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Supply Point Registration, Verification and Deregistration

Process 31 – Deregistration of Supply Point at the request of Scottish Water

Purpose and scope of Process 31: -

Deregistration of Supply Points is the responsibility of Scottish Water. This Process sets out the operational arrangements which apply where Scottish Water identifies a requirement to remove Service Elements or to deregister a Supply Point from the Supply Point Register where no physical disconnection of the Supply Point is required.

Process:-

Step 1

Where Scottish Water identifies a Supply Point that may require the removal of Service Elements or the Deregistration of a Supply Point, it will carry out investigations into the status of the Supply Point.

Step 2

Scottish Water may, by prior arrangement with the Licensed Provider, visit the Non-Household Customer's Premises to inspect the Supply Point(s). The Licensed Provider may be present at the time of the planned visit.

Step 3

Where Scottish Water identifies the requirement to remove Service Elements or deregister the Supply Point(s) it shall, at least 20 Business Days in advance of the notification to the CMA, notify the Licensed Provider that it intends to remove Service Elements or deregister the Supply Point(s). Scottish Water's notification to the Licensed Provider will include the following:

- the Non-Household Customer's Supply Point ID;
- [Scottish Water's reasons for the notification;](#)
- [details of the nature of the investigation;](#)
- [the findings and date of any visit to the premises;](#)
- [details of all Supply Points to be Deregistered or Service Elements to be removed;](#)
- [the expected date of transactions to the CMA; and](#)
- any [relevant](#) supporting information [or evidence](#).

Step 4

The Licensed Provider may dispute Scottish Water's decision, providing the reason for dispute and any additional information, within 20 Business Days from the date of notification referred to in Step 3. If no response is received by Scottish Water within 20 Business Days of the date of said notification, Scottish Water will notify the CMA of the removal of Service Elements or Deregistration of the Supply Point in accordance with the Market Code.

Step 5

Where the Licensed Provider disputes Scottish Water's decision, Scottish Water shall, within 10 Business Days of the date of the dispute by the Licensed Provider, notify the Licensed Provider that:

- the Licensed Provider's dispute will be upheld; or
- Scottish Water's decision to remove Service Elements or Deregister the Supply Point will be upheld; or

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- further investigation is required in accordance with Step 1 of this process.

Step 6

Scottish Water or the Licensed Provider shall notify the CMA of the removal of Service Elements or Deregistration of the Supply Point in accordance with the Market Code.

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Supply Point Registration, Verification and Deregistration

Process 32 – Deregistration of Supply Point at the request of the Licensed Provider

Purpose and scope of Process 32: -

Deregistration of Supply Points is the responsibility of Scottish Water. This Process sets out the operational arrangements which apply where a Licensed Provider identifies a requirement to remove Service Elements or to deregister a Supply Point from the Supply Point Register where no physical disconnection of the Supply Point is required.

Process:-

Step 1

Where the Licensed Provider identifies a Supply Point that may require the removal of Service Elements or the Deregistration of a Supply Point it will carry out investigations into the status of the Supply Point.

Step 2

The Licensed Provider makes a request to Scottish Water to remove Service Elements or deregister Supply Point(s) by submitting a Supply Point Deregistration Request Form (Form O) as set out in the Appendix to this Code. The Licensed Provider's request will detail the following:

- the Non-Household Customer's Supply Point ID;
- the Licensed Provider's reasons for the request;
- any supporting information; and
- a declaration by the Licensed Provider regarding the information supplied in the form.

Step 3

Scottish Water may, where it is deemed necessary, make a planned visit to the Non-Household Customer's Premises by prior arrangement with the Licensed Provider to inspect the Supply Point(s). The Licensed Provider may be present at the time of the planned visit.

Step 4

Scottish Water shall notify the Licensed Provider of findings of the investigation within 20 Business Days of the Licensed Provider's request.

Step 5

Scottish Water may recover its reasonable cost of any visit from the Licensed Provider in accordance with the Wholesale Charges Scheme.

Step 6

Where Scottish Water's investigations confirm that Service Elements should be removed or the Supply Point(s) require to be deregistered from the Supply Point Register, Scottish Water or the Licensed Provider shall notify the CMA, in accordance with the Market Code, within 2 Business Days of completion of the investigation.

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Form O



**Supply Point Deregistration Request Form
For Use by Licensed Providers**

Please note that sections 1, 2, 3, 4, 12 and 14 must be completed by Licensed Providers and sections 5 – 11 should be completed where appropriate. Mandatory fields are illustrated by a grey background.

1. Licensed Provider Details:

Licensed Provider:	<input type="text"/>
Licensed Provider's own Reference:	<input type="text"/>
Licensed Provider ID:	<input type="text"/>
Contact name:	<input type="text"/>
Contact number:	<input type="text"/>
Contact e-mail:	<input type="text"/>

2. Premises Details:

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SAA property reference number:¹ _____

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Contact name at site (if available): _____

Contact number at site (if available): _____

3. Services at the premises to be deregistered:

3.1 Supply Point (SPID) ~~to be deregistered~~²

Water SPID ~~to be deregistered~~: _____

Water SPID connection date: _____

Please tick here if Water SPID is to be deregistered

Date deregistration should be effective from: _____

¹ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

² ~~If multiple SPIDs are to be Deregistered in relation to a bulk (landlord) meter, please enter the details of all SPIDs to be Deregistered in section 10.4; this section can be left blank.~~

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Sewerage SPID to be deregistered: _____

Sewerage SPID connection date: _____

Please tick here if Water SPID is to be deregistered

Date deregistration should be effective from: _____

Please tick here if only Property Drainage is to be removed

Date Service Elements should be removed from: _____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.):

Is there a discharge of Trade Effluent from the premises to the public sewer?

Yes

No

If yes, please provide the Discharge Point ID (DPID): _____

3.2 Meter Details

Please provide details of all revenue meters at the SPID to be deregistered:

	Meter 1	Meter 2	Meter 3
Meter ID:	_____	_____	_____
Physical meter size:	_____	_____	_____
Number of Dials:	_____	_____	_____
Meter serial number:	_____	_____	_____

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Date of meter installation: _____

Most recent meter reading: _____

Date of reading: _____

x,y coordinates:

 Northing: _____

 Easting: _____

Meter 1 location: _____

Meter 2 location: _____

Meter 3 location: _____

4. Reason for the Request:

4.1 Reason for deregistration

Please indicate the reason for the request and complete the relevant section below:

- Demolished: property has been demolished and no longer exists. (Please complete section 5)

- Domestic (change of use): property is no longer trading as a business and is domestic only. (Please complete section 6)

- Duplicate SPID: more than 1 SPID has been identified for the same Supply Point. (Please complete section 7)

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- No Water Connection: property is not connected to the Public Water Supply System.
(Please complete section 8)

- No Sewerage Connection: property is not connected to the Public Sewerage System.
(Please complete section 9)

- No Property Drainage: no rainwater from the property drains to the Public Sewerage System. (Please complete section 9.2)

- Bulk (landlord) Meter: services to the property are supplied through a bulk/parent meter/landlord. (Please complete section 10)

- Merged Property: a formerly individual property has merged with a neighbouring property and is supplied through a different SPID. (Please complete section 11)

- Other

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If other, please specify:

4.2 Service request history

Please provide any relevant Scottish Water service request reference numbers in relation to the request;

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4.3 Licensed Provider Summary

Please provide a summary of your findings and recommended actions; for example, “property demolished 21 September 2009 – deregister water and drainage SPID”:

Please complete the relevant section/s below.

5. Demolished:

Please provide the effective date of demolition³: _____

Please provide a demolition certificate in support of your request where available.

6. Domestic (change of use):

Please provide the effective date for the change of use: _____

Please provide the Council Tax reference number for the property: _____

Please provide a Council Tax bill covering the period of commencement of Council Tax payments (date of deregistration) in support of your request.

³ The effective date of demolition should be the date provided on the demolition certificate where available. Where no certificate is available the date of deletion on the SAA property register should be used.

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7. Duplicate SPID:

7.1 Duplicate SPID

Where more than one SPID is registered in relation to the same Supply Point, please provide details of the SPID to be deregistered in section 3 of this form. **Details of the SPID to remain in the market should be entered in the section below.** Please include the full details as held on your records:

Water SPID:	_____
Sewerage SPID:	_____
SAA property reference number: ⁴	_____
Company Name:	_____
Building Number:	_____
Building Name:	_____
Address line 1:	_____
Address line 2:	_____
Address line 3:	_____
Town:	_____
Postcode:	_____
Market Rateable Value of property ⁵ :	_____

⁴ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

⁵ Market Rateable Value refers to the value as held in central systems.

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SAA Rateable Value of property⁶: _____

Is the Supply Point to be deregistered a duplicate Supply Point registered through the Gap Site process?

Yes

No

If yes, please complete section 7.2

7.2 Duplicate SPID registered through the Gap Site process

Please complete this section only where the duplicate Supply Point was created through the Gap Site process.

Did you request the registration of the Supply Point through the Gap Site process?

Yes

No

Please provide the details of all data transactions submitted to the CMA in relation to the Supply Point to be deregistered:

⁶ SAA Rateable Value refers to the latest value held against the property on the SAA register.

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Sewerage SPID

T003.0 submitted

Date submitted: _____

Water SPID

T003.0 submitted

Date submitted: _____

T005.1 submitted

Date submitted: _____

Please provide the details of any other data transactions submitted to the CMA in relation to the Supply Point to be deregistered:

SPID	Data Transaction reference	Date submitted
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

8. No Water Connection:

Please indicate why the property is not connected to the Public Water Supply System:

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- Private water supply
- No water connection/no services at the premises
- Other

If other, please specify:

If the Sewerage SPID is also to be deregistered please complete section 9.

9. No Sewerage Connection:

9.1 Sewerage

Please indicate where Sewerage from the property drains to:

- No Sewerage facilities at the premises
- Septic Tank
- Soakaway
- Septic Tank and Soakaway
- On-site Treatment Facility
- Other

If other, please specify:

9.1.A – Scottish Water Response to Sewerage connection

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This section will be completed by Scottish Water following the Sewerage connection investigation and ensures the requisite information is passed to the Licensed Provider.

<u>Findings of inspection</u>	<u>Response</u>	<u>Mandatory / Optional</u>
<u>The Non-Household Customer's Supply Point ID(s)</u>		<u>Mandatory</u>
<u>SAA reference</u>		<u>Optional</u>
<u>Address visited</u>		<u>Mandatory</u>
<u>Visit / Desk assessment</u>		<u>Mandatory</u>
<u>Date of visit dd/mm/yy</u>		<u>Mandatory</u>
<u>Analysis undertaken to determine conclusion</u>	<u>Eg dye test, GIS analysis, etc</u>	<u>Mandatory</u>
<u>Do foul sewerage charges apply? (Yes/No)</u>		<u>Mandatory</u>
<u>Do property drainage charges apply? (Yes/No)</u>		<u>Mandatory</u>
<u>Do foul roads drainage charges apply? (Yes/No)</u>		<u>Mandatory</u>
<u>Which sewerage charges apply? (list)</u>		<u>Mandatory</u>
<u>Change to market data (Yes/No)</u>		<u>Mandatory</u>
<u>If yes to above, expected date of transaction, dd/mm/yy</u>		<u>Optional</u>

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<u>Charge to Licensed Provider for visit</u>		<u>Mandatory</u>
<u>Other supporting information inc reason for visit</u>		<u>Optional</u>

9.2 Property Drainage

[Does any rainwater drain from the property to the Public Sewerage System?](#)

[Yes](#)

[No](#)

Please indicate where [rain](#)water from the premises drains to:

Soakaway

On-site Treatment Facility

[Watercourse](#)

Other

If other, please specify:

For septic tanks, please provide evidence of the septic tank on site in support of the request, such as the septic tank registration number and/or registration certificate, a recent septic tank emptying invoice or Scottish Water reference number. _____

[9.2.A – Scottish Water Response to Property Drainage Investigation](#)

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This section will be completed by Scottish Water following the Property Drainage investigation and ensures the requisite information is passed to the Licensed Provider.

<u>Findings of inspection</u>	<u>Response</u>	<u>Mandatory / Optional</u>
<u>The Non-Household Customer's Supply Point ID(s)</u>		<u>Mandatory</u>
<u>SAA reference</u>		<u>Optional</u>
<u>Address visited</u>		<u>Mandatory</u>
<u>Visit / Desk assessment</u>		<u>Mandatory</u>
<u>Date of visit dd/mm/yy)</u>		<u>Mandatory</u>
<u>Analysis undertaken to determine conclusion</u>	<u>Eg dye test, GIS analysis, etc</u>	<u>Mandatory</u>
<u>Do Property Drainage charges apply? (Yes/No)</u>		<u>Mandatory</u>
<u>Change to market data (Yes/No)</u>		<u>Mandatory</u>
<u>If yes to above, expected date of transaction, dd/mm/yy)</u>		<u>Optional</u>
<u>Charge to Licensed Provider for visit</u>		<u>Mandatory</u>
<u>Other supporting information inc reason for visit</u>		<u>Optional</u>

10. Bulk (Landlord) Meter:

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Please provide details of the parent/landlord premises through which services to the SPID to be deregistered are charged.

10.1 Bulk Meter SPID Details

Water SPID:	_____
Sewerage SPID:	_____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.):

10.2 Bulk Meter Address Details

SAA property reference number: ⁷	_____
Company Name:	_____
Building Number:	_____
Building Name:	_____
Address line 1:	_____
Address line 2:	_____
Address line 3:	_____
Town:	_____
Postcode:	_____
Market Rateable Value of property ⁸ :	_____

⁷ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

⁸ Market Rateable Value refers to the value as held in central systems.

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SAA Rateable Value of property⁹: _____

10.3 Bulk Meter Details

Meter ID: _____
Physical meter size: _____
Number of Dials: _____
Meter serial number: _____

10.4 Addresses Supplied through the Bulk Meter

Please provide address details for all other units/tenant addresses supplied through the bulk meter. Please provide details on a separate sheet if necessary.

Water SPIDs (if applicable):

Please tick here if Water SPID is to be deregistered
 _____ _____ _____
Date deregistration should be effective from:

Sewerage SPIDs:

Please tick here if Sewerage SPID is to be deregistered
 _____ _____ _____
Date deregistration should be effective from:

⁹ SAA Rateable Value refers to the latest value held against the property on the SAA register

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Please tick here if only Property Drainage is to be removed

_____ _____ _____

Date Service Elements should be removed from:

SAA property reference number:¹⁰ _____

Company Name: _____

Unit Number: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Market Rateable Value of property¹¹: _____

SAA Rateable Value of property¹²: _____

Current SPID status at the CMA

(Vacant/Occupied/Long Term Vacant etc.): _____

¹⁰ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

¹¹ Market Rateable Value refers to the value as held in central systems.

¹² SAA Rateable Value refers to the latest value held against the property on the SAA register.

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11. Merged Property:

11.1 Current (merged) premises details

Please provide the current details for the property into which the previous property has merged.

Water SPID:	_____
Sewerage SPID:	_____
SAA property reference number: ¹³	_____
Company Name:	_____
Building Number:	_____
Building Name:	_____
Address line 1:	_____
Address line 2:	_____
Address line 3:	_____
Town:	_____
Postcode:	_____
Market Rateable Value of property ¹⁴ :	_____
SAA Rateable Value of property ¹⁵ :	_____

Meter ID: _____

¹³ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

¹⁴ Market Rateable Value refers to the value as held in central systems.

¹⁵ SAA Rateable Value refers to the latest value held against the property on the SAA register.

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Physical meter size: _____
Number of Dials: _____
Meter serial number: _____

Please provide the date on which the property merged: _____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.):

Does the merged property only have one connection to the Public Water Supply System:

- Yes
- No
- Unknown

If no, please provide a description of the current connection status. Please include all relevant SPID, address and meter details and any previous Scottish Water service request references in support of your application:

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11.2 Previous (unmerged) premises details

Please provide the details of the property/properties which are now merged into the current property (as set out in section 11.1 above) and require to be deregistered. Please provide details on a separate sheet if necessary.

	Property 1	Property 2
Water SPID to be deregistered:	_____	_____
Effective date of deregistration:	_____	_____
Sewerage SPID to be deregistered:	_____	_____
Effective date of deregistration:	_____	_____
SAA property reference number: ¹⁶	_____	_____
Company Name:	_____	_____
Building Number:	_____	_____
Building Name:	_____	_____
Address line 1:	_____	_____
Address line 2:	_____	_____
Address line 3:	_____	_____
Town:	_____	_____
Postcode:	_____	_____
Market Rateable Value of property ¹⁷ :	_____	_____

¹⁶ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

¹⁷ Market Rateable Value refers to the value as held in central systems.

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SAA Rateable Value of property¹⁸: _____

Meter ID: _____

Physical meter size: _____

Number of Dials: _____

Meter serial number: _____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.): _____

12. Consent to contact the Non-Household Customer:

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

- Yes:
- No:

13. Additional Information:

Please provide any additional information relevant to the request where appropriate. If supporting information is provided separately please indicate here:

¹⁸ SAA Rateable Value refers to the latest value held against the property on the SAA register.

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14. Declaration on behalf of the Licensed Provider:

We hereby acknowledge we have undertaken investigations to confirm the status of Water Services and/or Sewerage Services at this site and that following these investigations we believe this Supply Point should be deregistered for the reason stated above. The information provided in this form is correct to the best of our knowledge and up to date at the date of submission.

Name:	_____
Job Title:	_____
Signature:	_____
Date:	_____

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