



# Wholesale Market Services Bilateral Policy



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## Background

The Water Bill received Royal Assent in May 2014 which outlined significant reforms to the water industry including measures to introduce wider competition for non-household customers and upstream reforms. The objective of these reforms is to expand customer choice, increased innovations and efficiencies.

The following policy outlines Anglian Water Wholesale’s approach to the bilateral process as documented in [Part 3 of the Wholesale Market Terms](#).

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## Scope

This policy covers Anglian Water Wholesale’s approach to Bilateral service requests including

- The Wholesale Service Centre System
- Bilateral Requests
  - o Retailer Portal
  - o PDF Files
  - o MOSL Bilateral Hub
- Bilateral Processing
- Level of Service
- Market Performance

The bilateral processes, also known as wholesale service requests, are the processes governed by the Market Codes that both wholesalers and retailers must follow in order to engage with each other in the market. The bilateral processes consist of parts A to I of the Market Codes and cover a range of operational procedures. (Please see Table 1). A bilateral request can be initiated by either wholesaler or retailer. However, more often than not, the request will be made by the retailer by completing one of the 26 market forms. Once received, AWS will process the form and complete the service request within the market agreed level of service.

The Bilateral Policy is to be read in conjunction with the following documents:

- The Compliance Code
- Part 3 of the Wholesale Market Terms
- Anglian Water Wholesale Knowledge Articles
- Anglian Water Operational Manual

## Operational Requests

Operational Part	Description
<b>A</b>	<b>New Connections</b>
<b>B</b>	<b>Metering</b>
<b>C</b>	<b>Supply Verifications</b>

<b>D</b>	<b>Planned Operations</b>
<b>E</b>	<b>Unplanned Operations</b>
<b>F</b>	<b>Complaints</b>
<b>G</b>	<b>Trade Effluent</b>
<b>H</b>	<b>Tariffs and Allowances</b>
<b>I</b>	<b>Disconnection &amp; Reconnections</b>

## The Wholesale Service Centre System

The Wholesale Service Centre System is a primary data repository for all Retail to Wholesale interaction. The system has been designed to support the following activities:

Service Requests	The processing of the Market Forms and the 72 coded processes
Storage of Retailer Communication	<ul style="list-style-type: none"> <li>- Emails</li> <li>- Calls</li> <li>- Live Agent Transcripts</li> <li>- Minutes of Meetings</li> <li>- Letters</li> <li>- Notices</li> <li>- Contracts and Agreements</li> </ul>
Knowledge Articles/Wholesale Operational Manual	Guidance notes designed to provide further clarity to retailers on operating in our region
Wholesale Charges	Publication of the Wholesale Primary and Non-Primary Charges Schemes. Calculation of Non Primary Charges Invoicing and Billing of Non-Primary Charges
Account Management	Provide all account management functions for retailers operating in the Anglian Water Wholesale region
Primary and Non-Primary Charge Billing	The publishing of invoices to retailers
Site Specific Arrangements	Details of the public health and non public health arrangements Anglian Water has in place for operational events
Level Playing Field	Reporting of levels of service against the market operator performance measures for each Retailer
SFTP	A secure file server provided to Retailers. From the SFTP server, Retailers will be

	able to access/drop .pdf forms and associated attachments, the meter reading service and logger data.
The Retail Portal	A secure online service that enables retailers to submit the market forms directly to AWS Wholesale
MOSL Bilateral Hub	A central market hub operated by MOSL which trading parties are required to interact with in order to submit and update market service requests

## Access to the Wholesale Service Centre System

### Retailer Portal

Retailer Portal Licences enable access into the Retail Portal. These licences are only provided to Retailers. There are two types of Retailer Portal Licences, named and unnamed. Both licences provide exactly the same functionality and are assigned to retailer contacts based on their portal usage. The Wholesale Market Systems Specialist will review Retailer Portal Licences on a frequent basis to ensure Anglian Water Wholesale is managing these licences as efficiently as possible.

Retailer Portal Licences will be assigned to retailers based on the number of SPIDs held in the Anglian Water Wholesale Region. Where a retailer requires more licences than the number allocated to it, these shall be charged at the market rate charged by the licence vendor.

### Public Access

Public Access is provided to a small section of the Wholesale Service Centre System. Public access will only be granted for areas that contain information that Anglian Water Wholesale considers publicly accessible. Areas the public access is applicable to include the Wholesale Website and end-user consumer private meter forms. No confidential information will be made publicly accessible at any time.

## Bilateral Requests

The Retail Portal is Anglian Waters secure online area where Retailers can access wholesale services in the Anglian and Hartlepool Water regions. Using the portal, Retailers can submit forms quickly and efficiently, review and accept non-standard

charges, communicate directly with our Wholesale Service Centre team, review previous cases, read Knowledge Articles and access Site Specific Arrangements.

The Retail Portal provides a single point of access for all Retailers who wish to access wholesale services. The portal will record all correspondence with the retail customer and the time and date that any correspondence took place. It will also record when forms are received and completed and document the level of service for completing operational requests and updates to CMOS on market data.

Access to the portal will be provided once a Wholesale-Retail contract has been signed between Anglian Water Wholesale and the Retailer. The Wholesale Technical Account Managers will provide the details of the Retail contacts that are required to be set up in the portal by the Market Systems Specialist. All contacts will be set up within three business days of the request from the Retailer.

All retail contact's 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. Contacts which log into the portal more than 50 times a week will be provided with a named user licence. 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.

### **Live Agent**

Live Agent is an online chat tool which enables Retailers to speak directly with a member of the Wholesale Service Centre team. Every time a Retailer contacts the Wholesale Service Centre using Live Agent, the Wholesale Service Centre Advisor will either create a new case using the appropriate case type for the Retailer enquiry or if the enquiry relates to an existing case, attach the transcript to the existing case. Retailers can also save the chat transcript for their records.

### **Knowledge Articles**

Knowledge Articles can be found in the Retail Portal. Articles enable Retailers to self-serve information on how AWS operates and completes operational work in line with the Market Codes.

Knowledge Articles will also provide retailers with information on services which fall outside the scope of the Market codes.

### **Receiving Forms**

Anglian Water Wholesale is mandated to accept materially complete forms that have been provided in either hardcopy (by post) or Word document format (.docx). A wholesaler can also choose to offer an alternative electronic method for Retailers

to submit forms. For Anglian Water Wholesale, this is the Retail Portal. Anglian Water will accept one form per request. Where multiple requests are required at the same SPID a form should be submitted for each.

### **PDF Files**

In addition, Anglian Water Wholesale also accepts .pdf format of the latest market coded forms submitted either via Anglian Waters SFTP server or the Retailers SFTP server.

Only forms submitted through the portal or via .pdf will receive email updates.

Currently, these are the only electronic formats Anglian Water Wholesale will accept. For the avoidance of doubt, where a bilateral service request is received in .pdf format not via the SFTP server, a separate electronic format must be also provided. An example of this, is where a signed copy of the form is provided by the Retailer via email alongside an electronic form completed within the portal.

### **MOSL Bilateral Hub**

The bilateral hub is a central market solution operated by MOSL for processing and monitoring service requests. All trading parties are required to interact with the hub through either High Volume Interfaces (HVI) or Low Volume Interfaces (LVI) or a combination of the 2. Anglian Water Wholesale will be using both HVI and LVI depending on the process. All HVI interaction will be carried out between our Salesforce instance and the MOSL hub. This will involve all mandatory service request information relating to premises, customers and retailers being transferred via a secure API connection. With the introduction of this hub Anglian Water is not storing or processing any additional sensitive information that hasn't already been documented and disclosed.

### **Other Supporting Information**

Where a form requires other supporting information, such as the Appendix A in the B/01 form or photographs of a new private meter installation (G/02), this needs to be provided as an attachment. The Retailer portal enables Retailers to submit attachments alongside their service request. If the Retailer chooses to send a .csv file, attachments can be added either by logging on into the portal and attaching the attachment to the correct case or replying to the email notification received when the case was created. Files should no greater than 5mb.

Where other supporting information is critical to the completion of the service request form, it will not be considered materially complete until the attached information is provided on the case.



## **Materially Complete**

A form will be considered materially complete once all site information, service request information and supporting information has been received by the Wholesale Service Centre. The materially complete date will be set from the day the form is received by the Wholesale Service Centre and the content contained within the form is considered correct. For forms submitted through the portal, if it takes more than one business day to assess whether a form is materially complete, the materially complete date will be backdated to the date the form was received.

### Service Requests in Business Days

If a form is received within business hours, and is materially complete, day one of the form will be the day after it was received. If a form is received outside of business hours then, if materially complete, the form will be considered submitted on the next business day.

Business hours are: 8am-6pm Monday to Friday excluding public holidays.

### Service Requests in Calendar Days

The level of service will start from the day a materially complete form was received by the Wholesale Service Centre. For example, if a form was received at 23:59 on Monday day one will be Tuesday. If the form was received at 00:00 Tuesday, then day one will be considered as Wednesday.

## **Declaration**

Where a form is received by the Wholesale Service Centre and is considered materially complete, the Retailer will be liable for any charges incurred by Anglian Water Wholesale in processing the form. The Retailer may still be liable for Non Primary Charges where a form is received and subsequently cancelled. For the avoidance of doubt, any form submitted by an employee of a retailer will be considered as an active service request and has the potential to incur Non-Primary Charges.

## **Served Notices**

For served notices, the Market Codes require the Retailer to submit a hard copy of the form to Anglian Water. Anglian Water will process a form received in the portal with a scanned copy of the served notice and will start the level of service as materially complete from the date the electronic submission was received or when necessary information was received to complete the request. In order to fully complete the request, a hardcopy of the serve notice/form needs to be sent to the Wholesale Service Centre. If no hardcopy is received before the coded service level

expires, then level of service will be reset to the date that the hardcopy was received.

For example:

*“A retailer applies for trade effluent consent by submitting the G2 form. As the form is considered materially complete the level of service starts from the day the form was submitted. Anglian Water Wholesale will complete the necessary tasks to grant the trade effluent consent. However, if no hardcopy of the G2 form is received the trade effluent consent will not be provided to the Retailer and the level of service will be adjusted to reflect the date Anglian Water wholesale finally received the hardcopy.”*

In a different scenario:

*“A retailer applies for trade effluent consent by submitting the G2 form. As the form is considered materially complete the level of service starts from the day the form was submitted. Anglian Water Wholesale will complete the necessary tasks to grant trade effluent consent. The hard copy of the form was received by the Wholesale Service Centre three days after the electronic form was submitted. The level of service for this enquiry starts from the date the form was submitted electronically.”*

### **Non-Coded Enquiries**

Not all enquiries from retailers will fall into the scope of the Market Codes. Where the WSC receives enquiries outside the scope of the codes it will manually create a case for the enquiry. AWS aim to provide an initial substantive response to all enquiries that fall outside the scope of the codes within 5 Business Days.

### **Non-Primary Charges**

The Wholesale Service Centre System will be responsible for publishing Non-Primary charges incurred from the submission of service requests. Charges will be collected from cases that have either been completed or closed in the invoicing period. Details of invoicing periods can be found on the Anglian Water Wholesale Website.

### Standard Charges

In accordance with the Wholesale Charges Scheme and Market Codes, upon receipt of a Market Form a Retailer is liable for any standard charges in respect to a Bilateral Service Request.

### Non Standard Charges



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In accordance with the Wholesale Charges Scheme and Market Codes, a Retailer is only liable for Non-Standard Charges upon acceptance of a quotation for any Bilateral Service Request. Any quotations not accepted or rejected will be automatically rejected after 90 days.

### SFTP Server

The SFTP Server provides an additional method for Retailers to interact with Anglian Water Wholesale. Access to the SFTP Server will be provided to Retailers with end-user customers on a Profile Tariff with a logger, Retailers which have purchased the Meter Reading Services from Anglian Water Wholesale and those that use our PDF submission solution.

Retailers will be set up on the SFTP server within six business days from requesting access to the server. Retailers will only be set up for services that they require on the server. Where a Retailer requires additional services, this will take an additional six days to set up.

Help documentation will be provided to help Retailers access the SFTP server.

Services may be removed, changed or added by Anglian Water Wholesale at any time. Where a service is to be removed, at least 30 calendar days' notice will be provided to all retail parties using the server.

### Operational Notifications

Anglian Water Wholesale's obligations under parts D&E of the Market Codes will be facilitated through The Retailer Notification Service. The Retailer Notification Service is a plugin to the Retailer Portal which enables Retailers to view planned and unplanned events in the Anglian Water and Hartlepool Regions. The Service will provide maps of both areas to showing the service boundaries of each water company.

Events and incidents will be fed to The Retailer Notification Service via an interface from AWS' Operational Management Systems. The interface will run every 15 minutes

Individual Retailers will be provided with as many logins as they require to log into the service. The service will allow Retailers to follow the events and SPIDs which are relevant to them and download a .csv extra of the effected SPIDs in by each event.

Where a Retailer wishes to comment on an event, a notification will be sent to the Wholesale Service Centre System which will create a case. The case will then appear in the Retailer's portal and appropriately responded to by the appointed Wholesale Service Centre Advisor.

Events will be removed from the Retailer Notification Service two days after the event has been closed.