

Supply Point Registration, Verification and Deregistration

General Introduction

Processes 28-30 set out the procedures to be followed by the Licensed Provider and Scottish Water when there is a requirement to verify the details of a physical Supply Point in relation to the corresponding details held on record, when registering a new Supply Point as a Gap Site in the Supply Point Register, and when deregistering a Supply Point with no corresponding physical disconnection.

Supply Point Registration, Verification and Deregistration

Process 29 – Gap Site Supply Point Registration for Gap Sites identified by Scottish Water

Purpose and scope of Process 29: -

This Process sets out the operational arrangements which apply where Scottish Water identifies Eligible Premises which are in receipt of Water Services and/or Sewerage Services where no Supply Points are registered in relation to such Eligible Premises in the Supply Point Register. This Process may be preceded or followed by an installation of a meter for a new Supply Point (see Process 8).

Process:-

Step 1

Where Scottish Water identifies a Gap Site it will, within 2 Business Days of becoming aware of the site, write to the Non-Household Customer at the Eligible Premises informing them that they must choose a Licensed Provider within 15 Business Days of the date of the letter or a Licensed Provider will be allocated to the site. [Within that 15 Business Day period Scottish Water will also visit the Supply Point to:](#)

- (i) [verify the services provided at the Supply Point.](#)
- (ii) [survey the site to install a meter¹; and therefore](#)
- (iii) [deem the site as unmeasurable or where appropriate install a meter](#)

[The above activity must be undertaken before Scottish Water notify the CMA of the requirement for a new Supply Point.](#)

Step 2

Either:-

- (i) Where a Licensed Provider agrees to supply the Eligible Premises (following contact from the Non-Household Customer resulting from Step 1 above), the Licensed Provider will notify Scottish Water within 1 Business Day of agreeing to supply the Eligible Premises. Scottish Water will notify the CMA of the requirement for a new Supply Point(s) and of the identity of the Licensed Provider to whom the Supply Point(s) should be registered in accordance with the Market Code; or
- (ii) Where Scottish Water does not receive a notice from any Licensed Provider of agreement to supply the Non-Household Customer within 17 Business Days from the date of Scottish Water's letter to the Non-Household Customer, Scottish Water will notify the CMA of the requirement for a new Supply Point(s) and a Licensed Provider will be allocated by the CMA in accordance with the Market Code.

[¹ With regard to the installation of a meter, Step 1 assumes ~~if~~ access is granted and no exceptional circumstances exist \(for example a ~~eg~~ requirement for road closures / significant digs etc\). If for practical reasons a meter installation cannot be achieved within the KPI, -a meter will be installed at a later date but always before registration into the market](#)

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Supply Point Registration, Verification and Deregistration

Process 30 – Gap Site Supply Point Requests and Registration for Gap Sites identified by a Licensed Provider

Purpose and scope of Process 30: -

This Process sets out the operational arrangements which apply where a Licensed Provider identifies Eligible Premises which are in receipt of Water Services and/or Sewerage Services where no Supply Points are registered in relation to such Eligible Premises in the Supply Point Register.

Process:-

Step 1

Where a Licensed Provider identifies a Gap Site it will, within 1 Business Day of becoming aware of the site, notify Scottish Water by submitting a Gap Site request form (Form M) as set out in the Appendix to this Code. The Licensed Provider must complete sections 1, 2, 6 and 7 of Form M for an application to be complete and will endeavour to complete sections 3 – 5 where possible. In completing Form M the Licensed Provider must provide the following information:

- Licensed Provider ID;
- the address of the Eligible Premises; and
- a declaration by the Licensed Provider regarding the information supplied in the form.

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Step 2

On receiving the request from the Licensed Provider, Scottish Water will confirm the information supplied with its records, ~~and Scottish Water will undertake a assess whether a~~ site visit ~~will be required~~ to verify the Services at the Supply Point, in which case Scottish Water will liaise with the Licensed Provider in accordance with Process 28 above. ~~At that site visit Scottish Water will also:~~

- (i) ~~survey the site to install a meter²; and therefore~~
- (ii) ~~deem the site as unmeasurable or where appropriate install a meter~~

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~~The above activity must be undertaken before Scottish Water notify the CMA of the requirement for a new Supply Point.~~

Step 3

Within 15 Business Days of receipt of a valid request from the Licensed Provider, Scottish Water will either:-

- (i) notify the CMA of the requirement for a new Supply Point(s) in accordance with the Market Code; or,
- (ii) notify the Licensed Provider that it considers the request to be invalid, providing reasons for its decision.

^{2 2} ² [With regard to the installation of a meter, Step 1 assumes access is granted and no exceptional circumstances exist \(for example a requirement for road closures / significant digs etc\). If for practical reasons a meter installation cannot be achieved within the KPI, a meter will be installed at a later date but always before registration into the market. If access is granted and no exceptional circumstances exist \(eg requirement for road closures / significant digs etc\). If not achievable a meter will be installed at a later date but always before registration into the market](#)