



Your local supply, on tap

OFWAT Request for information Review of March 2018 freeze/thaw incident Response to Questions D4 and D5

Affinity Water

10th April 2018





This page left intentionally blank

Document Control Sheet

Document approval

	Name	Signature	Title	Date
Author/originator	Anton Gazzard		Head of Business Transformation	29/03/18
Reviewer	Chris Offer		Director of Regulation	10/04/18
Approver 1 (internal use)	Mike Pocock		Director of Asset Strategy	10/04/18
Approver 2 (external use)	Simon Cocks		Chief Executive Officer	10/04/18

Assurance

We recognise the importance of providing high quality information to support Ofwat's review and have taken care, in the limited time available, to ensure the information and data given have been subject to internal review for accuracy and, where applicable, derived from maintained formal records. Data has not been subject to review by an external assurance provider.

The information contained herein has been assessed for security requirements under the Security and Emergency Measures Direction 2006 and we consider that no redaction is necessary.

This page left intentionally blank

D4. What processes do you have in place for managing properties that are vacant, void or difficult to access (e.g. businesses that are closed at weekends) in the event of a major incident?

Household Properties

If we need to contact a property owner, tenant or managing agent for a household customer we will first attempt to make contact via telephone from the records we hold on our central billing database. Our Operations Service Desk would make regular attempts throughout the incident to make contact.

If unsuccessful or not possible because the property is vacant or void we deploy a local technician to visit the property and make contact. If still unsuccessful, we leave a leaflet at the property detailing the nature of our visit and request the customer make contact with us at their earliest convenience. The leaflet outlines the different ways of doing this. If local technicians are not available to make contact due to the operational response required to the incident we deploy members from our Community Liaison Officer team who would stay on site to establish contact.

Where accessing the property is critical to the safe completion of a task or restoration of water we may seek support of the Emergency Services or our Local Resilience Forums.

Non Household Properties

Our plans for managing and responding to emergencies affecting non-household properties reflect the provisions of the Operational Terms of the Wholesale-Retail Code. Accordingly, wherever practical, we first attempt to make contact via the relevant retailer.

If necessary, we would follow the same process as for household properties described above.

D5. What ongoing support after the incidents have you put in place, in particular for customers in vulnerable circumstances?

Following the event, we have kept all contact channels open to make it easy for our customers to ask questions or raise any issues they may have regarding their water supply. Where required, customer visits have been made by one of our Customer Service Technicians.

During the event, some customers informed us of their status as a vulnerable customer. If these customers were not on our Priority Service Register we have sent them an information pack to register with us so that we can ensure we are able to proactively manage their needs during any future incidents.

This page left intentionally blank

