate the make and model of water meters installed at NHH properties. Our position on the types of meters we will install and for reviewing suitability of meter types is as follows:

- All new meters installed will generate an inductive pulse, which allows for the installation of any third-party logger or remote read hardware.
- We will engage with retailers and seek feedback on the range and sizes of meters we install. We will seek feedback on a quarterly basis but will also welcome it at other times.
- We will incorporate any received feedback into future meter procurement plans with a view to improving our meter portfolio.
- A full range of technical specifications is available for retailers on the Retailer Portal.
- Our meter portfolio will include radio meters.

Our meter menu

 			
Anglian Water Services NHH Meter Menu 2021-2022			
AWS Code	Manufacturers' Codes	Unit Description	Material Description
Elster Meters			
Visual Read Manifold Meters			
32891	LUM-288P	Manifold Meter 15mm (Polymer)	V210P 15mm
10869	LUQTC5003	Brass Manifold Meter 20mm	V210 20mm - Brass bodied
10870	LUQTD5203	Brass Manifold Meter 25mm	V210 25mm - Brass bodied
Visual Read External In Line Meters			
59302	LUPPA (TBC)	External In Line meter 40mm (H4000)	Helix 4000 - 40mm - Length 300mm
10840	LUPPB4548	External In Line meter 50mm (H4000)	Helix 4000 - 50mm - Length 300mm
59303	LUPPC (TBC)	External In Line meter 65mm (H4000)	Helix 4000 - 65mm - Cast Body In-Line Meter
10841	LUPPD4548	External In Line meter 80mm (H4000)	Helix 4000 - 80mm -Length 350mm
10842	LUPPE4548	External In Line meter 100mm (H4000)	Helix 4000 - 100mm - Length 350mm
59305	LUPPF (TBC)	External In Line meter 125mm (H4000)	Helix 4000 - 125mm - Length 250mm
10843	LUPPG4548	External In Line meter 150mm (H4000)	Helix 4000 - 150mm - Length 500mm
10829	LUPPH4600	External In Line meter 200mm (H4000)	Helix 4000 - 200mm - Length 520mm
26994	LUPPJ4690	External In Line meter 250mm (H4000)	Helix 4000 - 250mm- Cast Body In-Line Meter
10862	LUSTM (TBC)	Brass External In Line meter 40mm (V200)	V200 - 40mm - Brass Body In-Line Meter
48666	LURPA4577	External In Line meter 40mm (H5000)	H5000 - 40mm- Cast Body In-Line Meter
48668	LURPB (TBC)	External In Line meter 50mm (H5000)	H5000 - 50mm- Cast Body In-Line Meter
59306	LURPC (TBC)	External In Line meter 65mm (H5000)	H5000 - 65mm- Cast Body In-Line Meter
48669	LURPD (TBC)	External In Line meter 80mm (H5000)	H5000 - 80mm- Cast Body In-Line Meter
48670	LURPE (TBC)	External In Line meter 100mm (H5000)	H5000 - 100mm- Cast Body In-Line Meter
59307	LURPF (TBC)	External In Line meter 125mm (H5000)	H5000 - 125mm- Cast Body In-Line Meter
48671	LURPG (TBC)	External In Line meter 150mm (H5000)	H5000 - 150mm- Cast Body In-Line Meter
Smart Meters			
38102	LUSHB5244WE	Smart Internal In Line meter 15mm (Polymer)	V200H - 15mm - Hybrid - Polymer Body In-Line Meter
38881	LUSHC5041WE	Smart Internal In Line meter 20mm (Brass)	V200H - 20mm - Hybrid - Brass Body In-Line Meter
48662	LUSHD5044WE	Smart Internal In Line meter 25mm (Brass)	V200H - 25mm - Hybrid - Brass Body In-Line Meter
48665	LUSHG5044	Smart Internal In Line meter 40mm (Brass)	V200H - 40mm - Hybrid - Brass Body In-Line Meter
37382	LUQHB5043WE	Smart Manifold meter 15mm (Polymer)	V210H - 15mm - Hybrid - Polymer Body Manifold Meter
48661	LUQHB5139WE	Smart Manifold meter 20mm	V210H - 20mm - Hybrid - Brass Body Manifold Meter
48663	LUQHD5239WE	Smart Manifold meter 25mm	V210H - 25mm - Hybrid - Brass Body Manifold Meter
59308	TBC	Smart External In Line meter 40mm (H4000)	H4000 - 40mm - 1 Way Radio + PR7
59309	TBC	Smart External In Line meter 50mm (H4000)	H4000 - 50mm - 1 Way Radio + PR7
59310	TBC	Smart External In Line meter 40mm (H5000)	H5000 - 40mm - 1 Way Radio
59312	TBC	Smart External In Line meter 50mm (H5000)	H5000 - 50mm - 1 Way Radio
Accessories			
59313	TBC	1 way radio+splitter+PR7 (H4000)	1 Way Radio + Splitter Box + PR7 suitable for H4000
59314	TBC	1 way radio+splitter (H5000)	1 Way Radio + Splitter Box suitable for H5000
10849	LUPPA7808	Mechanism H4000 40mm	H4000 Mechanism only 40mm
10851	LUPPB7808	Mechanism H4000 50mm	H4000 Mechanism only 50mm
10853	LUPPD780	Mechanism H4000 80mm	H4000 Mechanism only 80mm
10855	LUPPE7808	Mechanism H4000 100mm	H4000 Mechanism only 100mm
10857	LUPPG7808	Mechanism H4000 150mm	H4000 Mechanism only 150mm
59315	LURPA7840	Mechanism H5000 40mm	H5000 Mechanism only 40mm
59316	LURPB78 (TBC)	Mechanism H5000 50mm	H5000 Mechanism only 50mm
59317	LURPD78 (TBC)	Mechanism H5000 80mm	H5000 Mechanism only 80mm
59318	LURPE78 (TBC)	Mechanism H5000 100mm	H5000 Mechanism only 100mm
10881	LUKML1274	3/4" Standpipe Meter Assembly 20mm	3/4" Standpipe Meter Assembly 20mm
10880	LUKML1273	1.2/2" Standpipe Meter Assembly 40mm	1.2/2" Standpipe Meter Assembly 40mm
32172	LUK-077	PR6 Inductive Pulse unit-2m cable (V210/V200)	PR6 Inductive Pulse unit - 2 meter cable (for V210/V200)
32174	LUK-082	PR7 (10:10) Inductive Pulse unit 5m cable (H4000)	PR7 (10:10) Inductive Pulse unit - 5 meter cable (for H4000)
38439	LUK-097	PR7 (1:10) Inductive Pulse unit 5m cable (H4000)	PR7 (1:10) Inductive Pulse unit - 5 meter cable (for H4000)
27010	LU5000M4072	H4000 LRP with 5m cable	H4000 LRP with 5 meter cable
27007	LUJTA6002	V100 (PSM-T) Pulse unit wth 5m cable	V100 (PSM-T) Pulse unit wth - 5 meter cable
48165	LUQTA0167	V210P/V210 Universal Installation Tool (Qn1.0-Qn2.5)	V210P/V210 Universal Installation Tool - (Qn1.0 - Qn2.5)
31038	LUCAQ0047	V210-Qn3.5 Installation Tool	V210- Qn3.5 Installation Tool
Sensus Meters			
Smart Meters			
78234	N/A	N/A	20mm MASP Manifold Meter
78235	N/A	N/A	25mm MASP Manifold Meter
62596	N/A	N/A	15mm Sensus (640) smart meter In-line
62597	N/A	N/A	20mm Sensus (640) smart meter In-line
62598	N/A	N/A	25mm iPERL smart meter In-line
62599	N/A	N/A	30mm iPERL smart meter In-line
62600	N/A	N/A	40mm iPERL smart meter In-line
62601	N/A	N/A	50mm Meistream bulk smart meter In-line
62602	N/A	N/A	80mm Meistream bulk smart meter In-line
62603	N/A	N/A	200mm Meistream bulk smart meter In-line
	N/A	N/A	
Accessories			
78231	N/A	Smartpoint Hooks	N/A
78232	N/A	Smartpoint Brackets	N/A
78233	N/A	SHORT Smartpoint LCE HP FRN radio	N/A
62604	N/A	15mm Sensus (640) smart meter Manifold	N/A
62605	N/A	Smartpoint LCE High Power FRN radio	N/A
62606	N/A	Sensus PulseRF Low Power Radio device	N/A

Figure 3 Anglian Water Meter Menu.

*Please note that the AWS SAP Code is our Wholesale Meter Menu Reference

Further information is available on our range of meters is available directly from the manufacturer's website.

• **Manifold Meters**

<https://www.elstermetering.com/en/product-detail/1038/en/V200V210?fid=B0BE94CC8FFC46E0985D68A09733E46F#sbox0>

• **Smart Meters Inline & Manifold**

https://www.elstermetering.com/en/product-detail/1039/en/V200V210_hybrid?fid=B0BE94CC8FFC46E0985D68A09733E46F#sbox0

• **Helix 5000 Range**

<https://www.elstermetering.com/en/product-detail/470/en/H5000?fid=B0BE94CC8FFC46E0985D68A09733E46F#sbox0>

We also have a number of electro magnetic meters in situ. Please contact us for more information.

PSB002 – Standard & non-standard work

The codes make reference to 'standard' and 'nonstandard' metering work.

We define 'standard' work as any undertaken where a specific standard charge will be made. These charges are set out in our Wholesale Charges Scheme.

In addition, there are also 'standard' and 'nonstandard' contribution payments that the wholesaler will make to the retailer where an Accredited Entity has been used to undertake work on the retailer's behalf.

The criteria for determining if a work request is deemed as 'standard' or 'non-standard' is the same for both of these. The table opposite sets out these criteria.

PSB101 – Contacting a customer to make an appointment for work

The market codes allow for a retailer to request a wholesaler to undertake a number of metering and disconnection activities in order to resolve a NHH customer or retailer issue.

All such requests will be communicated to the wholesaler via a standard form.

In order to deliver a high quality service to retailers and their end-user customers, all applications submitted must contain contact details we can use to arrange an on-site appointment to complete the requested work. These contact details can be either

- the customer's, where the retailer has consented to us contacting the customer directly,
- or
- the retailer's where they have not consented to us contacting the customer directly.

In this case the retailer must provide contact details for someone in their organisation with whom we can arrange an on-site appointment.

On receipt of the form, we will contact the nominated person to make an appointment for the work. We will make a maximum of nine attempts to make an appointment. These attempts will be split over three days, with one attempt being made in morning, afternoon and evening of each

Wholesale Standard & Non-Standard WorkMatrix

Process	Process Name	Boundary Box – No Dig	Internal Meter Dig - Footpath	Dig - Footpath	Dig - Unmade	Dig - Carriage-way	Other Chamber – No Dig	Other
B1/B2	B2 Meter Install	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
B3/B4	Meter Accuracy	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
B5/B6	Meter Replacement	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
B7/B8	Meter Relocate	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
B7/B8	Change of Meter Size	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
B7/B9	Change of Meter Type	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
I1/I2	Disconnection for Non-Payment	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
I5/I6	Permanent Disconnection	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
I7	Gaining Entry to Customer Premises	Standard	Standard	Standard	Standard	Standard	Standard	Non-Standard
I8/I9	Reconnection – Non-Payment	Standard	Standard	Standard	Standard	Non-Standard	Standard	Non-Standard
I11/I12	Reconnection – Customer Request	Non-Standard	Non-Standard	Non-Standard	Non-Standard	Non-Standard	Non-Standard	Non-Standard

Figure 4 Standard/Non-Standard Matrix

Quotes for 'non-standard' work types will be provided on request.

day. If no contact is made, voicemail messages will be left wherever possible. If, after nine attempts the nominated contact has not responded to any voicemail messages, we will

close the job request, inform the retailer and ask for alternative contact details.

For avoidance of doubt the NHH service request and levels of service will be closed.

PSB701 – Preferred meter location

The code allows retailers to request a change of meter location. The final decision on the meter location rests with the wholesaler in accordance with Process B7, step 1:

“The Wholesaler may decline the Retailer’s request, providing a reasonable justification for why the request has been declined.”

Our preferred meter location is determined by the criteria below in descending priority:

- Wherever possible the meter should be installed externally at the boundary of the premises.
- If the meter cannot be accessed safely following the above criterion, then the next preference is for the meter to be installed externally as close as possible to the boundary of the premises.
- If the meter cannot be accessed safely following the above criteria, then the next preference is for the meter to be installed internally at the point where the water supply enters the premises. We will install a maximum of two internal meters if there is more than one entry point.

Where we identify that a meter has been installed outside of the above criteria, then rectification may be required, the cost of which will be recovered from the retailer.

PSB801 - Wholesaler contribution for a change to a meter size or location

Processes B7 (Retailer requested change to size, model or location of meter performed by the Wholesaler) and B8 (Retailer requested change to size or location of the meter performed by an Accredited Entity) allow a Retailer to request a change of Meter size or Meter location and allow the Retailer to advise the Wholesaler that they wish to use an Accredited Entity to undertake this work.

A contribution to the cost of this work when carried out by an Accredited Entity under process B8 will only be made if the current location of the meter:

- prevents it from being read safely
- prevents the stop tap valve from being operated safely.

For the avoidance of doubt a contribution will not be made if the current location of the meter:

- allows it to be read safely
- allows for safe operation of the stop-tap,
- with appropriate safety measures and lifting equipment used if required.

Meter Exchange out of Hours Service

To minimum the disruption to your Nonhousehold customers when exchanging a meter we offer an Out of Hours Service, this can be requested on application to exchange the meter via our Retailer portal.

This is a chargeable service, the costs can be obtained from the current Wholesale Charges Schedule and a supporting document covering all aspects of the service can be found on the Wholesale website under the Retailer Resources section here: <https://wholesale.anglianwater.co.uk/siteassets/resources/useful-documents/wholesale-out-of-hours-meter-exchange-service.pdf>

Operational Services

part C - Confirmation and verification of supply arrangements

Reference	Description
PSC401	Disagreements between the retailer and AWS in relation to missing service components
PSC402	Inspections and investigations

PSC401 – Disagreements between the retailer and AWS in relation to missing service components

Process C4 sets out the operational arrangements that apply:

“Where either the Retailer or the Wholesaler considers that the Service Components being provided to the Eligible Premises in respect of a Supply Point differ from the details held by the Market Operator and the Wholesaler determines that a physical inspection of the premises is necessary.”

Where there is a disagreement with the retailer about the outcome of a physical inspection and associated investigation conducted under process C4, the retailer should engage and escalate through the Wholesale Technical Account Manager who will take necessary steps to resolve the issue.

PSC402 - Inspections and Investigations

Process C4 (Missing Service Components identified by the Wholesaler or the Retailer) makes reference to “inspection” and “investigation” in relation to visiting a site to verify the service components being supplied to it.

For example, step 4 states: “Where the records of Service Components being held by the Market Operator differ from the findings of the inspection, the Wholesaler shall notify the Market Operator in accordance with the Market Terms within two (2) Business Days of the completion of the investigation.”

For the avoidance of doubt, the “inspection” is considered to consist of the site visit only, whereas the “investigation” consists of both the inspection and the off-site desk-based work associated with the inspection.

Operational Services

part D - Planned activities and affected services

Reference	Description
PSD001	Water networks optimisation and leakage work
PSD101	Notification for long-term planned activities
PSD201	Notification for short-term planned activities
PSD301	Notification for reactive activities

PSD001- Water networks optimisation and leakage work

Part D (General Introduction) states that:

“Under all these [D – Planned activities and,affected services] processes the Wholesaler shall notify the Retailer of any planned interruption to supply including any decrease in water pressure to below the applicable minimum standard, which takes place within all or part of its Area and which is reasonably likely to affect the supply to the Retailer’s Non-Household Customers.”

As part of network management/optimisation activities, we carry out pressure management schemes to reduce burst frequency and ultimately reduce leakage levels.

These schemes involve the calming of the network,by minimising spikes in pressure and in some cases lowering pressure across a network.

These schemes will never permanently reduce the pressure at a customer’s boundary below our obligated legal limit, so do not fall into the ‘planned activities’ processes as set out in the market codes.

However, these activities could impact end-user customers, so best endeavours will be made to notify retailers at least 22BD (the level of service for short-term planned activities as set out in process D2) in advance - but as soon as possibleof the start date of a scheme that may impact one of their customers.

In advance of some of these schemes, we may wish to engage end-user customers to understand and mitigate any risks associated with the proposed work.

We will involve an end user customer’s retailer in these discussions and communicate via the WSC.

From time to time we may seek support from a retailer in obtaining specialised information for specific optimisation schemes. You may opt in for this service. Please contact your Wholesale Technical Account Manager for further information.

PSD101 – Notification for long-term planned activities

Process D1 sets out that wholesalers will notify all retailers of long-term planned activities and will provide at least three months advanced notice of work to be carried out.

This process covers a wide range of work types across water and water recycling infrastructure projects. These work types include but are not limited to:

- sewer re-lining schemes
- water mains renewals
- pumping station replacement.

Retailers will be made aware on the Retailer Notification Service (RNS) if they have customers whose water and/or water recycling services may be affected, in line with the timescales set out in the process D1.

Retailers who wish to make comment on the proposed works may do so via RNS, a case will be automatically raised in the WSC and an advisor assigned to get a response from the relevant team.

PSD201 - Notification for short-term planned activities

Process D2 (Short-term planned activities), sets out that wholesalers will notify all retailers of short-term planned work and will provide at least 22 BD advanced notice of this work being initiated.

The following works will be classed as short-term planned activities and be dealt with via the D2 process:

- flushing new mains at housing sites
- stagnation flushing
- high velocity flushing
- Developer Services HEMS connections
- water networks optimisation schemes
- water services maintenance work where an impact on service cannot be avoided. E.g. Step testing, re-zoning due to maintenance on storage points etc.

Retailers will be made aware on the Retailer Notification Service if they have customers whose water and/or sewerage services may be affected.

We will then work to rectify any issue and notify retailers when the work is complete or the problem is resolved.

PSD301 - Notification for reactive activities

Under process D3 (reactive activities), Anglian Water Services will notify all retailers of the below work. As set out in the market codes, we will, where possible, provide at least 2BD advanced notice of this work being initiated.

The repair or restoration of service will take priority over notifying the retailers of affected customers. Therefore, we will not delay carrying out work on our infrastructure to ensure the 2BD notice period is met. Instead, notice will be given to retailers with affected customers as soon as reasonably practicable.

The following works will be classed as reactive activities and be dealt with via the D3 process:

- burst mains
- disconnections
- repairs (e.g. communication pipes, stop taps, customer supply, collapsed sewers)
- splitting of joint supplies
- mains fitting work
- install/abandon fire hydrant
- reactive lead replacement
- District Meter Area (DMA) meter installation
- installing/renewing Pressure Reducing Valve (PRV)

Retailers will be made aware if they have customers whose water and/or sewerage service may be affected.

We will work to rectify any issue and notify retailers when the work is complete or the problem is resolved.

Anglian Water Services will continue to send proactive messages to all customers in the affected area if multiple customers call to report an unplanned change to service.

End-user customers may also receive messages if they have signed up to our 'In your Area' system on the Anglian Water website.

Retailers will not be required to send follow up messages as standard, however during water quality events Anglian Water may specify that retailers follow up with additional communications to their customers.

Operational Services

part E - Unplanned events and incidents

Reference	Description
PSE301	Unplanned event jobs
PSE401	Notification of water quality incidents
PSE501	Unplanned events and incidents

This section explains the processes and definitions associated with the management of unplanned events, including sensitive customers and site specific arrangements.

The Anglian Water definition of Sensitive Customers is available on our website.

End-user Customers who meet this definition will have a full emergency plan developed for their site (full site specific arrangement (SSA)).

As an alternative to this, should a customer not meet these criteria, there will be an opportunity to complete a 'lite' version of this document to assist Anglian Water in the management of operational incidents that impact that site.

The template for this SSA lite is contained within the appendix.

Our Operational Management Centre is open 24/7, 365 days a year. Customers should be directed to call **03457 145 145**

at all times with any Water supply or sewerage service queries and emergencies.

In business hours (**8am – 6pm, Mon – Fri excluding bank holidays**) retailers are advised to contact the WSC who will handle any questions related to upcoming or on-going operational works.

PSE301 - Unplanned event jobs

Process E3 (Unplanned changes to supply of water services and/or sewerage services) sets out how wholesalers will notify all retailers when jobs are raised by one of their customers which “may indicate or escalate to a drinking water quality incident, Sewer Flood or Other Public Health Risk”.

We consider the following issues/types of work below constitute an unplanned change to water and/or sewerage service:

- queries relating to pressure and chlorine
- bottled water request
- low pressure
- no water
- investigating pollutions, possible pollutions or risk of pollutions
- internal and external flooding investigations
- investigate loss of toilet facilities
- investigate full manhole
- power outage at a treatment site
- work on vacuum system
- WQ related complaints and enquiries.

We will notify retailers of an impact or likely impact as soon as practically possible. We will then work to rectify any issue and notify retailers when the work is complete or the problem is resolved.

PSE401 - Notification of water quality incidents

Under process E4 (Drinking Water Quality Incidents), we will notify all retailers as soon as we become aware of a WQ incident impacting any of their customers.

We will provide the following information in such instance:

- SPID
- the nature of the restriction (boil/don't drink or cook/don't drink, cook or wash)
- the time when the information is to be or has been released to NHHCs
- communications required by retailer to their customers
- whether there has been any change or update to the information it previously given.
- SAP Job number
- details of any direct contact made with NHHCs
- job/event details from Water Quality.

PSE501 - Unplanned events and incidents

Process E5 refers to both 'unconsented trade effluent discharges' and 'pollution incidents' and makes it clear that joint working and cooperation are key factors in dealing effectively with such issues. It is therefore important that there is a common interpretation and understanding of the above terms.

'Pollution incident' is deemed to include, but not be limited to, the following:

- Any discharge which impacts or has the potential to impact on Anglian Water assets and/or processes.
- Any discharge which, through use of Anglian Water assets, impacts or has the potential to impact the environment.
- Any discharge which causes a breach or has the potential to cause a breach of a Water Recycling Centre Environmental Permit.
- Any discharge which causes a breach or has the potential to cause a breach of an Environmental Quality Standard (EQS).

'Unconsented Trade Effluent Discharges' is deemed to include, but not be limited to, the following:

- unconsented trade effluent discharge (no consent)
- non-compliant trade effluent discharge (consented but breaching condition(s)).

The reference to 'discharge' above also includes those discharges which are not domestic and which also fall outside the definition of trade effluent.

Retailers will be made aware of any events impacting or as a consequence of the action or inaction of any of their customers.

Operational Services

part F - Monitoring, investigations, complaints and enquiries

Reference	Description
PSF401	Retailer is contacted by ineligible customer

PSF401 – Retailer is contacted by ineligible customer

Process F4 sets out the approach to be taken when a wholesaler or retailer receives an enquiry from a NHHHC. In the event that a customer who is not able to switch (e.g. a household customer) makes contact with a retailer, we request that upon receiving the contact, the customer is redirected to contact AWS.

They should contact us on **03457 145 145** for supply issues and **03457 91 91 55** for all other enquiries (including billing).

- the retailer's where they have not consented to us contacting the customer directly. In this case the retailer must provide contact details for someone in their organisation with whom we can arrange an on-site appointment.

On receipt of the form, we will contact the nominated person to make an appointment for the work.

We will make a maximum of nine attempts to make an appointment. These attempts will be split over three days, with one attempt being made in morning, afternoon and evening of each day.

If no contact is made, voicemail messages will be left wherever possible. If, after nine attempts the nominated contact has not responded to any voicemail messages, we will close the job request, inform the retailer and ask for alternative contact details. For avoidance of doubt the NHH service request and levels of service will be closed.

Complaints resolution

If an NHH customer remains dissatisfied with the AWS's response to a customer's issue or complaint, Retailers can escalate the problem to either the Wholesale Service Centre Manager or the Head of Wholesale Market Services for further review. We have adopted MOSL's Good Practice Guide for Complaints and support this simple 2-stage escalation route to get best customer outcomes.

Operational Services

part G - Trade Effluent

Reference	Description
PSG001	Definition of Trade Effluent
PSG101	General enquiries
PSG201	Who we consent
PSG202	Type of Trade Effluent application
PSG203	Issue and distribution of Consent documents
PSG204	Challenges and appeals against Trade Effluent Consents
PSG205	Consent reviews and variations
PSG206	Indicative response to non-household customer/ retailer
PSG401	Routine, non-routine and non-compliance sampling
PSG402	Provision of sample data to retailers
PSG403	Action following a non-compliant sample
PSG404	Enforcement
PSG405	Wholesale charging

PSG001 - Definition of Trade Effluent

The following interpretation applies to all references to trade effluent in the Operational Terms. Trade Effluent is defined in the Water Industry Act 1991.

For a discharge to be defined as trade effluent it must satisfy four criteria:

- it must be liquid
- it must not be domestic sewage
- it must be produced from a trade process
- it must be produced at a trade premises

Trade effluent can only be discharged with the written consent of the Sewerage Undertaker (wholesaler) and consent must be applied for in writing.

The discharge of trade effluent without such consent is an offence and may lead to enforcement action being taken against the discharger by us. We therefore expect that all discharges of trade effluent are made in accordance with a consent. However, there are some types of low risk discharge where specific control is not necessary and where we would not expect a trade effluent consent to be applied for; these are detailed in a number of regulatory position statements issued by Anglian Water.

Section 111 of the Water Industry Act 1991 makes it an offence to discharge anything to a sewer which will adversely impact on the sewerage network or water recycling centre treatment processes. Any discharge not covered by a trade effluent consent is subject to this part of the Act.

PSG101 – General Enquiries

With respect to responding to general enquiries from NHHCs and retailers, process G1A states that:

“the Wholesaler shall make a substantive response to the party who submitted the enquiry within ten (10) Business Days of its receipt of the enquiry.”

We will consider a substantive response to include responding to the enquiry or requesting further information (including a request for a meeting).

If we need to conduct a site visit to answer the enquiry we will arrange this directly with the NHHC and advise the retailer where appropriate.

Any NHHC making an enquiry directly to us, whether written or verbal, will be advised to contact their retailer where one is in place.

Where they have no retailer, we will advise the NHHC to appoint one and make the enquiry via them.

We will only respond to direct enquiries from NHHCs where there is a perceived risk to public health, our operations or the environment. In these cases the retailer will be contacted at the earliest opportunity.

PSG201 - Who we consent

Process G2 sets out the process to be followed where a NHHC applies for a Trade Effluent Consent. We will issue consents in the name of the legal entity operating the process which produces the trade effluent.

This may be a limited company, PLC, partnership or sole trader, etc. Retailers are therefore expected to make applications on behalf of their customers for new or amended consents permits in accordance with this approach.

PSG202 - Type of Trade Effluent application

Processes G2 and G3 set out the processes to be followed when applying for a new consent and to vary a Trade Effluent Consent respectively.

Retailers and their NHHC will need to consider on a case-by-case basis the circumstances of the discharge when deciding whether to apply for a new consent or a variation. The guidance below should be followed in making that decision.

- Where an application is associated with a new discharge of trade effluent or existing discharge at either the same or different location, the retailer should apply for a new consent using the G/02 form.
- In those cases where the discharge of trade effluent has permanently ceased, the retailer should apply for a termination using the G/02 form at the earliest opportunity. Please note that any relevant charges will continue to be applied in these cases until such time as the application is received and the date of cessation is notified and confirmed. We do not temporarily cease consents (referred to in the Codes as a 'discontinuation') and relevant charges such as the standing charge will continue to be applied in order to cover associated operational costs.

If the retailer is in any doubt as to what type of application to make, they should seek advice by completion of a general enquiry (G/01) form. We reserve the right to undertake a review of the application and decide on the most appropriate legal documentation in all cases.

Where we determine that the document applied for is not appropriate, we will notify the retailer.

For example, some discharges are not domestic nor are they trade effluent; in such cases we may wish to issue a permit or agreement rather than a consent.

We will not issue a new consent more than six months in advance of the planned commencement of the discharge or in the case of a variation, more than six months in advance of a proposed change of discharge.

Similarly, if no discharge takes place for six months we will determine the discharge to be ceased and will terminate the consent – in these cases we will give both retailer and NHHC a two month period to make representations. An application fee will be applied in all cases except for applications for terminations.

PSG203 - Issue and distribution of Consent documents

The G processes in the Operational Terms require us to send the Consent to a number of parties.

The recipients will vary according to the circumstances. We will issue Trade Effluent Consent documents to the following

- the NHHC's Registered/Head Office (in all cases)
- the NHHC's premises (in all cases)
- the retailer (where applicable)
- any consultees involved in the consenting process e.g. The Environment Agency (where applicable)

Our preference is to send documents via email, however the Consent forwarded to the Registered Office/Head Office will also be sent via Recorded Delivery in all cases for audit trail purposes.

PSG204 - Challenges and appeals against Trade Effluent Consents

In most cases, issues relating to Trade Effluent Consents will be resolved through effective dialogue between the wholesaler, retailer and NHHC. Where this can't be achieved, the Water Industry Act 1991 gives trade effluent dischargers a right of appeal to the Water Services Regulation Authority (Ofwat).

A discharger can appeal against one or more of the following:

- refusal of a Sewerage Undertaker (wholesaler) to give consent
- condition(s) of a Consent e.g. numeric limits
- where the wholesaler has taken longer than two months to issue the Consent (from receipt of a materially complete application to the date of issue).

Ofwat's expectation is that discussions will have taken place between all relevant parties and that an appeal should only be made after all other options have been explored. With this in mind, the following process will be followed should there be a challenge.

- The NHHC should contact their retailer advising them of the issue
- The NHHC and/or their retailer should then contact us advising us of the issue
- We will then respond clarifying our stated or modified position

All parties will provide clear, comprehensive written information to support their position and every effort should be made to achieve a resolution outside of the formal appeals process.

Owat has produced an Information Note (No. 21) outlining their approach to appeals. The NHHC should contact their retailer or Owat to obtain a copy of this.

PSG205 - Consent reviews and variations

We will conduct regular reviews of Trade Effluent Consents to ensure they continue to protect public health, assets and the environment.

The frequency of these reviews will vary, and be appropriate to the risk a discharge represents. The review process may result in us needing to add, remove or vary the conditions within a consent. If this is the case, we will contact the retailer and NHHC at the earliest opportunity.

Normally, we will not unilaterally vary a consent within two years from the date of the existing consent or variation. However, a consent variation may be required sooner where there are unforeseen circumstances, for example where there are changes to Water Recycling Centre permit conditions and/or environmental standards.

It is the NHHC's responsibility to ensure that the consent accurately reflects the legal entity making the discharge and the process being undertaken at their premises. Where the consent document does not reflect the current situation the NHHC should contact their retailer who will apply for a consent variation on their behalf.

For the avoidance of doubt it is expected that the NHHC, via their retailer, will apply for a variation to their Consent, under one or more of the following circumstances:

- change of trading name, retaining the existing Companies House registered number
- change of nature and composition from that stated in the consent
- planned increase in volume and/or flow rate above that limited in the consent
- planned increase of any parameter above that limited in the consent
- planned addition of any parameter not currently limited in the consent or which is currently prohibited in the consent

Please note that the above is not a comprehensive list and we recommend retailers seek advice from us if there is any doubt. We also recommend that advice is sought where the NHHC is proposing to introduce a new waste stream or is planning to change their point of discharge. Such changes may require a new consent rather than a variation.

A new consent application will be required if a company changes name and the registered Companies House number is different to number on the existing discharge consent document. A termination will be required for the previous company's discharge consent.

PSG206 - Indicative response to NHHC or retailer

Process G2 (step 6) places a requirement on the wholesaler to:

“provide a non-binding indicative decision on the application notice or other request (Form G/02) within thirty (30) Business Days from its receipt.”

An indicative response will be made in all cases, unless:

- the applicant withdraws the application
- the applicant requests that the application process is put on hold
- the Consent is to be issued within thirty (30) business days and where the Consent is 'as applied for' by the applicant

For the avoidance of doubt, where a Consent can be issued within thirty (30) business days, but where one or more aspects that have been applied for cannot be accommodated, an indicative response will be made.

PSG401 – Routine, non-routine and noncompliance sampling

Process G4 (Trade Effluent Monitoring) states that:

“The Wholesaler shall monitor Trade Effluent discharges within its Area, in particular through routine and non-routine sampling of Trade Effluent.”

We undertake routine inspection visits to monitor and sample the Trade Effluent discharge.

This is to determine the quality against the consent limits and the strength of the effluent, which will be used in the calculation of wholesale charges. The sampling programme containing the frequency of visits and substances to be analysed is produced using our risk assessment model. These routine inspections will be unannounced and random.

We may also undertake further visits to monitor and sample the discharge, if for instance there is a pollution incident. Such visits fall outside of our inspection programme and any samples taken would be considered as ‘non-routine’ or ‘noncompliance’ samples. We consider ‘non-routine’ and ‘non-compliance’ samples to be the same.

PSG402 - Provision of sample data to retailers The Operational Terms require

In the case of routine samples:

“The Wholesaler shall provide the Retailer and its Non-Household Customer with the sample results in respect of any samples obtained within one (1) Business Day of the full sample results being available to it.”

And for non-routine samples:

“The Wholesaler shall provide the Retailer and its Non-Household Customer with the results of any samples obtained within one (1) Business Day of the full sample results being available and shall inform the Non-Household Customer if any follow up action is required.”

Full sample results are deemed to be available when:

- all determinands on the sample have been analysed, confirmed and validated by an accredited laboratory
- the sample data has been assessed for compliance against Trade Effluent Consent limits and/or any other applicable standard, and
- the sample results and associated compliance flags are available for business use on our corporate system

Once all the above conditions have been met the results will be passed to the retailer and NHHC. Retailers will also be informed where a visit has been taken but there is no trade effluent flowing and a sample could not be taken. Retailers will only have visibility of the samples results relating to their NHHCs during the period for which they were their Retailer.

PSG403 - Action following a Non- Compliant Sample

For non-routine samples Process G4 requires the wholesaler to inform a retailer of the action to be taken if a trade effluent sample is non-compliant within one (1) business day of the full sample results being available.

In this instance, we define the ‘action’ as informing the retailer and their NHHC that they will be communicated to separately on this matter, requesting details of the circumstances relating to the sample.

PSG404 – Enforcement action

Consents are held by NHHCs and therefore any formal enforcement action required will be taken against the legal entity on the Consent document.

However, if enforcement action is required, e.g. for a breach of numeric Consent condition, failure to provide a safe sampling point or to provide information, then we will copy the retailer into all correspondence.

For further information on our approach to enforcement please refer to our policy which is available on Anglian Water website.

PSG405 – Trade Effluent Charges

Wholesale charges will be liable from the day the Consent is issued until the date of termination.

The treatable element of the wholesale charges (chemical oxygen demand and suspended solids) will be based using a fixed strength, set as an average of previous sample results.

The number of samples that are taken to determine the average and the frequency it is reviewed, is based on the volume of the discharge and consented limits.

Certain categories of Consents have a regional strength as laid out in our scheme of charges which will be applied in all cases. Any variance from these would require clear evidence based on auditable results.

If a retailer or NHHc believes a sample result to be used for charging is not representative of a longer period the retailer may supply evidence of this and request the sample result is applied just for the period it occurred (a minimum of one day)

- this must occur within 20 business days of the sample result being passed to them. Any query raised after more than 20 business days will not be considered.

Any allowances that a retailer or NHHc believes are applicable to an account need to be supplied by the retailer with auditable supporting evidence. Certain categories of discharge have an agreed fixed allowance as laid out in our scheme of charges.

Any variance from these would require clear evidence based on auditable results.

Where an allowance is applied for and we confirm this as acceptable, we will determine the impact on existing consent conditions – this may require the NHHc to apply for a variation to their consent.

Operational Services

part H - Allowances, assessment requests and incentive applications

Please refer to our Charges Schemes for applicable information on this area.

For further guidance on leakage allowances please visit the Wholesale website at <https://wholesale.anglianwater.co.uk/>

and click on the Retailer resources section where you will find a policy document that should be read in conjunction with the Wholesale charging schedule that can be found here: <https://wholesale.anglianwater.co.uk/siteassets/charges-2021-22/wholesale-charges-schedule-2020-21.pdf>

Operational Services

part I - Disconnections

Reference	Description
PSI101	Wholesaler site visits following a retailer request for disconnection for non-payment
PSI1001	Reconnection following rectification of a breach of Water Fittings Regulations
PSI1101	Non-household customer or retailer attendance at reconnection

Please note that the following position statements also relate to I processes:

PSB002 (Standard and non-standard work)

PSB101 (Contacting a customer to make an appointment for work)

PSI101 - Wholesaler site visits following a retailer request for disconnection for non-payment

Process I1 allows for a retailer to request a disconnection for non-payment in relation to a NHHC.

Experience has shown that customers are often able to either pay the outstanding arrears or enter into a payment arrangement at the point of actual disconnection.

Wholesalers will not be able to take payment from NHH customers for monies owed to retailers.

To avoid unnecessary costs to parties and poor customer service, visits will be undertaken with the following conditions:

- We will ask retailers to make every effort to attend on site at the time of the disconnection.

This will give the retailer an opportunity to reach an acceptable solution with their customer.

- If a retailer chooses not to be present at the time of disconnection they will be asked to provide a telephone contact, which the NHHC can use to try and reach an acceptable solution.
- If, at this point, the retailer confirms to the wholesale representative on site that disconnection for non-payment is no longer

required then the work order will be cancelled and no actual cut-off will take place.

- If the retailer chooses not to have an agent on site or to provide a telephone contact then once we are on site the disconnection will be completed, even if the NHHC makes an offer of payment.

For the avoidance of doubt, a charge will be levied to the retailer for all site visits undertaken for disconnection for non-payment, including those where the actual cut-off is cancelled by the retailer once on site.

Any requests cancelled prior to the day of visit will not incur a Wholesale charge.

PSI1001 - Reconnection following rectification of a breach of Water Fittings Regulations

Process I10 allows a Retailer to request a reconnection following rectification of a breach of Water Fittings Regulations.

We shall make every effort to inspect that the breach has been remedied then make the reconnection.

If upon inspection, there are issues found with the standard of fittings used, we will provide a seven day extension to rectify the issue.

If it not resolved within this period then the supply will proceed to a permanent disconnection. For the avoidance of doubt, we consider this work to be of a non-emergency nature and we will not carry out any inspections outside of normal business hours.

Any requests for reconnection made via the emergency escalation route will not be completed as an emergency piece of work and will be planned as a routine visit.

PSI1101 – Non-household customer or retailer attendance at reconnection

Process I11 sets out the process to be followed where a retailer requests reconnection following a disconnection requested by the NHHC. These requests typically arise when a customer wishes to make modifications to their premises and require the water supply to be disconnected for the duration of these modifications. The request for reconnection is typically made when the modifications are either completed or close to completion.

We will ask for either the NHHC or the retailer to be onsite to confirm that the modification work inside the premises has been completed and that there are no issues with the water supply within the premises.

This is to provide a check to ensure that there are no internal plumbing issues which may lead to the property suffering water damage or flooding through either poor workmanship or taps being left on during the installation work.

Upon the reconnection being made, the supply will be reconnected and the water supply to the property will be left live with the external stop tap open to allow water into the supply.

If no representative is present at the time of reconnection we will not be held liable to any subsequent internal damage caused by flooding or water damage.

Annex – List of Statements

Unique identifier Position Statement

PASIT01	Inaccurate Settlement Reports
PSA601	Date of new connection
PSA602	Notification to select a retailer
PSA603	Temporary building supplies
PSB001	Review of meter types
PSB002	Standard & non-standard work
PSB101	Contacting a customer to make an appointment for work
PSB701	Preferred meter location
PSB801	Wholesaler contribution for a change to a meter size or location
PSC401	Disagreements between the retailer and AWS in relation to missing service components
PSC402	Inspections and investigations
PSD001	Water networks optimisation and leakage work
PSD101	Notification for long-term planned activities
PSD201	Notification for short-term planned activities
PSD301	Notification for reactive activities
PSE301	Unplanned event jobs
PSE401	Notification of water quality incidents
PSE501	Unplanned events and incidents
PSF401	Retailer is contacted by ineligible customer
PSG001	Definition of Trade Effluent
PSG101	General enquiries
PSG201	Who we consent
PSG202	Type of Trade Effluent application
PSG203	Issue and distribution of Consent documents
PSG204	Challenges and appeals against Trade Effluent Consents
PSG205	Consent reviews and variations
PSG206	Indicative response to non-household customer/ retailer
PSG401	Routine, non-routine and non-compliance sampling
PSG402	Provision of sample data to retailers
PSG403	Action following a non-compliant sample
PSG404	Enforcement
PSG405	Wholesale charging
PSI101	Wholesaler site visits following a retailer request for disconnection for non-payment
PSI1001	Reconnection following rectification of a breach of Water Fittings Regulations
PSI1101	Non-household customer or retailer attendance at reconnection

Site Specific Arrangement lite (SSA lite) template

1 Purpose

The purpose of this document is to provide Anglian Water with information pertaining to a Business Customer’s risks and sensitivities in regard to interruptions to their water or water recycling services.

These Business Customers have identified themselves as sensitive through their retailer but do not meet the criteria set out in Anglian Water’s Site Specific Arrangement Criteria, therefore will complete a SSA Lite.

In line with competition rules this document does not provide the business with a guarantee or promise that they will receive priority services from Anglian Water during an event. This document will instead, provide Anglian Water with the ability to make an assessment of the customer and their risks and allow for informed decisions to be made.

2 Business Information

**add additional columns/boxes where needed*

Business Name:		
Business Address:		
Business Type: <i>(i.e. food manufacture, livestock etc.)</i>		
Business Critical Functions <i>(please provide detail)</i>		
Is livestock kept on site? If yes please advise on type and amount?		
Is loss of operation a threat to life?		<i>(provide detail)</i>
Business size	Approx. number staff on site	
24 hour Operational	Critical periods of operation	
	Business critical	

	functions	
Operating hours		
Emergency Contact Details:	Contact Number:	
	Name / Job Title:	
Non- Emergency Contact Details:	Contact Number:	
	Name / Job Title:	
Additional Contact	Website	
	Email	

3 On site Facilities

Offices on site	
Kitchen/canteen facilities on site	
Toilets and showers on site	

4 Usage & Storage

Normal Water usage:	Per Day:	
	Per Year:	
Water Storage:	Capacity / Time:	
	Telemetry	

4.1 Storage capacities and locations

5 Impacts

Detail impacts on a loss of supply/compromise to quality

6 Additional Information

Detail any additional, useful information that would aid a response in the event of a loss of supply, or a water quality issue i.e. historical issues

7 Definitions

Term	Meaning
SSA	Site Specific Arrangements
M3	Cubic meters of water



More information?

Contact our Wholesale Service Centre team who'll be pleased to help...



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wsc@anglianwater.co.uk



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