

OPERATIONAL CODE CHANGE PROPOSAL				Draft Form Version 1.2
Operational Code Change Proposal Ref (Assigned by CMA)		OCCP016	Version Number (Assigned by CMA)	Version 1.1a
Title of the change		Amend Process 8 Performance Standard		
1. GENERAL DETAILS		Proposers are reminded that Change Proposals must be countersigned by the Proposer's Contract Manager or the person designated by the signatory to the Market Code Framework /Accession Agreement		
Company:	Business Stream		Org ID if assigned:	SWBS
Signature:			Date:	1/4/2008
		Name:		Mark Powles
Contact details for the Proposal - the contact should be able to deal with queries regarding this Operational Code Change Proposal and need not be the same person who has countersigned the Change Proposal				
		Name:	Tom May	
		Email Address:	tom.may@business-stream.co.uk	
		Telephone and or Mobile:	0131 445 8171	
Number of Associated Documents	00	Name or link to documents		
If the OCCP will also affect the Operational Code, an MCCP must also be raised				
Indicate if there is an associated MCCP	N/A		MCCP Ref: CMA use only	
URGENT – IF PROPOSER HAS INDICATED THIS OCCP IS URGENT, STATE REASONS HERE The CMA Chief Executive will review this information and make a decision as to whether to take this OCCP forward as urgent as defined as under Market Code Part 8.8.1 (ii) (e)				
N/A				
2. OPERATIONAL CODE CHANGE PROPOSAL DETAILS				
A	ISSUE or DEFECT WHICH THIS OPERATIONAL CODE CHANGE PROPOSAL SEEKS TO ADDRESS required under Market Code Part 8.8.1 (ii) (b)			
There is an inconsistency in the timescales given for assessing the feasibility of meter installation between the Operational Code and the Standard Template Wholesale Services Agreement.				

B	DESCRIPTION OF NATURE AND PURPOSE OF THE CHANGE AND HOW IT MEETS THE OPERATIONAL CODE OBJECTIVES AND PRINCIPLES FOR THE MARKET DOCUMENTS required under Market Code Part 8.8.1 (ii) (c)								
<p>The Proposer should indicate which principles the change supports and whether there is any adverse effect on any principle(s).</p> <table border="0"> <tr> <td>a) Proportionality</td> <td>e) Barriers to entry</td> </tr> <tr> <td>b) Transparency</td> <td>f) Customer contact</td> </tr> <tr> <td>c) Simplicity, cost-effectiveness and security</td> <td>g) Non-discrimination</td> </tr> <tr> <td>d) Non-exclusivity</td> <td>h) Not detrimental to Scottish Water's core functions</td> </tr> </table>		a) Proportionality	e) Barriers to entry	b) Transparency	f) Customer contact	c) Simplicity, cost-effectiveness and security	g) Non-discrimination	d) Non-exclusivity	h) Not detrimental to Scottish Water's core functions
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<p>Process 8, Step 3, of the Operational Code states, 'Scottish Water will notify the Licensed Provider if it considers the meter installation to be infeasible within 10 Business Days of the date of notification under Step 1, giving reasons.' However, Standard 7, Schedule 4 – The Service Standards, of the Water Industry Commission for Scotland's Template Wholesale Services Agreement states that Scottish Water will carry out a survey to establish if a meter can be fitted and at what costs within eight Business Days.</p> <p>We propose that the Operational Code be amended for consistency with the Template Wholesale Services Agreement, as this also gives Licensed Providers the ability to meet the requirements of Default Service Standard 8, which requires Licensed Providers to provide customers with the details and costs associated with a meter installation within ten Business Days.</p> <p>Consistency between these documents – the Operational Code and the Template Wholesale Services Agreement – as well as the ability of Licensed Providers to meet their obligations under the Default Service Standards is imperative for facilitating the performance of Scottish Water and Licensed Providers in the competitive non-domestic market.</p> <p>This proposal is in line with Operational Code objectives f (customer contact) and h (not detrimental to Scottish Water's core functions) and principles a (proportionality) and b (transparency) by assuring that this service is provided within the correct timescale and that all involved parties are clear about their obligations.</p> <p>Having two differing timescales within market documents could lead to confusion within the market and to disputes over required performance standards. Ensuring a consistent eight-day timescale within all documents is clearly supported by the principle of transparency.</p>									
C	IMPACT – required under Market Code Part 8.8.1 (ii) (f)								
<p>The Proposer should indicate the sections of the Market Code affected, whether the Operational Code or CSDs, Wholesale Services Agreement or License is impacted and whether there are likely to be implications on:</p> <table border="0"> <tr> <td>a) Central Systems</td> <td>c) CMA Interfaces/ Processes</td> </tr> <tr> <td>b) Trading Party's systems</td> <td>d) Trading Party's business processes</td> </tr> </table>		a) Central Systems	c) CMA Interfaces/ Processes	b) Trading Party's systems	d) Trading Party's business processes				
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<p>Process 8, Step 3 of the Operational Code will be affected and require rewording.</p> <p>We do not believe that this change will affect the Central Systems with the CMA, but it will affect the timescales embedded into the business processes and systems of other Trading Parties.</p>									

D	DRAFT LEGAL TEXT – required under Market Code Part 8.8.1 (ii) (d)
<p>We propose that Process 8, Step 3 of the Operational Code be amended as follows:</p> <p><u>Step 3</u></p> <p>Scottish Water will notify the Licensed Provider if it considers the meter installation to be infeasible within 8 Business Days of the date of the notification under Step 1, giving reasons.</p>	
<p>3. IMPLEMENTATION DETAILS - PROPOSED IMPLEMENTATION DATE OR LEAD TIME</p>	
<p>Timescale must not overlap with the period of consultation with the Commission and should take account of the impacts identified in Section C. Any quoted lead time should commence from date of approval.</p>	
<p>The Implementation Date will be the date of the next release of the Operational Code following Approval by the Commission</p>	
<p>4. ANY OTHER COMMENTS</p>	
<p>None.</p>	

The full text of the objectives and principles for the Operational Code are set out in The Water Services (Codes and Services) Directions 2007 which can be downloaded from the Commission's website (<http://www.watercommissioner.co.uk/Comp/ServiceDirections.asp>)