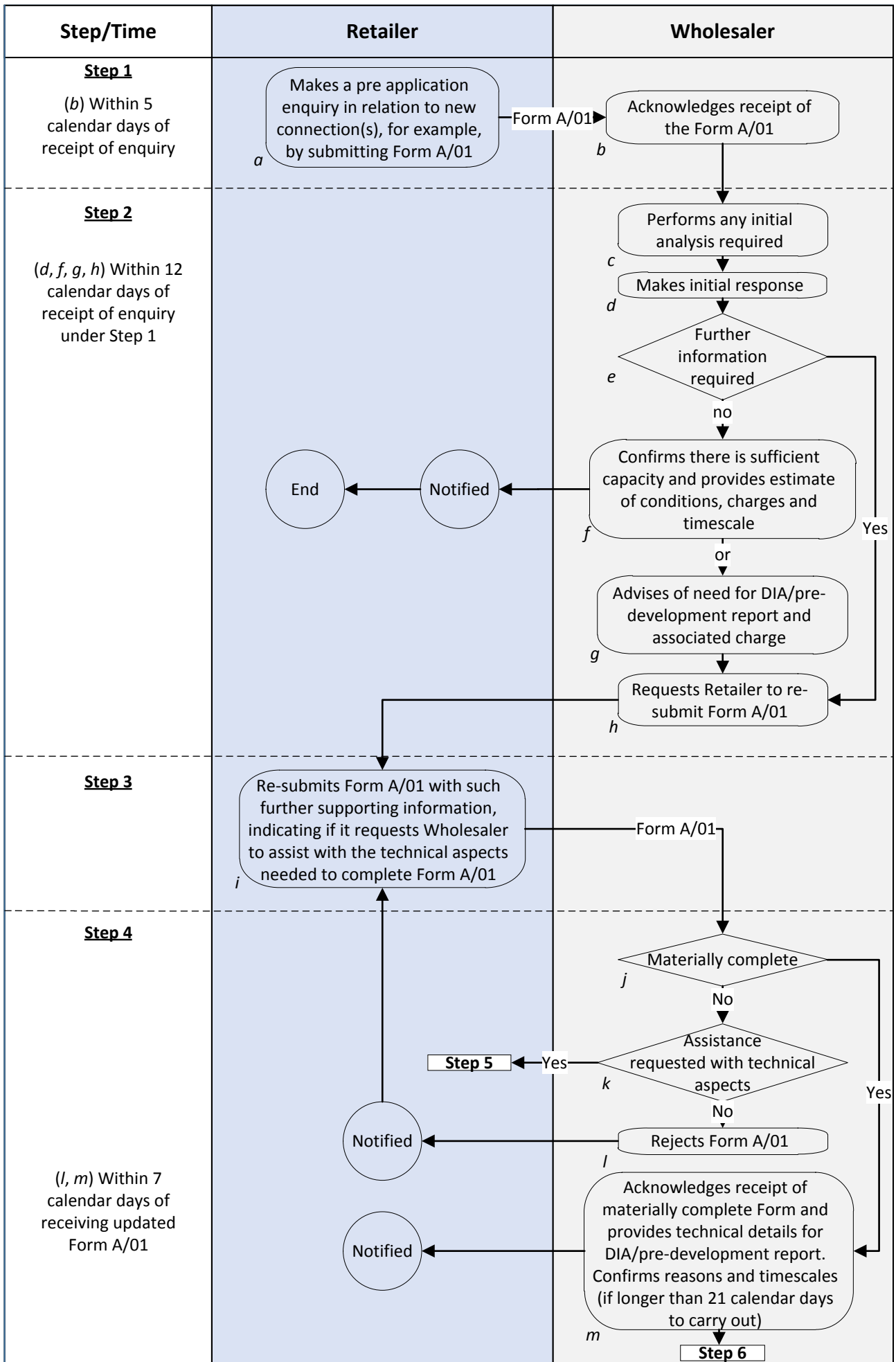




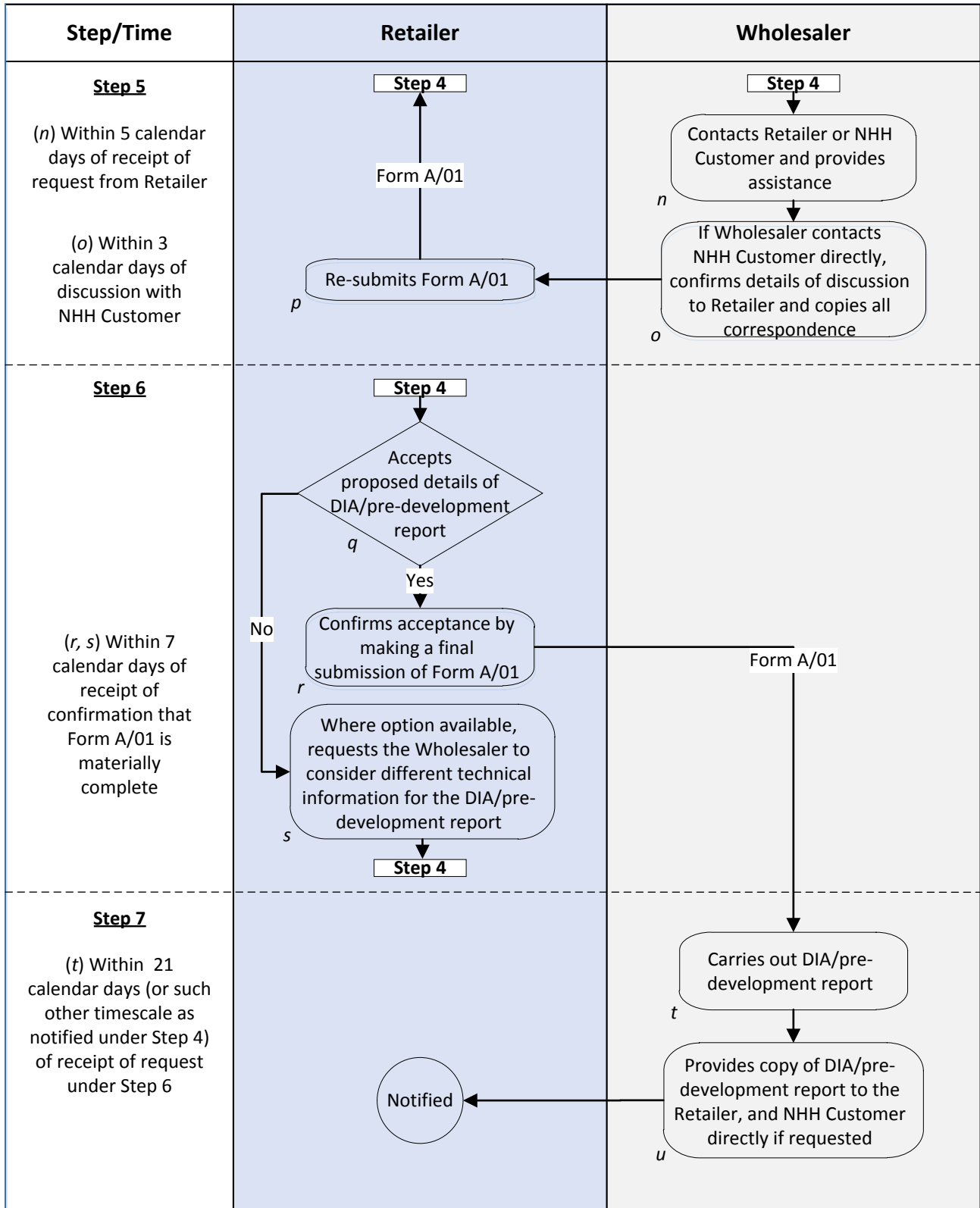
**Operational Terms:
Annex A - Process diagrams for
part A (New connections)**

September 2015

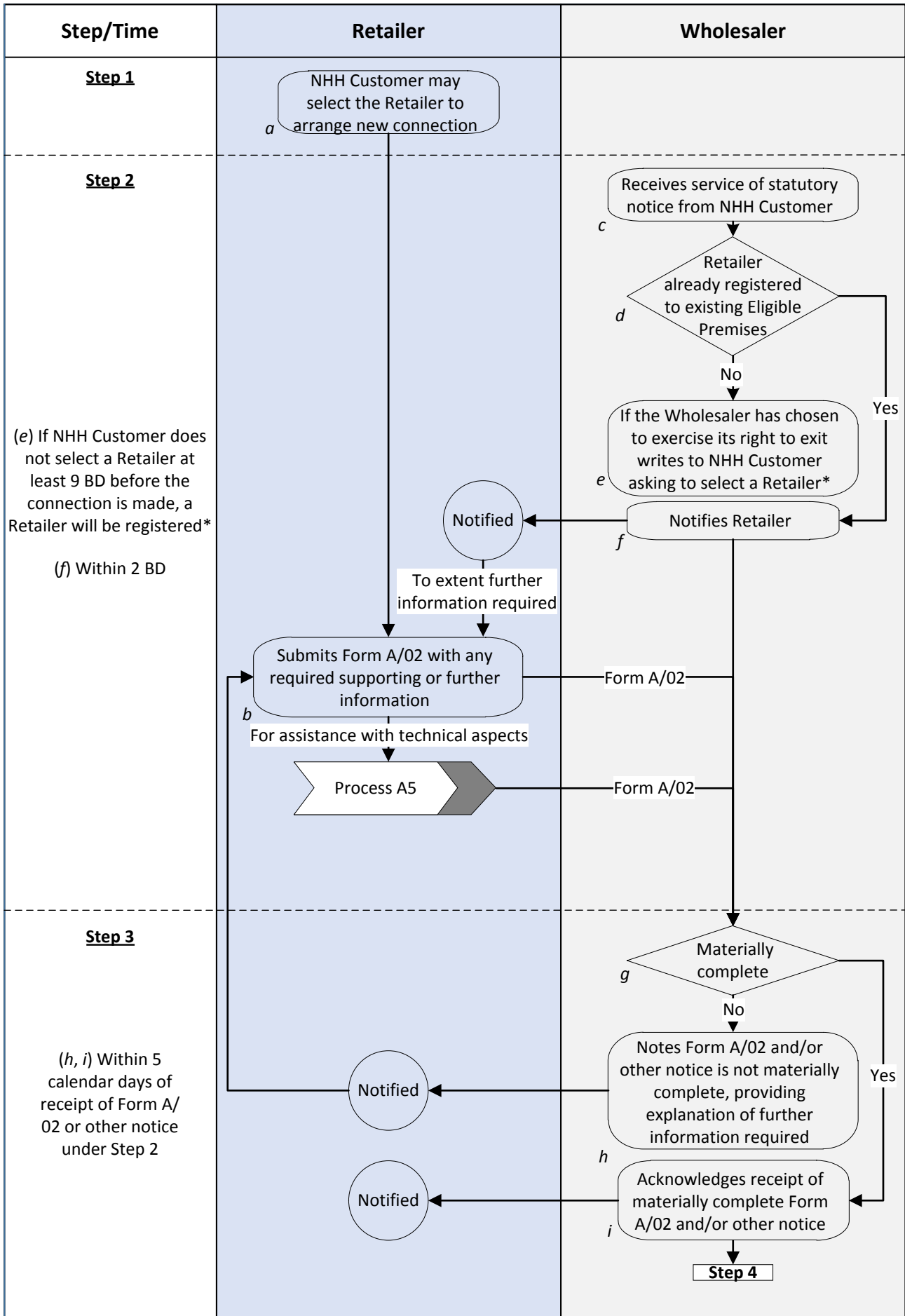
Process A1 – Pre-application enquiries in relation to a new connection or connections [Steps 1 to 4]



Process A1 – Pre-application enquiries in relation to a new connection or connections [Steps 5 to 7]

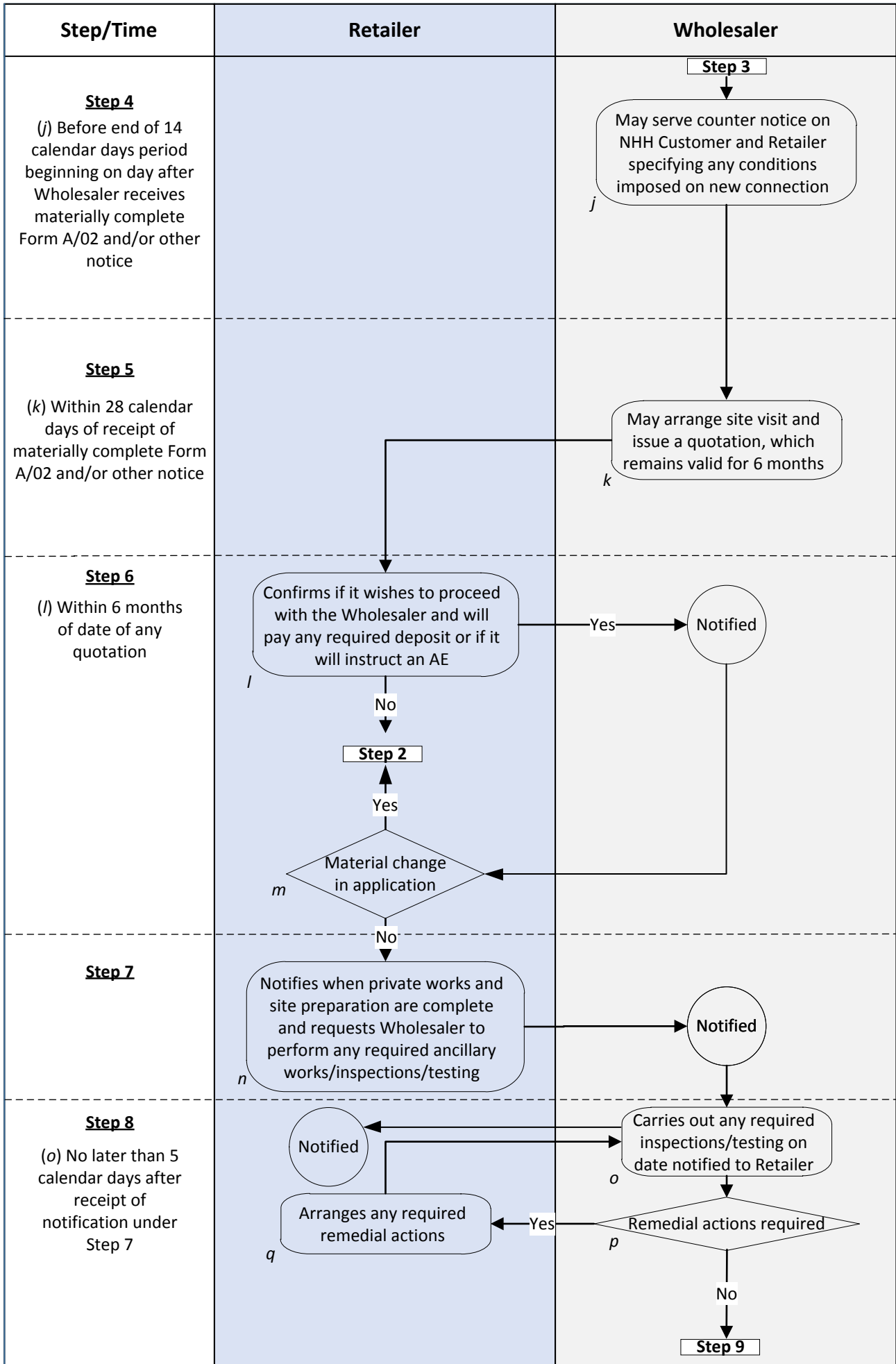


Process A2 – New connection to the Wholesaler’s Water Supply System for domestic purposes [Steps 1 to 3]

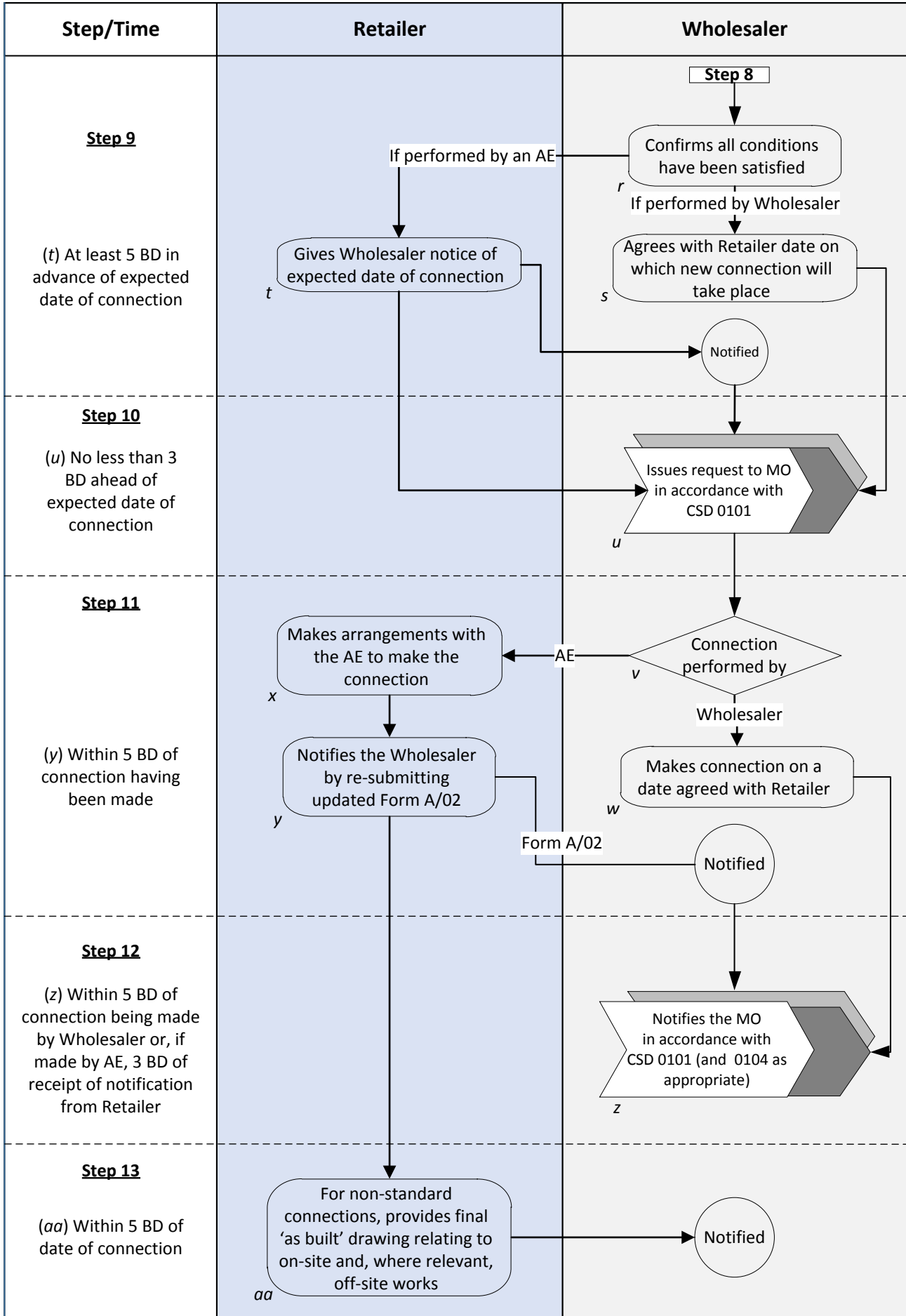


*In any event, in the meantime, the Wholesaler shall continue to make the connection as it is required to do and shall request a new SPID from the MO at least 3 BD ahead of the estimated date of connection in accordance with Market Terms. If the Retailer is chosen in time it shall follow Process A6. If not, the MO shall Register a Retailer to the New Supply Point(s) in accordance with Market Terms.

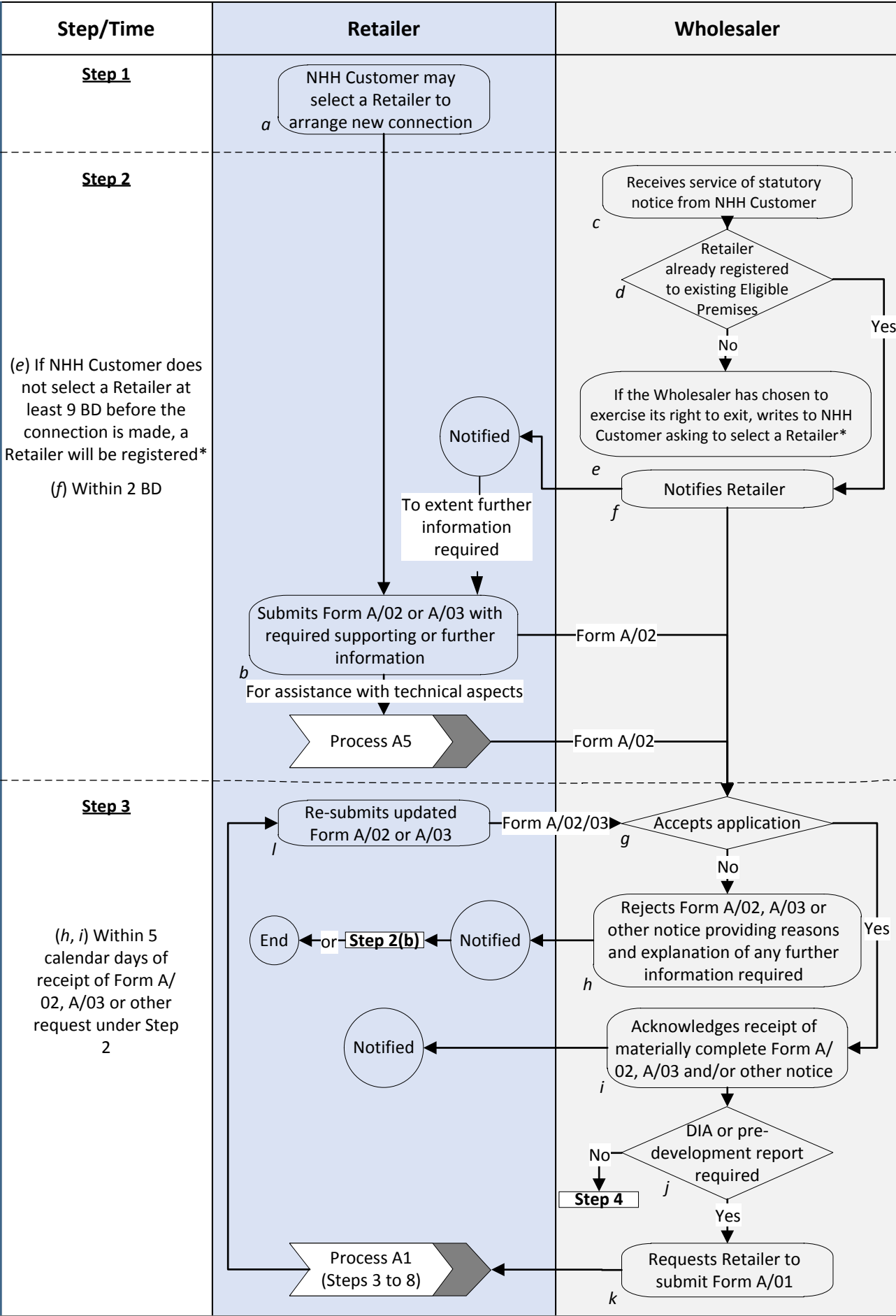
Process A2 – New connection to the Wholesaler’s Water Supply System for domestic purposes [Steps 4 to 8]



Process A2 – New connection to the Wholesaler’s Water Supply System for domestic purposes [Steps 9 to 13]

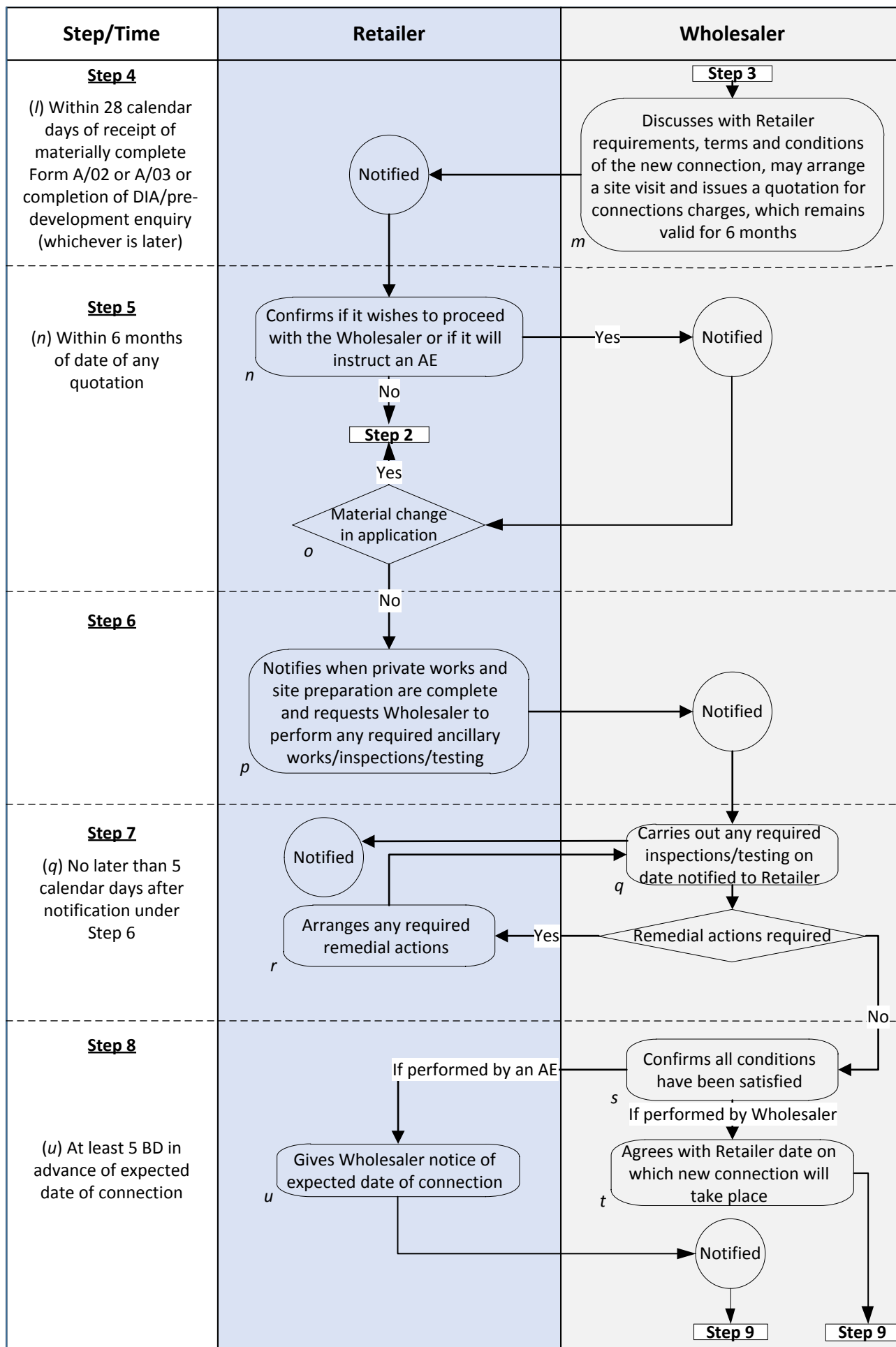


Process A3 – New connection to the Wholesaler’s Water Supply System for non-domestic purposes (including Building Water) [Steps 1 to 3]

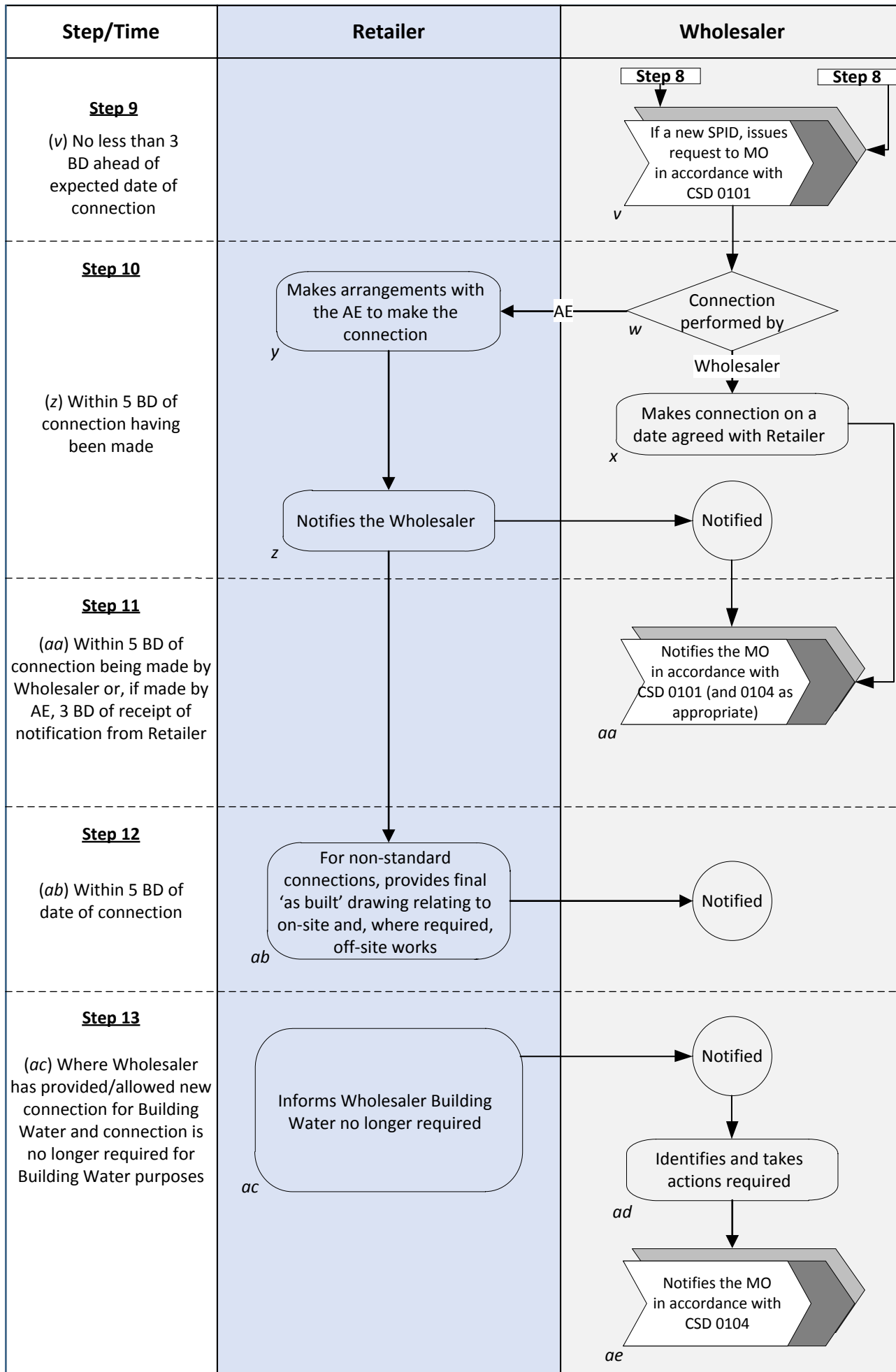


*In any event, in the meantime, the Wholesaler shall continue to make the connection as it is required to do and shall request a New Supply Point from the MO at least 3 BD ahead of the estimated date of connection in accordance with Market Terms. If the Retailer is chosen in time it shall follow Process A6. If not, the MO shall Register a Retailer to the new Supply Point(s) in accordance with Market Terms.

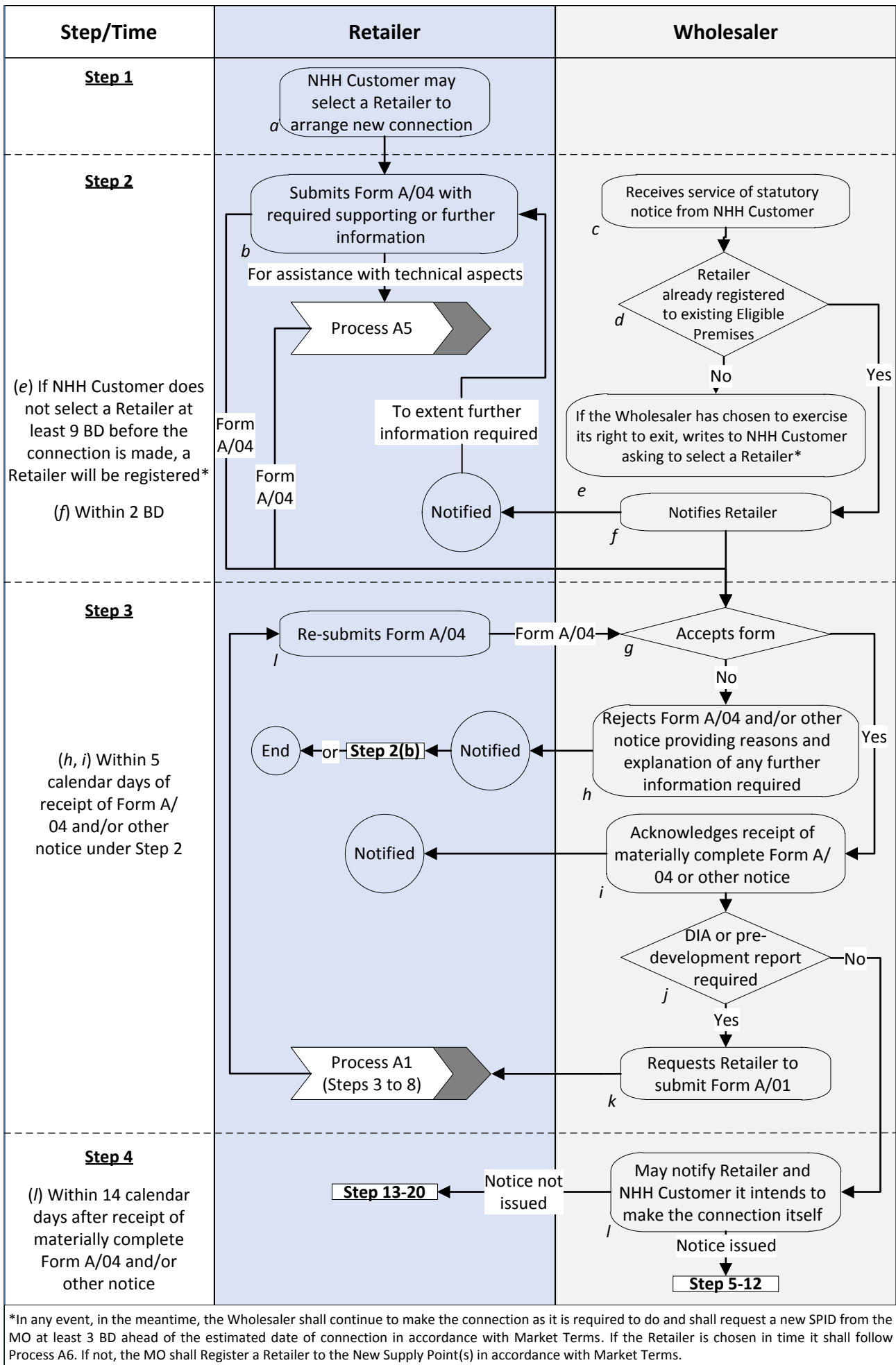
Process A3 – New connection to the Wholesaler’s Water Supply System for non-domestic purposes (including Building Water) [Steps 4 to 8]



Process A3 – New connection to the Wholesaler’s Water Supply System for non-domestic purposes (including Building Water) [Steps 9 to 13]

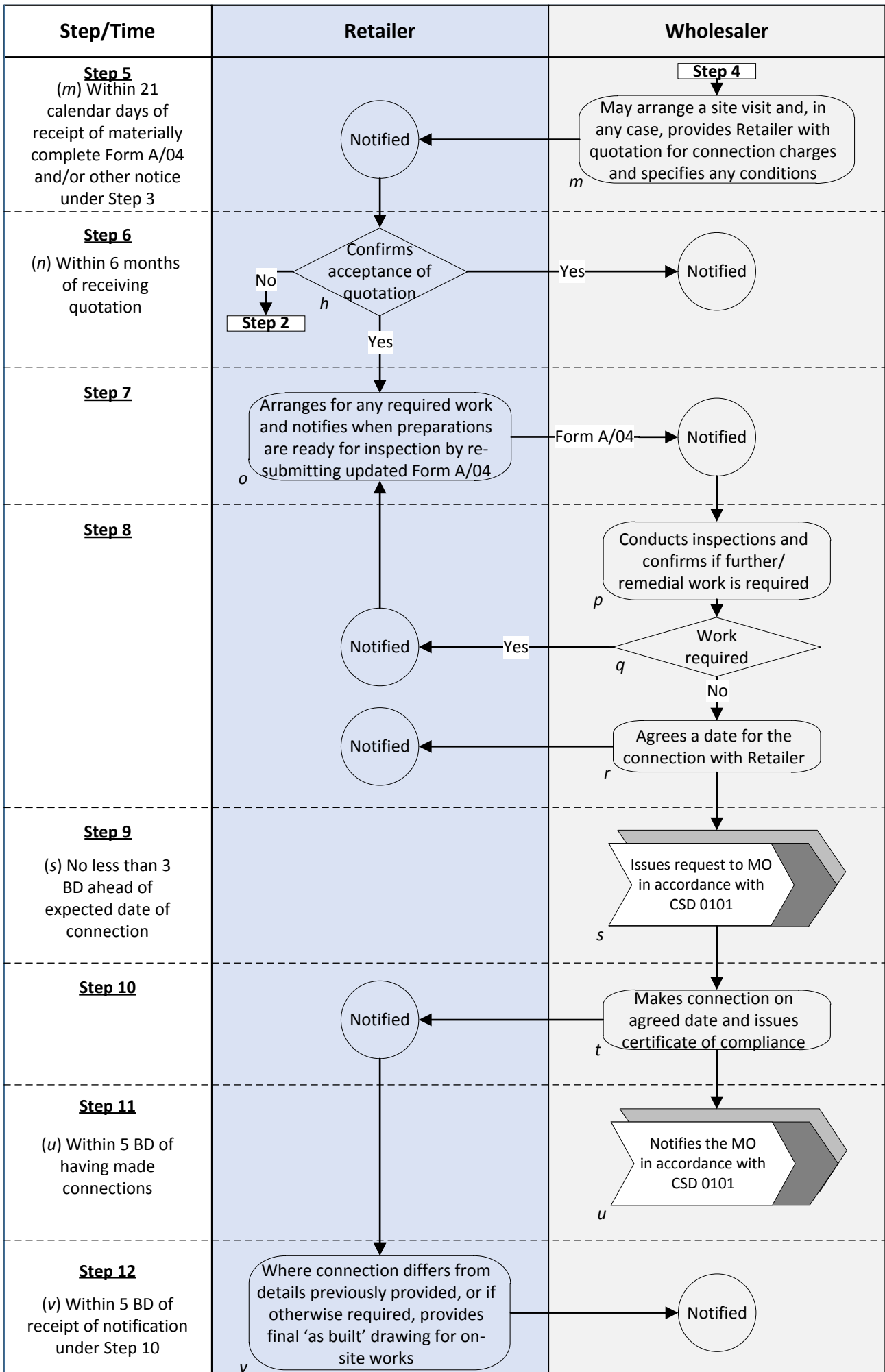


Process A4 – New connection to the Wholesaler’s Sewerage System [Steps 1 to 4]

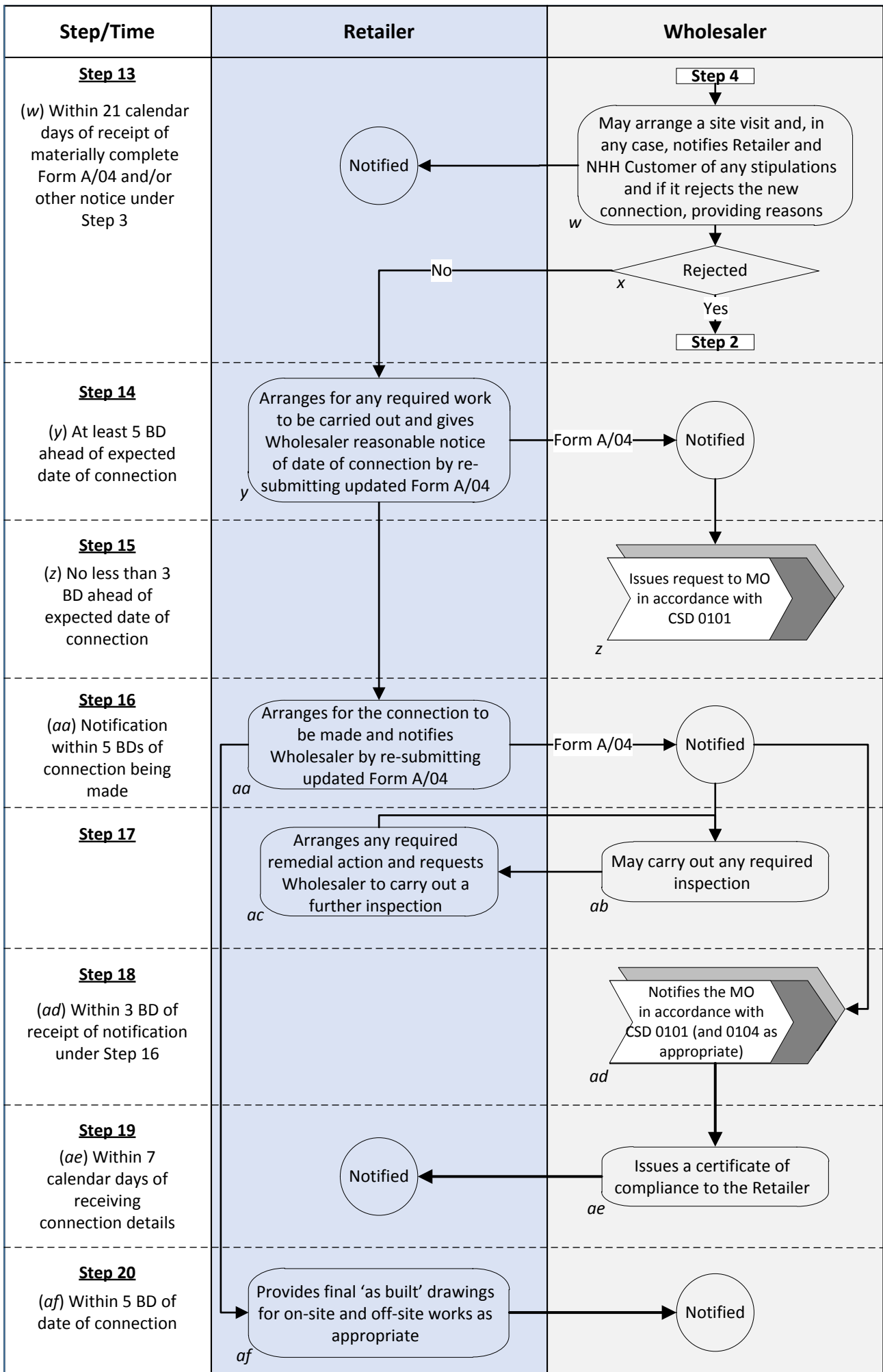


*In any event, in the meantime, the Wholesaler shall continue to make the connection as it is required to do and shall request a new SPID from the MO at least 3 BD ahead of the estimated date of connection in accordance with Market Terms. If the Retailer is chosen in time it shall follow Process A6. If not, the MO shall Register a Retailer to the New Supply Point(s) in accordance with Market Terms.

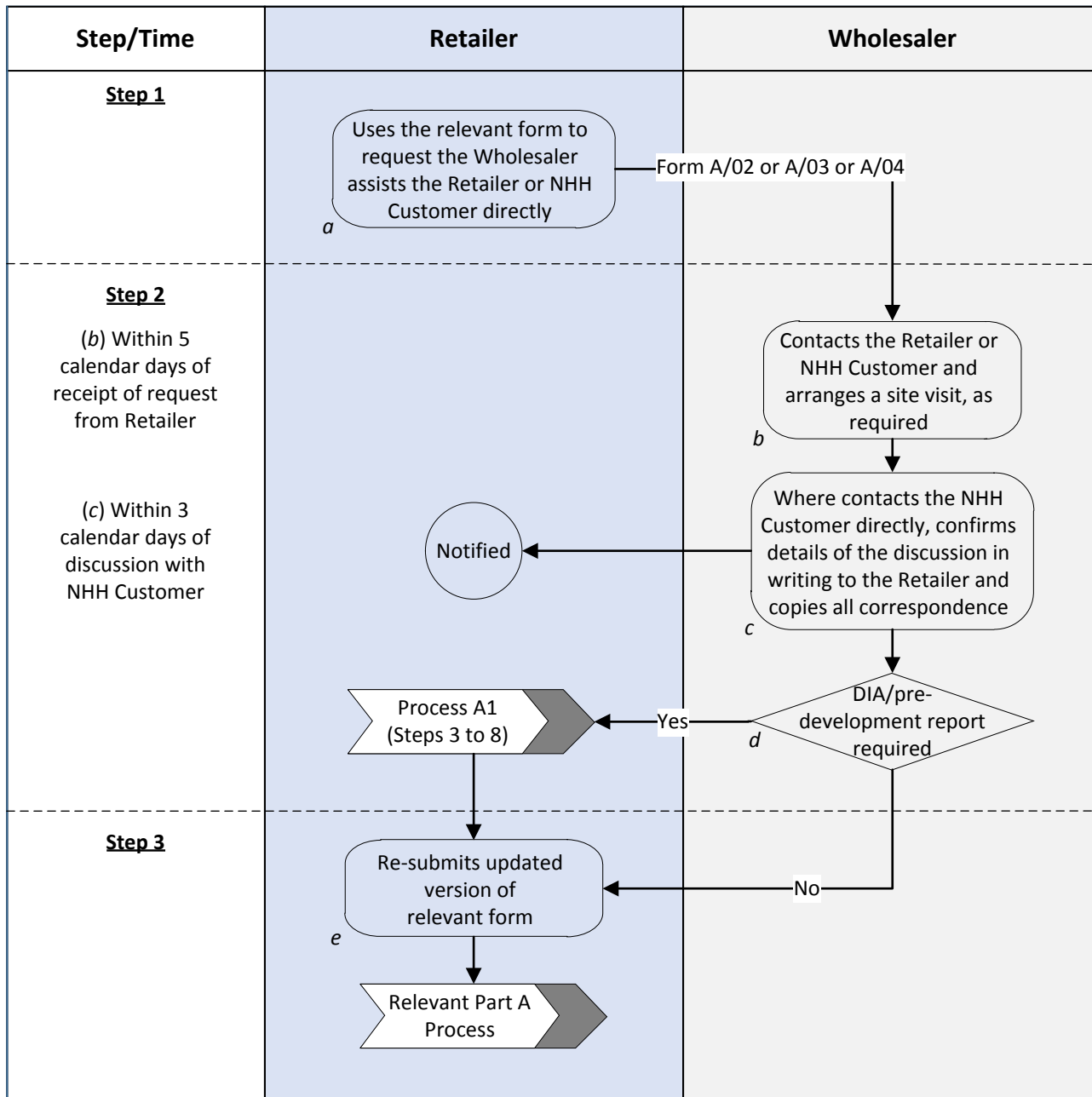
Process A4 – New connection to the Wholesaler’s Sewerage System [Steps 5 to 12]



Process A4 – New connection to the Wholesaler’s Sewerage System [Steps 13 to 20]



Process A5 – Pre-application technical assistance provided by the Wholesaler at the Retailer’s request



Process A6 – Application to be Registered as the Retailer to a newly connected Supply Point

