



**Sensitive
customers
policy.**

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1. Background

In response to changes introduced in the water industry to create competition in the non-household customer market, we need to have a clear understanding of which premises are occupied by sensitive customers so we can respond appropriately when delivering planned activities and dealing with reactive situations and unplanned changes to services. Retailers are responsible for notifying us via the market operator when their customer falls within our definition.

2. Scope

This Sensitive Customer Policy defines which non-household customers we classify as sensitive. We use this policy to help us determine which non-household customers should and shouldn't be considered as sensitive, and then work with the retailers to keep this information up to date on all relevant systems. It shall also be used by retailers to enable them to identify sensitive non-household customers within our operational area.

3. Definition of terms

For the purpose of this document:

Eligible premises – means a premises which meets the eligibility criteria and is therefore within the scope of the non-household market

Operational area – the geographical area where we provide network services. A separate operational area exists for water and wastewater services

Market operator – the organisation established to exercise certain central market functions in relation to the participation of trading parties in the non-household market

Vulnerable customer – a domestic customer who in the circumstances of an emergency is less able to help themselves

Shared supply – a single supply from the main that feeds multiple properties, e.g. a block of flats that is fed by a single communication pipe and supply pipe

Network – the infrastructure of pipework and other assets used

4. Principles

The principal legislation which has informed our approach to defining sensitive customers is the SEMD (Security and Emergency Measures (Water and Sewerage) Direction 1998). We have taken a methodology which is in line with this legislation, and applied this to non-household customers.

We also recognise that within our operational area we have a small number of premises, which are outside the scope of SEMD but we have included in this policy due to their national civil and security importance and for which it is in the public interest to ensure we effectively manage an emergency or unplanned change in service.

5. Policy

The following have been classified as non-household sensitive customers (in no particular priority):

- hospitals
- prisons
- educational establishments (including special needs schools)
- farms and abattoirs (with commercial livestock)
- vulnerable domestic customers sharing a supply with a non-household customer premises
- sole traders who are sick, elderly, disabled
- care homes and nursing homes, where eligible
- premises with national civil or security importance .

As per SEMD we require retailers to inform us where eligible premises (including shared supplies) contain vulnerable domestic customers or vulnerable sole traders.

We will publish guidance as to which types of non-household customers we consider to fall within the definition of sensitive customer and we will respond to any query raised by retailers about the application of our sensitive customer definition.

We will determine if a non-household customer is sensitive by using the definition as well as the premises' Standard Industry Classification (SIC) code. The list of codes which we consider as sensitive is included in Appendix 1.

Retailers will identify any of their non-household customers who meet our definition of a sensitive customer (for example indicated by them having a SIC code listed in Appendix 1).

Where necessary we will query the retailer's classification of a non-household customer as sensitive.

Where necessary we will request that information held by the market operator is updated to remove the sensitive customer classification associated with an eligible premises within our operational area.

Where appropriate we will ask the retailer to update the information held by the market operator to add the sensitive customer classification associated with an eligible premises within our operational area.

We will respond to any query which the retailer raises about the application of our sensitive customer definition.

We will establish public health site specific arrangements for all sensitive customers.

In an event or incident, we will supply the most appropriate response depending on the nature of the event, and the information available to us at the time (through the site specific arrangements and/or communications with that customer).

When planning work and/or responding to an unplanned change in water and/or sewerage services, we will take account of the needs of identified sensitive customers.

Where necessary we will contact the non-household customer who has been deemed to be sensitive (according to our definition of a sensitive customer) to determine their specific needs and/or to validate the information contained within their site specific arrangement.

Where our statutory obligations under the SEMD require us to provide an alternative water supply, we will provide this at a relevant level, in accordance with the priorities within the SEMD.

We expect retailers to notify us if they become aware of a shared supply in which a domestic customer is sharing a supply with a non-household customer and that domestic customer is a vulnerable customer.

Where a non-household customer is on a shared supply with a domestic customer who is a vulnerable customer, we will investigate the situation and work with the non-household customer and the vulnerable domestic customer to make sure that we are able to capture the specifics of the domestic customer's vulnerability and ensure that the systems and network are configured appropriately.

Where our investigations confirm that a supply to non-household customer also serves a domestic vulnerable customer, to make sure we meet our obligations to the domestic vulnerable customer, the non-household customer may be classified as sensitive.

Food and drink manufacturers or other industries which are dependent on water for their business won't be classified as sensitive, however we will consider their specific needs as far as is reasonably practicable in both our planned and unplanned activities.

6.Changes to policy

This policy will be reviewed on a twelve-month basis and updated periodically as required.

7. References

SEMD (Security and Emergency Measures (Water and Sewerage) Direction 1998)

Alternative Water Policy

Site Specific Arrangements Policy

Event Management Policy

8. Appendices

2007

01410 Raising of dairy cattle

01420 Raising of other cattle and buffaloes

01430 Raising of horses and other equines

01440 Raising of camels and camelids

01450 Raising of sheep and goats

01460 Raising of swine/pigs

01470 Raising of poultry

01490 Raising of other animals

01500 Mixed farming

01621 Farm animal boarding and care

85100 Pre-primary education

85200 Primary education

85310 General secondary education

85320 Technical and vocational secondary education

85410 Post-secondary non-tertiary education

85421 First-degree level higher education

85422 Post-graduate level higher education

86101 Hospital activities

86102 Medical nursing home activities

86210 General medical practice activities

86220 Specialists medical practice activities

87100 Residential nursing care facilities

87200 Residential care activities for learning difficulties, mental health and substance abuse

87300 Residential care activities for the elderly and disabled

87900 Other Residential care activities nec

1980

010 Agriculture and Horticulture

931 Higher Education

932 School Education (Nursery, Primary and Secondary)

933 Education Not Elsewhere Specified and Vocational Training

951 Hospitals, Nursing Homes etc.

952 Other Medical Care Institutions

953 Medical Practices

956 Veterinary Practices and Animal Hospitals

88910 Child day-care activities

Prisons

84230 Justice and judicial activities

84240 Public order and safety activities

912 Justice