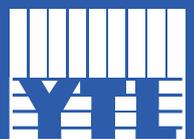


Non-household leak allowance policy

Wessex Water
YTL GROUP



wessexwater.co.uk

FOR YOU. FOR LIFE.

Non-household leak allowance policy

This policy document sets out the criteria in which a non-household customer can apply for a leakage allowance via their selected retailer. The retailer should request an allowance using process H1 of the Operational Terms.

Wessex Water's leak allowance policy is fully compliant with the RWG Good Practice Guide which has been created to provide a consistent and collaborative approach within the market. There are also areas where Wessex Water provide a better allowance than the RWG guide. This document outlines the addendums to our policy in more detail.

General conditions

1. Wessex Water will provide an allowance for both water and sewerage if a leak is discovered on the customer's private pipework. If the customer does not pay sewerage charges, then only a water allowance will apply. Allowances will only be applied for measured customers.
 - 1.1 The leak must be repaired within 30 days of being identified or an allowance will not be applied. Wessex Water will issue a waste water notice if the leak is identified on the customer's private pipework. If the customer fails to repair a leak and an enforced repair notice is served, the customer will not be eligible for an allowance.
 - 1.2 The materially complete H/01 form must be submitted by the retailer within 6 months of the repair date. There must be supporting evidence that the leak has been repaired and the retailer will provide at least two actual reads after the repair date. A read on completion of repair must be entered into CMOS by the retailer.
 - 1.3 A water allowance will be awarded for a maximum duration of 180 days (6 months). If the leak duration is greater than 180 days, the water allowance will be capped at this point.
 - 1.4 A sewerage allowance will be awarded for a maximum duration of 365 days (12 months) If the leak duration is greater than 365 days, the water allowance will be capped at this point.
 - 1.5 The leak duration will be calculated as the number of days from the estimated start date of the leak to the date of repair.
 - 1.6 If the leak was Wessex Water's responsibility to repair and recorded through the meter, an allowance will be awarded for the full duration of the leak and the total consumption of leaked water.
 - 1.7 An allowance will be applied for leaks that are located externally on underground pipework. This may include pipework located underneath the premise. No allowance will be given for leaks that are located on internal pipework or on above ground assets, i.e., urinals, leaking taps, troughs or faulty ball valves.
 - 1.8 One allowance per customer will be granted within any 12 month period. Additional allowances will not be given for leaks that occur on the same section of pipework.
 - 1.9 If the customer is not eligible for an allowance but they are in receipt of small business rate relief or hardship relief, we may on a discretionary basis offer a reduced allowance of up to 50%. Evidence of the relief is required when submitting form H/01.
 - 1.10 If the customer is a registered charity or not for profit organisation, we may on a discretionary basis offer an allowance of up to 100%. Not for profit organisations are defined as voluntary and community organisations, self-help groups and community groups, social enterprises, mutuals and co-operatives. They are independent from Government. Evidence will be required to show charitable status and not for profit organisations. The decision to award an allowance under these conditions is at the discretion of Wessex Water.
 - 1.11 Calculation of the allowance will be as follows:

Total volume over leak period	—	Normal daily water consumption X leak duration	=	Allowance adjustment
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