

# AffinityWater

## Bilateral Rejection Policy



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This document is intended to provide guidance to Retailers on when not to submit a form to Affinity Water to save time and resource, whilst reducing overall rejection levels and ensuring a focus on scenarios/instances which can be resolved.

We always encourage Retailers to submit any available customer contact details with their request and provide us with consent to contact the customer.

Where we reject a form because we have additional information that suggests a different process is more appropriate, we will reject the form, raise a wholesaler led form, provide the ORID and continue via the new form.

Where we reject the form because the incorrect process has been selected i.e. a buried meter submitted as a verification request, we will reject the form and advise the correct process that will need to be submitted to us.

## Metering

- Any metering request in which the meter is deemed as internal or is restricted by customer property (this includes behind customer boundaries i.e., fence, locked gates, development hoarding, overgrown bushes) and the supply has an occupancy status marked as VACANT and/or is physically VACANT.
- Any metering request in which the meter is deemed as internal or is restricted by customer property (this includes behind customer boundaries i.e., fence, locked gates, development hoarding, overgrown bushes) and customer details have not been provided.
- Any meter relocation requests due to H&S concerns in which the meter is already AMR capable and can be read wirelessly without issue.

## Verifications

- Any verification request in which the meter is deemed as internal or is restricted by customer property (this includes behind customer boundaries i.e., fence, locked gates, development hoarding, overgrown bushes) and the supply has an occupancy status marked as VACANT and/or is physically VACANT.
  - The same principle will apply to an unmeasured supply verification.
- Any verification request in which the meter is internal (including behind customer boundaries i.e., fence, locked gates, development hoarding, overgrown bushes) and customer details have not been provided.
  - We will only proceed with these once customer details have been provided.
- Any verification request related to the inability to locate the meter where the meter has had a meter read in the last six months (including customer reads) unless the verification is questioning what the meter does serve. If our information is deemed to be a correct on the subsequent verification a charge is applicable.
  - If a customer cannot locate their meter and an actual reading has been obtained in the last six months, we would expect a timed meter reading appointment with your meter read provider to have been attempted before a verification request is submitted.

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- When an occupancy check is being requested.
  - We do not offer this as a chargeable service and we would expect this activity to be completed by the Retailer, however there will be an exception for field and trough supplies as we understand these are challenging to obtain details for. Please refer to our guidance on field/trough supplies for more information on how we handle these.
- When a meter reading is being requested.
  - We provide a meter reading service and do offer ad-hoc readings. This is a chargeable service, please see our wholesale tariff document for more details.

In all the above cases the case will not be accepted, and the rejection reason provided will be "Declined due to Policy."

If you need any more information or would like to provide feedback, please speak to our Wholesale Operations Service Desk (WOSD) team on 0345 350 3677 or email us at [WOSD@affinitywater.co.uk](mailto:WOSD@affinitywater.co.uk).