

Severn Trent Connect

Sensitive Customer Guidance

Updated March 2017



Scope

The objective of this document is to give guidance regarding how sensitive customers are defined in relation to Non-Household premises in the Open Market.

In summary, Severn Trent Connect considers that sensitive customers are categorised in these high level groupings:

Emergency Services

Government

Medical

Education

Classification Criteria

Sensitive Business Types

Any Non-Household premises classified within the following categories are eligible for Sensitive status:

Emergency Services

Includes but is not limited to:

- Police Stations with custody suites
- Fire Stations

Government

Includes but is not limited to:

- Prisons

Medical

Includes but is not limited to:

- Hospitals
- Secure Mental Health Units
- Hospices

Education

Includes but is not limited to:

- Children's nurseries/pre schools
- Primary and Secondary Schools
- First, Middle, Upper and High schools

Other vulnerable sections of the population

Includes but is not limited to:

The sick

Residential Care Services
Treatment centres

The elderly

Residential home
Nursing home

The disabled

Centre's For the Disabled
Residential homes for the disabled

Specific Sensitive Needs on site

Any Non-Household premises classified as having one of the following specific sensitive needs on site is eligible for Sensitive status:

- Business has Dialysis on Site
- Business has Haemodialysis on Site
- The business contact person has a learning disability
- The business contact person has a Hearing Impairment
- The business contact person has a Visual Impairment
- The business contact person has a Vocal Impairment
- The business contact person requires Audio Correspondence
- The business contact person requires Large Print Correspondence
- The business contact person requires Braille Correspondence
- The business contact person requires a Language Interpreter

Must Have's / Must Do's

The Retailer must keep the information held by the Market Operator on which Eligible Premises are occupied by Sensitive Customers up-to-date by notifying the Market Operator in accordance with the Market Terms within two **(2)** Business Days of becoming aware of any change or during the course of applying for a new connection.

It is the Retailer's responsibility to ask the Market Operator to add or remove a Sensitive Customer flag from any of the Eligible Premises within the Wholesaler's area. If we receive a request from the Market Operator to do this, we may query that change with the Retailer and the Retailer shall respond to any query raised by us.

Where it considers it appropriate the Wholesaler may ask the Retailer to follow the process set out in the Market Terms to add or remove a Sensitive Customer flag from any Eligible Premises within its Area.