

Form F/01:

**Enquiries including record of
drinking water enquiries and
concerns**

Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
Draft 20150714	14 July 2015	For pre-vendor MAP		All
ICP Housekeeping Version 20150930	25 August 2015	Non-material housekeeping changes	ICP/WRC/CP 001	All
ICP Operational Forms – Consistency Alterations 20161013	13 October 2016	Changes to reflect ICP Change Proposal ICP/WRC044	ICP/WRC044	2
	13 October 2016	For 20161013		As per ICP/WRC044

Form F/01: Enquiries including record of drinking water enquiries and concerns

For use by Retailers

To Wholesaler

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This form relates to Process F4 of the Operational Terms and is to be used by the Retailer when it receives an enquiry or concern from one of its Non-Household Customers that relates to

- any category of information listed in Section 3 of this form; or
- any other matter on which the Retailer needs information from the Wholesaler in order to be able to respond to its Non-Household Customer.

If the enquiry relates to information from its Non-Household Customer about an unplanned change to Water Services and/or Sewerage Services, including a Drinking Water Supply Change, Sewer Flooding or Other Public Health Risk, it shall not use this form, but follow the Processes set out under part E (Unplanned events and incidents) of the Operational Terms.

If the enquiry relates to Water Fittings Regulations or Trade Effluent the Retailer will follow the processes set out in parts F (Monitoring, investigations, complaints and enquiries) and G (Trade Effluent) of the Operational Terms respectively relating to such enquiries.

The form is divided into sections as follows

Number	Section
1.	Retailer details
2.	Eligible premises details
3.	Drinking water enquiries
4.	Details of enquiry or concern
5.	Consent to contact the Non-Household Customer
6.	Declaration

All sections of this form are mandatory.

Mandatory means that the Retailer must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Retailer must note this and, where relevant, provide a reason why it is not applicable.

1. Retailer details

Retailer name

Retailer ID

Retailer's own reference

Contact name

Contact number

Contact e-mail

2. Eligible premises details

SPID

VOA BA Ref, (if not available please provide a reason)
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UPRN, (if not available please provide a reason)
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Secondary Addressable Object

Primary Addressable Object

Address line 1

Address line 2

Address line 3

Address line 4

Address line 5

PAF Address Key (if available)

Postcode

3. Drinking water enquiries or concerns

Please tick below if the enquiry relates to any of the following and the Retailer cannot answer the enquiry by directing the Non-Household Customer to public sources or providing it with information that is publicly available

- An enquiry about the composition of the water supplied, including any routine enquiry about drinking water quality which does not indicate a Drinking Water Supply Change
- Request for information about fluoride levels
- Request for information about water hardness

- Request for obtaining a water quality report
- Request for information about the water supplied, including information about how the water is treated, applicable drinking water quality standards or how drinking water is regulated
- The drinking water quality available to pets and other animals such as zoos
- Levels of lead within the water, e.g. any lead analysis report
- Water quality prompted by information which the Non-Household Customer has received from public sources
- The Wholesaler's management of any unplanned change, including any concern relating to information provided by the Wholesaler in the course of its management

4. Details of enquiry

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5. Consent to contact the Non-Household Customer

The Wholesaler may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for the Wholesaler to contact the Non-Household Customer directly to arrange a visit to the premises.

Yes Please provide contact details below

No

Customer contact details

Contact name at premises

Contact number

Please indicate if you want to be notified of the date of any visit

Yes

No

6. Declaration

I hereby acknowledge and declare that the information provided in this form is correct to the best of my knowledge and up to date at the time of submission.

Signature

Date (dd/mm/yyyy)

Full name (in capitals)

Role in the company or job title