



Water
networks'
works
policy.

Version 1.2

Publish date: 22 June 2017

Effective from: 22 June 2017

Public

Contents

- 1. Background.....4
- 2. Scope4
- 3. Definition of terms4
- 4. Principles4
- 5. Policy4
- 6. Changes to policy5
- 7. References5
- 8. Appendices6

1. Background

We are committed to provide a consistently high quality service to our customers; to keep providing those services, at times we will need to carry out works on our network which either can be short term planned, reactive or unplanned works. In any planned or unplanned event, we (the wholesaler) are obliged by the Wholesale Contract/Wholesale – Retail Code Operational Terms to notify the retailer(s) of any change in service which may affect the supply of water services to their non-household customers.

2. Scope

This policy applies to any entity planning or carrying out works which may affect the supply of water services to our retailers' non-household customers.

This policy governs the notification services provided to retailers when we carry out work in our water network that is considered:

- short term planned activities
- reactive activities
- unplanned changes.

3. Definition of terms

We – refers to Thames Water Utilities Limited (“TWUL”) Wholesale Water & Wastewater

You – refers to retailer(s) under common contract agreement with TWUL Wholesale Water & Wastewater

Short term planned works – means those works which are planned within the time period between 22 business days' and less than 3 months in advance notice

Reactive works – means those works which are planned with greater than 2 business days' and less than 22 business days' notice

Unplanned works – means those works which are planned with less than 48 hours' notice

4. Principles

In any planned or unplanned event, we will notify you, in accordance with the Wholesale Contract/Wholesale – Retail Code Operational Terms, of:

- a) any anticipated reduction or change in the supply of our wholesale services as a result of any maintenance, repair, replacement and inspection programme for the network; or
- b) the circumstances where the supply of our wholesale services may be interrupted or suspended as a result of unplanned events

We welcome any information from you, where you become aware of any event or significant change in water services, as soon as you can inform us.

5. Policy

Our policy is complying with the requirements of the Wholesale Contract/Wholesale – Retail Code in our management of short term planned, reactive and unplanned activities. In executing this policy;

- We consider an ‘affected’ water service as one where we anticipate supply will be impacted beyond 30 minutes.
- We will provide you with details of our contingency plan, if we expect your non-household customers’ water supply to be interrupted for longer than 12 hours.
- We will notify you of works via the In your area website.
- Where we can’t provide you at least 48 hours’ advance notice of works, we consider the work to be an ‘unplanned change’ in water services.
- We will minimize any interruption to our water services by using ‘always in supply’ practices such as line stops, infusions and tankers, wherever it is reasonably practicable to do so. Our response can vary depending on location, work volumes and other operational constraints.
- We will usually carry out our work during normal business hours, i.e., Monday to Friday, 9am – 5pm, excluding bank holidays or public holidays. However, where it’s necessary, for example due to traffic management or operational constraints, we will carry out our work at any time, ie, 24 hours a day, seven days a week.
- We will only receive any information, such as comments or feedback from you, via email.
- We will receive and consider comments and feedback from you, on our short term planned works only.
- We reserve the right to reject, on valid grounds, your comments or feedback on our short term planned works.

Specifically for the unplanned work, in executing this policy:

- We will keep you updated on the progress to resolve unplanned changes via In your area.
- You may ask us for further information regarding an unplanned change and why the unplanned change is necessary.
- Where necessary, we’ll provide an alternative water supply for your non-household customers, in line with our Alternative Water Supply Policy.
- Where we become aware of, or think that there might be an unplanned change in water services, we will investigate the unplanned change.
- We will ask you to notify all of your non-household customers if an unplanned change is likely to last more than 30 minutes.

6.Changes to policy

This policy will be reviewed on a 12 month basis and updated periodically as required.

7.References

- Alternative Water Supply Policy

8. Appendices

There are no appendices to this document.