

Case Rejection Scenarios

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from
**Southern
Water** 

1. Verifications

Southern Water will reject a Verification request which was raised due to inability to locate the meter, where the meter to be verified has had either a 'Visual' or 'Customer' Cyclic reading in CMOS within the 6 months prior to the date the verification was raised, unless the verification is questioning what meter serves the property, or it is believed the meter is buried.

Additionally, if Southern Water has an agreement with a Retailer regarding certain meters, for example Long Unread meters, then verifications which are raised against those meters and not led by the customer will also be rejected.

In these cases, the reason will be 'Declined due to policy'.

2. Deregistrations

Southern Water will reject a deregistration request for Sewerage SPIDs if:

- 1) The request is due to a change of use, demolition, or any other type that would require the Water SPID to also be deregistered, and
- 2) The requested SPID is paired with a Tradable Water SPID owned by a Wholesaler other than Southern Water

Southern Water would first require the Water SPID to be deregistered by their wholesaler before we would deregister our Sewerage SPID. This does not apply for situations where only the Sewerage would be deregistered but the Water would not, for example a site that has a septic tank.

3. Gap sites

Southern Water will reject a gap site request for Sewerage if:

- 1) Southern Water do not provide the Water for the site, and
- 2) There is no existing Water SPID in the market.

Once the Water SPID is created we can accept the request as we will be able to pair to the Water SPID.

4. All cases

If Southern Water contacts a Retailer for further information for a case, or contacts the customer for information or an appointment date, a period of 30 calendar days will be given for the response to be received, during which time the case will be paused. If no response is received within this period, Southern Water will reject the case with the reason of 'No Response from Retailer' or 'Customer Uncooperative', depending on to whom the request was sent.