

NAV Emergency Water Network Response Service

Scope and Key Terms

United Utilities currently offers an emergency water network response service to NAVs operating across the North West. This document sets out the high level scope and key terms for the provision of this service.

The provision of the service is subject to a set of eligibility criteria, your agreement to our terms and conditions and you entering into a contract with us. This service sits outside of our NAV services detailed within our NAV charges statement.

If you would like more information please contact us at NAVenquiries@uuplc.co.uk

Eligibility criteria:

The NAV site must:

- Be served by the NAV under their NAV License
- Be within the United Utilities Water former geographical area of appointment for water services
- Contain no more than 3,000 properties

The on-site network must:

- Contain pipework not exceeding 300mm in diameter
- Be of a nature such that its characteristics will allow United Utilities to provide the Emergency Response Services to an equivalent standard to that which we provide on our own network

If you would like to discuss the provision of services to sites that do not meet these criteria please contact us at NAVenquiries@uuplc.co.uk, or on 07900 598 037 and we would be happy to explore this with you.

Scope:

We will provide a 24 hour emergency water network response service.

The service is specific to emergency repair activities on the NAV's water network.

The service will be provided to an equivalent standard to that which we provide on our own networks. This means that our ability to respond to a water emergency may vary and at any point in time will be subject to the same operational demands that impact our ability to respond to emergencies on our own network.

United Utilities will undertake the following activities:

- Attend site
- Make safe
- Traffic management
- Application for street works permits
- Carry out repairs (including traffic management and street works permits)
- Reinstate
- Provision of bottled water to the extent normally available in the United Utilities network technicians vehicles

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- Private supply pipe repairs with temporary reinstatement only
- Post repair sampling as required in relation to repair undertaken
- Provision of information to the NAV to assist the NAV in satisfying any reporting requirements

The following items will remain the responsibility of the NAV:

- Customer contacts and communication
- Triage and initial assessment as to the urgency and priority of the emergency
- Management and operation of the NAV network including rezoning and mains recharge
- Incident response management and coordination
- Alternative supply requirements
- Offsite coordination and delivery and distribution of bottled water
- Management of sensitive customers
- Communication with other stakeholders e.g. media, police
- Regulatory and any other compliance reporting requirements

The NAV must also provide United Utilities with as-laid drawings for the water network in advance of the service commencing.

Contract term:

The contract will have a term of 2 years after which it can be terminated by either party

Rates and charges:

Charges will consist of:

1. Fixed annual charge per site
2. Charge for work undertaken on a job by job basis to include*:
 - a) Fixed administration charge
 - b) Charge for hours worked by United Utilities network staff dependent on the nature of the work undertaken
 - c) Third party contractor costs dependent on the nature of the work undertaken
 - d) Disbursements

*All components will include an appropriate allowance to cover general and support overheads and profit.

Charges will be reviewed annually by us and may vary from time to time as a result of changes to the direct and indirect cost that we incurs in providing the Emergency Response Services.