

Assistance for sensitive non-household customers policy

- If a sensitive premise experiences loss of supply and Wessex Water is not at fault, assistance may be provided by Wessex Water on a temporary basis.
- It is recommended that premise owners/occupiers make provision for alternative arrangements in the event of loss of supply due to limitations that Wessex Water may face.

This policy details the assistance that Wessex Water will aim to provide to sensitive premise owners/occupiers in its region of operation in the event of a loss of supply that is not due to a fault and/or operation of Wessex Water's supply network and/or assets.

The definition of a sensitive premise owner/occupier covered by this policy is defined in the Wessex Water non-household sensitive customer classification policy.

Reporting loss of supply

When a loss of supply to a premise occurs, it is often not obvious as to the cause. Therefore, if a premise owner/occupier is experiencing a loss of supply they should report it as soon as possible so that the cause can be investigated. If the cause is known and is not the responsibility of Wessex Water but temporary assistance is required, this should be requested to the Wessex Water via the premise owner/occupier's retailer.

Assistance to sensitive customers and limitations

If a sensitive premise experiences a loss of supply that is not due to a fault and/or operation of Wessex Water's supply network and/or assets, Wessex Water will aim to provide assistance with a temporary alternative. Where appropriate and feasible, with the permission of the retailer, this may include a permanent rectification of the cause.

Due to operational constraints, including operating hours, the assistance offered may be limited in terms of the type and level of assistance provided and the timescales in which Wessex Water can attend. Wessex Water is unable to undertake any work on private internal fittings and fixtures and any private external pipework obstructed by temporary or permanent fixtures.

Any assistance provided will be on a non-chargeable basis for a limited time period only.

For details of assistance provided in the event of loss of supply affecting a sensitive premise that is due to a fault and/or operation of Wessex Water, please refer to the Wessex Water retailer promise.

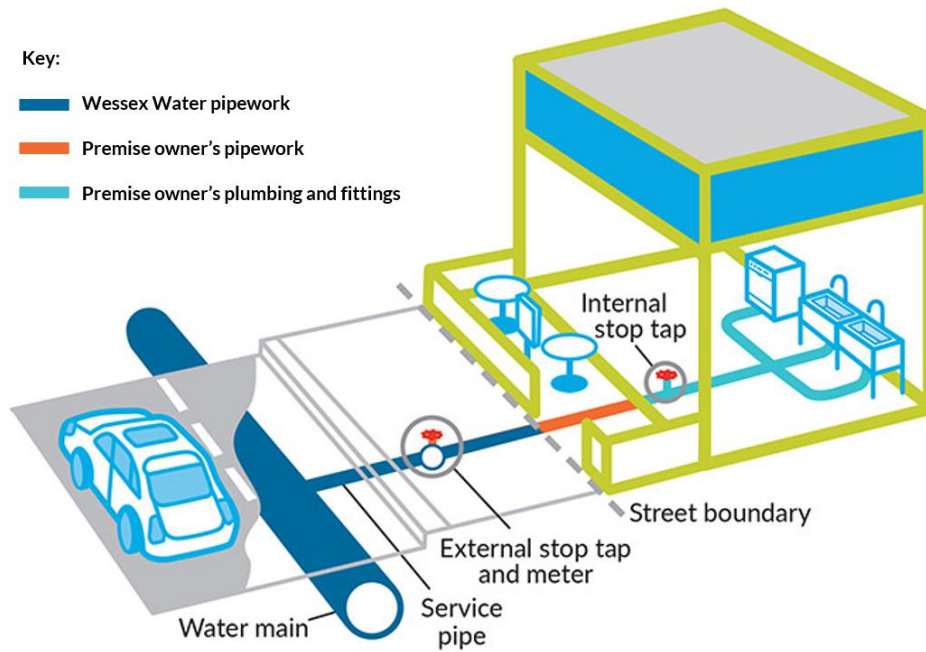
Advice to retailers

Due to the limitations of assistance that Wessex Water can provide when the cause is not its responsibility, retailers and premise owners/occupiers are advised to consider and make provision for alternative arrangements in the event that a loss of supply occurs. It is also advisable that premise owners/occupiers regularly check the operation of control valves at the premise including the main control valve and are aware of the assets that they are responsible for.

Pipework responsibility

In the majority of cases, Wessex Water's ownership of assets including pipes, control valves, meters etc. that connect a premise to the water supply network finishes at the boundary of the highway in which the

supplying water main is laid. From this point onwards, any further assets that supply water to a premise will be privately-owned. The location of a meter and/or control valve to a premise does not always determine the end or start point of responsibility. Further information on pipework ownership can be found by visiting www.wessexwater.co.uk/pipework



As a wholesaler, Wessex Water has a responsibility to provide and maintain a flow to the point in which its ownership of assets ends.