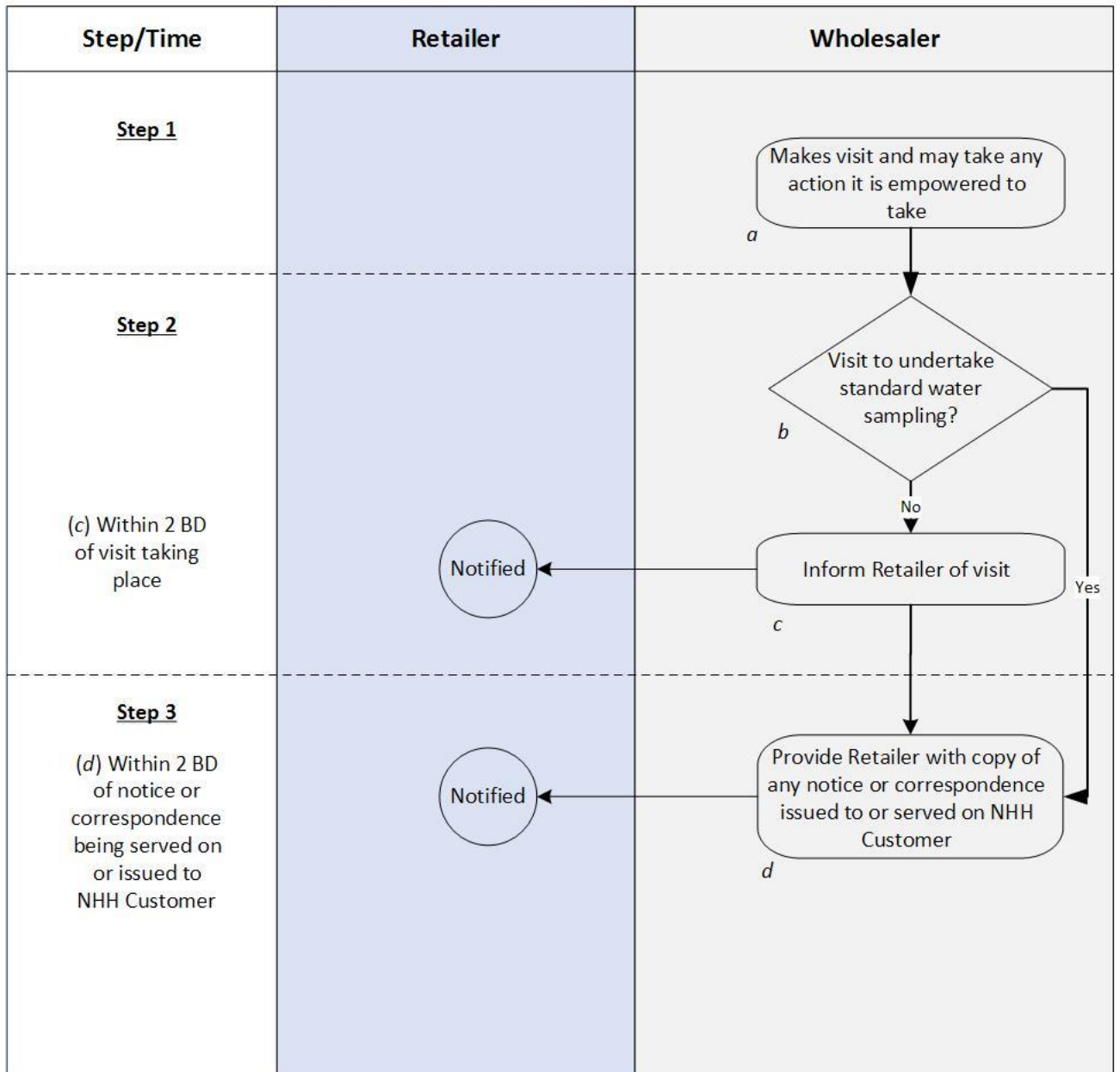


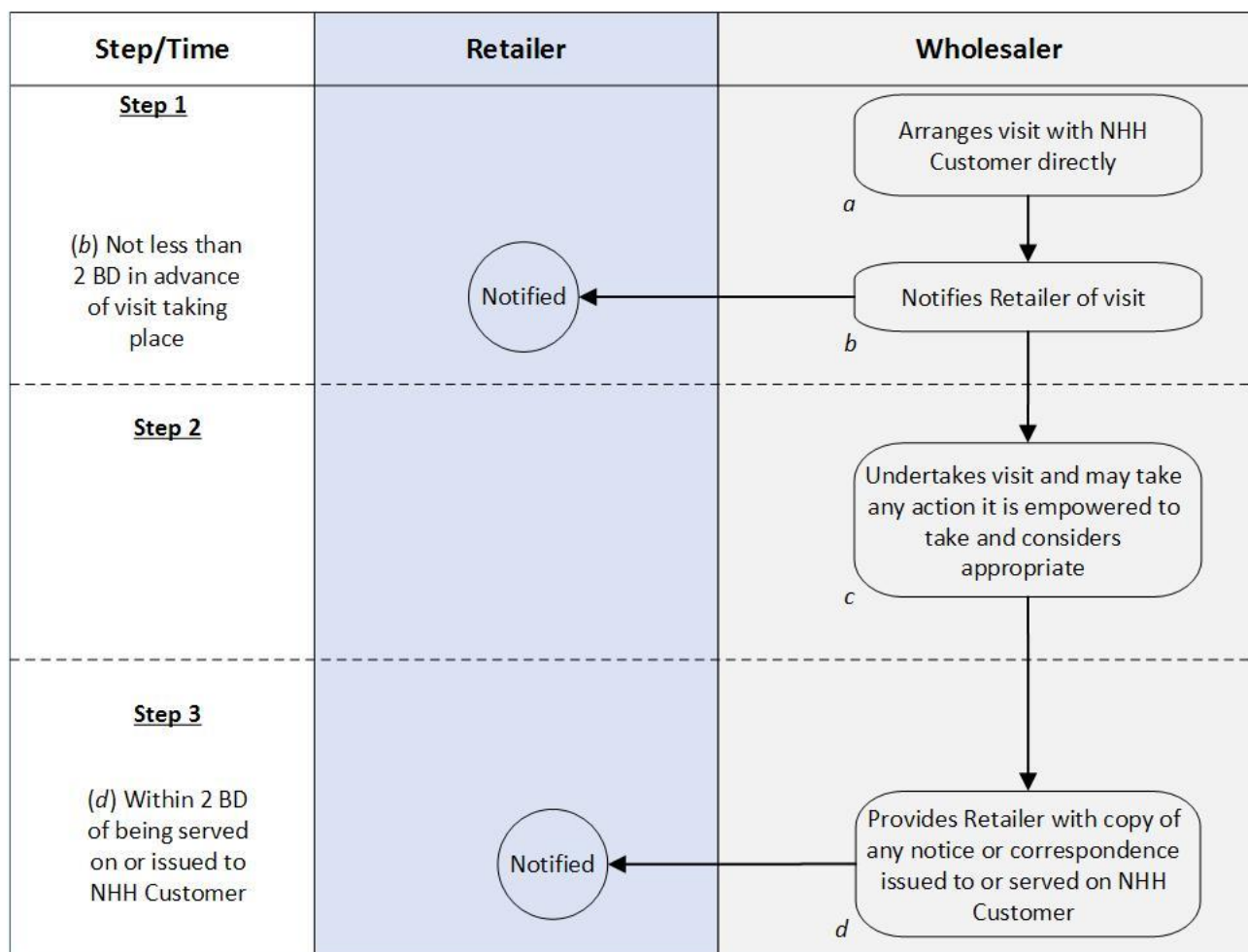
Operational Terms:

Annex F - Process diagrams for part F (Monitoring, investigations, complaints and enquiries)

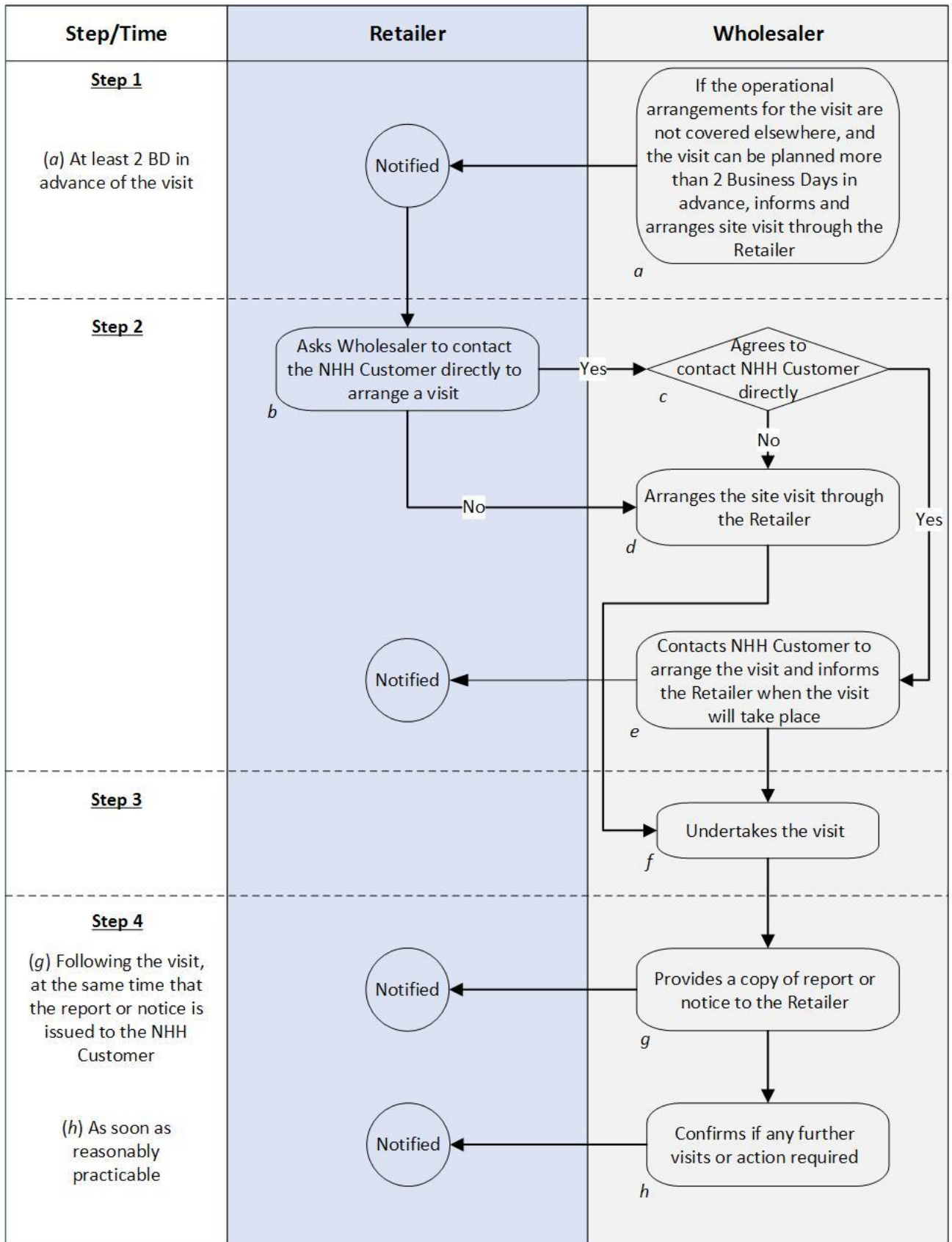
Process F1 – Unannounced and/or unplanned visits to Eligible Premises, e.g. to conduct water sampling or to monitor compliance with the Water Fittings Regulations



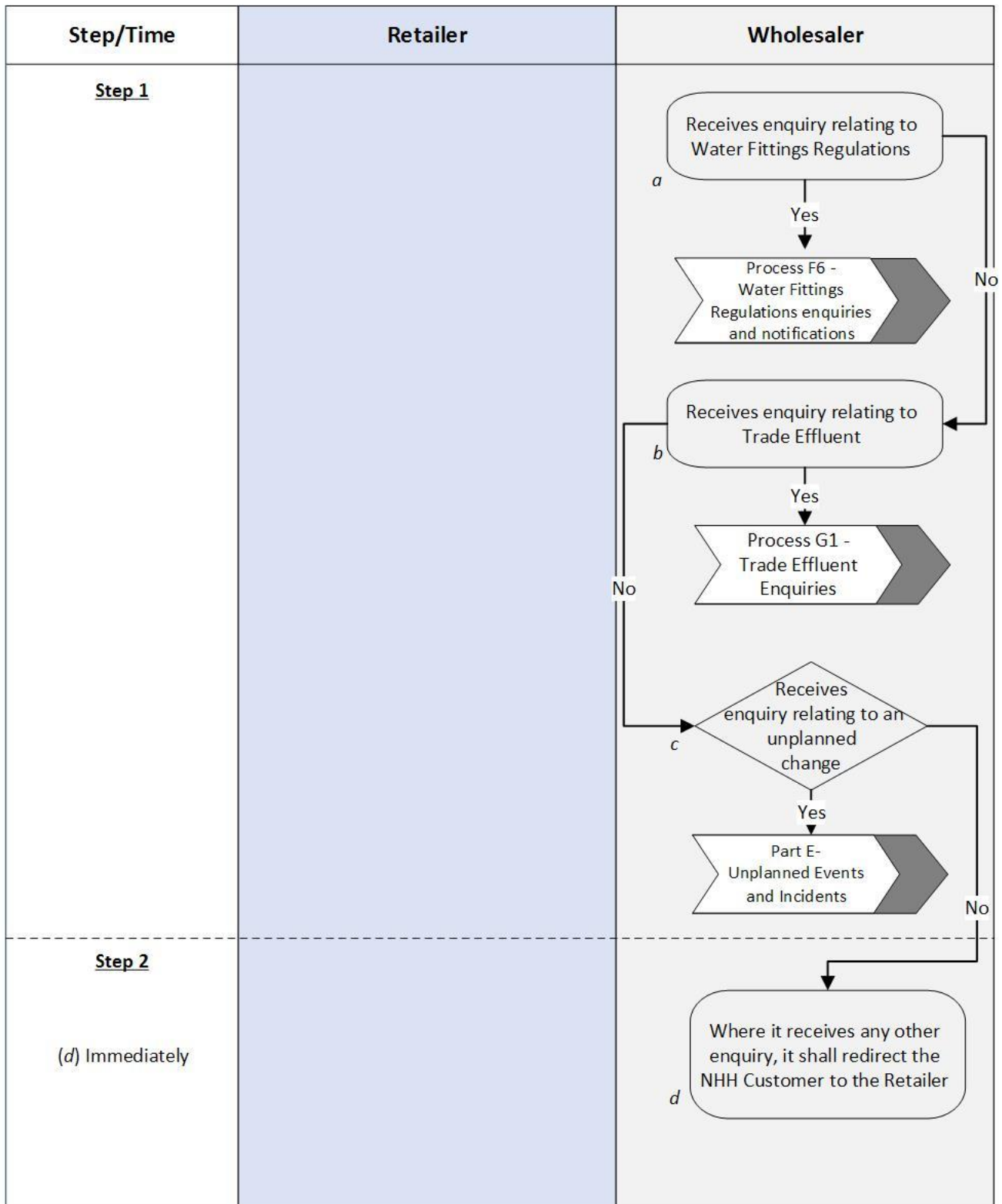
Process F2 – Announced planned visits to Eligible Premises eg to monitor compliance with Water Fittings Regulations



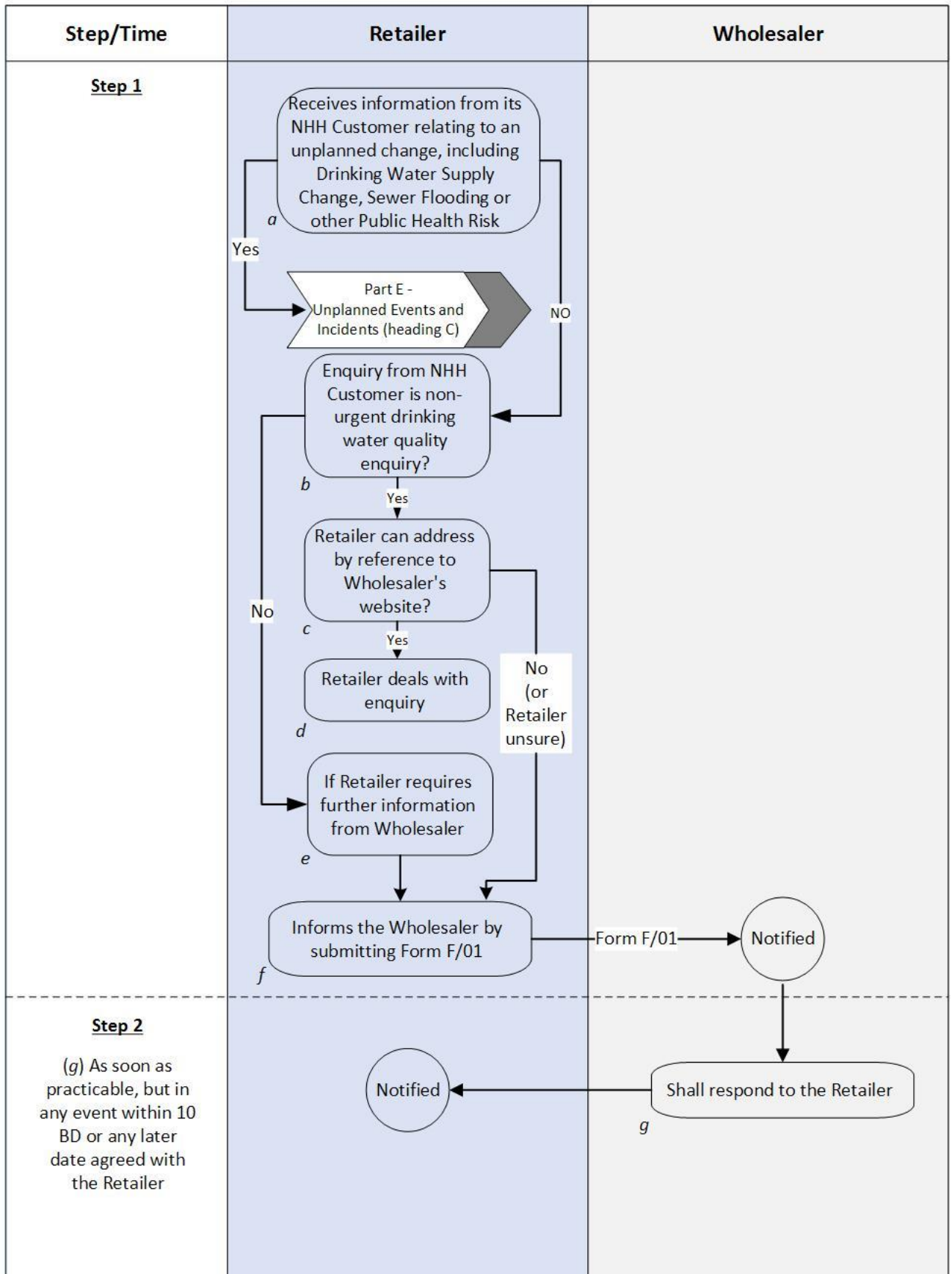
Process F3 – Visits by the Wholesaler to Eligible Premises not covered by other processes



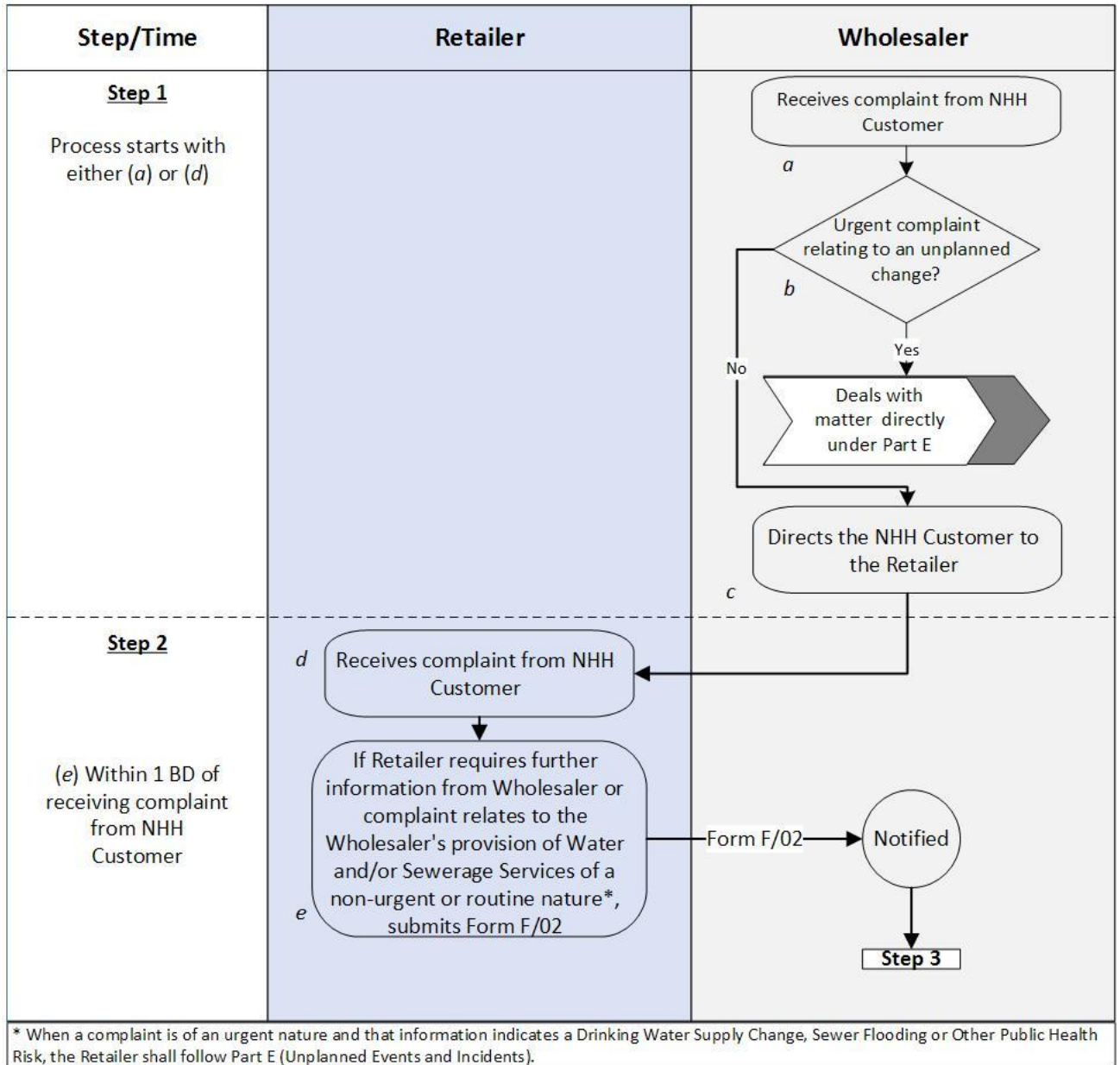
Process F4 – Non-Household Customer enquiries
A. Enquiries received by the Wholesaler



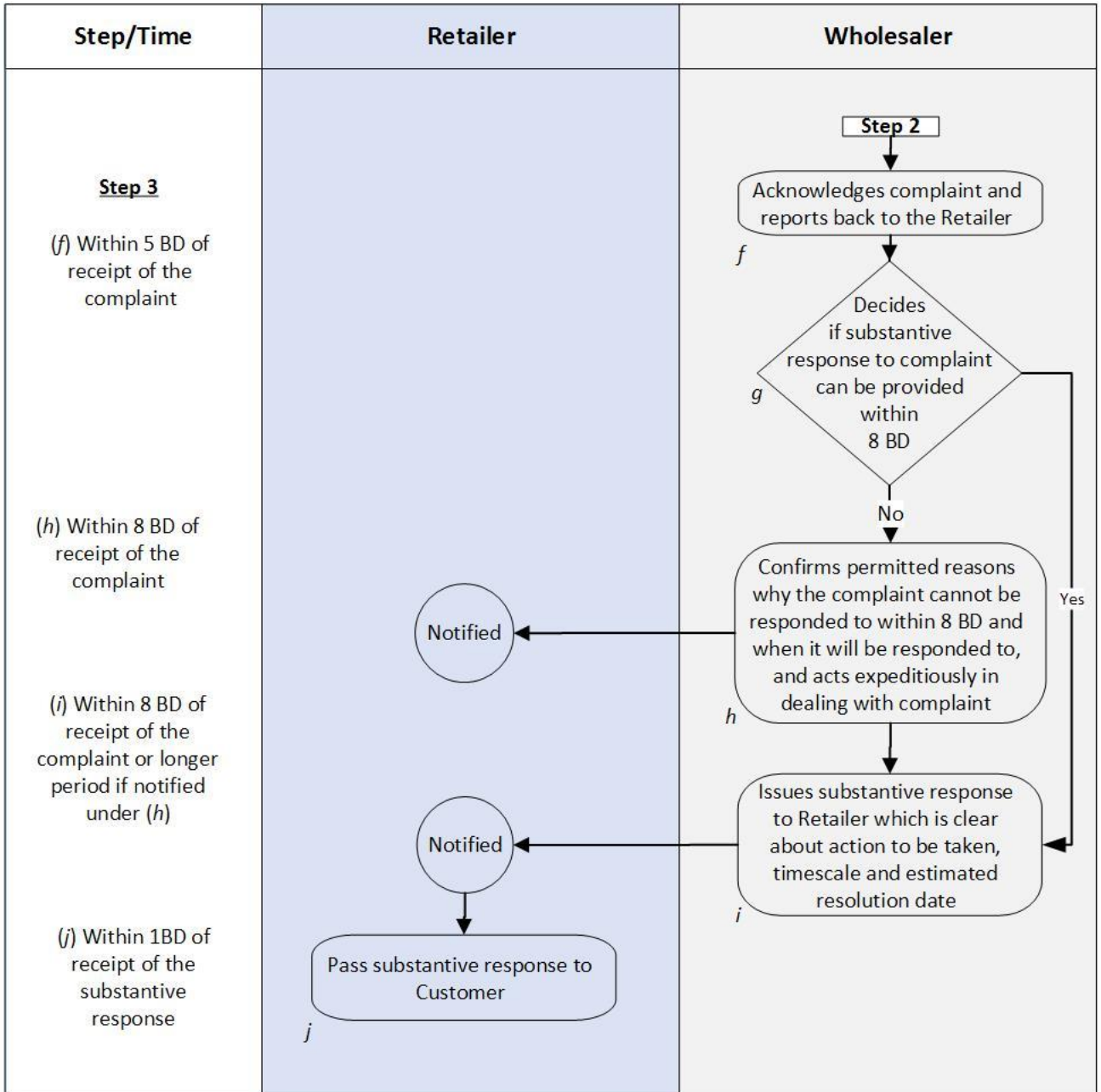
Process F4 – Non-household Customer enquiries
B. Enquiries received by the Retailer



Process F5 – Non-Household Customer complaints [Steps 1 and 2]

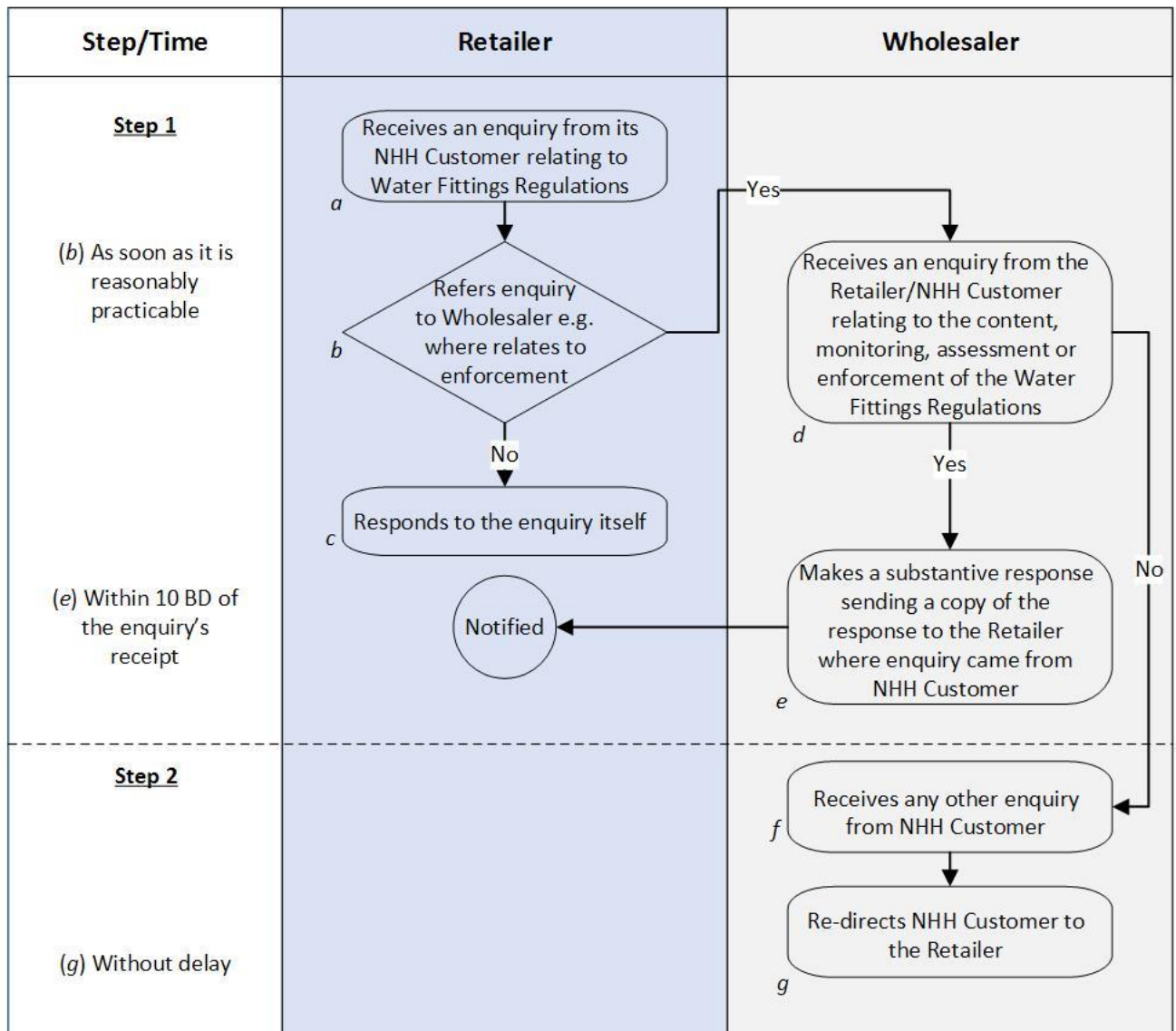


Process F5 – Non-Household Customer Complaints [Step 3]



Process F6 – Water Fittings Regulations enquiries and notifications

A. Enquiries received by the Wholesaler and B. Enquiries received by the Retailer



Process F6 – Water Fittings Regulations enquiries and notifications
C. Water Fittings Regulations notifications

