

United Utilities Internal Compensation Policy For Home Charging Point Restrictions – Domestic Customers

Purpose: To establish a consistent approach for compensating customers when their home charging points are restricted or disrupted by United Utilities works. The policy ensures that compensation costs are factored into businesses cases and project risk assessments.

Scope: This policy applies to all projects where disruption to customers home charging points is anticipated due to United Utilities works lasting **1 week or more**.

This policy applies per household. However, if there is more than one electric vehicle (EV) at the property, we will review the individual circumstances and adjust as necessary, based on individual mileage/charging habits.

Compensation Amount: Weekly Compensation: £75 per household, calculated based on the following;

Breakdown:

Average fast EV charging point is 50kWh

Cost per kWh: £0.79

Charging time: 1 hour

Miles per kWh (Efficiency): Assume 3 to 4 miles per kWh.

Calculation: The following calculation is based on the average EV charging point usage.

50kwh x 4 miles/kWh = 200miles

50kwh x 0.79/kWh = £39.50

Time value and disruption payment £35.50 (as per the compensation matrix)

Total weekly payment £75

Payments should be issued at the start of the disruption period, covering the entire expected duration.

Customer Policy: If the project exceeds the anticipated timescales, additional payments will need to be issued accordingly.

Contractor Constraint: If the project exceeds the anticipated timescales by two weeks or more, the contractor will be responsible for any additional costs. United Utilities will seek to claim back additional weekly payments of £75 per extended week from the contractor. * **This needs to be highlighted in the contract agreement between the contractor and United Utilities (Employee works information pack).**

NB: Energy prices fluctuate, ensure compensation values (£0.79 per kWh) align with current rates.

Process:

1. Notification: Affected customers will be notified as soon as the disruption is confirmed to notify them of our compensation package. The letter template will be sent approx two weeks before the works are due to start and payment made as soon as United Utilities can.

Customers affected will receive a standard letter, which includes:

- Acknowledgement of the disruption
- Details of the compensation amount
- Notification of payment method – via customers billing account details, if no details we will send a cheque
- Offer of an appoint to discuss directly with a member of the project team
- Service Recovery Telephone Number (pre-empt the team prior to letter distribution)

2. Timing:

- Initial notification of restrictions should be communicated at the earliest opportunity during pre-site surveys/customer impact assessment stage. The letter is to be sent out approx. two weeks before home charging restrictions commence.

3. Template Use: The attached letter template must be used with adjustments made based on the specifics of the project and disruption.

4. Risk Assessment: The estimated compensation costs should be incorporated into the business cases and project risk assessments to ensure adequate budgeting and risk management. The contractor needs to be aware that we will claim any additional cost where we have exceeded the initial timescales for restrictions by more than two weeks.

5. Alternate Options for Mitigating Impact: Depending on the project cost and the number of customers affected by home charging restrictions, consider alternative options for mitigating the impact. *** We want to minimise disruption to our customers and the basic rate compensation package is the most practical, fair and straight forward solution.**

Review and Approval: This policy and its procedures should be reviewed periodically and approved by Sally Ainsworth, Head of Customer Services. Changes to this policy will be made as necessary to reflect evolving customer needs and project demands.