

Categorisation of sensitive non-household customers policy

This document sets out the guidance for retailers to use when determining if a premise owner/occupier in the Wessex Water region should be considered a sensitive customer.

This guidance should not be considered as definitive and should any retailer be in doubt as to the sensitivity of one of its customers they should contact the Wessex Water wholesale service desk on 0330 123 1122.

For information on how Wessex Water can assist premises that are deemed sensitive, please refer to the Assistance of sensitive non-household customers policy on the Wessex Water website.

General guidance

The definition of sensitive customer in the wholesale retail code is as follows:

Any non-household customer who is vulnerable for the purposes of the security and emergency measures direction, i.e. any non-household customer or eligible premises occupied by:

- *the sick*
- *the elderly*
- *the disabled, or*
- *other vulnerable sections of the population*

and/or which is:

- *a hospital, or*
- *a school.*

Wholesaler updates

Should Wessex Water deem it appropriate to add a classification of customer activity to the agreed schedule, this will be communicated to that customer's retailer(s).

The flag for a customer that is deemed sensitive under Open Water will be available to view in the following areas:

- market data
- the Wessex Water wholesale service desk views of non-household data
- the appropriate layer in the Wessex Water GIS systems to assist in responding to operational activity relating to non-household customer activity.

Please note: this flag will not be included in the web-based map service that is to be made available to retailers.

Retailer updates

When a retailer submits a request for a premise to be flagged as sensitive, verification will take place to obtain further details if the premise is not within the agreed categories listed above under 'general guidance'. Upon verification, Wessex Water will liaise with the retailer to ascertain if a specific flag is required solely for the premise in question or if the retailer requires the whole category of premises to be flagged.