



Good Practice Guide	Alignment	Comments
Complaints	Fully aligned	
Data logging	Partially aligned	<p>Due to operational constraints we cannot guarantee we will be able to give 22 days notice before disconnecting third party loggers, where these loggers are affecting the network or network monitoring by the wholesaler. We currently provide 28 days notice to the third party.</p> <p>Once the application is received, we aim to carry out all site surveys within 30 days to then be able to give permission to log.</p> <p>We are reviewing this policy document before the end of December 2024 to make it easier to read and understand.</p>
Disconnection for non-payment	Fully aligned	
Emergency contact details	Fully aligned	
Fixed meter charges	Fully aligned	Southern Water does not have fixed meter charges. This aligns with the Subgroup clarification wholesalers should not "introduce fixed meter charges if they do not already have them."
Gap Site incentive	Fully aligned	
Leakage allowance	Fully aligned	
Planned activities	Fully aligned	
Return to sewer	Fully aligned	
Standardising meter location free descriptor	Fully aligned	
Unplanned events	Fully aligned	
Vacants incentive	Not aligned	Southern Water do not currently offer a vacancy incentive scheme. Southern Water has its own programme of vacancy management, utilising site visits and the formal vacancy challenge process in the market.
Wholesale charges	Fully aligned	