

Bilateral Rejections Policy

Wholesale Services

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from
**Southern
Water** 

Introduction

This document sets out the process Southern Water follows in relation to the rejection of MOSL Bilateral Processes submitted by the Retailer. As per OSD 0701, Version CPW139i v1, the rejection of a Request by a Wholesaler does not indicate that the Request is closed and this action can be agreed by the Retailer by cancelling the Request or resubmitting the Request with updated information. Resubmissions may still be rejected by the Wholesaler.

Southern Water will provide reasons for rejecting a Request, such as:

- The Request is materially inaccurate (for example the SPID is incorrect).
- The Request is a duplicate of existing work (the Wholesaler shall provide reference to a pre-existing ORID where this applies).
- The Retailer has raised the Request through the wrong process (the Wholesaler shall redirect the Retailer where this applies).
- The Request has been declined due to the Wholesaler's policy (the Wholesaler shall provide details the policy in question where this applies).
- The Request relates to a Household Customer rather than a Non-Household Customer.
- The Request relates to an action that does not fall under the Wholesaler's responsibility.

Southern Water Policies

Southern Water will reject MOSL Bilateral Hub processes as 'Declined due to Policy' for the following reasons:

- Verification of Supply Requests where the meter has been visually read in the past 6 months, unless the Request relates to determining who is supplied by that meter or the Retailer believes the meter is buried or has been exchanged and has provided evidence
- Metering Install Requests where the premise is already metered
- Metering Requests that are for private meters or sub meters to be installed
- Any Allowance Request that does not meet the 'Leakage Good Practice Guide' guidance, which includes:
 - allowances requested for internal leaks
 - water allowances for customer side leaks

- leaks repaired more than 6 months ago
- leaks repaired outside of the given 30 day window once the customer has been notified of the leak
- more than one allowance within any 2 year period for the same customer
- Sewerage-only Gap Site Requests where there is not an existing tradable Water SPID
- Sewerage-only Deregistration Requests where the Water SPID sits with another Wholesaler and remains tradable, unless;
 - the Request relates to the customer having alternative methods of sewerage treatment, such as a septic tank or cesspit
 - the supply is water only, such as temporary building supplies, troughs or irrigation supplies etc
- Enquiry and/or Complaints which relate to third party billing issues or joint supply scenarios

Southern Water will apply a Desktop Analysis Charge to any MOSL Bilateral Hub process that is rejected because the Request does not meet policy, as stated within the Wholesale Charges document.