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| **United Utilities Water** |
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| Hints & Tips |
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| **A guide for retailers** |

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# **Leakage Allowance**

* Customer must provide proof of repair before we can process a claim – if this is not attached we will ask for it then reject.  It will save time to hold the claim and only submit when this is available.  If not available e.g. customer has done the repair themselves, please confirm this together with date of repair and details of the exact location where the customer has carried out the repair.
* Check that consumption has gone back down after the leak repair. If there is a reason why it hasn’t e.g. change to process or increase in production please ensure we are informed of the reason(S) during the claim process.
* Any repairs taking longer than 4 weeks to repair following confirmation of a leak will usually be refused as taking too long to resolve and the customer has allowed the waste to continue.  If there is a good reason for this e.g. couldn’t access the building due to safety reasons we need to be informed so that we can consider this further.  Under normal policy we will refuse any claim in excess of 4 weeks.
* On Section 5 of the claim form the wrong box is often ticked. Please ensure the correct item is marked so that it’s not rejected, as the customer may not qualify for what has been ticked so again we may refuse something when the customer may in fact qualify for an allowance.
* Check that the readings are up to date in CMOS. We can’t use retailers billing systems and often are provided with screen shots to show reads. We can only use what is in CMOS, if they are not there we will reject.
* If the customer provides any other information, even if you think it’s not relevant, please provide it, particularly if the claim is not routine. Include anything from the notes or from conversations with the customer - its better we have information we don’t need rather than reject because we don’t have what we do need.

# **Surface Water Claims**

* We must be given the customers contact details and consent for a visit in every case.  It is rare that we **don’t** go out to site for these claims.
* A plan should be included with the claim showing where the surface water drains to.  If no plan is available the customer must indicate where they believe the water drains and why they believe they are entitled to a claim.
* Details of how long the site has drained this way should be included if the customer has made changes so that the claim can be made e.g. recently had a soakaway installed or diverted surface water to the river.
* Customers sometimes believe they have no foul sewerage connection and so don’t need to pay surface water and highway drainage i.e. if they are in a shared building with shared facilities such as kitchen and toilets.  However, access to these shared facilities means that the charge is payable as the building has a connection.
* Generally we don’t give any surface water allowances for a rainwater harvesting, however we are introducing a trial basis of charge for non-household sites with rainwater harvesting systems which uses rainwater for flushing toilets etc., but quite specifically any overflow from the harvesting tank **must not drain to sewer**. (I.e. overflow drains to watercourse, soakaway etc.)
  + - Where the configuration of pipework meets, or can be adjusted to meet the requirements of the trial, the successful applicants for the trial will see adjustments to both surface water and volumetric sewerage charges

# **Allowances – General**

* Ensure that the form is fully and correctly completed. Contact details are regularly incorrect or there is no response from the number we are provided with. Please provide an up to date number where the customer can be contacted e.g. mobile number. In every case, we only make attempts to contact the customer. Sometimes, due to the tight deadlines, this is over two days on some occasions due to the tight deadlines.
* Do not submit PDF copy documents as we cannot always read them fully, and often have to raise a request for further information.
* The amount(s) we quote for allowances is not the ‘retail’ amount but the ‘Wholesale’ amount. The amount you pass on to the customer should always be different.

# **Site Area Banding changes**

* This allowance is backdated 6 months from when we receive the claim. There are rare occasions where we may go back up to 6 years, the main reason being if our map is not showing a boundary for the customer because we were never able to never locate their building/premise.
* In order to secure a band change, we must either have had the boundary drawn incorrectly or we may have had some surface types incorrectly marked as chargeable when they should not have been. Or we may have allocated some parts of the site incorrectly, such as loading bays and parking areas.
* Please ensure we are advised why the customer believes their boundary is incorrect e.g. car park included that’s not theirs, large patch of grass is shown as hardstanding i.e. so we are charging for it and we shouldn’t be.
* Always be aware we get a lot of queries from customers who believe we are charging them too much for their site area because they don’t take into account shared areas. If they are on a retail or business park, this can often more than double the size of their actual premises.
* In most cases our areas will differ from those shown on the VOA website as the VOA do not include corridors, stairwells and some other shared areas.

# **Concessionary Scheme Guidelines**

**Please note charities are not eligible for the concessionary scheme.**

* Places of Worship are automatically placed on the concessionary scheme, however due to the many denominations we may request an official certificate confirming the premise is a place of Worship.
* Guide, Scout Groups and Sea Cadets are entitled to be automatically placed on the concessionary scheme following receipt of an application form. We do not require any further information for these applications. Air Cadets are not eligible for this scheme.
* Community Amateur Sports Clubs, also known as CASCs, need to be registered on the government website under CASC (<https://www.gov.uk/topic/community-organisations/community-amateur-sports-clubs>) Please note clubs not registered with the website may still be entitled.
* If a premise is not registered we will need further information, please request a detailed list of events and costs on a daily basis. We also need to know if there are any paid employees or any professional coaches.
* Community Centres and Village Halls - Please confirm if the property is listed on the government valuation office listings and provide the reference number if applicable. They need to be operating on a non- profit basis and be open to the whole community. Please request a detailed list of activities and costs on a daily basis. We also need to know if there are any paid employees, for example do they have a bar with paid staff. Is there a hall that is hired out for birthday parties? Etc.

# **Supply Point**

**If asking for a change of address / VOA amendment:**

* + On any account please include why, please include as much information as possible – please don’t rely solely on the tick boxes on the forms.
  + If you believe the property has split, we may not be able to change the meter supply address if the pipework has not been altered – please ask your customer if this has been done.
  + Do you believe the supply address is incorrect? If so, why? We may reject cases when we do not have enough information to understand why the amendment is needed.
  + We will only change the waste SPID for SWHD in line with the VOA – this may be different to what the customer believes is the correct address.
  + Confirm all contact details for your customer with your customer before sending the forms through.  We need these to arrange a site visit or meter installation, if we cannot contact your customer we may close the case.
  + We will only change the core address (meter SPID) in line with what the meter supplies – this may be different to what is on the VOA.
  + If asking for a **change** of VOA amendment – please include original VOA ref and new VOA ref – this is on the top right hand corner of the customer’s non-domestic rates bill.
  + If you are telling us about a change of address and this is from a split (I.e. unit 1-2 Smith Street has changed into unit 1 Smith Street) please raise a separate C3 form for Unit 2, if you wish to be the retailer for that unit, and contact our service to link these and they can be worked simultaneously.
  + Please be aware that other cases may need to be raised for data correction work originating from your initial query – I.e. site area amendments, SPID deregistration, gap sites

# **C6 Change of Use – Commercial to Domestic**

* Why there is a change of use?
* Address in Council Tax listings should match address on premises.
* If a farm the customer has confirmed this is no longer a working farm and detailed on form.
* Meter reads and average daily consumption checked – if high cons the retailer needs to address with their customer before sending C3 form.

# **C1b Supply check**

**Why is the supply check needed?**

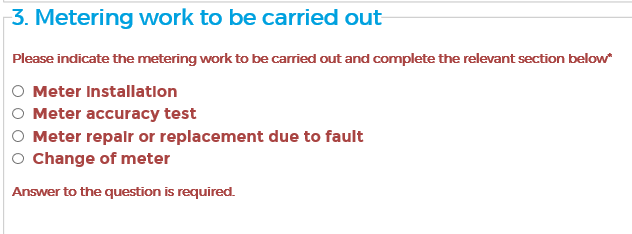
* If suspected shared supply, what is the premise is shared with? We require full address and post code details for all affected premises please.
* If the premise has high consumption check with the customer if there could be a reason for this, carry out own leak test, raise with leak line, check previous read was not estimated and actual is just a catch up read causing a higher bill.
* Has a leak test already taken place? (confirm tick box)
* A supply check should not be used to show the customer where the meter is or to check internal pipework. We may raise non-primary charges for erroneous visits.

# **F02 Complaints**

* Ensure correct SPID is quoted relating to issue e.g. sewerage SPID if issue relates to sewerage complaint
* Confirm if complaint has been submitted as a telephone or written complaint by customer
* Attach any relevant documents to support the case e.g. complaint letter, CCW letter etc. This helps to understand the context of the complaint and avoids any misinterpretation
* If referring to other properties please include full address and SPID/Account details
* Please review the account notes and submit all relevant historic information to support the case
* If submitting a CCW complaint please highlight the specific points you require investigating
* All relevant meter readings should be in CMOS before submission if applicable to case
* Ensure the agent details on the F02 is the agent handling the case
* Check all previous UU Wholesale responses to avoid repeat requests for information
* If complaint is in respect of a previous allowance please ensure the correct amount has been applied as previously advised by UU Wholesale
* An F02 should not be raised if the complaint is with the retailer, or failings by the retailer and action is required. Please raise the relevant case type for action e.g. H01 for an allowance etc.
* Please include note to say if issue is with WATRS/ADR

# **B1 Metering Requests.**

Ensure the correct tick box in section 3 is selected for the type of work you require us to complete.



* **Tick box 1 “Meter Installation”** – This is for full unmeasured properties which require a first time meter installation. (Not to be used for “missing meters”)
* **Tick box 2 “Meter accuracy test”** – This is when a meter is required to be tested.
* **Tick box 3 “Meter Repair or Replacement”** for all meters where the meter is faulty.
* **Tick box 4 “Change of Meter”** this work is rechargeable
* Please ensure the customer is aware of what works need to be done and also the correct name and contact number are provided who will be able to make an appointment to carry out the work with our Meter Contractor.

# **Logger Requests**

# **RE 01**

* Please read the text at the top of the RE01 form and also the terms and conditions prior to submitting the request. This will ensure your request is dealt with in a timely manner.
* Please ensure you are using the most recent form on the UU Microsite
* Sections 1, 2 and 9 MUST be completed
* Complete section 3 if you are informing us you are removing your data logging equipment
* Complete section 4 if you are requesting permission to install data logging equipment
* Complete section 6 if you are requesting UU Wholesale to carry out an activity or if your request to install your own pulse switch has been refused but you still want to install data logging. Please note charges for this work are detailed in UU Wholesale Charges Scheme
* Complete section 7 if you would like to report a fault with UU Wholesale assets

**Section 4** is to request permission for a customer or third party to install a data logger:

* UU Wholesale will respond by completing section 5 and will send the form back to the retailer. Two responses possible:
* “Yes” permission is given – retailer can proceed
* “No” UU Wholesale will give details of why the request is rejected and what is required should the retailer still wish to install a data logger. The retailer can then resubmit the returned form, completing section 6, requesting the work to enable them to install a customer or third party logger

Note: If you already know you want UU Wholesale to install a pulse unit or pulse unit and splitter you can request permission by completing Section 4 and also complete Section 6.

We will determine what is required and install either a pulse switch or pulse switch and splitter and charge appropriately

**Section 6** is to request UU Wholesale to install a pulse unit or pulse unit and splitter and also a logger for 7 days

* If a retailer wants a pulse unit fitting or knows the meter is AMR enabled / has kit already connected to the meter. Complete this section on the first submission of the form, UU Wholesale can deal with the request immediately. Permission will be given after we have completed the installation.
* NOTE: Logger installed for 7 days is where you want UU Wholesale to install a data logger for 7 days and after that 7 days we will send you a graph of the flow through the meter.
* Install an additional logger box - This must be requested where there isn’t enough room in the existing chamber to install data logging equipment.

**Section 7** is to report any fault a retailer believes exist on UU apparatus with logging equipment connected, if no fault is found on UU apparatus we will charge for the visit.

**Section 8** can be used for any additional information to support your request / issue

**Section 9** must be completed

**All RE forms must be submitted to Wholesaleservicedesk@uuplc.co.uk**

**Forms submitted to other UU Mailboxes will not processed.**



# **RE.02**

This form can be used where Retailers are requesting access to UU Network Data Loggers on UU Revenue (where available) via HWM Online

* Please read the text at the top of the RE02 form and also the terms and conditions prior to submitting the request. This will ensure your request is dealt with in a timely manner.
* Please ensure you are using the most recent form on the UU Microsite
* Sections 1, 2 and 5 MUST be completed
* Complete section 2 details which meters you would like access to / or there is an issue
* Complete section 3 if you already have a login for HWM Online please complete
* Complete section 4 if you have an issue regarding the data you have access too. Please detail fully what the issue is
* Section 5 Must be completed

**All RE forms must be submitted to Wholesaleservicedesk@uuplc.co.uk**

**Forms submitted to other UU Mailboxes will not processed.**

# **RE 03**

This form can be used where Retailers are requesting provision of standard export files for UU Wholesale Network Data Management loggers

Please read the text at the top of the RE03 form and also the terms and conditions prior to submitting the request. This will ensure your request is dealt with in a timely manner.

Please ensure you are using the most recent form on the UU Microsite

* Sections 1, 2,3, 4 and 6 MUST be completed
* Complete section 4 - Form must be completed in full. HWM will use this form to process the request without it the request cannot be processed. Any omissions may delay the request being completed
* Complete section 5 - Use this section when a customer is already receiving the export files and requires further UU Wholesale loggers adding

**All RE forms must be submitted to Wholesaleservicedesk@uuplc.co.uk**

**Forms submitted to other UU Mailboxes will not processed.**