



Working
outside of our
normal working
hours policy.

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Contents

- 1. Background.....4
- 2. Scope4
- 3. Definition of terms4
- 4. Principles4
- 5. Policy4
- 6. Changes to policy5
- 7. References5
- 8. Appendices5

1. Background

The Water Act 2014 included provisions for the opening of the non-household retail market on 1 April 2017. As a result of this the wholesale business within Thames Water has developed a number of policies, which have been adopted after market opening. These policies guide the way Thames Water Wholesale operates in the non-household market.

To fulfil our regulatory and statutory obligations some services provided by Thames Water Wholesale are provided 24 hours a day. These include our event management services for dealing with unplanned changes in water and/or sewerage services such as water quality incidents or sewage flooding and our wholesale contact centre. However, some services are only available during our normal working hours.

2. Scope

This policy sets the rules which Thames Water Wholesale will follow in relation to providing services outside our normal working hours.

3. Definition of terms

Notice - a traffic management notice which must be submitted to the local authority prior to carrying out work in the street.

Operational constraints - any restriction on carrying out work identified by us.

Permit – a street works permit issued by the highway authority, which provides the undertaker with permission to carry out work in the street. The permit may include conditions, which the undertaker must comply with.

Standard working hours – these are typically defined as Monday to Friday – 9am to 5pm (excluding bank holidays and public holidays) but may vary by service.

4. Principles

- We will comply with all relevant legislation eg the New Roads and Street Works Act 1991 and Traffic Management Act 2004.
- We seek to provide excellent customer service.
- We seek to minimise disruption to customers and the general public.

5. Policy

- Our normal working hours are dependent on the service being provided.
- We will develop service offerings, which seek to meet the needs of customers and define whether we will provide the service outside our normal hours, the terms associated with doing so, including any charges which may be incurred.
- We may work outside of our normal working hours where:
 - a. We need to work outside our normal hours for our reasons, which may be outside of our control eg
 - i. where required to do so by a Local Authority eg by the conditions of a permit or notice.
 - ii. where required to do so to meet our statutory and regulatory obligations due to operational constraints.

- b. We have been asked to do so by a retailer or their non-household customer, in accordance with the terms of our service offering.
- To fulfil our statutory and regulatory obligations it may be necessary for us to carry out visits to premises at any time and without prior notice.
 - When planning work we will, where reasonably practical, arrange for work to be carried out within our normal working hours.
 - When planning work, which we are unable to carry out during our normal working hours we will, where reasonably practical, make arrangements to minimise the impact on customers and the general public.
 - We may charge for carrying out work outside our normal working hours.
 - Where it is our choice to carry out work outside our normal working hours due to operational constraints and the decision is within our control we will not charge the customer for any additional costs incurred for carrying out the work outside our normal working hours.

6.Changes to policy

This policy will be reviewed every 12 months.

7.References

New Roads and Street Works Act 1991

Traffic Management Act 2004

8.Appendices

There are no appendices to this document.