

COMMISSION CHANGE PROPOSAL

Draft Form Version 1.0

Commission Change Proposal Ref (Assigned by CMA)		OCC019-CC		Version Number (Assigned by CMA)	Version 1.0
Title of the change:		Changes to Operational Code Process 21			
GENERAL DETAILS					
Name:		Richard Khaldi		Date:	02/03/2009
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Telephone and or Mobile:		01786 430212			
Number of Associated Documents	00	Name or link to documents			
Number of Market Documents affected by the change	01	List of Affected Market Documents		Operational Code	
Proposed Implementation Date or Lead Time		By no later than 30 March 2009			
A	ISSUE or DEFECT WHICH THIS CHANGE PROPOSAL SEEKS TO ADDRESS				
<p>Step 1 of Process 21 of the Operational Code does not allow Scottish Water to provide licensed providers with access to Emergency Plans for non-household customers they do not already supply. Licensed providers may therefore have difficulty in providing an accurate quote to a potential non-household customer where an Emergency Plan is in place. Accordingly, where the customer consents to such access, the Commission sees no reason why a potential supplier should not have access to an emergency plan.</p> <p>The Commission will therefore amend the Operational Code at Step 1 of Process 21 "<i>Emergency Planning</i>" to allow Scottish Water to provide any licensed provider with a copy of a non-household customer's Emergency Plan where the licensed provider has attained written consent from the non-household customer.</p>					
B	DRAFT LEGAL TEXT –				

STEP 1

Scottish Water is required to make, review and implement Emergency Plans to ensure the provision of essential Water and/or Sewerage Services in the event of an Emergency. Where such Emergency Plans impact on Non-Household Customers:

- Scottish Water will consult with the Licensed Provider in preparing or revising the Emergency Plan;
- Scottish Water will arrange any required meetings with the Non-Household Customer through the Licensed Provider, who has a right to attend any such meetings;
- the Emergency Plans will specify the agreed role of the Licensed Provider in the implementation of the Emergency Plan; ~~and~~
- Scottish Water will supply the Licensed Provider with a copy of the Emergency Plan in relation to each of the Licensed Provider's Non-Household Customers; and
- Scottish Water will supply any other Licensed Provider with a copy of the Emergency Plan in relation to any one of the Licensed Provider's Non-Household Customers, where that other Licensed Provider obtains and provides to Scottish Water the relevant Non-Household Customer's written consent.

C

ANY OTHER COMMENTS

In line with Clause 8.8.2(iii) of the Market Code, the Operational Code should be amended by Scottish Water. The change proposal should take place as soon as is practicable and at the latest by 30 March 2009.