



Out of Market Settlement Retailer Policy

Overview

This policy sets out Southern Water's approach to out of market settlement requests by retailers.

Out of market settlement requests - Policy

For Southern Water to accept an out of market settlement request, we follow the published Market Terms section 4.13.4, where the threshold to be met to re-run post RF settlement runs is whichever is higher of £3,000 or 0.1% of aggregate value of the primary charges.

We bound these requests by additionally following the Market Terms section 4.14.2 which states a trading party shall submit each Unplanned Settlement Run within twenty-eight (28) Months of the date of publication of any Final Settlement Report and may apply only to the relevant Final Settlement Report.

We always refer and adhere to the Market Code, ensuring transparency and a level playing field approach to retailer interaction.

Exceptions

We will consider an out of market settlement request for a non-eligible premise entered into the NHH market.

Out of market settlement credit will be given as a volumetric adjustment with the exception of where the SPID has had to be deregistered back to the SPID effective from date. In this case we will work with you to establish a refund method.

In exceptional circumstances and at our sole discretion, we may consider a deviation from the above policy statement.