

MARKET CODE / OPERATIONAL CODE CHANGE PROPOSAL

Form
version 2.1

Change Proposal reference
(To be completed by the TP Sec.)

OCCP054

Version No.

D.1

PART A — SUBMISSION

A.1. GENERAL DETAILS

A.1.a. TITLE

Verification of Meter Details - Process 28 Amendment

A.1.b. COMPANY

Scottish Water

Change Proposals must be authorised by the person designated by the signatory to the Market Code Framework / Accession Agreement

A.1.c. AUTHORISED
SIGNATURE

NAME

A.1.d. CONTACT
NAME

Joanne Melville

CONTACT EMAIL;
TEL./MOB.

joanne.melville@scottishwater.co.uk
0131 4456789

A.1.e. ASSOCIATED
MCCP /
OCCP

N/A

A.1.f. ASSOCIATED
DOCS.

A.1.g. PROPOSED
URGENCY

NON-URGENT

A.1.h. REASONS FOR
URGENCY

The CMA CEO will review this information and make a decision as to whether to take this MCCP / OCCP forward as urgent as defined under Market Code Part 8.9.1

A.2. MCCP / OCCP DETAILS

A.2.a. ISSUE OR DEFECT WHICH THIS MCCP / OCCP SEEKS TO ADDRESS
 Required under Market Code Parts 8.7.1 (ii) (b) and 8.8.1 (ii) (b)

Process 28 of the Operational Code sets out the procedures to be followed to verify the details of a meter. This request is made by submitting a verification of meter details form (Form K). This change proposal seeks to address a number of issues with the current process 28 and form K.

Amendments are required to Form K to align it with current process and practice. There are a number of fields which, following the addition of the Deregistration Process, are obsolete and not relevant to process 28.

In addition, there is a gap in the Operational Code in relation to meter verification processes. There is no separate process for verification of supply arrangements which has led to process 28 being used for this activity. An update of the wording of this process is required to close this gap and ensure clarity on the nature of the request when a Form K is submitted.

A.2.b. DESCRIPTION OF THE NATURE AND PURPOSE OF THE MCCP / OCCP AND HOW IT MEETS THE MARKET CODE / OPERATIONAL CODE OBJECTIVES AND PRINCIPLES FOR THE MARKET DOCUMENTS
 Required under Market Code Parts 8.7.1 (ii) (c) and 8.8.1 (ii) (c)

General Description

The purpose of this OCCP is to make amendments to Form K, removing fields which are no longer relevant and can cause confusion with requests. The fields to be removed relate to verification of services such as Roads and Property Drainage, Services to Caravans, Sewerage Connections etc. The removal of any such service element from a Supply Point is dealt with under Processes 31 and 32 for Deregistration of Supply Points.

The amendments to Form K will also enable Licensed Providers to select the type of meter verification required; a verification of the meter technical details (e.g. the number of dial digits) or verification of the supply arrangements (e.g. which meter serves a property). This will improve the information captured, resulting in a better customer experience.

Amendments to the wording of Process 28 to include verification of supply arrangements will also be made. This will close the process gap that exists, provide clarity to all parties on the nature of the request and further improve the customer experience.

Principles and Objectives affected

PRINCIPLE	AFFECTED (Y/N)	DESCRIPTION
Proportionality	Y	Documentation changes to improve clarity and customer service
Transparency	Y	Documentation changes to improve clarity and customer service
Simplicity, Cost-effectiveness, and Security	Y	Documentation changes to improve clarity and customer service

Non-exclusivity	N	
Barriers to Entry	N	
Customer Contact	N	
Non-discrimination	N	
Non-detrimental to SW Core Functions	N	
MC / OC OBJECTIVES		

A.2.c. IMPACT Required under Market Code Parts 8.7.1 (ii) (d), (f) and (g), and 8.8.1 (ii) (d) and (f)		
CONFIGURED ITEM	IMPACTED (Y/N)	DESCRIPTION
MC / OC	Y	Operational Code Process 28 and Form K
CSDs	N	
Wholesale Services Agreements	N	
Licenses	N	
CMA Central Systems	N	
CMA business processes	N	
Trading Party systems	N	
Trading party business processes	Y	Possible minor impact on any processes relating to the content of Form K

A.2.d. DRAFT LEGAL TEXT Required under Market Code Parts 8.7.1 (ii) (d) and 8.8.1 (ii) (d)		
A.3. IMPLEMENTATION DETAILS		

A.3.a. 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 A.2.c. Any quoted lead time should commence from date of Approval.
Date of publication of next version of the Operational Code
A.3.b. ANY LIMITATIONS OR DEPENDENCIES FOR IMPLEMENTATION
A.4. ANY OTHER COMMENTS

PART B — TP ASSESSMENT			
B.1. ASSESSMENT PROCESS			
B.1.a. ASSESSMENT START DATE	2017-05-31	ASSESSMENT END DATE	2017-06-15
B.1.b. IMPACT ASSESSMENT REQUIREMENT	IA NOT REQUIRED		
B.1.c. CONSULTATION REQUIREMENT	TP CONSULTATION NOT REQUIRED		
B.1.d. ASSOCIATED DOCUMENTS (to this Part B)			
B.2. ASSESSMENT DETAILS			
B.2.a. CHANGE SPECIFICATION AND IMPACT (if different from that originally submitted)			
B.2.b. DRAFT LEGAL TEXT (if different from that originally submitted)			
B.2.c. TP ASSESSMENT Taking into account complexity, importance and urgency, and having regard to whether or not such proposal is within the relevant Objectives and Principles as required under Market Code Parts 8.7.1 (v) and 8.8.1 (iv)			

Impact on Principles and Objectives (if different from that originally submitted)	
Cost Estimate	
Benefit Estimate (L: < 10k, M: £10k to £100k, H: > £100k)	
B.3. TP DECISION	TP APPROVED
B.4. FINAL TP VIEWS	Unanimously Approved by the TP
B.5. PLANNED IMPLEMENTATION DATE	Next available Ops code release

WITHDRAWN BY PROPOSER?	No
COMMENTS	
DATE OF WITHDRAWAL	

PART C — COMMISSION APPROVAL

C.1. DATE FINAL REPORT ISSUED TO COMMISSION	2017-06-29
C.2. APPROVAL STATUS	APPROVED CHANGE / REJECTED
C.3. DATE OF APPROVAL STATUS	2017-07-21
C.4. COMMISSION RESPONSE REFERENCE	

PART D — IMPLEMENTATION

D.1. IMPLEMENTATION DATE	2017-11-06
D.2. IMPLEMENTATION DETAILS (MC version, CSD versions, CMA Central Systems release number, etc.)	
Operational Code v26	