



PDF Bilateral Requests - Retailer Guide



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Background

Anglian Water Wholesale is mandated to accept materially complete forms that have been provided in either hardcopy (by post) or Word document format (.docx). A wholesaler can also choose to offer an alternative methods for Retailers to submit forms. Since the market opened Anglian Water Wholesale has provided a Retail Portal for submitting service requests. In addition Anglian Water Wholesale now also accepts .pdf format of the latest market coded forms submitted either via Anglian Waters SFTP server or the Retailers SFTP server.

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Scope

This guide covers Anglian Water Wholesale’s approach to bilateral service requests submitted in PDF format. Covering the following:

- How to submit PDF forms
- File name format
- Attachments

It is in addition to the overarching “Wholesale Bilateral Policy” document which covers the below and are therefore out of scope for this document:

- The Wholesale Service Centre System
- Bilateral Requests

- Retailer Portal
 - Bilateral Processing
 - Level of Service
 - Market Performance

How to submit PDF forms

The SFTP Server provides an additional method for Retailers to interact with Anglian Water Wholesale. Access to the SFTP Server will be provided to Retailers with end-user customers on a Profile Tariff with a logger, Retailers which have purchased the Meter Reading Services from Anglian Water Wholesale and those that use our PDF submission solution.

Retailers will be set up on the SFTP server within six business days from requesting access to the server. Retailers will only be set up for services that they require on the server. Where a Retailer requires additional services, this will take an additional six days to set up.

Help documentation will be provided to help Retailers access the SFTP server.

Alternatively retailers can use their own SFTP server. Access to which would need to be arranged as part of the initial set up as our systems will need to extract the forms to be processed.

Once SFTP access is sorted .pdf versions of the market coded forms can then be submitted to the agreed location.

All PDF forms submitted via SFTP **must** be the latest market coded versions and must **not** be handwritten.

Currently, these are the only electronic formats Anglian Water Wholesale will accept. For the avoidance of doubt, where a bilateral service request is received in .pdf format not via the SFTP server, a separate electronic format must be also provided. An example of this, is where a signed copy of the form is provided by the Retailer via email alongside an electronic form completed within the portal.

Submission of PDF forms via an SFTP server therefore enables a case to be quickly created and made visible in the retailer portal for tracking and monitoring.



File name format

PDF files need to be submitted with a specific file name in order for them to be successfully processed by our systems and the necessary data extracted.

An example of the correct file name structure is:

ANGLIAN-W_12345678_FORM_B01_20200505173132-B5.pdf

Breaking this down it is made up of the following:

Wholesaler ID = ANGLIAN-W

Retailer own request reference = Any combination of letters, numbers and symbols used to identify that particular service request. This will be extracted and added to the case and made available for linking back to retailer systems

Form reference = "FORM" followed by the market coded form reference. An underscore is required in the middle.

Date = Date/Time the form is created/submitted. This information is not extracted so the format can be flexible providing it doesn't contain underscores or hyphens.

Coded process reference = This is the coded process and it is very important this is included and is correct as this determines the level of service.

The individual components in the file name should be separated by underscores "_" with the exception of the process reference at the end which must be preceded by a hyphen "-".



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Submitting attachments

Attachments should be submitted alongside the PDF file in a zipped folder that is named the same as the form they relate too. See example below.

<input type="checkbox"/> Name	Date modified	Type	Size
ANGLIAN-W_12345678_FORM_B01_20200505144218-B5	06/05/2020 20:06	PDF File	35 KB
ANGLIAN-W_12345678_FORM_B01_20200505144218-B5	06/05/2020 20:05	Compressed (zipped) Folder	7,823 KB

The attachments that are within the zipped folder do not need to follow any naming convention as shown below.

ANGLIAN-W_12345678_FORM_B01_20200505144218-B5 ▼ ↺

<input type="checkbox"/> Name	Type	Compressed size
Appx 2 - Word document	Microsoft Word Document	1,894 KB
Appx 3 - JPG photo of meter	JPG File	2,703 KB
Appx 5 - PNG snip it from CMOS	PNG File	45 KB