

MARKET CODE / OPERATIONAL CODE CHANGE PROPOSAL

Form
version 2.1

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

OCCP068

Version No.

C.1

PART A — SUBMISSION

A.1. GENERAL DETAILS

A.1.a. TITLE Building Water KPI

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 Richard Lavery NAME Richard Lavery

A.1.d. CONTACT NAME Rory Monaghan CONTACT EMAIL; TEL./MOB. rory.monaghan@scottishwater.co.uk 0131 370 6167

A.1.e. ASSOCIATED MCCP / OCCP OCCP063 – New Connections Forms

A.1.f. ASSOCIATED DOCS. Annex1 – Operational Code Drafting

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)

Introduction

In April 2020 Scottish Water replaced its business systems for managing new connections. This included the implementation of new portal functionality through which Licensed Providers are able to submit and track pre-development enquiries and connection applications.

OCCP063 (New Connections Forms) was approved in December 2020, whereby Scottish Water identified ways of improving the operational code forms to support a simpler application process for Licensed Providers, including the removal of Form J by incorporating questions for building water into Forms A and B.

Building Water KPI

This proposal seeks to align the KPI for responding to an application for building water (currently 10 business days) with the existing KPI for SW providing the substantive response to LPs for water and waste water connection applications (15 business days) in order that LPs can be issued with one combined response for both the connection and building water application.

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

It is proposed that the KPI for responding to applications for building water is increased from 10 to 15 business day, as follows:

| Operational Code Process Step | Current Timescale (business days) | Proposed Timescale (business days) |
|--|--|---|
| Process 5A1 (Scottish Water undertakes the connection for the supply of unmetered building water), Step 3 | 10 | 15 |
| Process 5A2 (The Licensed Provider undertakes the connection for the supply of unmetered building water), Step 3 | 10 | 15 |
| Process 5B1 (Scottish Water undertakes the connection for the supply of metered building water, including the installation of the meter and subsequent disconnection), Step 3 | 10 | 15 |
| Process 5B2 (The Licensed Provider instructs an Accredited Entity to undertake the connection for the supply of metered building water and the subsequent disconnection), Step 3 | 10 | 15 |

| Principles and Objectives affected | | |
|--|----------------|---|
| PRINCIPLE | AFFECTED (Y/N) | DESCRIPTION |
| Proportionality | Y | The proposed changes will streamline application processes for market participants. |
| Transparency | | |
| Simplicity, Cost-effectiveness, and Security | Y | Aligns timescales for comparable activities across different processes. |
| Non-exclusivity | | |
| Barriers to Entry | | |
| Customer Contact | | |
| Non-discrimination | | |
| Non-detrimental to SW Core Functions | | |
| 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 | The Operational Code will require updating. |
| CSDs | N | |
| Wholesale Services Agreements | N | |
| Licenses | N | |
| CMA Central Systems | N | |
| CMA business processes | N | |
| Trading Party systems | N | Changes to timescales for Scottish Water responses to applications. |
| Trading party business processes | Y | Changes to timescales for Scottish Water responses to applications. |

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

The changes to the operational code are detailed in the attachments to this OCCP (Annex1).

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.

To coincide with the next scheduled update to the Operational Code.

A.3.b. ANY LIMITATIONS OR DEPENDENCIES FOR IMPLEMENTATION

None.

A.4. ANY OTHER COMMENTS

PART B — TP ASSESSMENT

B.1. ASSESSMENT PROCESS

| | | | |
|--|------------|------------------------------|------------|
| B.1.a. ASSESSMENT START DATE | 2020-06-03 | ASSESSMENT END DATE | 2020-06-18 |
| 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)

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B.2.b. DRAFT LEGAL TEXT (if different from that originally submitted)

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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 at the TP meeting on 18th June 2020

B.5. PLANNED IMPLEMENTATION DATE Est. August 2020

| | |
|------------------------|----|
| WITHDRAWN BY PROPOSER? | No |
| COMMENTS | |
| DATE OF WITHDRAWAL | |

PART C — COMMISSION APPROVAL

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|---|----------------------------|
| C.1. DATE FINAL REPORT ISSUED TO COMMISSION | 2020-07-23 |
| C.2. APPROVAL STATUS | APPROVED CHANGE / REJECTED |
| C.3. DATE OF APPROVAL STATUS | yyyy-mm-dd |
| C.4. COMMISSION RESPONSE REFERENCE | |

PART D — IMPLEMENTATION

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|---|------------------|
| D.1. IMPLEMENTATION DATE | Est. August 2020 |
| D.2. IMPLEMENTATION DETAILS (MC version, CSD versions, CMA Central Systems release number, etc.) | |
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