

Verification of Supply Point Registration, Verification and DeGap Siter Registration

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, ~~and~~ 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~~Verification of Supply Point and Gap Site Registration~~

Process 28 – Verification of Supply Point Meter Details

Purpose and scope of Process 28: -

The physical inspection of ~~Supply Point(s) meters~~ 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 meter details~~ 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) meter details~~ by submitting a verification of ~~supply meter details~~ 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) meter details~~.

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) meter details~~. 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 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) meter details~~ 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.

Supply Point Registration, Verification and Deregistration~~Verification of Supply Point and Gap Site Registration~~

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.

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.

Supply Point Registration, Verification and Deregistration~~Verification of Supply Point and Gap Site Registration~~

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.

Step 2

On receiving the request from the Licensed Provider, Scottish Water will confirm the information supplied with its records and 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.

Step 3

Within 5 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.

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; and
- any supporting information.

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: either;

- 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
- 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.

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.