



AW Wholesale Retrospective Amendments Process Guidance

1. Purpose

The purpose of this document is to set out the approach that Anglian Water will follow where a wholesaler retrospective amendment is required, and to ensure a consistent approach.

2. Scope

This guidance covers wholesaler owned amendments described in section 2.3.6 of the market code document CSD0105 Error Rectification and Retrospective Amendments, covering item (c) Other Trading Party Agreed Retrospective Amendment –

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2.5.8 In all other cases of Retrospective Amendment, including where the Effective From date for the Retrospective Amendment is older than eight (8) Months, an Other Trading Party Agreed Retrospective Amendment must be used to correct the data.

2.5.9 Where a Trading Party uses an Other Trading Party Agreed Retrospective Amendment, the Trading Party's Contract Manager must first use reasonable endeavours to reach agreement with the other relevant Trading Parties before making a correction to a Data Item. In the absence of such agreement, and following such an attempt to reach agreement, the Trading Party should nonetheless proceed with the Retrospective Amendment. The Data Correction Transaction must include an authorisation code created by the Trading Party which would provide a reference to an audit trail of the Contract Manager's agreement (or attempt to reach agreement) with the other relevant Trading Parties.

3. Process

Under Section 4.2.4 of the Market Terms, Data Owners have a general duty to ensure that the Data Items for which they are the Data Owner are up to date, accurate and complete. In alignment with this obligation, our overall approach in terms of amendments to market data is to ensure that data is accurate, including any retrospective amendments identified, and that the integrity of data is key to the operation of an effective market.

3.1 Amendments following a retailer raised bilateral task

Where a retrospective amendment meeting the criteria set out in part C above is identified following receipt of a bilateral task, our approach is to consider these as having prior approval so as not to create an administrative burden on trading parties.

We will complete the tasks in line with market processes, and any retrospective amendment transaction will contain a reference to the original task to provide clarity to all parties and provide an audit trail.

Where the bilateral process includes approval from other parties prior to submitting any changes, these processes will continue to be adhered to.

3.2 Amendments following a wholesaler led bilateral task

In a scenario where a retrospective amendment is required following a wholesaler raised bilateral task, for example, C1b, the details of any required amendment will be communicated to affected Retailers via the bilateral task in advance of transactions being submitted. This will allow Retailers to have sight of these changes and raise any concerns prior to the submission of the market transaction. Should no response be received within the determined timescale, we will consider this as the Retailer approving the proposed transactions and will submit the market transactions required.

3.3. Amendments identified outside of bilateral tasks

There are instances where a retrospective amendment is identified by non-bilateral task processes, for example, where our data quality processes identify a data error.

In these scenarios, we will apply the process described in 3.2 above.

3.4. TCORR174.W, TCORR148.W, TCORR171.W

These transactions result in market data items being erased from CMOS, or result in the prior history being visible. They are recognised as having potential impacts on Retailers' billing systems and the ability to correctly bill customers.

We have an internal approval process for the review of instances where these transactions are required prior to the submission of the transaction.

4. Deregistration Process

As there are multiple categories of deregistration reason, our process is set out here for clarity.

4.1. Permanent Disconnection and Temporary Disconnection

These will be processed with the actual date that the disconnection occurred where this is known. The appropriate market transaction (T115/TCORR115) will be submitted, with any occurrences that fall into the scope of a retrospective amendment being dealt with as described in section 3 above.

4.2. Change of Use

As per the retail market codes where a wholesaler or retailer identifies that a premise is no longer eligible for the non-household market a C5 or C6 deregistration request must be submitted to deregister the SPID(s) and any other associated service components.

On receipt of the request, our standard approach will be to deregister the SPIDs using the date of receipt of the notification of the eligibility change request as the effective date. We recognise that there may be some scenarios where the standard approach may not necessarily be appropriate for the customer and these will be reviewed on a case-by-case basis as appropriate.

4.3. Cross Border Supplies

Where we supply only the sewerage service, the method and effective date of deregistration will match that of the water wholesaler.

5. Primary Charge Impacts

Retrospective amendments may result in an impact on primary charges. Our guidance document for Primary Charge Backdating and Payment sets out our approach for these.

6. Version History

Version	Date	Comments
1.0	17/04/2025	Reviewed and published guidance document