

United Utilities' Vacancy Incentive Scheme

9 January 2020

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1. About this document

From 1 April 2020 United Utilities will offer a vacancy incentive scheme to incentivise business retailers who work in our area to identify occupied premises that are showing as vacant within the Central Market Operating System (CMOS).

We will offer a vacancy incentive payment where you inform us of a site that is incorrectly identified as vacant within CMOS. The incentive payment will be made once the occupancy status of the premises has been corrected in CMOS.

The eligibility rules for the United Utilities Vacancy Incentive Scheme are set out in this document.

It is intended that United Utilities will sign up to the Industry Vacancy Incentive Scheme should it be introduced into the market codes. If United Utilities sign up to the industry Vacancy Incentive Scheme, we will cease to operate this scheme.

2. Eligibility criteria

2.1. The Retailer

In order to qualify for a vacancy incentive the Retailer must be entered into a "Wholesale Contract for Wholesale Services" with United Utilities.

2.2. The customer and premises

The customer and premises must meet the following criteria in order to qualify for a vacancy incentive:

For all applications:

- The relevant supply point must be tradable in CMOS
- There must have been a previous occupant i.e. the site cannot be a new connection
- The date of the last successful vacancy incentive application in respect of the premises is not in the last 24 months
- No other vacant site incentive application may be outstanding
- The premises has not been registered as a gap site within the last 12 months

For applications where the Applying Retailer is not registered for the premises:

- The relevant supply point must be recorded in CMOS as being vacant at the time of application

For applications from the Registered Retailer where they have acquired the premises since market opening:

- The premises must have been marked as vacant when acquired by the Applying Retailer
- The occupancy date must have been backdated to the transfer date

For applications from the Registered Retailer where the premises has not switched since market opening:

- The customer and premises must have been registered in the market as vacant on 3 April 2017 and must have remained vacant since.

3. Application process

Applications will be made by the Applying Retailer to United Utilities following the process steps detailed within Operational Terms process H7, Application for payment of Vacant Premises incentive payment.

Application form H/06 along with any supporting evidence should be provided to wholesaleservicedesk@uuplc.co.uk. Where a piece of information does not exist or is deemed not applicable full justification must be provided.

In accordance with CSD 0105 “Error Rectification & Retrospective Amendments, Section 5 “Vacancy Change Application”, prior to submitting an application the Applying Retailer shall undertake a site visit in order to gather evidence in relation to the occupancy status of the Eligible Premises. This will enable United Utilities to submit a Vacancy Change Application to MOSL.

A photograph must be provided as part of the application.

For applications where the Applying Retailer is not registered for the premises, in addition to the data requested on form H/06 the application must also include the information as set out in Appendix 1.

Any amendments to occupancy dates will be conducted in accordance with the requirements of the market codes and the Ofwat Business Customer Protection Code of Practice.

For Cross-Company Premises the Retailer will submit separate H/06 forms for the Water Services Supply Point and Sewerage Services Supply Point to the Water Services Wholesaler and Sewerage Services Wholesaler respectively in accordance with Operational Terms Process H7.

4. Duplicate applications

An application will be considered a duplicate where another retailer has already submitted an application in respect of the premises. Duplicate applications will be dealt with on a first come, first served basis. Duplicate applications will be returned by United Utilities to the Applying Retailer.

5. Calculation of incentives

A single incentive payment of £200 will be made by United Utilities to the Applying Retailer.

6. Erroneous applications

There is an expectation that the Retailer will only submit applications where they believe a premises is genuinely occupied, that they have done sufficient research in order to determine this and that they have provided sufficient evidence to allow for the occupancy status of the premises to be corrected.

United Utilities may levy a charge of £28.88 to cover the reasonable administrative costs incurred in dealing with erroneous applications.

For applications from the registered retailer, where the occupancy status is changed back to “vacant” after an incentive payment has been made we will seek to recover the incentive payment amount from you.

7. Payment terms

All payments will be made in accordance with the steps set out in Operational Terms process H7.

Appendix 1 – Additional information to be included in Form H/06 for applications where the Applying Retailer is not registered for the premises

Customer contact details

Contact name at premises

Contact number

Billing contact details

Billing contact name

Billing contact number

Billing Address

Secondary Addressable Object

Primary Addressable Object

Address line 1

Address line 2

Address line 3

Address line 4

Address line 5

PAF Address Key (if available)

Postcode