

**NORTHUMBRIAN**  
**WATER** *living water*

**ESSEX & SUFFOLK**  
**WATER** *living water*

# **NON-HOUSEHOLD FLUSHING ALLOWANCE POLICY**

# FLUSHING ALLOWANCE ELIGIBILITY AND GUIDANCE ON HOW THE ALLOWANCE WILL BE APPLIED

## Applicable to metered non-household customers only

For metered non-household customers an allowance of 5 cubic metre per incident is applicable when, and only when, NWL specifically requests that a non-household customer flushes their supply for water quality purposes such as taste and odour issues or discolouration of supply.

When a flushing allowance is granted for water, a 5 cubic metre one-off allowance will also be given against the volumetric domestic foul sewage charge if we are the wholesaler for both services (Northumbrian Water operational area only.)

The 5 cubic metre allowance will be applied through CMOS against the qualifying SPIDS, using the T138 transaction with the volumetric adjustment type of BURST, and the effective from and to date being the date the customer was advised to flush their supply.

The T138 transaction will be automatically issued to CMOS at any point throughout the following calendar month after the customer has been asked to flush their supply by NWL.

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