

OPERATIONAL CODE CHANGE PROPOSAL

Form Version 1.1

Operational Code Change Proposal Ref (Assigned by CMA)		OCCP006	Version Number (Assigned by CMA)	Version 1.1e
Title of the change		New Process for Verification of Supply Point		
1. PROPOSER 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:	Scottish Water	Org ID if assigned:		
Signature:		Date:	February 2008	
		Name:	Jessie McLeman	
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:	Jessie McLeman			
Email Address:	Jessie.McLeman@scottishwater.co.uk			
Telephone and or Mobile:	07875 872123			
2. OPERATIONAL CODE CHANGE PROPOSAL DETAILS				
If the OCCP will also affect the Market Code, an MCCP must also be raised				
Indicate if there is an associated MCCP			MCCP Ref: CMA use only	
Indicate if urgent AND state reasons in Part D		Yes – the proposal is considered urgent.		
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 no existing process for LPs to request verification of services provided to physical Supply Point(s) by Scottish Water. Scottish Water has had a number of requests for verification to date and believes that a process is required to address this area.				
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> <ul style="list-style-type: none"> a) Proportionality b) Transparency c) Simplicity, cost-effectiveness and security d) Non-exclusivity e) Barriers to entry f) Customer contact g) Non-discrimination h) Not detrimental to Scottish Water's core functions 				

<p>The new process is intended to clarify how queries to confirm the status of actual Supply Points and records held by Scottish Water and/or Licensed Providers can be raised and confirmed. This will provide clarity of process and the ability to verify disputable information. This process is required for reasons of transparency and consistency.</p>	
C	<p>IMPACT – required under Market Code Part 8.8.1 (ii) (f)</p>
<p>The Proposer should indicate the sections of the Operational Code affected, whether the Market Code or CSDs, Wholesale Services Agreement or License is impacted and whether there are likely to be implications on</p> <ul style="list-style-type: none"> a) Central Systems b) Trading Party's systems c) CMA Interfaces/ Processes d) Trading Party's business processes 	
<p>The new process will not impact on Central Systems or CMA Interfaces or Processes.</p> <p>There will be some impact on Licensed Provider's business processes as a new process needs to be adopted. A new Operational Code form [OCCP_FORM K -Verification of Supply Point(s) Request.xls] is required to be adopted to support the new process.</p> <p>The implementation of this process does not affect any other areas of the Operational Code or any other market framework documents.</p>	
D	<p>URGENT – IF PROPOSER HAS INDICATED THIS OCCP IS URGENT, STATE REASONS HERE required under Market Code Part 8.8.1 (ii) (e)</p>
<p>The process is considered urgent as no process currently exists to enable contended data to be verified. The process is deemed to be 'urgently required to maintain the integrity of the Central Systems' as stated under section 8.9.1 of the Market Code.</p>	
E	<p>DRAFT LEGAL TEXT – required under Market Code Part 8.8.1 (ii) (d)</p>

Please also see attached proposed form for requests: OCCP_FORM K -Verification of Supply Point(s) Request.xls

Verification of Supply Point

General Introduction

Process 28 sets out the procedure 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.

Verification of Supply Point

Process 28 – Verification of Supply Point

Purpose and scope of Process 28: -

The physical inspection of Supply Point(s) for the purpose of verifying records and/or connections to the Network is the responsibility of Scottish Water. This Process sets out the operational arrangements that apply where either a Licensed Provider or Scottish Water consider that the physical Supply Point differs from the details held on their records.

Process:-

Step 1

Either:-

- (i) the Licensed Provider makes a request to Scottish Water to verify Supply Point(s) by submitting a verification of supply form (Form K) 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; and
 - the Licensed Provider's reasons for the request and any supporting information; or
- (ii) Scottish Water, where records are deemed inaccurate, will notify the Licensed Provider that it intends to make a physical verification of Supply Point(s).

Step 2

Scottish Water will make a planned visit to the Non-Household Customer's Premises on a date and time agreed with the Licensed Provider to physically inspect the Supply Point(s). The Licensed Provider may be present at the time of the planned visit.

Step 3

Where the Licensed Provider has requested the verification, Scottish Water shall notify the Licensed Provider of the findings of the inspection within 10 Business Days of the Licensed Provider's request.

Step 4

Where Scottish Water has requested the verification, Scottish Water will notify the Licensed Provider of the findings of the inspection within 5 Business Days of the visit taking place.

Step 5

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

Step 6

Where records of Supply Point(s) differ from the findings of the inspection, Scottish Water shall notify the Central Market Agency according to the relevant process for the nature of the change or within 2 Business Days of completion of the investigation.

3. IMPLEMENTATION DETAILS - PROPOSED IMPLEMENTATION DATE OR LEAD TIME

Timescale must not overlap with the period of consultation with the Commission and should take account of the impacts identified in Section C. The lead time should commence from date of approval

Scottish Water suggests this proposal is implemented as soon as possible to address the lack of current process. Considering system implications and implementation processing Scottish Water propose this is implemented on or before 7 April 2008.

4. ANY OTHER COMMENTS

The "Introductory" text ("Additional Processes" and "Process 28 – Verification of Supply Point") was omitted in error from the text presented to the TP meeting

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