

OPERATIONAL CODE

Setting out operational co-ordination arrangements between Scottish Water and Licensed Providers in connection with the provision of Water and Sewerage Services

2~~8~~5 July 202~~6~~4

This version of the Operational Code dated 2~~8~~5 July 202~~6~~4 is the latest in a series of updates since the original version dated 26 September 2007 was designated by the Commission as the Operational Code for the purposes of the Water Services (Codes and Services) Directions 2007.

Details of changes incorporated in this version are available on the website of the Central Market Agency, www.cmascotland.co.uk

Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference
1	26/09/2007	Designated by the Commission as the Operational Code for the purposes of the Water Services (Codes and Services) Directions 2007	
2	01/06/2008	Process 27 – Non-Return to Sewer Allowance	OCCP004
		Modification to Form H	OCCP005
		New Process for Verification of Supply Point	OCCP006
		Modification to Form J (previously Form I)	OCCP012
		Amend Process 8 Performance Standard	OCCP016
3	01/12/2008	First Time Provision of Services	OCCP014
4	31/03/2009	Changes to Operational Code	OCCP019-CC
5	13/07/2009	Operational Code Housekeeping 2009	OCCP020
6	17/08/2009	Implementation of Reassessed Charges	OCCP024-CC
7	09/12/2009	Amendments to Meter Service Request Form F	OCCP018
		Process 9: Meter Accuracy Test	OCCP021
		Revisions to New Connections Process	OCCP023
		Proposed New Sub-Section in Process 19 addressing Reactive Activities	OCCP025
8	28/06/2010	Verification of Supply Point and Gap Site Registration	OCCP029-CC
		Burst Allowance Process and Allowance Request Form	OCCP026
		Changes to Form K	OCCP028
9	07/03/2011	Deregistration Process	OCCP030
		Changes to Process 28 and Form K	OCCP031
10	01/04/2011	Metered Building Water	OCCP032-CC
11	14/07/2011	Trade Effluent Workshop Changes	OCCP034-CC
12	15/09/2011	Creating Paired SPIDs in the Market	OCCP033
13	10/01/2012	Improving Responses for Verification of Service Visits – Form O	OCCP035
14	02/04/2012	Licence Transfer Process	OCCP036-CC
		New Retail Areas Operational Code Changes	OCCP037-CC

15	31/08/2012	Meter Size Data Assessment	OCCP038
16	10/10/2012	Operational Code; Updating the CMA, Processes 8-12 and 28	OCCP039
17	11/01/2013	Making 'registration' customer friendly	OCCP040
18	17/07/2013	New Retail Areas – Metering Processes	OCCP041-CC
19	12/09/2013	Water Quality Incidents Notification Protocol	OCCP042-CC
20	31/10/2013	Trade Effluent Private Meter Processes	OCCP043
21	10/01/2014	Operational Code; Enhancements to Form E – Application for a Development Impact Assessment	OCCP044
22	13/03/2014	Form M Update	OCCP048-CC
23	14/05/2014	Amendment to the New Connections Processes to cater for queries of a technical nature to Scottish Water	OCCP046
24	25/08/2015	Form updates to include Third Party References	OCCP047
		Complex Verification Process	OCCP049
25	03/04/2017	Request for amendment of Third Party References and Live Rateable Value	OCCP050
	03/04/2017	Exemption Scheme Application Process	OCCP052
	03/04/2017	New Connections KPI Alignment	OCCP053
26	06/11/2017	Verification of Meter Details – Process 28 Amendment	OCCP054
27	07/02/2018	Trade Effluent Enquiries and Consent process changes	OCCP055
		Gap Site Processing Timescales	OCCP056
28	01/04/2018	Insertion of Disconnections Processes and changes to cater for temporary transfer of Supply Points at vacant premises	OCCP057-CC
29	21/09/2018	GDPR	OCCP059
30	04/02/2019	MT SPID Amendment Process	OCCP058
31	03/04/2019	Complaints KPIs	OCCP060
32	01/07/2019	Trade Effluent changes to Form H	OCCP061
33	31/03/2020	Shared Supplies	OCCP062
		New Connections Forms	OCCP063
		Gap Site Processes	OCCP064-CC
		Wholesale Scheme of Charges Changes for 2020/21 (Property Drainage)	OCCP065
		Change of Sewerage SPID Connection Date Ownership	OCCP066
		Operational Code KPI Changes	OCCP067

34	08/09/2020	Building Water KPI	OCCP068
35	15/06/2022	SPID Address Ownership – Process 33 Change	OCCP069
		Engaging Customers to Understand Future Needs	OCCP070
		Trade Effluent Applications and Form H	OCCP071
36	31/01/2024	Gap Site Process Improvements	OCCP072
37	25/07/2024	Customer Requested Temporary Disconnections	OCCP073
<u>38</u>	<u>28/07/2026</u>	<u>Process Improvement for Scottish Water Initiated Deregistration</u>	<u>OCCP074</u>

Contents

Change History	2
Order of Precedence	9
Contractual Framework	9
Operational Code Objectives and Purpose	9
Summary	9
Non-Household Customer Classification	10
Licensed Provider Self-Supply	10
Non-Household Customer Contact	10
Use of Accredited Entities to Undertake Connections Activity, Metering Activity and Disconnections Activity	10
Data Protection	12
Operational Code Governance	13
Appendix	13
New Connections	13
Process 1 - Application for an individual premises water connection (a "Part 1" Water Connection)	13
Process 1A applies where Scottish Water undertakes the individual premises water connection (a Part 1 Water connection) and associated meter installation(s)	14
Process 1B applies where the Licensed Provider instructs an Accredited Entity to undertake the individual premises water connection (a Part 1 Water Connection) and associated meter installation(s)	17
Process 1C – First time provision of a water connection to a community	18
Process 2 - Application for an individual premises sewerage connection (a "Part 1" Sewerage Connection)	19
Process 2A – First time provision of a sewerage connection to a community	22
Process 3 - Application for a water mains/trunk main/service reservoir connection (a "Part 2/3" Water Connection) accompanied by application for one or more individual premises water connections (a "Part 1" Water Connection)	23
Process 3A applies where Scottish Water undertakes the connection to the mains/trunk main/service reservoir accompanied by one or more individual premises water connections (a "Part 1" Water Connection) and associated meter installation(s)	24
Process 3B applies where the Licensed Provider instructs an Accredited Entity to undertake the connection to the mains/trunk main/service reservoir accompanied by one or more individual premises water connections (a "Part 1" Water Connection) and associated meter installation(s)	27
Process 4 - Application for a sewerage mains/trunk sewer/waste water system connection (a "Part 2/3" Sewerage Connection) accompanied by an application for an individual premises sewerage connection (a "Part 1" Sewerage Connection)	29
Process 5A - Application for an unmetered temporary water connection (unmetered building water)	32
Process 5A1 applies where Scottish Water undertakes the connection for the supply of unmetered building water	32
Process 5A2 applies where the Licensed Provider undertakes the connection for the supply of unmetered building water	34
Process 5B - Application for a metered temporary water connection (metered building water)	35
Process 5B1 applies where Scottish Water undertakes the connection for the supply of metered building water, including the installation of the meter and the subsequent disconnection	36

Process 5B2 applies where the Licensed Provider instructs an Accredited Entity to undertake the connection for the supply of metered building water and the subsequent disconnection.	38
Water Quality Sampling/Water Byelaws	39
Process 6 - Planned visits to Non-Household Customer's Premises	39
Process 7 - Unplanned visits to Non-Household Customer's Premises.....	39
Metering	40
Process 8 - Installation of a meter at a Supply Point.....	41
8A applies where Scottish Water undertakes the installation of the meter	41
8B applies where the Licensed Provider instructs the Accredited Entity to undertake the installation of the meter.....	42
Process 9 - Meter accuracy test	43
9A applies where Scottish Water undertakes the meter accuracy test	44
9B applies where the Licensed Provider instructs the Accredited Entity to undertake the meter accuracy test	44
Process 10 - Meter fault and repair	45
10A applies where Scottish Water undertakes the repair or replacement of the meter	46
10B applies where the Licensed Provider undertakes the repair or replacement of the meter	46
Process 11 - Change of meter at the request of the Licensed Provider	47
11A applies where Scottish Water undertakes the change of the meter	47
11B1 applies where the Licensed Provider wishes to instruct an Accredited Entity to change the physical size or location of the meter	48
11B2 applies where the Licensed Provider instructs an Accredited Entity to undertake the change of the meter where there is no change to the physical size or location of the meter	48
Process 12 - Change of meter at the request of Scottish Water	49
Enquiries, Complaints and Contacts	50
Process 13 - Non-Household Customer enquiries	50
Process 14 - Developer enquiries	50
Process 15 - Trade Effluent enquiries	52
Process 16 – Water Byelaw enquiries.....	52
Process 17 - Complaints relating to Scottish Water's services	52
Process 18 - Contacts on 24 hour numbers	53
Planned Activities and Affected Services	54
Process 19 - Planned activities	54
Unplanned Changes to Services and Incidents	55
Process 20 - Unplanned changes to Water and/or Sewerage Services	55
Unplanned Changes to Services	56
Process 21 - Emergency activities	56
Process 21A - Water Quality Incidents.....	58
Trade Effluent Control.....	61
Process 22 - Application for and modification to a Trade Effluent Consent.....	61
Process 23 - Trade Effluent monitoring	63
Process 24 - Pollution incidents	64

Process 25 – Discontinuation of Trade Effluent Services and termination of consent.....	64
Process 25A – Private Meter installation.....	66
Process 25B – Private Meter accuracy testing, repair and replacement	66
Process 25C – Private Meter exchange	67
Allowances	68
Process 26 – Fire-Fighting Allowance	68
Process 26A – Burst Allowance	68
Process 27 – Non-Return to Sewer Allowance	69
Process 27A – Reassessment Process for Unmetered Supply Points	69
Process 27B – Exemption	72
Process 27C – Licensed Provider request for the temporary transfer of a Supply Point under the Temporary Transfer Arrangements	72
Process 27D – Scottish Water notice of amendment to or reversal of a temporary transfer at Vacant Premises due to an application being incorrect or due to a key requirement not being met	73
Supply Point Registration, Verification, Deregistration and Amendment of Supply Point Third Party Reference and Live Rateable Value.....	74
Process 28 – Verification of Meter Details.....	74
Process 29 – Gap Site Supply Point Registration for Gap Sites identified by Scottish Water	75
Process 30 – Gap Site Supply Point Requests and Registration for Gap Sites identified by a Licensed Provider	76
Process 31 – Deregistration of Supply Point at the request of Scottish Water	77
Process 32 – Deregistration of Supply Point at the request of the Licensed Provider	78
Process 33 – Amendment of SPID Address, SAA Reference Number, Unique Property Reference Number, Live Rateable Value and Transition Flag, or Multi-Tenancy SPID Association at a Supply Point at the request of the Licensed Provider	79
Process 33A – Investigation of a shared supply	80
Process 34 – Disconnection requested by the Licensed Provider	82
Process 34A: Disconnection requested by the Licensed Provider and performed by Scottish Water, such as in relation to Non-Household Customer non-payment	82
Process 34B – Disconnection requested by the Licensed Provider and performed by an Accredited Entity, such as in relation to Non-Household Customer non-payment.....	84
Process 35 – Disconnection performed by Scottish Water for illegal use	85
Process 36 – Disconnection performed by Scottish Water for breach of the Water Byelaws.....	86
Process 37 - Disconnection requested by the Non-Household Customer	86
Process 37A: Disconnection requested by the Non-Household Customer and performed by Scottish Water	87
Process 37B – Disconnection requested by the Non-Household Customer and performed by an Accredited Entity.....	87
Process 38 – Gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water's powers of entry at Licensed Provider request.....	88
Process 39 - Reconnection following Temporary Disconnection	90
Process 39A – Reconnection requested by the Licensed Provider and performed by Scottish Water	90
Process 39B – Reconnection requested by the Licensed Provider and performed by an Accredited Entity	91

Process 40 – Reconnection performed by Scottish Water following rectification of a breach of the Water Byelaws regulations	91
APPENDIX	92
Part 1 Definitions and Acronyms	92
Part 2 Application Forms.....	97
Form A Application to Connect to the Public Water Supply System	98
Form B Application for an Individual Premises Sewerage Connection	111
Form E Application for a Pre-Development Enquiry	121
Form F (1) Metering Activity Form	125
Form F (2) Metering Activity Form	134
Form G Complaint Form	152
Form H Trade Effluent Notice	154
Form K Verification of Meter Details Form	157
Form L Reassessment Request Form	161
Form M Gap Site Supply Point Request Form	164
Form N Request for Allowance to Wholesale Charges	169
Form O Supply Point Deregistration Request Form	176
Form P Request for Amendment of Reference(s) and Live Rateable Value	192
Form Q Request for Exemption	196
Form R Trade Effluent Enquiry Details Form	200
Form S Licensed Provider disconnection request.....	203
Form T Non-Household Customer disconnection request.....	207
Form U Request for Scottish Water to gain entry to an Eligible Premises for the purposes of Disconnection at Licensed Provider request	211
Form V Request for reconnection of a supply which has been temporarily disconnected	214
Form W Request for temporary transfer of a Supply Point at Vacant Premises	217
Part 3 Dispute Resolution.....	222
Part 4 Framework and Accession Agreements	224
Part 5 Drinking Water Quality – DWQR	231
Part 6 Data Protection	232

Order of Precedence

If there is any conflict between the following, the order of precedence shall be:-

1. any Law;
2. the Operational Code.

Contractual Framework

Original Licensed Providers and Scottish Water shall sign the Framework Agreement to become parties to and be contractually bound by this Operational Code. Thereafter any person wishing to become a Code Party shall sign an Accession Agreement.

Operational Code Objectives and Purpose

The objectives and purpose of the Operational Code (the "Operational Code Objectives") and the underlying principles of the Operational Code ("Operational Code Principles") are set out in the Water Services (Codes and Services) Directions 2007 as amended or replaced from time to time.

The Commission consider the Operational Code to be a means of ensuring a uniformity of approach for new market entrants in order to facilitate market entry.

Due regard must be given to the Operational Code Objectives in relation to the construction, interpretation and enforcement of the Operational Code. Any changes to the Operational Code shall fall within the Operational Code Objectives and shall require to be consistent with the Operational Code Principles.

Summary

Under Section 11(2) of the 2005 Act this Code has been designated as the Operational Code by the Commission. Scottish Water will be the custodian of this Operational Code to the extent provided for in the Water Services (Codes and Services) Directions 2007 as amended and will be responsible for providing up-to-date copies of the Code to relevant parties as and when requested by them. The Operational Code is required to be transparent and not to discriminate between Licensed Providers.

This Operational Code makes provision for:

- **Non-Household Customer Classification** - which shall include the obligation on the Licensed Provider to maintain lists of Sensitive Customers;
- **New Connections** (Processes 1-5) – which shall include details of the information required by Scottish Water to accommodate new connections to the Network;
- **Water Quality Sampling/ Water Byelaws** (Process 6 and 7) – which shall include processes for making visits to Non-Household Customer's Premises to monitor compliance with applicable water quality rules, Water Byelaws or to investigate a water quality complaint;
- **Metering** (Processes 8 - 12) – which shall include procedures for metering such as the installation, removal and replacement of meters, meter accuracy checks and fault reporting and repairs;
- **Contacts, Enquiries and Complaints** (Processes 13 - 18) – which shall include processes for the handling of enquiries by the Licensed Provider and Scottish Water and procedures for handling complaints relating to services to which the wholesale charge is levied which shall cover details of the information to be collected from the Non-Household Customer along with a timetable for responses from Scottish Water that will allow the Licensed Provider to respond to the complaint promptly;
- **Planned Activities** (Process 19) – which shall include the procedures for short and long term planning activities that will be undertaken by Scottish Water;
- **Unplanned changes to services** (Processes 20 & 21) – which shall include the operational arrangements that will apply in the event of changes in the nature of the Water and/or Sewerage Services provision including procedures to be adopted in an emergency situation which shall cover details of the information to be exchanged with Licensed Providers, methods of such communication and the timing of any such communications;
- **Trade Effluent Control** (Processes 22-25) – which shall include procedures for the obtaining and modification of Trade Effluent Consents, Trade Effluent monitoring, pollution incidents and the discontinuation of Trade Effluent Services and termination of Trade Effluent Consent;
- **Allowances** (Processes 26 – 27) – which shall include procedures for applying for fire-fighting and non-return to sewer allowances. Reassessment for Unmetered Supply Points, Exemption in accordance with the Scottish Government's Exemption Scheme, and applications for the temporary transfer of Supply Points at Vacant Premises under the Supply Point Temporary Transfer Document;
- **Supply Point Registration, Verification, Deregistration and Amendment of Supply Point Third Party Reference and Live Rateable Value** (Processes 28-33) which shall include procedures to be

followed by the Licensed Provider and Scottish Water when there is a requirement to verify or amend the details of a physical Supply Point in relation to the corresponding details held on record, when registering a new Supply Point as a Gap Site in the Supply Point Register, when Deregistering a Supply Point or Services at a Supply Point and when updating the SAA Reference Number, the Unique Property Reference Number (UPRN) or the Live Rateable Value applying to an Eligible Premises;

- **Disconnections and reconnection following Temporary Disconnection** (Processes 34-40) which shall include the procedures by which Scottish Water and the Licensed Provider should interact in making either Temporary Disconnections or Permanent Disconnections of the Water Services to Eligible Premises and any subsequent reconnections. These processes also include the process to be followed for gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water's powers of entry; and
- (i) modification of the Operational Code and (ii) resolving any disputes in respect of the Operational Code.

The Wholesale Charges Scheme should be referred to by Code Parties as to the definitive and binding position on content, payment and invoicing of charges referred to in the Operational Code.

Non-Household Customer Classification

- Each Licensed Provider will maintain and keep updated a list, approved by the Commission, of their respective Non-Household Customer's Premises whose Non-Household Customers are, as agreed with Scottish Water, vulnerable sections of the community for the purposes of the provision of Water or Sewerage Services which may include specified prisons, nursing homes and other care homes, hospitals, schools and food and drink processors ("Sensitive Customers").
- The Licensed Provider will provide the list of their respective Non-Household Customer's Premises to the Central Market Agency and Scottish Water under the Market Code in order that Sensitive Customers may be separately identified. Such list to be kept updated and submitted promptly to the Central Market Agency and Scottish Water.

Licensed Provider Self-Supply

Where the Licensed Provider is a Self-Supply Licensed Provider as defined under the Market Code, Scottish Water will not be required to give advance notice of any visit to Non-Household Customer's Premises as described in Trade Effluent Control (Processes 23 and 24) or to give separate notice to or to reach separate agreement with the Licensed Provider in respect of the relevant Process.

Non-Household Customer Contact

In general, Non-Household Customers will deal with their Licensed Provider rather than Scottish Water. In particular, the Licensed Provider will generally be the initial point of contact, although some Processes will involve Scottish Water coming into contact with Non-Household Customers following that initial contact between the Non-Household Customer and the Licensed Provider. In a limited range of circumstances and with the prior approval of the Licensed Provider, Scottish Water can engage directly with Non-Household Customers. The Licensed Provider will determine its level of involvement throughout the contact. Where the Licensed Provider does not respond to Scottish Water's request for approval to engage directly with Non-Household Customers within 20 Business Days, Scottish Water may engage directly with the Non-Household Customer without the Licensed Provider's approval.

Use of Accredited Entities to Undertake Connections Activity, Metering Activity and Disconnections Activity

Scottish Water has established accreditation arrangements governing Connections Activity, Metering Activity and Disconnections Activity. Under these arrangements, Accredited Entities are able to undertake such work, consistent with the scope of their accreditation.

Under this Code, a Licensed Provider can request that Scottish Water undertakes Connections Activity and/or Metering Activity and/or Disconnections Activity at a Supply Point or, where it has entered into an appropriate Wholesale Services Agreement with Scottish Water, the Licensed Provider can opt to instruct an Accredited Entity to undertake such activities (a Licensed Provider may become an Accredited Entity providing it meets the requirements of the accreditation scheme).

The obligations and responsibilities set out here, also apply where the Licensed Provider is the Accredited Entity and opts to undertake activities itself rather than use the services of Scottish Water or another Accredited Entity.

Licensed Providers may instruct Accredited Entities to carry out Connections Activity and/or Metering Activity and/or Disconnections Activity, as defined in this Code. The relevant processes are:

- Process 1 – Application for an individual premises water connection (a “Part 1” Water Connection);
- Process 3 – Application for a water mains/trunk main/service reservoir connection (a “Part 2/3 Water Connection) accompanied by application for one or more individual premises water connections (a “Part 1” Water Connection);
- Process 5A – Application for an unmetered temporary water connection (unmetered building water); and
- Process 5B – Application for a metered temporary water connection (metered building water).
- Process 8 – Installation of a meter at a Supply Point;
- Process 9 – Meter accuracy test;
- Process 10 – Meter fault and repair;
- Process 11 – Change of meter at the request of the Licensed Provider;
- Process 34B – Disconnection requested by the Licensed Provider and performed by an Accredited Entity, such as in relation to Non-Household Customer non-payment;
- Process 37B – Disconnection requested by the Non-Household Customer and performed by an Accredited Entity;
- Process 38 – Gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water’s powers of entry at Licensed Provider Request; and
- Process 39B – Reconnection requested by the Licensed Provider and performed by an Accredited Entity.

The manner in which the activities are carried out is set out in each process in addition to the detailed guidance and associated documentation and references.

Where the Licensed Provider opts to instruct an Accredited Entity to undertake Connections Activity and/or Metering Activity and/or Disconnections Activity, the following obligations and responsibilities apply to the Licensed Provider:

- to instruct the Accredited Entity to undertake activities only in respect of Supply Points to which that Licensed Provider is registered under the Market Code;
- to use only entities accredited for the relevant works or associated works and to do nothing which would cause the Accredited Entity to breach the requirements of the accreditation scheme;
- when the activity affects the live Network, to comply with all regulatory and procedural requirements regarding advance notification to, and public communication with, premises whose supply may be affected, and to operate in a manner which is not injurious to the health and safety of all persons impacted by their works;
- to ensure that all instructions to the Accredited Entity (in particular Non-Household Customer addresses) are accurate in all material aspects and ensure that any associated Technical Approvals, conditions, or stipulations applied by Scottish Water in relation to the activity are forwarded in full and unaltered to the Accredited Entity;
- to obtain the authority, agreement and consent of any owner or occupier of any premises in relation to the carrying out of all relevant works or associated works;
- to provide Scottish Water with a quarterly forecast regarding the nature and extent of the activities it intends to request Scottish Water to undertake during the course of each financial year, should it wish to continue to use the services of both Scottish Water and Accredited Entities, and, if so requested, discuss the same with Scottish Water. Forecasts are to be received by Scottish Water no later than 20 March, 20 June, 20 September and 20 December each year for the subsequent 3-monthly period;
- to provide Scottish Water with all the data it requires to meet its obligations under the Market Code and the Operational Code in relation to the carrying out of such activities, notwithstanding any obligation placed directly on the Licensed Provider to provide data under these documents;
- not to act, or purport to act as an agent of Scottish Water or to bind Scottish Water in any way in its dealings with Accredited Entities, the relevant Non-Household Customer or other parties;
- where the associated works have been undertaken within a Non-Household Customer’s premises, to liaise with the Non-Household Customer and the Accredited Entity as necessary, to enable Scottish Water and/or the body responsible for the management of the accreditation scheme to gain access to the works for the purposes of carrying out investigations or as part of an accreditation assessment;
- to instruct the Accredited Entity to carry out corrective work at a Supply Point upon Scottish Water’s written notification, where incorrect work has been undertaken which has been caused by the Licensed Provider issuing inaccurate or incorrect instructions to the Accredited Entity;
- to suspend all instructions to the Accredited Entity where; the entity is not carrying out the work in accordance with accreditation requirements, or if Scottish Water gives notification in writing that the

associated Network is suffering from an unplanned interruption, or if Scottish Water believes the work is creating, or is likely to create a significant risk to public health or water quality or a significant risk of damage or failure to the Network; and

- to provide information to the water quality regulator where requested.

Scottish Water will advise Licensed Providers of the arrangements for the administration of the accreditation scheme and the means by which Licensed Providers will know the identity of Accredited Entities and their current accreditation status.

The accreditation scheme requires that Accredited Entities have access to appropriate technical standards and guidance documents as they apply from time to time. The list of documents includes national publications, regulations, specifications and guidance as well as reference documents generated by Scottish Water. To the extent that any Scottish Water generated documents and accreditation documentation are not in the public domain, Scottish Water will ensure that a current copy is made available to Licensed Providers or references are provided such that Licensed Providers may obtain copyright material directly from the publisher.

Additionally, Scottish Water will notify each Licensed Provider in writing when there is a change in the accreditation scheme requirements.

For awareness, the provisions of Part 3 of the Appendix to this Code (Dispute Resolution) are without prejudice to any right of Scottish Water, in court proceedings in which Scottish Water is a defender, to bring, or seek to bring, in a Licensed Provider as a third party on grounds which relate (in whole or in part) to any act, omission or default of the Licensed Provider or its contractors in relation to Connections Activity and/or Metering Activity and/or Disconnections Activity as set out in this Code.

Data Protection

General Compliance with Data Protection Laws

Each Party undertakes to comply with its obligations under the Data Protection Laws and, more specifically, in the performance of its obligations relating to Operational Personal Data under the Operational Code, including Appendix Part 6 Data Protection.

Roles and Responsibilities

Each Party is a Data Controller of any Operational Personal Data that is:

- (a) processed or to be processed by it; and/or
- (b) transferred or to be transferred to it under this Operational Code by any other Trading Party; and/or
- (c) transferred or to be transferred to it in relation to a process in this Operational Code where that transfer is required by the Market Code.

It is the responsibility of each Party to ensure that its processing of Operational Personal Data complies with Data Protection Laws and this Operational Code, including Appendix Part 6 Data Protection.

Data Processors

Each Party undertakes to enter into such appropriate arrangements as are necessary in respect of any third party that may be acting as a data processor and/or sub-contractor on its behalf to facilitate compliance of these third parties with Data Protection Laws including specifically having in place any appropriate legal mechanism for the transfer of Market Personal Data outside of the European Economic Area. Each Party shall procure that the mandatory contract terms which are prescribed by the General Data Protection Regulation (Regulation (EU) 2016/679) are included in any data processing contracts.

Use of Operational Personal Data

Operational Personal Data shall only be used for the proper operation of the Operational Code and shall not be used or disclosed to third parties for any other purpose unless required by Law. This does not restrict the use of Personal Data that was not transferred from a Party to the Operational Code acting in pursuit of the proper operation of the Operational Code.

Each Party shall ensure that, only such of its officers, employees and other persons under its control as are necessary for the proper operation of the Operational Code, shall process Operational Personal Data and each Party shall take all reasonable steps to ensure that access to its systems and use of Operational Personal Data is restricted to those who are authorised for that purpose.

Each Party shall ensure that all of its officers, employees and other persons under its control who are able to access Operational Personal Data are provided with regular appropriate training regarding the requirements of Data Protections Laws and the Operational Code.

The associated MCCP contains an amendment to CSD0001 Market Entry and Assurance, so that its Annex B (Self-Certification Form) should include an additional declaration of the LP's compliance with the data protection obligations set out in the new Schedule 25 of the Market Code. No equivalent declaration is available or required in the Operational Code.

Operational Code Governance

Other than in respect of the Application Forms, the Operational Code governance provisions which set out how the Operational Code is to be amended are set out in the Market Code. Modification to the Application Forms will take place by agreement of the Code Parties failing which the modification will not take effect.

Appendix

The Appendix attached to this Operational Code contains the following:

- Definitions and Acronyms (Part 1);
- Application Forms (Part 2);
- Dispute Resolution (Part 3);
- Framework and Accession Agreements (Part 4);
- Drinking Water Quality – DWQR (Part 5); and
- Data Protection (Part 6).

New Connections

General Introduction

Processes 1-5 set out the procedures to be followed when applying for either a water or sewerage connection.

New Connections

Process 1 - Application for an individual premises water connection (a "Part 1" Water Connection)

Purpose and Scope of Process 1: -

This Process sets out the operational arrangements where a Non-Household Customer applies for a new individual premises water connection to Scottish Water's Network. The new connection process applies to new connections to new premises and to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter the Non-Household Customer may seek to use elements of existing infrastructure.

Where a Pre-Development Enquiry (PDE) has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14).

The activities related to the connection and the making of the connection will attract a charge as appropriate and in accordance with the Wholesale Charges Scheme.

The Licensed Provider will be asked to confirm certain details relating to associated sewerage connections or planned sewerage connections in order to clarify the arrangements for the disposal of water and the establishment of data to be supplied to the Central Market Agency.

The Licensed Provider may request that Scottish Water undertake the connection, following Process 1A. Alternatively the Licensed Provider may use an Accredited Entity to undertake the connection, following Process 1B, in accordance with the arrangements governing connections to Scottish Water's Network and where the Licensed Provider has entered into an agreement with Scottish Water for undertaking such activities. An overview of the accreditation arrangements governing Connections Activity on Scottish Water's Network is contained in the opening section of this Operational Code.

No formal offer of connection will be made until the new premises has received the appropriate planning consent.

Under this process, a revenue meter is installed at the same time as the connection is made.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the Customer or their representatives. To allow Scottish Water to make Customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their Customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the Customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on-site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a PDE under Process 14.

Process: -

Process 1A applies where Scottish Water undertakes the individual premises water connection (a Part 1 Water connection) and associated meter installation(s)

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form A) with supporting information as set out in the Appendix to this Code. The Licensed Provider is asked to provide relevant cross-references to corresponding enquiries under Process 14 (Pre-Development Enquiry (PDE)), or to applications relating to the proposed building water, where applicable a Part 2/3 Water Connection, and sewerage services to the site, (cross-referencing the relevant applications where already submitted or by submitting the relevant application forms as appropriate). This is to ensure that the technical impacts can be reviewed and that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant information is correctly established and aligned. The Licensed Provider is also asked to indicate whether the meter is intended to supply a multi-tenancy property such that the drainage arrangements at the sewerage Supply Points(s) can be correctly established.

The application form is recorded by Scottish Water by means of a reference number and acknowledged promptly by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 2A below. Alternatively, the Licensed Provider may, using the application form (Form A), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

Step 2A

Scottish Water confirms to the Licensed Provider within 5 Business Days of the date of its receipt that the application form is complete and will make a substantive response described at Step 3 below to the Licensed Provider within 15 Business Days of the date of its receipt of the application form. If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 1A recommences at Step 2 as set out above or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

Step 2B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 or 2A above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water will make a substantive response described at Step 3 below to the Licensed Provider within 15 Business Days of the date of the receipt of all the information needed to complete the technical assessment of the application.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 3

Scottish Water confirms to the Licensed Provider within 15 Business Days of the date of its receipt of a valid application: -

- (i) that it accepts the proposed connection design, confirming that the application is a standard water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with the associated Technical Approval relating to the premises to be connected and the quotation for the work to be undertaken by Scottish Water: the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or
- (ii) that it accepts the proposed connection design, confirming that the application is a non-standard water connection subject to reasonable cost payment in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with the associated Technical Approval relating to the premises to be connected and the quotation for the work to be undertaken by Scottish Water: the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or
- (iii) that it rejects the proposed connection design giving substantive reasons, in which case Process 1A stops at this point and restarts at Step 2 with the Licensed Provider re-submitting its application at its discretion; or
- (iv) specifying any additional information in support of the application reasonably required from the Licensed Provider to allow it to reach a decision: or
- (v) confirming that the application should be dealt with under Process 3 of the Operational Code (a "Part 2/3" Water Connection) giving substantive reasons for Scottish Water's use of Process 3.

Where the application is accepted by Scottish Water as set out under 3(i) or 3(ii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

Step 4

Within 60 Business Days of the Licensed Provider's receipt of the connection offer from Scottish Water as set out under 3 (ii) or 3 (iii) above, the Licensed Provider will (i) accept the offer, or (ii) reject the offer. If the Licensed Provider does not accept the connection offer within 60 Business Days, then the offer is deemed withdrawn by Scottish Water and the use of this Process 1A ends. Following any withdrawal of a connection offer by Scottish Water, the Licensed Provider must re-submit a new application from Step 2 above.

Where the Licensed Provider has accepted the connection offer, the offer will remain valid for a period of one calendar year from the date of the connection offer.

Where there is a material change in an application, the Licensed Provider will be required to make a new application. A material change will typically include any change to the physical design specification for the site or the premises to be connected or changed information relating to the physical characteristics of the site. Where the Licensed Provider is unsure if the change is material, it should contact Scottish Water. A lapsed application should be re-submitted as a new application at Step 2 above and will be treated accordingly, as

the lapsed time means that all aspects of the application will need to be reviewed and assessed. In addition, a new PDE may be required.

Scottish Water may inspect sites which were subject to an application and/or connection offer and for which no acceptance confirmation or notification was subsequently received by Scottish Water. Where a connection has been made without notification to Scottish Water, the Licensed Provider may be subject to inspection fees and other charges applying, where liable. Where the connection is considered to be potentially unauthorised, should the matter relate to an act or omission by a Licensed Provider, Scottish Water may pursue appropriate measures.

Step 4A

On acceptance of the offer of connection by the Licensed Provider, in the case of non-standard connections the Licensed Provider is invited to make arrangements for a pre-start meeting between Scottish Water and the Licensed Provider. Scottish Water strongly recommends such a meeting prior to the commencement of works on the site and will otherwise seek to arrange the meeting. The purpose of the meeting is to review the detailed arrangements for the connection and to assist in planning. It is for the Licensed Provider to decide if it wishes such a meeting.

Step 5

Where the Licensed Provider accepts the connection offer it will: -

- notify Scottish Water of the estimated date of connection which must be no less than 30 Business Days ahead of the estimated date of connection, by notification of a Track Inspection as described below;
- notify Scottish Water that private plumbing and site preparation are complete, that the site works are completed in accordance with the applicable Standards and advise Scottish Water of the date of the Track Inspection, giving 5 Business Days' notice of the Track Inspection. The notification of the Track Inspection should also include confirmation of the latest information on the address of the premises to be connected, arrangements for the establishment of the sewerage Supply Point(s) and in the case of multi-tenancy properties, property drainage, as set out in Form A. In this regard the Licensed Provider will also be asked to confirm (where known) whether it is the intention for the meter to supply a multi-tenancy property;
- arrange for a disinfection of the relevant private main if applicable; and if applicable arrange a date and time for pressure testing and bacteriological sampling which must be no more than 14 days ahead of the date of connection and inform Scottish Water with a minimum of 5 Business Days prior notice of the times of such testing and sampling.

Step 6

Thereafter Scottish Water may attend the Track Inspection, advising the Licensed Provider whether it will attend or not, and will witness the pressure test, noting the results and those of the bacteriological sampling where applicable. Scottish Water may carry out a Water Byelaws inspection, notifying the Licensed Provider further of any failures. Should it be necessary, the Licensed Provider arranges any remedial action and makes arrangements for further tests and inspections as required, and the provisions of Step 5 onwards recommence. During its inspections Scottish Water will review the arrangements made for the drainage and disposal of water from the site.

Step 6A

If a sewerage connection(s) is found to have been installed for the disposal of the water supplied to the new premises and for which there is no acceptance confirmation or notification to Scottish Water, Scottish Water will write to the owner/Developer advising that a Licensed Provider needs to be appointed for the sewerage services.

Step 7

Scottish Water will issue a request for a new Supply Point(s), related to the water connection, to the Central Market Agency no less than 1 month ahead of the estimated date of connection in accordance with the Market Code. To ensure that market data is correctly established, where the new premises has a matching sewerage application, Scottish Water will pair the relevant water and the sewerage Supply Points. Following Step 6A above, where there is no matching sewerage application and the owner/Developer does not appoint a Licensed Provider within 15 days, Scottish Water will notify the CMA of the sewerage Supply Point at this stage. The CMA will appoint the sewerage Licensed Provider consistent with the Market Code. It should be noted that the sewerage Licensed Provider will be required to complete Form E to ensure the capacity requirements are assessed and to carry out a visual and/or CCTV inspection of the sewerage connection (notifying Scottish Water of any failure), to ensure the connection conforms with relevant standards. Should it be necessary, the Licensed Provider arranges any remedial action agreed to be required and requests Scottish Water to carry out a further inspection.

Scottish Water will advise the Licensed Provider of the Supply Point ID references(s) when confirmed by the Central Market Agency.

Step 8

The Licensed Provider confirms to Scottish Water that the sampling and testing have been passed, providing the test results to Scottish Water or by arranging for the results to be sent to Scottish Water from an accredited laboratory. As appropriate, pressure test results and graphs must also be submitted, if an inspection has not been witnessed by Scottish Water, such that Scottish Water is to proceed with the connection on the agreed date.

Step 9

Scottish Water installs the meter or meters, makes the connection on the agreed date and notifies the Central Market Agency of this new connection and meter details within 5 Business Days of the connection. At the same time, Scottish Water will also notify the Central Market Agency of the technical details of the meter(s) installed and opening meter reading and meter installation details in accordance with the Market Code. The Licensed Provider will also notify the Central Market Agency of the relevant information required to complete the registration of the new Supply Point as set out in the Market Code.

Step 10

For non-standard connections over 32mm in diameter, the Licensed Provider will provide to Scottish Water the final 'as built' drawings relating to on-site and off-site works at the new premises within 5 Business Days of the date of connection of the new premises.

Step 11

Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

Process 1B applies where the Licensed Provider instructs an Accredited Entity to undertake the individual premises water connection (a Part 1 Water Connection) and associated meter installation(s)

Steps 1, 2 and 2A are as set out in Process 1A above.

Step 3

Scottish Water confirms to the Licensed Provider within 15 Business Days of the date of its receipt of a valid application: -

- (i) that it accepts the proposed connection design, confirming that the application is a standard water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with the associated Technical Approval relating to the premises to be connected and the quotation for any work to be undertaken by Scottish Water, noting Scottish Water will not be quoting for the connection activity; the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or
- (ii) that it accepts the proposed connection design, confirming that the application is a non-standard water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with the associated Technical Approval relating to the premises to be connected and the quotation for any work to be undertaken by Scottish Water, noting Scottish Water will not be quoting for the connection activity; the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or
- (iii) that it rejects the proposed connection design giving substantive reasons, in which case Process 1B stops at this point and restarts at Step 2 with the Licensed Provider re-submitting its application at its discretion; or
- (iv) specifying any additional information in support of the application reasonably required by Scottish Water from the Licensed Provider to reach a decision: or
- (v) confirming that the application is to be dealt with under Process 3 of the Operational Code (a "Part 2/3" Water Connection) giving substantive reasons for Scottish Water's use of Process 3.

Where the application is accepted by Scottish Water as set out under 3(i) or 3(ii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

The Licensed Provider must ensure that Scottish Water's Technical Approval and initial DOMS Impact Assessment Form are forwarded unaltered to the Accredited Entity undertaking the Connections Activity.

Steps 3A, 4 and 4A are as set out in Process 1A above.

Step 4B

Where applicable, the Licensed Provider will note that the completed DOMS Impact Assessment Form must be submitted to Scottish Water at this stage by the Accredited Entity undertaking the Connections Activity no less than 30 Business Days in advance of the planned connection date, as required under the accreditation arrangements and the applicable procedures. This will include the information to allow an assessment of the need for a Network shutdown. Scottish Water may reject the request as set out giving reasons and request further information.

Steps 5, 6, 6A, 7 and 8 are as set out in Process 1A above.

Step 9

As instructed by the Licensed Provider, the Accredited Entity installs the meter or meters, makes the connection on the agreed date and the Licensed Provider notifies Scottish Water in accordance with Form A of the connection details, including the meter technical details, opening meter reading and meter installation details within 5 Business Days of the connection having been made.

Scottish Water notifies the Central Market Agency of this new connection and meter details in accordance with the Market Code within 3 Business Days of receipt of the information set out above from the Licensed Provider.

Step 9A

The Licensed Provider will note that at this stage the Accredited Entity undertaking the Connection Activity is required to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Steps 10 and 11 are as set out in Process 1A above.

First time water provision to a community

Process 1C – First time provision of a water connection to a community

Purpose and Scope of Process 1C: -

This process sets out the operational arrangements where Scottish Water is required as part of its regulatory contract to provide a new water system to a community. In these cases, Scottish Water approaches all properties in the area to discuss making a connection to the new water Network at Scottish Water's expense.

Potential Non-Household Customers within affected communities may accept a connection to the Water Network as part of this project. Should a potential Non-Household Customer not accept a connection within the agreed regulatory timetable for the affected community any connection at a later date would be treated in accordance with Process 1.

Any potential Non-Household Customer which accepts a connection will be asked to appoint a Licensed Provider. When Scottish Water is notified that a Licensed Provider has been appointed, it will from that time forward communicate with the Licensed Provider. Should Scottish Water not be notified that a Licensed Provider has been appointed, a Licensed Provider will be allocated through the Gap Site Process in the Market Code.

Step 1

Scottish Water identifies a first time water provision project and notifies all Licensed Providers by electronic means not less than 1 month in advance of the start date chosen to implement the project. The information will specify the communities and geographical areas affected (by full post code) and the nature of the work.

Step 2

Scottish Water approaches all affected properties within the community to explain the purpose and structure of the project. In contacting affected properties Scottish Water may carry out mail drops and hold public meetings. In these cases, potential Non-Household Customers will in general be treated similarly to the wider public.

Step 3

Scottish Water discusses possible first time water provision with a potential Non-Household Customer and provides them with a unique reference number.

Where the potential Non-Household Customer declines the connection, no further action is taken.

Where the potential Non-Household Customer agrees to the connection, Scottish Water will ask them to appoint a Licensed Provider.

Step 4

Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency in accordance with the Market Code no less than 1 week ahead of the estimated date of connection.

In providing this information to the Central Market Agency, Scottish Water will follow the process in Section 3.4; *Where Scottish Water becomes aware of a Gap Site*, in CSD0101, *Registration: New Connections & New Supply Points*.

If Scottish Water has been notified of the appointment of a Licensed Provider, the identity of the Licensed Provider will be included in the request to the Central Market Agency. If Scottish Water has not been notified of an appointment, a Licensed Provider will be allocated as set out in Section 5.4.11, *Gap Site Allocation Process*, in the Market Code.

Step 5

Scottish Water carries out the connection on an agreed date and notifies the Central Market Agency of this new connection in accordance with the Market Code.

New Connections

Process 2 - Application for an individual premises sewerage connection (a "Part 1" Sewerage Connection)

Purpose and scope of Process 2: -

This Process sets out the operational arrangements where a Non-Household Customer applies for a new individual premises sewerage connection to Scottish Water's Network. The new connection process applies to new connections to new premises and to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter, the Non-Household Customer may be seeking to use some existing infrastructure. Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14). The connection will attract a charge in accordance with the Wholesale Charges Scheme.

No formal offer of connection will be made until the premises has received the appropriate planning consents.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the Customer or their representatives. To allow Scottish Water to make Customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their Customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the Customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on-site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a PDE under Process 14.

Process: -

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form B) with supporting information as set out in the Appendix to this Code. The application form is recorded by Scottish Water by means of a reference number and acknowledged promptly by Scottish Water. The Licensed Provider is asked to provide confirmation to Scottish Water of corresponding application details relating to any previous enquiries, and to the proposed building water and water services to the site, to ensure that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant information is correctly established and aligned. In the application for a sewerage connection to the new premises, the Licensed Provider is also asked to indicate whether the premises is to be a multi-tenancy premises such that the drainage arrangements at the sewerage Supply Point(s) can be established.

Scottish Water will review the application and respond as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form B), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 2 recommences at Step 2 as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

Step 2B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 or 2A above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 3

Scottish Water confirms to the Licensed Provider within 15 Business Days of the date of its receipt of a valid application form: -

- (i) that the application is a standard sewerage connection in accordance with the Wholesale Charges Scheme. Scottish Water makes a connection offer to the Licensed Provider and issues a permit to connect; or

- (ii) that the application is a non-standard sewerage connection subject to a reasonable cost payment in accordance with the Wholesale Charges Scheme. Scottish Water makes a connection offer to the Licensed Provider and issues a permit to connect; or
- (iii) that the application is to be dealt with under Process 4 (a "Part 2/3" Sewerage Connection) of the Operational Code giving substantive reasons for Scottish Water's use of Process 4.

The offer of connection will include the Technical Approvals and conditions applying to the connection.

Step 4

Within 60 Business Days of the Licensed Provider's receipt of the connection offer from Scottish Water the Licensed Provider will either (i) accept the offer, or (ii) reject the offer. If the Licensed Provider does not accept the connection offer within 60 Business Days, then the offer is deemed withdrawn and the use of this Process 2 ends.

Where the Licensed Provider has accepted the connection offer, the offer will remain valid for a period of one calendar year from the date of the connection offer.

Step 5

If the Licensed Provider accepts the connection offer it will:

- notify Scottish Water of the estimated date of connection which must be no less than 30 Business Days ahead of the estimated date of connection, by notification of a Track Inspection, described below at Step 6. The notification of the Track Inspection should also include confirmation of the latest information on the expected address of the premises to be connected, arrangements for the establishment of the water Supply Point(s) and whether it is the intention for the premises to become a multi-tenancy property. Scottish Water will advise the Licensed Provider if it will attend the Track Inspection; and
- notify Scottish Water that private works and site preparation are complete and that the site works are completed in accordance with the applicable Standards.

Step 6

Scottish Water thereafter may carry out a visual and/or CCTV inspection (notifying the Licensed Provider further of any failure). Should it be necessary, the Licensed Provider arranges any remedial action agreed to be required and requests Scottish Water to carry out a further inspection.

Step 7

Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency no less than 1 month ahead of the estimated date of connection in accordance with the Market Code. Scottish Water will advise the Licensed Provider of the Supply Point ID references(s) when confirmed by the Central Market Agency.

Step 8

The Licensed Provider arranges for the connection to be made on the agreed date and then notifies Scottish Water of the connection date within 5 Business Days of the connection being made.

Step 9

Within 5 Business Days of receipt of the Licensed Provider connection notification, Scottish Water will update the Central Market Agency in accordance with the Market Code. The Licensed Provider also confirms to Scottish Water the completion of the connection as set out in Form B and provides a copy of the 'as built' drawings relating to the on-site and off-site works.

Step 9A

On the successful completion of the connection and on receipt of the connection details, Scottish Water will issue a certificate of compliance to the Licensed Provider within 5 Business Days of having received the connection details and completed Form B from the Licensed Provider.

Step 10

Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

First time sewerage provision to a community

Process 2A – First time provision of a sewerage connection to a community

Purpose and Scope of Process 2A: -

This process sets out the operational arrangements where Scottish Water is required as part of its regulatory contract to provide a new sewerage system to a community. In these cases, Scottish Water approaches all properties in the area to discuss making a connection to the new sewerage Network at Scottish Water's expense.

Potential Non-Household Customers within affected communities may accept a connection to the Sewerage Network as part of this project. Should a potential Non-Household Customer not accept a connection within the agreed regulatory timetable for the affected community any connection at a later date would be treated in accordance with Process 2.

Any potential Non-Household Customer which accepts a connection will be asked to appoint a Licensed Provider. When Scottish Water is notified that a Licensed Provider has been appointed, it will from that time forward communicate with the Licensed Provider. Should Scottish Water not be notified that a Licensed Provider has been appointed, a Licensed Provider will be allocated through the Gap Site Process in the Market Code.

Step 1

Scottish Water identifies a first time sewerage provision project and notifies all Licensed Providers by electronic means not less than 1 month in advance of the start date chosen to implement the project. The information will specify the communities and geographical areas affected (by full post code) and the nature of the work.

Step 2

Scottish Water approaches all affected properties within the community to explain the purpose and structure of the project. In contacting affected properties Scottish Water may carry out mail drops and hold public meetings. In these cases, potential Non-Household Customers will in general be treated similarly to the wider public.

Step 3

Scottish Water discusses possible first time sewerage provision with a potential Non-Household Customer and provides them with a unique reference number.

Where the potential Non-Household Customer declines the connection, no further action is taken.

Where the potential Non-Household Customer agrees to the connection, Scottish Water will ask them to appoint a Licensed Provider. Should the Non-Household Customer require a trade effluent consent, an application should be made through the relevant Process.

Step 4

Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency in accordance with the Market Code no less than 1 week ahead of the estimated date of connection.

In providing this information to the Central Market Agency, Scottish Water will follow the process in Section 3.4; *Where Scottish Water becomes aware of a Gap Site*, in CSD0101, *Registration: New Connections & New Supply Points*.

If Scottish Water has been notified of the appointment of a Licensed Provider, the identity of the Licensed Provider will be included in the request to the Central Market Agency. If Scottish Water has not been notified of an appointment, a Licensed Provider will be allocated as set out in Section 5.4.11, *Gap Site Allocation Process*, in the Market Code.

Step 5

Scottish Water carries out the connection on an agreed date and notifies the Central Market Agency of this new connection in accordance with the Market Code.

New Connections

Process 3 - Application for a water mains/trunk main/service reservoir connection (a "Part 2/3" Water Connection) accompanied by application for one or more individual premises water connections (a "Part 1" Water Connection)

Purpose and scope of Process 3: -

This Process sets out the operational arrangements which apply where a Non-Household Customer requests a new water main/trunk main/service reservoir connection to the Network accompanied by a water connection to at least one or several new individual premises, i.e., there must always be an accompanying application for a water connection to an individual Eligible Premises. The new connection process applies to new connections to new premises and to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter, the Non-Household Customer may be seeking to use some existing infrastructure. Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14).

The timing of the applications for Part 2/3 and Part 1 water connections may be sequential to provide flexibility, but in that case the application for connection to a main/trunk main/service reservoir should be submitted prior to the application for the connection of the individual premises, and the application details cross-referenced. However, the connection to the main/trunk main/service reservoir cannot proceed under this Process until an application for at least one connection of an individual premises, has also been received and approved by Scottish Water. The individual premises are required to be ready for connection within two weeks of the connection to the new mains/trunk main/service reservoir for public health reasons. Where the application for connection to the main/trunk mains/service reservoir is made separately from the application for connection of the associated premises, the steps of the process may be completed separately as appropriate.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on-site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a PDE under Process 14.

The Licensed Provider may request that Scottish Water undertake the connection, following Process 3A. Alternatively, the Licensed Provider may instruct an Accredited Entity to undertake the connection, following Process 3B, in accordance with the arrangements governing connections to Scottish Water's Network and where the Licensed Provider has entered into an agreement with Scottish Water for undertaking such activities. An overview of the accreditation arrangements governing Connections Activity on Scottish Water's Network is contained in the opening section of this Operational Code.

Under this process, a revenue meter or meters are installed at the same time as the connection is made to each premises.

For all connections to the mains/trunk main/service reservoir, at the enquiry stage and before the formal application is made, Scottish Water strongly recommends that a planning meeting takes place between Scottish Water and the Licensed Provider or as agreed, with the Developer, and will offer such a meeting. It also similarly recommends a pre-start meeting after formal acceptance of the connection offer and before any works commence on the site.

A formal offer of connection to Scottish Water's Network will not be made until the development has received the appropriate planning consents.

Process 3A

Process 3A applies where Scottish Water undertakes the connection to the mains/trunk main/service reservoir accompanied by one or more individual premises water connections (a “Part 1” Water Connection) and associated meter installation(s)

The Licensed Provider will be requested to confirm certain details relating to any associated sewerage connections or planned sewerage connections using the relevant forms in order to clarify the arrangements for the disposal of water from the site. The activities related to the connection such as relevant inspections and the connection will attract a charge as appropriate and as specified in the Wholesale Charges Scheme. Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the Customer or their representatives. To allow Scottish Water to make Customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their Customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the Customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

Process: -

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form A) with supporting information (including the proposed connection design) as set out in the Appendix to this Code. The application form is recorded by means of a reference number and acknowledged promptly by Scottish Water. The Licensed Provider is asked to provide relevant cross-references to Scottish Water relating to corresponding enquiries under Process 14, or to corresponding applications relating to the proposed building water and sewerage services to the site (cross referencing the relevant applications where already submitted or by submitting the relevant application forms as appropriate). This is to ensure that the technical impacts can be reviewed and that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant information is correctly established. In the application for a water connection to a new premises, the Licensed Provider is also asked to indicate whether the meter is intended to supply a multi-tenancy premises such that the drainage arrangements at the Supply Point(s) can be established.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form A), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 3B as set out below.

Step 3

Scottish Water confirms to the Licensed Provider within 5 Business Days of the date of its receipt of the application that the application form is complete and that it will make a substantive response described at Step 4 below to the Licensed Provider within 15 Business Days of the date of its receipt of the application form. If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 3A recommences at Step 2 as set out above, or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 3B of this Process.

Step 3B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 or 3 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 3B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water will make a substantive response described at Step 4 below to the Licensed Provider within 15 Business Days of the date of the receipt of all the information needed to complete the technical assessment of the application.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 4

Within 15 Business Days of the date of receipt of the application form for each of the connections to both the water mains/trunk main/service reservoir and to individual new premises to be connected, Scottish Water will either:

- (i) accept the proposed Part 2/3 connection design and the Part 1 connection design(s), confirming that the application for connection to the individual premises is a standard Part 1 water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make an offer of connection to the Licensed Provider for the Part 2/3 connection, which will be subject to reasonable cost payment in accordance with the Wholesale Charges Scheme, and the Part 1 connection(s) along with the associated Technical Approval(s) and the quotation for the work to be undertaken by Scottish Water; the Technical Approval(s) will contain details with regard to the size and location of meter(s) to be installed to serve the individual new premises to be connected; or
- (ii) accept the proposed Part 2/3 connection design and the Part 1 connection design(s), confirming that the Part 2/3 connection and the application to the premises is a non-standard Part 1 connection(s) and subject to reasonable cost payment in accordance with the Wholesale Charges Scheme. Scottish Water will then make an offer of connection along with the associated Technical Approval(s) and the quotation for the work to be undertaken by Scottish Water: the Technical Approval(s) will contain details with regard to the size and location of meter(s) to be installed to serve the individual new premises to be connected; or
- (iii) reject the proposed connection designs giving substantive reasons, in which case Process 3A stops at this point and restarts with the Licensed Provider re-submitting its application at its discretion; or
- (iv) specify any additional information reasonably required from the Licensed Provider to reach its decision.

Where the application is accepted by Scottish Water as set out under 4(i) or 4(ii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

Step 5

Within 60 Business Days of Scottish Water making an offer of connection (which shall confirm the cost element of their offer of a reasonable contribution), including any terms required by a PDE, the Licensed Provider responds with either (i) an acceptance of the offer or (ii) a rejection of the offer. If the Licensed Provider accepts the offer, Scottish Water proceeds with construction in accordance with the agreed arrangements, plans, approvals and technical requirements and the applicable Standards.

Where a connection offer is not accepted by the Licensed Provider within 60 Business Days of the connection offer, or the Licensed Provider has not responded to the offer of connection, the connection offer and associated Technical Approval(s) will be deemed to have lapsed. A lapsed application should be re-submitted at Step 2 above; the lapsed time means that all aspects of the application will need to be reviewed and assessed. In addition, a new PDE may be required.

Where the Licensed Provider has accepted the offer for connection as set out above, in the case of the connection to a mains/trunk main/service reservoir accompanied by at least one individual premises water connection, the offer will remain valid for a period of two calendar years from the date of the connection offer.

Where there is a material change in an application, the Licensed Provider will be required to make a new application. A material change will typically include any change to the physical design specification for the site or the premises to be connected or changed information relating to the physical characteristics of the site. Where the Licensed Provider is unsure if the change is material, it should contact Scottish Water.

Scottish Water may inspect sites which were subject to an application and/or connection offer and for which no confirmation was subsequently received by Scottish Water. Where a connection has been made without notification to Scottish Water, the Licensed Provider may be subject to inspection fees and other charges applying, where liable. Where the connection is considered to be unauthorised, should the matter relate to an act or omission by a Licensed Provider, Scottish Water may pursue appropriate measures.

Step 5A

On acceptance of the offer of connection by the Licensed Provider, the Licensed Provider is invited to make arrangements for a pre-start meeting between Scottish Water and the Licensed Provider. Scottish Water strongly recommends such a meeting should take place prior to the commencement of works on the site or will otherwise seek to arrange the meeting. The purpose of the meeting is to review the detailed arrangements for the connection to the mains/trunk mains/ service reservoir and any non-standard connections to individual premises and to assist planning. It is for the Licensed Provider to decide if it wishes such a meeting.

Step 6

Thereafter the Licensed Provider will:

- (i) notify Scottish Water of the estimated date of Part 2/3 connection and Part 1 connection which must be no less than 30 Business Days ahead of the estimated date(s) of connection, by notification of the Track Inspection;
- (ii) notify Scottish Water that the preparation of site works and the private plumbing at the premises to be connected are completed in accordance with the applicable Standards and that the connection(s) are ready for Track Inspection. The notification of Track Inspection should also include confirmation of the latest information on the expected address of the premises to be connected and the arrangements for the establishment of the sewerage Supply Point(s) and, in the case of multi-tenancy properties, property drainage. In this regard the Licensed Provider will also be asked to confirm whether it is the intention for the meter to supply a multi-tenancy property. It is suggested that the Track Inspection of the connection to the main/trunk main/service reservoir be conducted at the same time as the Track Inspection of the individual premises to be connected. In any event, for reasons of public health the connection to the main/trunk main/service reservoir cannot proceed if the individual premises is not ready to be connected within two weeks of the connection to the main/trunk main/service reservoir: and
- (iii) notify Scottish Water, with a minimum of 5 Business Days advance notification, of the proposed date for pressure testing and chlorination of the new Part 2/3 connection in accordance with the current applicable Standards. The results of these activities are to be provided to Scottish Water a minimum of 7 days before the expiry date, noting that the expiry date is 14 days after the date of sampling. As relevant all test results relating to the new Part 1 connection(s) should similarly be provided to Scottish Water.

Step 7

Thereafter Scottish Water may attend the Track Inspection(s), advising the Licensed Provider if it will attend, and will witness the pressure test, noting the results and bacteriological sampling where applicable. In relation to the new Eligible Premises to be connected, Scottish Water may carry out a Water Byelaws inspection, notifying the Licensed Provider of any failures. If required, the Licensed Provider arranges any necessary remedial action, and makes arrangements for further tests and inspections as necessary and Step 7 onwards recommences. The connection(s) cannot proceed until any Water Byelaws contraventions are remedied and approved. During its inspections Scottish Water will review the arrangements made for the drainage and disposal of water from the site.

Step 7A

If a sewerage connection(s) is found to have been installed for the disposal of the water supplied to the site and for which there is no confirmation of acceptance or notification to Scottish Water, Scottish Water will write to the owner/Developer advising that a Licensed Provider needs to be appointed for the sewerage services.

Step 8

Following successful completion of Track Inspection(s), Scottish Water will issue a request for a new water Supply Point(s) (in relation to the new Eligible Premises to be connected), to the Central Market Agency no less than 1 month ahead of the estimated date of connection of the new Eligible Premises in accordance with the Market Code. Scottish Water will pair the new Supply Point(s) at the Central Market Agency for both water and the relevant sewerage services at the new Eligible Premises where it has been able to match the relevant water and sewerage applications.

Following the letter referenced at Step 8A above, where the owner/Developer does not appoint a Licensed Provider within 15 days, Scottish Water will notify the CMA of the sewerage Supply Point. The CMA will appoint the Licensed Provider for the sewerage services consistent with the Market Code. The sewerage Licensed Provider will be required to complete Form E to ensure the capacity requirements are assessed and to carry out a visual and/or CCTV inspection of the sewerage connection (notifying Scottish Water of any failure). Should it be necessary, the Licensed Provider arranges any remedial action agreed to be required and requests Scottish Water to carry out a further inspection.

Scottish Water will confirm to the Licensed Provider the Supply Point reference(s) for the new premises on confirmation from the Central Market Agency.

Step 9

In relation to both the Part 2/3 connection and as relevant, the Part 1 connection(s), the Licensed Provider confirms to Scottish Water that the bacteriological analysis has been passed, providing the test results to Scottish Water or by arranging for the results to be sent to Scottish Water from the accredited laboratory. As appropriate, pressure test results and graphs must also be submitted if an inspection has not been witnessed by Scottish Water.

Step 10

For Part 2/3 connections, Scottish Water completes the connection on the agreed date and advises the Licensed Provider.

For each Part 1 connection, Scottish Water installs the meter, makes the connection on the agreed date, advises the Licensed Provider and notifies the Central Market Agency within 5 Business Days of the date of this new connection in accordance with the Market Code. This notification will include the relevant associated meter details. The Licensed Provider will also notify the Central Market Agency of the relevant information required to register the new Supply Point as set out in the Market Code.

Step 11

The Licensed Provider will provide to Scottish Water for each new connection to the mains/trunk main/service reservoir and each non-standard Part 1 connection over 32mm in diameter, the final 'as built' drawings relating to on-site and off-site works at the new premises within 5 Business Days of the connection of the new premises.

Process 3B

Process 3B applies where the Licensed Provider instructs an Accredited Entity to undertake the connection to the mains/trunk main/service reservoir accompanied by one or more individual premises water connections (a "Part 1" Water Connection) and associated meter installation(s)

Steps 1, 2 and 3 are as set out in Process 3A above.

Step 4

Within 15 Business Days of receipt of the application form, for each of the connections, both to the water mains/trunk main/service reservoir and to the individual new premises to be connected, Scottish Water will either:

- (i) accept the proposed Part 2/3 connection design and the Part 1 connection design(s). Scottish Water will then make an offer of connection for both the Part 2/3 connection and the Part 1 connection, along with the associated Technical Approval(s) and the quotation for any work to be undertaken by Scottish Water, noting this will not include a quotation for the actual connection activity: the Technical Approval(s) will also contain details regarding the size and location of the meter(s) to be installed to serve the individual new premises to be connected; or
- (ii) reject the proposed connection designs giving substantive reasons, in which case Process 3B stops at this point and restarts at Step 2 with the Licensed Provider re-submitting its application at its discretion; or
- (iii) specify any additional information reasonably required from the Licensed Provider to reach its decision.

Where the application is accepted by Scottish Water, as set out under 4(i) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

The Licensed Provider must ensure that Scottish Water's Technical Approval(s) and DOMS Impact Assessment Form are forwarded unaltered to the Accredited Entity undertaking the Connections Activity.

Steps 5, 6 and 6A are as set out in Process 3A above.

Step 6B

Where applicable, the Licensed Provider will note the completed DOMS Impact Assessment Form must be submitted to Scottish Water by the Accredited Entity undertaking the Connections Activity 30 Business Days in advance of the planned connection date, as required under the accreditation arrangements, including the information to allow an assessment of the need for a Network shutdown. Scottish Water may reject the request in the DOMS Impact Assessment Form as set out giving reasons and request further information. Due to the need for Scottish Water to provide advance notice to all Licensed Providers affected by a planned Network shutdown, the DOMS Impact Assessment Form needs to be provided to and authorised by Scottish Water no less than 22 Business Days in advance of the planned connection. The steps below may be delayed if this stage is not completed in a timely manner.

Steps 7, 8, 8A, 9 and 10 are as set out in Process 3A above.

Step 11

For Part 2/3 connections, as instructed by the Licensed Provider, the Accredited Entity makes the connection on the agreed date. The Licensed Provider notifies Scottish Water and provides all relevant information regarding the connection as set out in Form A within 5 Business Days of the date of the connection having been made.

The Licensed Provider will note that at this stage of the process the Accredited Entity undertaking the Connections Activity is required to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Step 11A

For each Part 1 connection(s) of new Eligible Premises:

- As instructed by the Licensed Provider, the Accredited Entity installs the meter or meters, makes the connection on the agreed date(s) and the Licensed Provider notifies Scottish Water of the connection details, as set out in Form A, including the associated meter details, within 5 Business Days of the connection having been made;
- Scottish Water notifies the Central Market Agency within 3 Business Days of receipt of the information set out above from the Licensed Provider, in accordance with the Market Code. The Licensed Provider will also notify the Central Market Agency of the relevant information required to register the new Supply Point as set out in the Market Code; and
- the Licensed Provider will note that the Accredited Entity undertaking the Connections Activity is required to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Step 12 is as set out in Process 3A above.

New Connections

Process 4 - Application for a sewerage mains/trunk sewer/waste water system connection (a "Part 2/3" Sewerage Connection) accompanied by an application for an individual premises sewerage connection (a "Part 1" Sewerage Connection)

Purpose and scope of Process 4: -

This Process sets out the operational requirements which apply where a Non-Household Customer requests a new sewerage mains/trunk sewer/waste water system connection to the Network accompanied by a request for a new sewerage connection to at least one new individual premises or several individual premises. A connection to a mains/trunk sewer/waste water system should always be accompanied by an application for at least one connection to a new Eligible Premises. The new connection process applies to new connections to new premises and to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter, the Non-Household Customer may be seeking to use some existing infrastructure.

The timing of the applications for Part 2/3 and Part 1 sewerage connections may be sequential to provide flexibility but in that case the application for connection to a sewerage mains/trunk sewer/waste water system should be submitted prior to the application for the individual premises and the application details should be cross-referenced. However, the connection to the sewerage main/trunk sewer/waste water system cannot proceed under this Process until an application for connection of an individual premises has also been received and approved by Scottish Water. The individual premises are required to be ready for connection within 28 Business Days of the connection to the sewerage mains/trunk sewer/waste water system.

Where the two elements of the application are made separately, the process steps may be completed separately as appropriate.

Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14).

For all connections to the sewerage mains/trunk sewer/waste water system, at the enquiry stage and before the formal application is made, Scottish Water strongly recommends that a planning meeting takes place between Scottish Water and the Licensed Provider or as agreed with the Developer and will offer such a meeting. It also similarly recommends a pre-start meeting after formal acceptance of the connection offer and before any works commence on the site.

The connection will attract a charge as specified in the Wholesale Charges Scheme. Scottish Water invoices the Licensed Provider at the agreed timings in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

No formal offer of connection will be made until the development has received the appropriate planning consents.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the Customer or their representatives. To allow Scottish Water to make Customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their Customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the Customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as onsite and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a PDE under Process 14.

Process: -

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form B) with supporting information (including the proposed connection design) as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and acknowledged promptly by Scottish Water. The Licensed Provider is asked to provide confirmation to Scottish Water of corresponding application details relating to the proposed building water and water services to the site, to ensure that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant information is correctly established. In the application for a sewerage connection to the new premises, the Licensed Provider is also asked to indicate whether the premises is to be a multi-tenancy premises such that the drainage arrangements at the sewerage Supply Point(s) can be established.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form B), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 3B as set out below.

Step 3

Scottish Water confirms to the Licensed Provider within 10 Business Days of the date of its receipt of the application form that the application form is complete and that it will make a substantive response described at Step 4 to the Licensed Provider within 15 Business Days of the date of its receipt of the application. If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 4 recommences; or
- The Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 3B of this Process.

Step 3B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 or 3 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 3B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 4

Within 15 Business Days of the date of Scottish Water's receipt of a valid application, Scottish Water will:

- accept the proposed connection designs for the Part 2/3 and the Part 1 connections and provide a connection offer for both connections incorporating an estimate of reasonable contribution and the relevant permits to connect; or
- reject the proposed connection design giving reasons (Process 4 stops at this point and restarts with Licensed Provider re-submitting its application at its discretion), or

- specify additional information required from the Licensed Provider to reach a decision.

The offer of connection will include the relevant costs and Technical Approvals and conditions applying to both the connection to the mains/trunk mains/service reservoir and to the individual premises to be connected.

Step 5

Within 60 Business Days of Scottish Water making an offer of connection for the Part 2/3 connection and the Part 1 connection(s) (which shall confirm the cost element of their offer of a reasonable contribution), including any terms required by a PDE, the Licensed Provider responds with (i) an acceptance of the offer or (ii) a rejection of the offer. If the Licensed Provider accepts the offer or arranges for the work to be undertaken separately it or Scottish Water proceeds with construction in accordance with the agreed arrangements, plans, approvals and technical requirements and the applicable Standards.

Where the connection offer is not accepted by the Licensed Provider within 60 Business Days of the offer of connection, or the Licensed Provider has not responded to the offer of connection, the connection offer and associated approvals will be deemed to have lapsed.

Where the Licensed Provider has accepted the offer of connection in the case of a connection to a sewerage mains/trunk sewer/waste water system accompanied by connection to at least one individual premises, the offer will remain valid for a period of two calendar years from the date of the connection offer.

Step 5A

On acceptance of the offer of connection, the Licensed Provider is asked to make arrangements for a pre-start meeting between the Licensed Provider and Scottish Water, which Scottish Water strongly recommends should take place prior to the commencement of works on the site. Scottish Water will otherwise seek to arrange the meeting. The purpose of the meeting is to review the detailed arrangements for the connection to the mains/ trunk mains/service reservoir and to assist with planning. It is for the Licensed Provider to decide if it wishes such a meeting.

Step 6

Thereafter the Licensed Provider will:

- notify Scottish Water of the estimated date of the Part 2/3 connection and the Part 1 connections(s) which must be no less than 30 Business Days ahead of the estimated date of connection and request a Track Inspection(s). Scottish Water may attend the Track Inspection, advising the Licensed Provider if it will attend. The request for Track Inspection should also include confirmation of the latest information on the expected address of the premises to be connected; arrangements for the establishment of the water Supply Point(s); and intentions for the premises to become a multi-tenancy property such that the drainage arrangements at the sewerage Supply Point(s) can be established;
- notify Scottish Water that the site work is complete; and
- provide a minimum of 5 Business Days' notice that a connection(s) is required and the date of the proposed connections to the sewerage mains/trunk sewer/waste water system Part 2/3 connection and the separate Part 1 connection, noting that there should be no more than 28 Business Days between the making of the Part 2/3 connection and the first Part 1 connection.

Step 7

Scottish Water may carry out a visual and/or CCTV inspection of the connection to the sewerage mains/trunk sewer/waste water system and/or the individual premises to be connected and immediately notifies the Licensed Provider of any failure. Should it be necessary the Licensed Provider arranges any remedial action required.

Step 8

Scottish Water will issue a request for a new Supply Point(s), related to the connection to the individual Part 1 connection, to the Central Market Agency no less than 1 month ahead of the estimated date of connection in accordance with the Market Code. Scottish Water will confirm to the Licensed Provider the Supply Point reference(s) for the new premises on confirmation from the Central Market Agency.

Step 9

The Licensed Provider arranges for the Part 2/3 connection and the Part 1 connection(s) to be made on the agreed date and then notifies Scottish Water of the connection date within 5 Business Days of the connection being made.

Within 5 Business Days of receipt of the Licensed Provider connection notification, Scottish Water will update the Central Market Agency in accordance with the Market Code.

Step 10

The Licensed Provider confirms to Scottish Water the completion of the Part 2/3 connection and to the Part 1 connection(s) as set out in Form B and provides a copy of the 'as built' drawings showing on-site and off-site works.

Step 11

On the successful completion of the Part 2/3 connection and the Part 1 connection, and on receipt of the connection details, Scottish Water will issue a certificate of compliance to the Licensed Provider within 5 Business Days of having received the connection details from the Licensed Provider.

New Connections

Process 5A - Application for an unmetered temporary water connection (unmetered building water)

Purpose and scope of Process 5A: -

This Process sets out the operational arrangements which apply where a Non-Household Customer (including here a Developer) requires an unmetered temporary connection to the Network for the purposes of the supply of building water or supply to site accommodation, to the Non-Household Customer. Where the Non-Household Customer has a requirement which includes grouting works (site washing down and preparation), due to the volume of water which will normally in that case be required, Process 1 should be followed as opposed to this Process 5A. Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14). The connection will attract a charge in accordance with the Wholesale Charges Scheme.

The Licensed Provider may request that Scottish Water undertake the connection following Process 5A1. Alternatively, the Licensed Provider may use an Accredited Entity to undertake the Connections Activity, following Process 5A2, in accordance with the arrangements governing connections to Scottish Water's Network and where the Licensed Provider has entered into an agreement with Scottish Water for undertaking such activities. An overview of the accreditation arrangements governing Connections Activity on Scottish Water's Network is contained in the opening section of this Operational Code.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the Customer or their representatives. To allow Scottish Water to make Customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their Customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the Customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on-site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a PDE under Process 14.

Process 5A1: -

Process 5A1 applies where Scottish Water undertakes the connection for the supply of unmetered building water

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form A or B) with supporting information as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and promptly acknowledged by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form A or B), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process recommences at Step 2 as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

Step 2B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 3

Scottish Water issues to the Licensed Provider within 15 Business Days of the date of receipt of a valid application form a connection offer, along with the associated Technical Approval relating to the building water connection. The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

Step 4

If the Licensed Provider accepts the connection offer it will:

- notify Scottish Water that the site preparation is complete, the site works are completed in accordance with the applicable Standards and advise Scottish Water of the date of the Track Inspection, giving 5 Business Days' notice of the Track Inspection; and
- provide Scottish Water a minimum of 10 Business Days' notice that a connection is required with the proposed date of connection.

Step 5

Scottish Water thereafter may carry out a Track Inspection, advising the Licensed Provider if it will attend, and a Water Byelaws inspection prior to the agreed connection date, notifying the Licensed Provider further if there is a failure and of any remedial action required.

Step 6

Scottish Water makes the connection on the agreed date.

Step 7

Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

Step 8

On cessation of the requirement for supply, the Licensed Provider informs Scottish Water when the connection can be terminated. Scottish Water disconnects the supply within 10 Business Days of receipt of the Licensed Provider's instruction.

Process 5A2: -

Process 5A2 applies where the Licensed Provider undertakes the connection for the supply of unmetered building water

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form A or B) with supporting information as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and promptly acknowledged by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form A or B), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process recommences at Step 2 as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

Step 2B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 3

Scottish Water issues to the Licensed Provider within 15 Business Days of the date of receipt of a valid application form a connection offer, along with the associated Technical Approval relating to the building water connection. The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

Step 4

If the Licensed Provider accepts the connection offer it will:

- notify Scottish Water that the site preparation is complete, the site works are completed in accordance with the applicable Standards and advise Scottish Water of the date of the Track Inspection, giving 5 Business Days' notice of the Track Inspection; and
- provide Scottish Water a minimum of 10 Business Days' notice of the proposed date of connection.

The Licensed Provider must ensure that Scottish Water's Technical Approval is forwarded unaltered to the Accredited Entity undertaking the Connections Activity.

Step 5

Scottish Water thereafter may carry out a Track Inspection and a Water Byelaws inspection prior to the agreed connection date notifying the Licensed Provider further if there is a failure and of any remedial action required.

Step 6

As instructed by the Licensed Provider, the Accredited Entity undertakes the Connections Activity on the agreed date and the Licensed Provider notifies Scottish Water of the connection details within 5 Business Days of this new connection having been made.

The Licensed Provider will note that the Accredited Entity undertaking the Connections Activity is required to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Step 7

Scottish Water invoices the Licensed Provider in accordance with the Wholesale Charges Scheme and the Licensed Provider pays any invoice properly due.

Step 8

On cessation of the requirement for supply, the Licensed Provider informs Scottish Water when the connection can be terminated. Scottish Water disconnects the supply within 10 Business Days of receipt of the Licensed Provider's instruction.

New Connections

Process 5B - Application for a metered temporary water connection (metered building water)

Purpose and scope of Process 5B: -

This Process sets out the operational arrangements which apply where a Non-Household Customer (including here a Developer) requires a metered temporary connection to the Network for the purposes of the supply of building water or supply to site accommodation, to the Non-Household Customer. Where the Non-Household Customer has a requirement which includes grouting works (site washing down preparation), due to the volume of water which will normally in that case be required, Process 1 should be followed as opposed to this Process 5B. Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14). The connection will attract a charge in accordance with the Wholesale Charges Scheme.

The Licensed Provider may request that Scottish Water undertake the connection following Process 5B1. Alternatively, the Licensed Provider may instruct an Accredited Entity to undertake the Connections Activity, following Process 5B2, in accordance with the arrangements governing connections to Scottish Water's Network and where the Licensed Provider has entered into an agreement with Scottish Water for undertaking such activities. An overview of the accreditation arrangements governing Connections Activity on Scottish Water's Network is contained in the opening section of this Operational Code.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the Customer or their representatives. To allow Scottish Water to make Customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their Customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the Customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on-site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a PDE under Process 14.

Process: -

Process 5B1 applies where Scottish Water undertakes the connection for the supply of metered building water, including the installation of the meter and the subsequent disconnection

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form A or B) with supporting information as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and promptly acknowledged by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form A or B), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process recommences at Step 2 as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

Step 2B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or

- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 3

Scottish Water issues to the Licensed Provider within 15 Business Days of the date of receipt of a valid application form a connection offer, along with the associated Technical Approval relating to the building water connection and the details regarding the location and sizing of the meter(s). The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

Step 4

If the Licensed Provider accepts the connection offer it will:

- notify Scottish Water that the site preparation is complete, the site works are completed in accordance with the applicable Standards and advise Scottish Water of the date of the Track Inspection; and
- provide Scottish Water a minimum of 10 Business Days' notice that a connection is required with the proposed date of connection.

Step 5

Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency no less than 5 Business Days ahead of the estimated date of connection in accordance with the Market Code.

Step 6

Scottish Water thereafter may carry out a Track Inspection, advising the Licensed Provider if it will attend and a Water Byelaws inspection prior to the agreed connection date notifying the Licensed Provider further if there is a failure and of any remedial action required.

Step 7

Scottish Water makes the connection on the agreed date and notifies the Central Market Agency of this new connection within 5 Business Days of the connection and in accordance with the Market Code.

Step 8

Scottish Water will install a meter either concurrently with Step 7 or within 2 Business Days of the date of connection.

Step 9

Within 5 Business Days of completion of the meter installation, Scottish Water will promptly notify the Central Market Agency of the opening meter reading and meter installation details in accordance with the Market Code.

Step 10

Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

Step 11

On cessation of the requirement for supply, the Licensed Provider informs Scottish Water when the connection can be terminated. Scottish Water removes the meter and disconnects the supply within 10 Business Days of receipt of the Licensed Provider's instruction.

Step 12

Within 5 Business Days of completion of the works, Scottish Water will notify the Central Market Agency of the meter removal and meter readings in accordance with the Market Code.

Process 5B2:

Process 5B2 applies where the Licensed Provider instructs an Accredited Entity to undertake the connection for the supply of metered building water and the subsequent disconnection.

Steps 1 and 2 are as set out in Process 5B1 above.

Step 3

Scottish Water issues to the Licensed Provider within 15 Business Days of the date of receipt of the application form a connection offer, along with the associated Technical Approval relating to the building water connection and the details regarding the location and sizing of the meter(s). The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

The Licensed Provider must ensure that Scottish Water's Technical Approval is forwarded unaltered to the Accredited Entity undertaking the Connections Activity.

Step 4

If the Licensed Provider accepts the connection offer it will:

- notify Scottish Water that the site preparation is complete, the site works are completed in accordance with the applicable Standards and ready for a Track Inspection, giving Scottish Water 5 Business Days' notice of the Track Inspection; and
- provide Scottish Water a minimum of 10 Business Days' notice that a connection is required, with the proposed date of connection.

Step 5

Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency no less than 5 Business Days ahead of the estimated date of connection in accordance with the Market Code.

Step 6

Scottish Water thereafter may carry out a Track Inspection, advising the Licensed Provider if it will attend, and a Water Byelaws inspection prior to the agreed connection date notifying the Licensed Provider further if there is a failure and of the remedial action required.

Step 7

As instructed by the Licensed Provider, the Accredited Entity undertakes the connection on the agreed date and the Licensed Provider notifies Scottish Water of the connection details within 5 Business Days of the connection having been made. Scottish Water notifies the Central Market Agency of this new connection in accordance with the Market Code within 3 Business Days of receipt of the information from the Licensed Provider.

The Licensed Provider will note that the Accredited Entity undertaking the Connections Activity may be required, as applicable, to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection. Where a sample is taken, the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Step 8

As instructed by the Licensed Provider, the Accredited Entity will install a meter either concurrently with Step 7 or within 2 Business Days of the date of connection and the Licensed Provider will notify Scottish Water of the meter reading and meter installation details within 5 Business Days of completion of the meter installation.

Step 9

Within 3 Business Days of receipt of the meter installation details, Scottish Water will notify the Central Market Agency of the opening meter reading and meter installation details in accordance with the Market Code.

Step 10

Scottish Water makes any payments due the Licensed Provider in accordance with the Wholesale Charges Scheme.

Step 11

On cessation of the requirement for supply, the Licensed Provider notifies Scottish Water of the intention to terminate the supply along with the planned date of termination. The Licensed Provider instructs the Accredited Entity to remove the meter and disconnect the supply within 10 Business Days of the notification to Scottish Water.

Step12

Within 5 Business Days of completion of the works, the Licensed Provider will notify the Scottish Water of the disconnection details, the meter removal and the meter readings; Scottish Water will update the Central Market Agency in accordance with the Market Code within 3 Business Days of the receipt of the information from the Licensed Provider.

Water Quality Sampling/Water Byelaws

General Introduction

Processes 6 and 7 set out the procedures to be followed for both planned and unplanned visits to Non-Household Customer's Premises for the purpose of taking water samples or to conduct Water Byelaws inspections.

Water Quality Sampling / Water Byelaws

Process 6 - Planned visits to Non-Household Customer's Premises

Purpose and scope of Process 6: -

This Process sets out the operational arrangements which apply where Scottish Water is required by statute or this Code to visit a Non-Household Customer's Premises in order to take water samples or to conduct a Water Byelaws inspection. Such visits may be required to monitor compliance with applicable water quality rules, Water Byelaws or to investigate a water quality complaint.

Process: -

Step 1

Depending on the nature of the planned visit either (i) Scottish Water will make prior arrangements with the relevant Licensed Provider (following receipt of relevant information provided by the Central Market Agency) if the visit is to investigate a complaint or is requested by the Licensed Provider; or (ii) where the sampling or visit by Scottish Water is to demonstrate or investigate compliance with water quality regulations or Water Byelaws, Scottish Water will notify the Licensed Provider after the visit to the Non-Household Customer's Premises and will provide a report on its findings.

Step 2

Where appropriate, Scottish Water will inform the Licensed Provider in advance of the timing of any visit to the Non-Household Customer's Premises. The notice to the Licensed Provider will specify the purpose of the intended visit.

Step 3

The Licensed Provider will provide Scottish Water with the Non-Household Customer's Supply Point ID.

Step 4

The visit is undertaken by Scottish Water. The Licensed Provider may be present at the time of the planned visit.

Water Quality Sampling / Water Byelaws

Process 7 - Unplanned visits to Non-Household Customer's Premises

Purpose and scope of Process 7: -

This Process sets out the operational arrangement which will apply where Scottish Water is required to make an unplanned visit to a Non-Household Customer's Premises. Such visits may be required to monitor compliance with applicable water quality rules, Water Byelaws, or to investigate a water quality complaint.

Process: -

Step 1

Scottish Water may visit Non-Household Customer's Premises without making prior arrangements with the relevant Licensed Provider or the Non-Household Customer:

- in order to take a water sample necessitated by service disruption;

- when an event affecting water quality requires an urgent investigation; or
- when requested by the Licensed Provider.

Step 2

Scottish Water (following receipt of relevant information provided by the Central Market Agency including the Non-Household Customer's Supply Point ID) will notify the Licensed Provider within 24 hours that a visit has been undertaken and will provide substantive reasons for such a visit.

Metering

General Introduction

Processes 8-12 set out the procedures for the installation, accuracy testing, fault and repair, and change of meters.

Charges for Metering Activity are set out in Scottish Water's Wholesale Charges Scheme. Any payments to the Licensed Provider from Scottish Water in respect of Metering Activity undertaken by an Accredited Entity following instruction from the Licensed Provider will be made in accordance with the Wholesale Charges Scheme.

Where the Licensed Provider requests Metering Activity that results in the installation of a new meter (as replacement or otherwise), the Licensed Provider may indicate the type of meter to be installed on the relevant Form F, as set out in the Appendix to this Code. The type of meter must be selected from Scottish Water's Meter Menu, published on Scottish Water's website.

Metering Activity will be carried out within the timescales in the processes set out below other than where there are exceptional circumstances beyond the control of the party undertaking the activity, such as road or street works. In that case the party undertaking the work will arrange for the work to commence at a suitable date subject to any statutory notice periods and inform the other interested party (Scottish Water or the Licensed Provider as the case may be) of any delay.

Where any data logger is attached to a meter on which the Metering Activity is to be carried out, the Licensed Provider will arrange for the removal and replacement of the equipment with the owner of such equipment, in accordance with the applicable procedures, in advance of submitting the Metering Activity Form to Scottish Water.

For the avoidance of doubt, where there is a change of meter under the relevant process a new meter must be installed in all circumstances; the old meter cannot be moved or reused, and there can be no meter removal without subsequent replacement. The new meter must be installed on the same day that the old meter is removed.

The following procedures apply where the Licensed Provider instructs the Accredited Entity to undertake the Metering Activity.

Where a Licensed Provider wishes to undertake Metering Activities using an Accredited Entity, the Licensed Provider must have entered into an agreement for undertaking such activities with Scottish Water. All Metering Activity must be carried out in accordance with the arrangements governing Metering Activities on Scottish Water's Network including all applicable standards and procedures. An overview of the accreditation arrangements governing Connections and Metering Activities on Scottish Water's Network is contained in the opening section of this Operational Code.

Where the Licensed Provider identifies any of the following circumstances at the Supply Point that have not been previously notified to Scottish Water (following a visit to the Non-Household Customer's Premises for survey or otherwise):

- the Metering Activity will be carried out on a shared supply; or
- the Metering Activity may require an interruption to the supply of services to other premises through the Scottish Water Network; or
- the Metering Activity will directly impact a Sensitive Customer; or
- a DOMS Impact Assessment Form is required, in accordance with the applicable processes and procedures.

the Licensed Provider must cease the Metering Activity and provide the relevant details to Scottish Water by submitting (or re-submitting as the case may be) Form F (2), in which case the relevant process will restart at Step 1.

Where the meter details on site are found to be different from the meter details registered on CMA systems (following a visit to the Non-Household Customer's Premises for survey or otherwise), the Licensed Provider must cease the Metering Activity and request a Verification of Meter Details under Process 28 by submitting a Verification of Meter Details Form (Form K). In such circumstances the Metering Activity must not take place until the Verification of Meter Details is complete.

Where applicable, the Licensed Provider will note that a completed DOMS Impact Assessment Form must be submitted in parallel to Scottish Water by the Accredited Entity undertaking the Metering Activity no less than 30 Business Days in advance of the scheduled date of the Metering Activity, as required under the accreditation arrangements and the applicable procedures. This will include the information to allow an assessment of the need for a Network shutdown. Scottish Water may reject the request as set out giving reasons and request further information. To enable Scottish Water to provide relevant advance notice to Licensed Providers affected by a planned network shutdown, the information needs to be provided and authorised no less than 22 Business Days in advance of the planned Metering Activity. The Metering Activity may be delayed if a DOMS Impact Assessment Form is required.

On receipt of instruction from Scottish Water, where applicable, the Licensed Provider must promptly order the Accredited Entity to suspend Metering Activities being undertaken on the Licensed Provider's instruction, where Scottish Water deems that;

- the Licensed Provider has provided the Accredited Entity with incorrect work instructions; or
- the Accredited Entity is not carrying out the work in accordance with the applicable standards and/or procedures; or
- there are any unplanned changes to the Network such as temporary interruptions to supply; or
- the works are likely to create a significant risk to public health, water quality or damage to the Network.

At any point following notification to Scottish Water of Metering Activity to be carried out by an Accredited Entity, the Licensed Provider may, by re-submitting Form F (2), withdraw the notification, providing reasons for the withdrawal. Where a notice is withdrawn the Licensed Provider may be liable for charges to cover costs incurred in accordance with the Wholesale Charges Scheme.

From time to time, the Licensed Provider may require assistance from Scottish Water relating to its Network in order to facilitate Metering Activities using an Accredited Entity. In such circumstances the Licensed Provider may request such assistance by re-submitting Form F (2) to Scottish Water. Where applicable, the Licensed Provider may be liable for charges relating to the assistance provided in accordance with the Wholesale Charges Scheme.

Metering

Process 8 - Installation of a meter at a Supply Point

Purpose and scope of Process 8: -

It is acknowledged that Scottish Water may undertake a programme of meter installation on a region-by-region basis in respect of existing Supply Points. In addition, the installation of a meter at a Supply Point is the responsibility of Scottish Water, as is the sizing and location of the meter. This Process sets out the operational arrangements which apply where either: -

- a Licensed Provider requests Scottish Water to carry out a meter installation, or Scottish Water wishes to carry out a meter installation, at a newly registered Gap Site or unmeasured Supply Point (Process 8A); or
- a Licensed Provider wishes to carry out a meter installation at a newly registered Gap Site or unmeasured Supply Point using an Accredited Entity (Process 8B).

This process therefore applies to the installation of meters at existing unmetered Supply Points, e.g., in connection with a request for Reassessment under Process 27A, or new Supply Points registered under the Gap Site Processes (Processes 29 and 30); it does not apply to meters which are installed at a newly connected water supply, which are dealt with under Processes 1 or 3.

Process: -

8A applies where Scottish Water undertakes the installation of the meter

Step 1

The Licensed Provider by submitting a Metering Activity Form (Form F (1)), as set out in the Appendix to this Code will notify Scottish Water of the relevant Supply Point and the Non-Household Customer's Supply Point

ID or Scottish Water (following receipt of relevant information provided by the Central Market Agency) will notify the Licensed Provider that it wishes to install a meter, as the case may be. Where Scottish Water receives a notification from a Licensed Provider, Scottish Water may refuse the Licensed Provider's request and provide reasons to the Licensed Provider for such refusal.

Step 2

Scottish Water will promptly arrange with the Licensed Provider, or the Non-Household Customer with the Licensed Provider's consent for any site survey that is required to be carried out to establish the feasibility of installing a meter. Installation will either:

- take place without delay where installation does not require further investigation; or
- take place at a later date agreed with the Licensed Provider following further investigation by Scottish Water.

Step 3

Scottish Water will notify the Licensed Provider if it considers the meter installation to be impractical, within 8 Business Days of the date of notification under Step 1, giving reasons and including a site specific Contribution Offer in accordance with the Wholesale Charges Scheme. Any such Contribution Offer will apply, in accordance with the terms of the offer, should the Licensed Provider choose to undertake the meter installation using an Accredited Entity under Process 8B.

Step 4

Unless Scottish Water indicates that the meter installation is impractical under Step 3, Scottish Water will carry out the installation, within 20 Business Days of the date of notification under Step 1.

Step 5

Within 5 Business Days of completion of any meter installation, Scottish Water will promptly notify the Central Market Agency of the opening meter readings and meter installation details in accordance with the Market Code.

8B applies where the Licensed Provider instructs the Accredited Entity to undertake the installation of the meter

Step 1

The Licensed Provider will notify Scottish Water at least 5 Business Days in advance of the scheduled installation date of the meter by submitting a Metering Activity Form (Form F (2)), as set out in the Appendix to this Code.

Step 2

Scottish Water may, within 5 Business Days of receipt of a valid Metering Activity Form from the Licensed Provider;

- reject the Licensed Provider's notice and provide reasons to the Licensed Provider for such rejection; or
- confirm that the meter installation can proceed subject to stipulations on the works, providing details of such stipulations; or
- postpone the work pending further discussion with the Licensed Provider, providing reasonable justification for the postponement, and requesting additional information from the Licensed Provider where appropriate.

Where Scottish Water does not advise any refusal or postponement of the work to the Licensed Provider within 5 Business Days as set out above, the meter installation may proceed as proposed in the notification.

Step 3

Where a meter is installed under standard circumstances (as defined in the Wholesale Charges Scheme) Scottish Water will, following the installation of the meter, make a contribution payment to the Licensed Provider in accordance with scheduled charges and as set out in the Wholesale Charges Scheme. Where the Licensed Provider considers there to be non-standard circumstances in relation to undertaking the meter installation, the Licensed Provider may request a site specific Contribution Offer in relation to any additional costs. Any such request must be made in advance of the installation of the meter when submitting (or re-submitting as the case may be) Form F (2) to Scottish Water. Where the Licensed Provider requests a site specific Contribution Offer in relation to non-standard circumstances either: -

- (i) Scottish Water will provide a Contribution Offer specific to the circumstances on site to the Licensed Provider within 8 Business Days of receipt of the request for the Contribution Offer from the Licensed

Provider. Scottish Water will confirm to the Licensed Provider in its Contribution Offer if it is practical or otherwise for Scottish Water to carry out the meter installation; or

- (ii) Scottish Water will notify the Licensed Provider within 8 Business Days of receipt of the request for the Contribution Offer from the Licensed Provider that it deems that the meter can be installed under standard circumstances. In this case no Contribution Offer will be made by Scottish Water and the process will continue from Step 4.

Step 4

Following receipt of a Contribution Offer specific to the circumstances on site from Scottish Water, where the Contribution Offer has been provided in accordance with Step 3 (i) above or where Scottish Water confirms the meter can be installed under standard circumstances in accordance with step 3 (ii) above, the Licensed Provider may either: -

- (i) proceed with the meter installation using an Accredited Entity, as set out from Step 5 of this Process onwards; or,
- (ii) only where Scottish Water have indicated that it is practical for Scottish Water to carry out the work or that the work can be completed under standard circumstances, request Scottish Water to carry out the installation by submitting Form F (1), in which case Scottish Water will install the meter within 22 Business Days of receipt of such request from the Licensed Provider and notify the Central Market Agency as set out in Step 5 of Process 8A, and this Process will end here.

Step 5

The Licensed Provider will arrange the installation of the meter using an Accredited Entity. Such installation will take place within 27 Business Days of the notification under Step 1, subject to any stipulations by Scottish Water.

Step 6

Within 5 Business Days of the date of the meter installation the Licensed Provider will, by submitting an updated Form F (2) to Scottish Water, provide details of the meter installation including, the meter serial number, meter location, opening read of the meter and supporting photographic evidence. The photographic evidence must include the opening meter read and the meter serial number. The details will include information to support activities for which a Contribution Offer is being sought. Where the meter has been installed inside the property boundary, the Licensed Provider must ensure that a byelaws certificate is submitted to Scottish Water with the details of the meter installation.

Step 7

Within 3 Business Days of receipt of the details of the meter installation from the Licensed Provider under Step 6, Scottish Water will notify the Central Market Agency of the opening meter readings and meter installation details in accordance with the Market Code.

Metering

Process 9 - Meter accuracy test

Purpose and scope of Process 9: -

Testing the accuracy of an installed meter is the responsibility of Scottish Water. This Process sets out the operational arrangements which apply where either: -

- a Licensed Provider requests Scottish Water to conduct a meter accuracy test (Process 9A); or
- Scottish Water is instructed by the Central Market Agency to conduct a meter accuracy test (Process 9A); or
- Scottish Water wishes to conduct a meter accuracy test (Process 9A); or
- a Licensed Provider wishes to conduct a meter accuracy test using an Accredited Entity (Process 9B).

Where the meter is tested it will be removed and replaced with a new meter to allow the testing; there will be no on-site testing of the meter. The physical size and location of the installed meter must be the same as the physical size and location of the removed meter. The replacement meter must be installed on the same day that the meter to be tested is removed.

Process: -

9A applies where Scottish Water undertakes the meter accuracy test

Step 1

Either: -

- (i) the Licensed Provider makes a request to Scottish Water to carry out a meter accuracy test by submitting a Metering Activity Form (Form F (1)) as set out in the Appendix to this Code; or
- (ii) Scottish Water (following instruction by the Central Market Agency and when in receipt of relevant information provided by the Central Market Agency or otherwise) will notify the Licensed Provider that it intends to carry out a meter accuracy test.

Step 2

Scottish Water may visit the Non-Household Customer's Premises by prior arrangement with the Licensed Provider, or the Non-Household Customer with the Licensed Provider's consent, to enable it to establish the work required in carrying out the test. Charges for meter accuracy tests will be based on scheduled charges in Scottish Water's Wholesale Charges Scheme.

Tests requested by the Central Market Agency

On receiving a request from the Central Market Agency to carry out a meter accuracy test, Scottish Water will, within 10 Business Days of receiving the request, carry out a survey to establish the work required in carrying out the test.

Step 3

Tests requested by a Licensed Provider

The removal of the meter for testing and the installation of the replacement meter will take place within 20 Business Days of the request to Scottish Water under Step 1 of this process. The meter accuracy test will be carried out at an approved test centre.

Tests requested by the Central Market Agency

Scottish Water will visit the Non-Household Customer's Premises and remove the meter to allow the meter accuracy test to be carried out at an approved test centre. Such a site visit will take place within 20 Business Days of the completion of the survey in Step 2. Such activities will be carried out at date and time agreed with the Licensed Provider or the Non-Household Customer with the Licensed Provider's consent.

Step 4

Within 5 Business Days of removing a meter for testing, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

Step 5

Scottish Water will complete the test and notify the Licensed Provider of the results within 18 Business Days of the removal of the meter in Step 3.

Step 6

Only where the Licensed Provider has requested the meter accuracy test, Scottish Water may invoice the Licensed Provider in accordance with the Wholesale Charges Scheme.

9B applies where the Licensed Provider instructs the Accredited Entity to undertake the meter accuracy test

Step 1

Where applicable, the Licensed Provider will notify Scottish Water at least 5 Business Days in advance of the scheduled meter removal date for the purpose of conducting a meter accuracy test, by submitting a Metering Activity Form (Form F (2)) as set out in the Appendix to this Code. Such notification is only required where any of the following circumstances apply:

- the Metering Activity will be carried out on a shared supply; or
- the Metering Activity will require an interruption to the supply of services to other premises through the Scottish Water Network; or
- the Metering Activity will directly impact a Sensitive Customer; or
- a DOMS Impact Assessment Form is required, in accordance with the applicable processes and procedures.

Step 2

Scottish Water may, within 5 Business Days of receipt of a valid Metering Activity Form from the Licensed Provider where one is provided under Step 1;

- reject the Licensed Provider's notice and provide reasons to the Licensed Provider for such rejection; or
- confirm that the meter accuracy test can proceed subject to stipulations on the works, providing details of such stipulations; or
- postpone the work pending further discussion with the Licensed Provider, providing reasonable justification for the postponement, and requesting additional information from the Licensed Provider where appropriate.

Where Scottish Water does not advise any stipulations to or postponement of the work to the Licensed Provider within 5 Business Days as set out above, the meter accuracy test may proceed as proposed in the notification.

Step 3

The Licensed Provider will arrange for the meter to be removed by an Accredited Entity to allow the meter accuracy test to be carried out at an approved test centre.

Step 4

Within 5 Business Days of the date of the removal of the meter for testing, the Licensed Provider will, by submitting Form F (2) to Scottish Water, provide details of the meter removal and installation including meter serial numbers, closing and opening meter reads and supporting photographic evidence as appropriate. The photographic evidence must include the opening and closing meter reads and the meter serial numbers. The details will include information to support activities for which a payment under the Wholesale Scheme of Charges may apply. Where the meter has been installed inside the property boundary, the Licensed Provider must ensure that a byelaws certificate is submitted to Scottish Water with the details of the meter installation.

Step 5

Within 3 Business Days of receipt of the details of the meter removal and installation details from the Licensed Provider under Step 4, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

Step 6

The Licensed Provider will complete the test and notify Scottish Water of the results within 20 Business Days of the removal of the meter in Step 3.

Step 7

The Licensed Provider may invoice Scottish Water in accordance with the Wholesale Charges Scheme, for the costs of the test if the meter is found to be inaccurate. Any payments to the Licensed Provider from Scottish Water will be in accordance with scheduled charges in the Wholesale Charges Scheme; there will be no quotations or site specific Contribution Offers in relation to circumstances at individual premises other than as set out in the schedule.

Metering

Process 10 - Meter fault and repair

Purpose and scope of Process 10: -

The repair or replacement of faulty meters is the responsibility of Scottish Water. This Process sets out the operational arrangements which apply where a Licensed Provider notifies Scottish Water that a meter installed at a Non-Household Customer's Premises is faulty or where Scottish Water identifies a faulty meter.

Where the Licensed Provider identifies a meter fault it may either: -

- request Scottish Water to carry out the repair or replacement of the meter (Process 10A); or
- carry out the repair or replacement of the meter using an Accredited Entity (Process 10B).

Where the meter is replaced under this process, the physical size and location of the installed meter must be the same as the physical size and location of the removed meter; changes to the physical size or location of the meter are dealt with under Process 11 of this Code.

Any payments to the Licensed Provider from Scottish Water in respect of meter repairs or replacement by an Accredited Entity following instruction from the Licensed Provider will be in accordance with scheduled charges

in the Wholesale Charges Scheme; there will be no quotations or site specific Contribution Offers in relation to circumstances at individual premises other than as set out in the schedule.

Process: -

10A applies where Scottish Water undertakes the repair or replacement of the meter

Step 1

Either: -

- (i) Scottish Water identifies a fault with a meter; or
- (ii) the Licensed Provider notifies Scottish Water as soon as reasonably practicable that a meter installed at a Non-Household Customer's Premises is faulty by submitting a Metering Activity Form (Form F (1)) as set out in the Appendix to this Code.

Step 2

Scottish Water will repair or replace the faulty meter installed at the Non-Household Customer's Premises within 22 Business Days from the receipt of the Licensed Provider's notification of the fault; or notify the Licensed Provider if it considers the meter to be working properly.

Step 3

Within 5 Business Days of any meter removal, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code

10B applies where the Licensed Provider undertakes the repair or replacement of the meter

Step 1

Where applicable, the Licensed Provider notifies Scottish Water that a meter installed at a Non-Household Customer's Premises is faulty, as soon as reasonably practicable and no less than 5 Business Days in advance of the scheduled date of the repair or replacement of the meter, by submitting a Metering Activity Form (Form F (2)) as set out in the Appendix to this Code. Such notification is only required where any of the following circumstances apply:

- the Metering Activity will be carried out on a shared supply; or
- the Metering Activity will require an interruption to the supply of services to other premises through the Scottish Water Network; or
- the Metering Activity will directly impact a Sensitive Customer; or
- a DOMS Impact Assessment Form is required, in accordance with the applicable processes and procedures.

Step 2

Scottish Water may, within 5 Business Days of receipt of a valid Metering Activity Form from the Licensed Provider where one is provided under Step 1;

- reject the Licensed Provider's notice and provide reasons to the Licensed Provider for such rejection; or
- confirm that the meter repair or replacement can proceed subject to stipulations on the works, providing details of such stipulations; or
- postpone the work pending further discussion with the Licensed Provider, providing reasonable justification for the postponement, and requesting additional information from the Licensed Provider where appropriate.

Where Scottish Water does not advise any refusal or postponement of the work to the Licensed Provider within 5 Business Days as set out above, the repair or replacement of the meter may proceed as proposed in the notification.

Step 3

The Licensed Provider will arrange for the repair or replacement of the meter by the Accredited Entity. Such repair or replacement will take place within 22 Business Days of the Licensed Provider becoming aware of the fault at the meter.

Step 4

Within 5 Business Days of the meter repair or replacement, the Licensed Provider will, by submitting a Form F (2) (initial notification or as updated) to Scottish Water, provide details of the meter repair or replacement,

including meter serial numbers, closing and opening meter reads and supporting photographic evidence as appropriate. Where the meter has been replaced, the photographic evidence must include the opening and closing meter reads and the meter serial numbers. The details will include information to support activities for which a Contribution Offer may be applicable. Where the meter has been installed inside the property boundary (i.e., within site perimeter/curtilage) the Licensed Provider must ensure that a byelaws certificate is submitted to Scottish Water with the details of the meter installation.

Step 5

Within 3 Business Days of receipt of any meter removal and installation details from the Licensed Provider under Step 4, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

Metering

Process 11 - Change of meter at the request of the Licensed Provider

Purpose and scope of Process 11: -

The change of a meter is the responsibility of Scottish Water, as is the sizing and location of a meter. This Process sets out the operational arrangements which apply where a Licensed Provider requests a change of meter for reasons other than a fault at the meter, which is dealt with under Process 10 of this Code. For example, this process should be used where the Licensed Provider proposes a change to the physical size or the location of an installed meter or to change to a meter of a different type.

Where the Licensed Provider wishes to carry out the change of a meter they may either: -

- request Scottish Water to carry out the change of meter (Process 11A); or
- request approval from Scottish Water to change the physical size or location of an installed meter using an Accredited Entity (Process 11B1); or
- carry out the change of meter where the physical size and location of the new meter are the same as the physical size and location of the installed meter using an Accredited Entity (Process 11B2).

Process: -

11A applies where Scottish Water undertakes the change of the meter

Step 1

The Licensed Provider makes a request to Scottish Water for a change of a meter installed at Non-Household Customer's Premises by submitting a Metering Activity Form (Form F (1)) as set out in the Appendix to this Code. The Licensed Provider will indicate if it wishes for the work to take place without delay or whether it requires a quotation to be provided prior to the work commencing, in accordance with the Wholesale Charges Scheme. Scottish Water may refuse the Licensed Provider's request and provide reasons to the Licensed Provider for such refusal.

Step 2

On receiving a request from a Licensed Provider to replace a meter installed at a Non-Household Customer's Premises, Scottish Water may visit the Non-Household Customer's Premises by prior arrangement with the Licensed Provider, or the Non-Household Customer with the Licensed Provider's consent, and either: -

- (i) where the Licensed Provider has not requested a quotation and Scottish Water establishes that the change of meter can be undertaken for the standard charge, the removal of the meter and installation of the replacement meter will take place within 20 Business Days of the request to Scottish Water under Step 1, in which case this Process will continue from Step 5; or,
- (ii) where the Licensed Provider has requested a quotation, or Scottish Water establishes that the change of meter cannot be undertaken for the standard charge, Scottish Water will, within 8 Business Days of receiving the request from the Licensed Provider under Step 1, provide the Licensed Provider with a quotation for the cost of carrying out the works.

Step 3

Where Scottish Water has provided a quotation to the Licensed Provider in accordance with Step 2 (ii), the Licensed Provider will confirm to Scottish Water its acceptance of Scottish Water's cost quotation or otherwise. Scottish Water will replace the meter within 20 Business Days of receiving such confirmation from the Licensed Provider of acceptance of the quotation.

If the Licensed Provider decides not to progress with the change of meter, Scottish Water will invoice the Licensed Provider for the cost of the survey in accordance with the Wholesale Charges Scheme. If the

quotation is not accepted within 30 Business Days, the quotation will lapse, and Scottish Water will invoice the Licensed Provider for the cost of the survey in accordance with the Wholesale Charges Scheme.

Step 4

Scottish Water will arrange with the Licensed Provider, or the Non-Household Customer with the Licensed Provider's consent, a mutually convenient time and date for the works to be carried out.

Step 5

Within 5 Business Days of completion of the works, Scottish Water and the Licensed Provider will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

11B1 applies where the Licensed Provider wishes to instruct an Accredited Entity to change the physical size or location of the meter

Step 1

The Licensed Provider makes a request to Scottish Water for a change to the physical size or location of a meter installed at Non-Household Customer's Premises by submitting a meter request form (Form F (2)) as set out in the Appendix to this Code.

Step 2

Scottish Water may, within 10 Business Days of receiving the request, visit the Non-Household Customer's Premises by prior arrangement with the Licensed Provider, or the Non-Household Customer with the Licensed Provider's consent, to assess whether the change of meter may proceed as proposed by the Licensed Provider.

Step 3

Scottish Water will, within 10 Business Days of receipt of a valid Metering Activity Form from the Licensed Provider, either: -

- confirm that the change of meter can proceed as requested; or
- confirm that the change of meter can proceed subject to stipulations on the works, providing details of such stipulations; or
- postpone the work pending further discussion with the Licensed Provider, providing reasonable justification for the postponement, and requesting additional information from the Licensed Provider where appropriate; or
- refuse the Licensed Provider's request and provide reasons to the Licensed Provider for such refusal.

Step 4

If Scottish Water has approved the change of meter, the Licensed Provider will arrange for the Accredited Entity to change the meter. Such change of the meter will take place within 30 Business Days of Scottish Water's confirmation under Step 3, subject to any stipulations by Scottish Water.

Step 5

Within 5 Business Days of the meter removal, the Licensed Provider will, by submitting an updated Form F (2) to Scottish Water, provide details of the meter removal and installation including meter serial numbers, meter location, closing and opening meter reads and supporting photographic evidence. The photographic evidence must include the opening and closing meter reads and the meter serial numbers. Where the meter has been installed inside the property boundary, the Licensed Provider must ensure that a byelaws certificate is submitted to Scottish Water with the details of the meter installation.

Step 6

Within 3 Business Days of receipt of the meter removal and installation details from the Licensed Provider under Step 5, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

11B2 applies where the Licensed Provider instructs an Accredited Entity to undertake the change of the meter where there is no change to the physical size or location of the meter

Step 1

Where applicable, the Licensed Provider will notify Scottish Water at least 5 Business Days in advance of the scheduled date for the change of meter, by submitting a Metering Activity Form (Form F (2)) as set out in the Appendix to this Code. Such notification is only required where any of the following circumstances apply:

- the Metering Activity will be carried out on a shared supply; or

- the Metering Activity will require an interruption to the supply of services to other premises through the Scottish Water Network; or
- the Metering Activity will directly impact a Sensitive Customer; or
- a DOMS Impact Assessment Form is required, in accordance with the applicable processes and procedures.

Step 2

Scottish Water may, within 5 Business Days of receipt of a valid Metering Activity Form from the Licensed Provider where one is provided under Step 1;

- confirm that the Metering Activity can proceed subject to stipulations on the works, providing details of such stipulations; or
- postpone the work pending further discussion with the Licensed Provider, providing reasonable justification for the postponement, and requesting additional information from the Licensed Provider where appropriate; or
- refuse the Licensed Provider's request and provide reasons to the Licensed Provider for such refusal.

Where Scottish Water does not advise any refusal or postponement of the work to the Licensed Provider within 5 Business Days as set out above, the change of meter may proceed as proposed in the notification.

Step 3

The Licensed Provider will arrange for the Accredited Entity to change the meter. The physical size and location of the new meter must be the same as the physical size and location of the old meter.

Step 4

Within 5 Business Days of the meter removal, the Licensed Provider will, by submitting Form F (2) to Scottish Water, provide details of the meter removal and installation including meter serial numbers, meter location, closing and opening meter reads and supporting photographic evidence. The photographic evidence must include the opening and closing meter reads and the meter serial numbers. Where the meter has been installed inside the property boundary, the Licensed Provider must ensure that a byelaws certificate is submitted to Scottish Water with the details of the meter installation.

Step 5

Within 3 Business Days of receipt of the meter removal and installation details from the Licensed Provider under Step 4, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

Metering

Process 12 - Change of meter at the request of Scottish Water

Purpose and scope of Process 12: -

The change of a meter at the request of Scottish Water will be the responsibility of Scottish Water. This Process sets out the operational arrangements which apply where Scottish Water requests such a meter change for reasons other than a fault at the meter (which is covered by Process 10 of this Code). All standard costs associated with changing the meter will be borne by Scottish Water; any additional costs associated with the installation of a non-standard meter at the request of the Licensed Provider will be borne by the Licensed Provider in accordance with the Wholesale Charges Scheme.

Process: -

Step 1

When Scottish Water wishes to change a meter installed at a Non-Household Customer's Premises, it shall so notify the Licensed Provider (following receipt of relevant information provided by the Central Market Agency) giving 20 Business Days' notice. The notification will include provision of the following information:

- Non-Household Customer's Supply Point ID and Meter Reference Number;
- the proposed type of meter to be installed; and
- reasons for requiring the change of meter.

Step 2

The Licensed Provider will notify Scottish Water by exception of the Supply Points and meters where it wishes for a meter of a different type to that proposed by Scottish Water to be installed.

Step 3

Scottish Water will arrange with the Licensed Provider, or the Non-Household Customer with the Licensed Provider's consent, a mutually convenient time and date for the meter change to be carried out.

Step 4

Within 5 Business Days of completion of the change of meter, Scottish Water will notify the Central Market Agency of the meter removal and installation and associated meter readings in accordance with the Market Code.

Enquiries, Complaints and Contacts

General Introduction

Processes 13-18 set out the procedures for standard and 24 hour enquiries, and complaints. Where an enquiry relates to an Emergency or public health matter, Scottish Water will be responsible for such enquiries. All other enquiries will be dealt with by a Licensed Provider or Scottish Water depending on their content and to whom they are addressed.

Enquiries, Complaints and Contacts

Process 13 - Non-Household Customer enquiries

Purpose and Scope of Process 13: -

This Process states what Scottish Water does on receipt of a Non-Household Customer enquiry other than in an Emergency or in respect of an enquiry concerning public health. If it is an Emergency or public health matter, Scottish Water will deal with such enquiries; otherwise, the enquiry is referred to the Non-Household Customer's Licensed Provider to deal with under the relevant Process in this Code.

Process: -

When Scottish Water receives an enquiry in relation to the provision of Water or Sewerage Services from a Non-Household Customer, it will immediately re-direct the Non-Household Customer to the relevant Licensed Provider and inform the Licensed Provider forthwith of the enquiry except for enquiries which are related to an Emergency or may be related to public health which are covered by Process 18.

Enquiries, Complaints and Contacts

Process 14 - Developer enquiries

Purpose and scope of Process 14: -

This Process sets out the operational arrangements which apply where a Developer enquires of Scottish Water as to the provision of Water or Sewerage Services for a proposed development. A Developer may appoint a Licensed Provider at any time during this Process 14. When Scottish Water is notified that a Licensed Provider has been appointed, it will from that time forward communicate with the Licensed Provider and use the appropriate Process.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the Customer or their representatives. To allow Scottish Water to make Customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their Customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the Customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the PDE. The purpose of this assistance is to ascertain information necessary for Scottish Water to complete the PDE, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on-site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a PDE under this Process 14.

Process: -

Step 1

When a Developer requests Scottish Water to carry out a PDE using Form E, Scottish Water will do so within 15 Business Days of receipt of the request (unless due to reasons beyond its reasonable control).

Where the Licensed Provider requests Scottish Water to carry out a PDE using Form E, Scottish Water will respond to the Licensed Provider within 15 Business Days of receipt of a valid request. The Licensed Provider may, using the application form (Form E), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the PDE, in which case this Process continues from Step 1B as set out below.

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 14 recommences as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 1B of this Process.

Step 1B

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 1 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the PDE, setting out all the technical details that it will use for the PDE.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the PDE, the Licensed Provider will:

- (i) request Scottish Water to proceed with the PDE on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the PDE using different technical information, setting out the relevant details, in which case this process restarts at Step 1B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with PDE.

Scottish Water will respond to the Licensed Provider within 15 Business Days of receipt of all the information needed to complete the PDE.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the PDE in accordance with the Wholesale Charges Scheme.

Step 2

The PDE will identify:

- any Network reinforcement; or
- the work that is required before the proposed development can be connected, noting that the PDE may suggest that a water impact assessment or drainage impact assessment will be required to be undertaken by the Licensed Provider;
- any specific conditions that would apply in relation to the connection.

Enquiries, Complaints and Contacts

Process 15 - Trade Effluent enquiries

Purpose and scope of Process 15: -

This Process states what Scottish Water or a Licensed Provider does on receipt of a Trade Effluent enquiry.

Process: -

Scottish Water

Step 1

When Scottish Water receives an enquiry from a Licensed Provider (using Form R) or Non-Household Customer in relation to the applicable rules concerning Trade Effluent, Scottish Water will make a substantive response within 10 Business Days of receipt, sending a copy of Scottish Water's response to the Licensed Provider where the enquiry is from a Non-Household Customer.

Step 2

When Scottish Water receives any other enquiry in relation to Trade Effluent from a Non-Household Customer, it will without delay re-direct the Non-Household Customer to the relevant Licensed Provider.

Licensed Provider

When the Licensed Provider receives an enquiry from a Non-Household Customer or any other person in relation to the applicable rules concerning Trade Effluent, the Licensed Provider, in accordance with Step 1, will either forward on the enquiry to Scottish Water as soon as is reasonably practicable or deal with the enquiry itself.

Enquiries, Complaints and Contacts

Process 16 – Water Byelaw enquiries

Purpose and scope of Process 16: -

This Process states what Scottish Water or a Licensed Provider does on receipt of a Water Byelaws enquiry.

Process: -

Scottish Water

Step 1

When Scottish Water receives an enquiry from a Licensed Provider in relation to the Water Byelaws, Scottish Water will make a substantive response within 10 Business Days of its receipt.

Step 2

When Scottish Water receives an enquiry from a Non-Household Customer, Scottish Water will redirect the enquiry to the Licensed Provider and inform the Licensed Provider forthwith.

Licensed Provider

When the Licensed Provider receives an enquiry from a Non-Household Customer in relation to the Water Byelaws, the Licensed Provider will either refer the enquiry to Scottish Water under Step 1 as soon as is reasonably practicable or deal with the enquiry itself.

Enquiries, Complaints and Contacts

Process 17 - Complaints relating to Scottish Water's services

Purpose and scope of Process 17: -

This Process sets out the operational requirements to be followed by Scottish Water in the event of it receiving a complaint from either the Licensed Provider or the Non-Household Customer. Scottish Water shall act expeditiously in dealing with a complaint.

Process: -

Step 1

When Scottish Water receives a complaint in relation to the provision of Water or Sewerage Services from a Non-Household Customer, it will immediately re-direct the Non-Household Customer to the relevant Licensed Provider. When a Non-Household Customer complains to a Licensed Provider in relation to Scottish Water's provision of Water and Sewerage Services, the Licensed Provider will log the complaint and assign a reference number.

Step 2

Thereafter when a Licensed Provider complains to Scottish Water in relation to Scottish Water's provision of Water or Sewerage Services, within 1 Business Day of receiving the complaint from the Non-Household Customer it will submit a complaint form (Form G) as set out in the Appendix to this Code which will provide the following information:

- Licensed Provider ID;
- Non-Household Customer's Supply Point ID where relevant;
- complaint reference number or numbers where more than one Non-Household Customer has complained concerning the same or a related incident;
- details of the complaint; and
- whether compensation is being claimed.

Step 3

Scottish Water will investigate a complaint and report to the Licensed Provider within 5 Business Days from receipt of the complaint. The report will provide the following information:

- Licensed Provider ID;
- Non-Household Customer's Supply Point ID where relevant;
- complaint reference number or numbers where more than one Non-Household Customer has complained concerning the same or a related incident; and
- any resolution available to the Non-Household Customer complaint.

Save as set out below, within 8 Business Days of receipt of the complaint Scottish Water will have issued a response which is:

- (i) clear as to the action (if any) to be taken and the timescale for such action; and
- (ii) reflects the service provision for which Scottish Water is currently financed.

If Scottish Water is not able to issue such a response within 8 Business Days of receipt of the complaint due to reasons beyond its reasonable control (for example, in relation to vexatious or frivolous complaints) it shall, at all times, act expeditiously in dealing with the complaint. In such cases Scottish Water shall also confirm within 8 Business Days of receipt of the complaint the reasons why the complaint cannot be responded to within the 8 Business Days period.

Step 4

Where compensation is due to the Non-Household Customer, Scottish Water will pay any such compensation to the Licensed Provider, who will pass this payment on to the Non-Household Customer.

Enquiries, Complaints and Contacts

Process 18 - Contacts on 24 hour numbers

Purpose and scope of Process 18: -

This Process sets out the operational requirements placed upon Scottish Water and the Licensed Provider regarding the provision of a 24 hour number for enquiry purposes. If it is an Emergency or a public health matter, Scottish Water will deal with such enquiries; otherwise, the enquiry is referred to the Non-Household Customer's Licensed Provider to deal with under the appropriate Process in this Code.

Process: -

Step 1

Scottish Water and the Licensed Provider will co-operate to maintain effective arrangements (including any sub-contracting arrangements on behalf of the Licensed Provider):

- to provide the general public and Non-Household Customers with a single 24 hour/ 7 day telephone number to contact to report an incident relating to the provision of Water and Sewerage Services; and
- to handle calls received on the 24 hour number at any time of day from the general public and from Non-Household Customers relating to the provision of Water and Sewerage Services.

Step 2

The arrangements will ensure that:

- (i) any calls received relating to the general public or which may be related to public health are dealt with promptly by Scottish Water; and
- (ii) any non-Emergency calls received relating to Non-Household Customers are dealt with promptly by the Licensed Provider.

Planned Activities and Affected Services

General Introduction

Process 19 deals with the long-term planning, short-term planning and reactive activities carried out by Scottish Water in relation to the provision of Water and Sewerage Services.

Planned Activities and Affected Services

Process 19 - Planned activities

Purpose and scope of Process 19: -

Scottish Water, in respect of the provision of Water and Sewerage Services, requires to undertake, long-term planning, short-term planning and reactive activities. This Process sets out the activities that should be undertaken by Scottish Water.

Process: -

Long-term Planning process

Step 1

By 31 March each year Scottish Water will produce and send to the Licensed Provider a long-term investment plan giving details of its future plans. These plans will provide:

- high level indications of work, including the nature of the work and the geographical areas; and
- more detailed information about the programme of work, including specific geographical areas (by post code to the first 4 digits), the nature of the work, and the likely level of any disruption to water supplies or sewerage for the then current regulatory control period.

The Licensed Provider may make comments on Scottish Water's plan. Scottish Water will reasonably consider and, where appropriate, incorporate the Licensed Provider's comments in accordance with its Consultation Code under the 2002 Act.

Step 2

Scottish Water will provide to the Licensed Provider quarterly updates to its long-term plan.

Short-term Planning process

Step 1

Scottish Water will inform and update Licensed Providers each week on a rolling basis by electronic means of specific activities at least 22 Business Days in advance of the start date chosen to implement programmes of work, where the specific activities have the potential to affect Water or Sewerage Services provided to Non-Household Customers by the Licensed Provider.

The information will specify the geographical areas affected by full post code, the nature of the work, and the likely impact on Water and Sewerage Services delivered and will state any alternative arrangements that Scottish Water propose in order to maintain Water and/or Sewerage Services where such services are expected to be lost for more than 4 hours.

Where any planned activities may have a particular impact on specific types or classes of Non-Household Customers, such as Sensitive Customers (more particularly described in the Non-Household Customer Classification section of this Code) Scottish Water will give Licensed Providers additional information in relation to these activities.

For any major interruption to services, Scottish Water will prepare a contingency plan for the work taking longer than planned and to cover for any unexpected complications.

Step 2

Licensed Providers may make comments on Scottish Water's plans within 5 Business Days of their date of issue. Scottish Water will reasonably consider, and, where appropriate, incorporate the Licensed Providers comments and will reissue their plans at least 20 Business Days in advance of the proposed programme of work.

Step 3

Scottish Water can then only modify the proposed date of work by agreement of all the Licensed Providers concerned (insofar as it affects their Customers) or no later than 48 hours in advance (otherwise Step 1 applies).

Reactive Activities

Step 1

Reactive activities are those activities that do not form part of a programme of work (which are covered under the short-term planning process) and are not required in order to restore normal services due to Unplanned Changes to Water and/or Sewerage Services, which are covered by Process 20 of this Code. Scottish Water is required to undertake reactive activities in order to; avert potential public health and safety risks; avert potential interruptions to services; prevent damage to the Network or third party infrastructure and prevent unnecessary wastage of water.

Step 2

Scottish Water will inform and update Licensed Providers by electronic means of specific activities at least 48 hours in advance of the time chosen to commence such activities where they have the potential to affect Water and Sewerage Services provided to Non-Household Customers by the Licensed Provider and where such services are expected to be lost for more than 4 hours.

The information will specify the geographical areas affected by full post code, the nature of the work, the time when the supply is planned to be restored and the likely impact on Water and Sewerage Services delivered.

Where any planned activities may have a particular impact on specific types or classes of Non-Household Customers, such as Sensitive Customers (more particularly described in the Non-Household Customer Classification section of this Code), Scottish Water will give Licensed Providers additional information in relation to these activities.

For any major interruption to services, Scottish Water will prepare a contingency plan for the work taking longer than planned and to cover for any unexpected complications.

Step 3

Scottish Water can then only modify the proposed time of work by agreement of all the Licensed Providers concerned (insofar as it affects their Customers) otherwise Step 2 applies.

Unplanned Changes to Services and Incidents

General Introduction

Processes 20, 21 and 21A set out the procedures for unplanned changes to Water Services, Sewerage Services, emergency activities and Water Quality Incidents.

Unplanned Changes to Water and/or Sewerage Services

Process 20 - Unplanned changes to Water and/or Sewerage Services

Purpose and scope of Process 20: -

This Process sets out the operational arrangements that will apply in the event of changes in the nature of the Water and/or Sewerage Services provided to the Licensed Provider by Scottish Water. Such changes may include:

- temporary interruptions to supply;
- temporary lowering of water pressure; and/or
- water quality changes such as colour, taste or chemical composition.

Process 20 does not deal with Emergency situations which are addressed in Process 21.

Process: -

Step 1

Unplanned changes to Water and/or Sewerage Services may become known by several different means:

- a Non-Household Customer informs a Licensed Provider directly. The Licensed Provider will inform Scottish Water forthwith if the Non-Household Customer's communication may concern a public health matter. Otherwise, the Licensed Provider will notify Scottish Water without delay or at the latest within 3 hours of its being informed. That notification to Scottish Water to be made between 0900 hours and 1800 hours on the Business Day that it comes to the attention of the Licensed Provider or otherwise where the 3 hours has not expired at 1800 hours, between 0900 hours and 1800 hours on the next Business Day;
- a Licensed Provider otherwise becomes aware of the unplanned change. The Licensed Provider will inform Scottish Water forthwith if the unplanned change may concern a public health matter. Otherwise, the Licensed Provider will inform Scottish Water without delay or at the latest within 3 hours of it

becoming aware of the unplanned change. That notification to Scottish Water to be made between 0900 hours and 1800 hours on the Business Day that it comes to the attention of the Licensed Provider or otherwise where the 3 hours has not expired at 1800 hours, between 0900 hours and 1800 hours on the next Business Day;

- Scottish Water from its own monitoring becomes aware of the unplanned change.

Step 2

Scottish Water may promptly request a Licensed Provider to obtain more information (including the Non-Household Customer's Supply Point ID and the relevant Supply Point) about the unplanned change from its Non-Household Customer – whether or not the Licensed Provider had previously reported an unplanned change to Scottish Water. In the case of Sensitive Customers, the Licensed Provider will use reasonable endeavours to respond without delay. If the unplanned change does not involve Sensitive Customers, the Licensed Provider will use reasonable endeavours to respond within 24 hours of the request.

Step 3

Scottish Water will use reasonable endeavours to assess the nature and extent of the unplanned change within 12 hours of its occurrence, wherever practicable. The Licensed Provider will be informed by Scottish Water within 24 hours of any visit having been undertaken to Non-Household Customer's Premises as part of Scottish Water's assessment or resolution. Scottish Water will promptly provide information to Licensed Providers as to:

- the extent and nature of the unplanned change;
- any specific impact on particular types of Non-Household Customers;
- its proposals to remedy the unplanned change; and
- the estimated time of restoration.

Step 4

Licensed Providers will inform their Non-Household Customers of the general information provided by Scottish Water and of any information specific to a particular Non-Household Customer. At any step Licensed Providers, on behalf of their Non-Household Customers, may reasonably ask Scottish Water for further information regarding an unplanned change. Scottish Water will use reasonable endeavours to respond within 12 hours of the request.

Step 5

If the unplanned change is extended, then Scottish Water will update the information provided to Licensed Providers on a daily basis. For a total loss of supply to more than one Non-Household Customer, Scottish Water will make alternative arrangements for a supply of domestic water if the supply is to be unavailable for more than 6 hours. The Licensed Provider will use all reasonable endeavours to keep affected Non-Household Customers informed.

Step 6

In managing an unplanned change Scottish Water may request Licensed Providers:

- to ask Non-Household Customers to generally reduce their demand for Water and/ or Sewerage Services; or
- to carry out such other steps as are agreed.

Licensed Providers will use reasonable endeavours to carry out such actions promptly.

Step 7

Scottish Water will inform the Licensed Providers as soon as the event causing the unplanned change to Water Services is concluded. Scottish Water is responsible for the restoring of Water and/or Sewerage Services as soon as possible.

Unplanned Changes to Services

Process 21 - Emergency activities

Purpose and scope of Process 21: -

For the purpose of this Operational Code an "Emergency" is either:

- (i) an event governed by The Security and Emergency Measures (Scottish Water) (Scotland) Direction 2002 notified to Scottish Ministers and which arises in a civil emergency or where there are threats to national security; or
- (ii) results from flooding from sewers or where water gets into the gas system;

and is unable to be addressed using the other Code Processes. This Process sets out the operational arrangements that apply whereby Scottish Water undertakes Emergency planning, declares an Emergency and implements any Emergency Plan.

Process: -

Emergency Planning

Step 1

Scottish Water is required to make, review and implement Emergency Plans to ensure the provision of essential Water and/or Sewerage Services in the event of an Emergency. Where such Emergency Plans impact on Non-Household Customers:

- Scottish Water will consult with the Licensed Provider in preparing or revising the Emergency Plan;
- Scottish Water will arrange any required meetings with the Non-Household Customer through the Licensed Provider, who has a right to attend any such meetings;
- the Emergency Plans will specify the agreed role of the Licensed Provider in the implementation of the Emergency Plan;
- Scottish Water will supply the Licensed Provider with a copy of the Emergency Plan in relation to each of the Licensed Provider's Non-Household Customers; and
- Scottish Water will supply any other Licensed Provider with a copy of the Emergency Plan in relation to any one of the Licensed Provider's Non-Household Customer's, where that other Licensed Provider obtains and provides to Scottish Water the relevant Non-Household Customer's written consent.

Step 2

Scottish Water will co-ordinate the testing of Emergency Plans including the role of Licensed Providers.

Declaration of an Emergency

Step 1

Scottish Water may receive information prior to declaring an Emergency from one or more different sources including:

- a Non-Household Customer who contacts their Licensed Provider either directly or via the 24 hour number, described in Step 1 of Process 18 above in respect of an event (which could be either site or non-site specific). The Licensed Provider passes on information about the event to Scottish Water;
- a Non-Household Customer who contacts Scottish Water via the 24 hour number; and
- Scottish Water from its own monitoring, or from information received from other bodies such as SEPA or Local Authorities recognises that there is an Emergency.

Step 2

When Scottish Water declares an Emergency and states that it intends to implement its Emergency Plans Scottish Water will forthwith inform all Licensed Providers of the Emergency. The Licensed Provider will, using reasonable endeavours, then promptly contact each of its Non-Household Customers affected by the Emergency. Scottish Water will also inform Non-Household Customers through such methods as:

- press and broadcast media;
- loudhailers; and
- leaflet drops.

For these methods Non-Household Customers will in general be treated similarly to the general public. In addition to any information which Scottish Water provides to Licensed Providers about the general conduct of the Emergency, or information relating to Non-Household Customers or Sensitive Customers, Scottish Water will also provide directly to each Licensed Provider copies of all the information that Scottish Water has made publicly available.

Implementation of Emergency Plans

Step 1

Scottish Water will implement the agreed Emergency Plans. Where there is a need to deviate from the agreed Emergency Plans, Scottish Water will promptly inform the Licensed Provider. Throughout the Emergency, Scottish Water will continue to update both the publicly available information as well as the information specific to Licensed Providers. Licensed Providers will promptly pass on such information to their Non-Household Customers.

Step 2

Scottish Water will provide Licensed Providers with the name and contact details of a designated contact officer who will provide Licensed Providers with updated information, and who will be available to provide supplementary information to Licensed Providers on request.

Step 3

Scottish Water is responsible for managing the distribution of alternative water supplies in accordance with its duty to prioritise the maintenance of water supplies to Sensitive Customers.

Step 4

In managing an Emergency Scottish Water may require:

- Licensed Providers to ask Non-Household Customers to generally reduce their demand for Water and/or Sewerage Services; or
 - Licensed Providers to carry out such other steps as are documented in the agreed Emergency Plans.
- Licensed Providers will use reasonable endeavours to carry out any such actions promptly.

Step 5

Scottish Water will notify Licensed Providers when the Emergency has come to an end.

Step 6

Scottish Water will publish a report on the Emergency incident as soon as is reasonably practicable thereafter.

Unplanned Changes to Services

Process 21A - Water Quality Incidents

Background

Water Quality Incidents, where the water supply in an area is actually or potentially considered not fit for consumption, are managed under a defined set of emergency plans and procedures. These include:

1. Scottish Waterborne Hazard Plan (**SWHP**). This is a multi-agency plan agreed between Scottish Water, the NHS Boards and the Local Authority Environmental Health Departments across Scotland.

The SWHP sets out the process for determining:

- if there is a potential risk to public health;
 - the risk control measures to be applied; and
 - the risk communications required to ensure the measures are effective.
2. Scottish Water Incident Control Plan. The incident control plan manages Scottish Water's response to any incident, including Water Quality Incidents. The plan, among other things, sets out the communications procedures to be carried out by Scottish Water and how Scottish Water co-ordinates those communications with other agencies.

The SWHP places a duty on Scottish Water to inform all its customers of the general advice on risk management and control measures. This will normally be carried out via leaflets, loudhailers press releases, and web information depending on the nature and scale of the incident.

It also recognises that Scottish Water is not in a position to proactively provide specialist advice to Sensitive Customers such as food and drink producers. There is therefore a requirement for Local Authority Environmental Health Officer(s) to assess the need for additional advice to relevant businesses in the affected area and the need for additional specialist advice. The most appropriate method for providing this specialist advice is to be agreed between the Environmental Health representatives and Scottish Water.

Under Process 20, a Licensed Provider must inform its Non-Household Customers of any general or specific information provided to the Licensed Provider by Scottish Water. Such information may relate to any change in the nature of the Water and/or Sewerage Services provided to the Licensed Provider by Scottish Water including water quality changes such as colour, taste, or chemical composition.

Additional information on Water Quality Incidents from the Drinking Water Quality Regulator is included in Part 5 of the Appendix.

Purpose of Process 21A: -

The purpose of this Process is to have in place arrangement that, in the event of an actual or potential Water Quality Incident, will:

- enable the timely notification of Licensed Providers in order that they can prepare to notify Non-Household Customers; and
- ensure that restrictions on the release of information are adhered to.

Also, when it is confirmed that a restriction is to be placed on the water supply in a particular area:

- enable information to be shared with Licensed Providers on the actual area affected and the nature of the restriction;
- enable information on the nature and size of Non-Household Customers affected to be shared with the members of the SWHP Incident Management Team (**SWHP-IMT**) and in particular the Local Authority Environmental Health Department;
- ensure that information provided by Licensed Providers to Non-Household Customers is aligned and consistent with the information being provided by the SWHP-IMT agencies;
- ensure that pertinent information from Non-Household Customers that may have a bearing on the management of the risk to public health is fed back to the SWHP-IMT;
- co-ordinate the provision of information to Non-Household Customers that may be communicated by the Local Authority Environmental Health Department; and
- ensure information provided to NHS premises is co-ordinated, aligned and consistent with information being provided by the NHS as part of the SWHP-IMT.

Scope of Process 21A: -

This Process will only apply in instances where there is an actual or potential Water Quality Incident that requires the formation of a full Scottish Water Incident Management Team. This will normally be red scale incidents as defined in Scottish Water's Incident Control Plan. For water quality, red scale incidents are: potential boil water notices for more than 6,000 properties; potential do not drink notices for more than 800 properties; severely discoloured water events for more than 3,000 properties. This Process may be invoked in smaller scale incidents where there is likely to be a larger proportion of non-domestic properties, particularly food and drink manufacturers or large users.

Scottish Water will determine when the Process is to be invoked.

This Process does not apply to interruptions to supplies.

Licensed Providers will be advised of interruptions to supplies, and Water Quality Incidents of a scale that does not warrant the invocation of this Process, through existing notification procedures.

Process: -

Scottish Water will become aware of an actual or potential water quality event that may result in restrictions on water use being applied through its internal monitoring, reporting and escalation procedures.

Step 1

Initial Notification

Where Scottish Water determines that there is a need to commence arrangements to notify all Non-Household Customers due to the circumstances prevailing it will invoke the arrangements in this Process.

In the first instance, and where the decision has not yet been made by the SWHP-IMT as to whether a restriction is to be imposed:

- Scottish Water will contact the Licensed Providers via the standing on call arrangements (*Not via the LP Portal*);
- Scottish Water may request contact with a manager at the appropriate level;
- Scottish Water will advise that there is a potential for a restriction on water use due to a Water Quality Incident and this Process is being invoked;
- Scottish Water will advise on the general area of Scotland where the possible restrictions may be placed, (e.g., Grampian, Lothians, etc), the approximate scale of the incident in terms of the overall number of properties likely to be affected (domestic and non-domestic) and the likely nature of the restrictions;
- Scottish Water will advise a best estimate for when information on the restriction will be issued to Non-Household Customers; and
- Scottish Water will advise of the arrangements that it is putting in place at this stage to inform customers.

The Licensed Provider will not at this initial notification stage, and up until permission is given, communicate any information to individuals, companies, or organisations outwith the Licensed Provider organisation.

The Licensed Provider shall put such arrangements in place to ensure that information on the potential restriction is not communicated via any member of the Licensed Provider's staff or via systems to individuals, companies, or organisations outwith the Licensed Provider organisation.

Step 2

Confirmation of the Restriction on water use

When the decision is taken by the SWHP-IMT or by Scottish Water itself, to issue information to customers and stakeholders, the Licensed Provider shall be advised of:

- the actual area that is affected;
- the nature of the restriction (boil / don't drink or cook / don't drink, cook or wash); and
- the time when the information is to be released to Non-Household Customers.

This is to allow detailed preparations to be made by the Licensed Provider for notifying its Non-Household Customers.

The Licensed Provider will advise Scottish Water of its intended strategy for notifying its Non-Household Customers. This should at least set out the Licensed Provider's intended communications strategy in respect of:

- general communications to all Non-Household Customers;
- NHS establishments;
- local authority establishments;
- Sensitive Customers (food and drink manufacturers / pharmaceutical companies); and
- intended timescales of notification of the restriction.

While it should not affect their intended communication strategy, Licensed Providers should note that as part of emergency planning protocols local authority premises and the NHS are likely to be notified by their own representatives on the SWHP-IMT and by Scottish Water's Emergency Planning team.

Scottish Water will advise the SWHP-IMT of the Licensed Provider's intended strategy.

In certain circumstances the decision to impose a restriction may be immediate and with little warning. In such circumstances, Scottish Water will endeavour to advise the Licensed Provider of any such restriction in advance of the general notification to Non-Household Customers.

Step 3

Communications with Non-Household Customers

Once the press release has been agreed by the SWHP-IMT, or finalised by Scottish Water where an interim statement is being issued by Scottish Water, the Licensed Provider shall be advised of all communications being made by Scottish Water to Scottish Water customers and shall be provided with copies of all scripts and materials used by Scottish Water.

Where the Licensed Provider wishes to use its own scripts and/or materials to inform Non-Household Customers, the Licensed Provider shall not materially alter the core messages particularly concerning the risk management advice and the measures to be taken to minimise the risk to public health.

Where the Licensed Provider wishes to use its own scripts and/or materials to inform Non-Household Customers, copies of all such scripts and/or materials shall be sent to Scottish Water who shall ensure the SWHP-IMT are aware of the content of the communications to Non-Household Customers.

Co-ordination with the Local Authority Environmental Health Department

When requested by the Local Authority Environmental Health representative (EH) on the SWHP-IMT, Scottish Water shall request of the Licensed Provider any known Sensitive Customers in the area affected. The Licensed Provider will use reasonable endeavours to respond without delay to such a request. Scottish Water will then liaise with the EH once it has received this information from the Licensed Provider.

Scottish Water will confirm the communications that EH is carrying out to Non-Household Customers in the affected area and advise the Licensed Provider accordingly.

Where it is appropriate to do so, the EH and Licensed Provider shall communicate directly to clarify which Non-Household Customers each party is communicating with and the messages being communicated. This shall be arranged via Scottish Water in the first instance. The Licensed Provider shall advise Scottish Water of the nature and content of such communications.

Where it is identified that specialist communications are required with individual Non-Household Customers, e.g., the use of water for specific manufacturing processes, the EH and the Licensed Provider shall agree:

- the content of the messages;
- which organisation will communicate with the Non-Household Customer;
- the contact details; and
- by when the communications are to be carried out.

Scottish Water shall be advised of any specialist communications being carried out by EH or the Licensed Provider.

Scottish Water will assist in the communications of technical, scientific or media advice if requested to do so by either the Licensed Provider or EH.

Step 4

Continuation of arrangements

These requirements shall apply at the outset of an incident and for the duration of the incident including during the arrangements to lift the restriction.

The Licensed Provider shall adhere with the requirements of Step 3 of this Process following advice from Scottish Water that the restriction can be lifted.

The Licensed Provider shall advise Scottish Water if it intends to, or has, deviated from its intended communications strategy as soon as practical.

Process Review

Process 21A will be reviewed by Scottish Water on an annual basis or after a significant Water Quality Incident.

Trade Effluent Control

General Introduction

Processes 22 to 25 set out the procedures for the application/modification of Trade Effluent Consents, Trade Effluent monitoring, pollution incidents, and the discontinuation of Trade Effluent Services/Consents.

Trade Effluent Control

Process 22 - Application for and modification to a Trade Effluent Consent

Purpose and scope of Process 22: -

Trade Effluent Consents are issued by Scottish Water under statute – principally the Sewerage (Scotland) Act 1968. This Process sets out the operational arrangements for the Trade Effluent Consent application process where an application for a Trade Effluent Consent is made by the Non-Household Customer serving Scottish Water with a Trade Effluent Notice. This process also sets out operational arrangements for modification to an existing Trade Effluent Consent.

Process: -

Consent Grant

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

Licensed Provider

When the Licensed Provider receives a Trade Effluent Notice as an application for Trade Effluent Consent from a Non-Household Customer which has been signed with an appropriate electronic signature, the Licensed Provider will submit a Form H and an electronic copy of the Trade Effluent Notice. Scottish Water will contact the Non-Household Customer and Licensed provider during the application process to validate the signature.

When the Licensed Provider receives a Trade Effluent Notice as an application for Trade Effluent Consent from a Non-Household Customer which has been signed in ink, the Licensed Provider will submit a Form H and an electronic copy of the Trade Effluent Notice to Scottish Water as soon as reasonably practicable in order that Scottish Water can commence work on the application. The Licensed Provider will also submit to Scottish Water the original hard copy Trade Effluent Notice signed in ink.

If Scottish Water receives a Trade Effluent Notice from the owner or occupier of a Non-Household Customer's Premises, Scottish Water will forward the application to the Non-Household Customer's Licensed Provider. If the Non-Household Customer has failed to appoint a Licensed Provider, Scottish Water will inform the Non-Household Customer that Sewerage Services (including Trade Effluent) must be supplied via a Licensed Provider. Scottish Water will copy the application to any other statutory body (e.g., SEPA) which in the opinion of Scottish Water has an interest in the application.

Step 3

If Scottish Water requires further information in respect of the application, it will as necessary:

- request the information (including the Non-Household Customers Supply Point ID) via the Licensed Provider; and
- make a request for a site visit via the Licensed Provider.

The Licensed Provider will as soon as reasonably practicable provide the additional information requested or facilitate the site visit.

Step 4

Scottish Water will provide a non-binding indicative decision on the application within 45 days from receipt of the application form. Following receipt of the indicative decision, the Licensed Provider may make representations to Scottish Water and/or provide further information to Scottish Water as it considers necessary.

Step 5

Having made its final decision on the application, Scottish Water may either:

- grant the Trade Effluent Consent by approving the application, either unconditionally or imposing whatever conditions it is competent to impose; or
- reject the application giving its reasons.

Scottish Water must make its final decision on the application within a maximum of 90 days from receipt of the application form. If Scottish Water fails to provide a final decision within 90 days from receipt of the application form it is deemed to have taken a decision to refuse its consent to the application on the last day of that period.

Scottish Water will send notice of such Trade Effluent Consent or rejection to the Licensed Provider, the owner and the occupier of the Non-Household Customer's Premises or any prospective occupier, and any statutory consultees previously notified.

Step 6

Any Trade Effluent Consent granted by Scottish Water is granted from a specified date for a minimum of two years and will continue notwithstanding any change of ownership or of occupancy of the Non-Household Customer's Premises or any change of Licensed Provider.

Modification

Step 1

Scottish Water may choose to review the terms of a Trade Effluent Consent or will review the terms of a Trade Effluent Consent when requested by a Non-Household customer via the Licensed Provider. The Licensed Provider will submit a Form H and an electronic copy of the Trade Effluent Notice, detailing the requested modification, to Scottish Water as soon as reasonably practicable in order that Scottish Water can commence work on the application.

Where the Trade Effluent Notice has been signed by the Non-Household Customer with an appropriate electronic signature, Scottish Water will contact the Non-Household Customer and Licensed Provider during the application process to validate the signature.

Where the Trade Effluent Notice has been signed by the Non-Household Customer in ink, the Licensed Provider will also submit to Scottish Water the original Trade Effluent Notice signed in ink. If either the Non-Household Customer or Scottish Water wishes a review to take place within 2 years of the initial granting of a Trade Effluent Consent or a previous review, this will be agreed in writing by both parties.

Step 2

Scottish Water will then inform the Licensed Provider, the owner and the occupier of the Non-Household Customer's Premises that it intends to direct a change to a Trade Effluent Consent, and its reasons therefor.

Step 3

Following a 28 day consultation period in which the Licensed Provider, the owner or the occupier of the Non-Household Customer's Premises may make representations to Scottish Water, Scottish Water may make a direction to change the Trade Effluent Consent. Such direction will take effect not earlier than 90 days from the date of the direction.

Trade Effluent Control

Process 23 - Trade Effluent monitoring

Purpose and scope of Process 23: -

Scottish Water has an obligation under the Sewerage (Scotland) Act 1968 to enforce Trade Effluent compliance. Scottish Water discharges their obligation through monitoring (in particular, regular and spot sampling of Trade Effluent). Scottish Water may enter into an agreement with Licensed Providers for the provision of Trade Effluent Sampling and/or Analytical Services in respect of regular sampling. This Process sets out the operational arrangements for this monitoring process where Scottish Water carries out both regular and spot sampling. Scottish Water will provide the Licensed Provider with reports on any samples obtained.

Process: -

Regular sampling visits

Step 1

Scottish Water will (following receipt of relevant Licensed Provider information from the Central Market Agency) give the Licensed Provider a list of premises (by post code) intended to be visited in any week 5 Business Days in advance of the commencement of that week. Scottish Water will provide reasons for such a visit, and if asked the Licensed Provider will keep the visit confidential from the Non-Household Customer. Advance notice will not be required where the Licensed Provider is self-supplying or has installed or is operating the relevant treatment works themselves at the Non-Household Customer's Premises in which latter case Scottish Water will inform the Licensed Provider within 24 hours after the visit has taken place.

Step 2

Visits will normally be arranged for a Business Day and will be arranged at various times to provide representative Trade Effluent samples and to allow discussions with the relevant Non-Household Customer. The frequency of visits will be dependent upon various factors including the nature and volume of the Trade Effluent, and the Non-Household Customer's compliance record with the Trade Effluent Consent. The Licensed Provider may attend at any visit to the Non-Household Customer's Premises.

Step 3

Scottish Water may make arrangements for automated sampling and monitoring, and for recording such data remotely.

Spot sampling visits

Step 1

If Scottish Water has reasonable grounds to suspect non-compliance with the Trade Effluent Consent, it may make an unannounced visit to the Non-Household Customer's Premises to collect samples and monitor discharges.

Step 2

Scottish Water will in advance notify the Licensed Provider (or the Commission – if Scottish Water deems this more appropriate) that a visit will be necessary. Scottish Water will provide reasons for such a visit. The Licensed Provider will, at all times, keep the visit confidential from the Non-Household Customer. Advance notice will not be required where the Licensed Provider is self-supplying or has installed or is operating the relevant treatment works themselves at the Non-Household Customer's Premises in which latter case Scottish Water will inform the Licensed Provider within 24 hours after the visit has taken place.

Non-compliance

Step 1

If Scottish Water's monitoring detects non-compliance with the Trade Effluent Consent, Scottish Water will determine the scale of the non-compliance with the Trade Effluent Consent. Scottish Water will inform the Licensed Provider promptly of any significant non-compliance.

Step 2

Depending on the scale and nature of the non-compliance with the Consent, Scottish Water may take competent action. Scottish Water will notify the Licensed Provider at the same time as any action that Scottish Water takes and provide copies of correspondence with the Non-Household Customer to the Licensed Provider.

Trade Effluent Control

Process 24 - Pollution incidents

Purpose and Scope of Process 24: -

This Process sets out the operational requirements for the tackling of pollution incidents and the means by which they are to be rectified.

Process: -

Step 1

Scottish Water may receive initial information relating to a Trade Effluent incident or potential incident from one or more sources including the Licensed Provider, a Non-Household Customer, the general public, SEPA and Local Authority Environmental Health Departments or from its own monitoring of the quality of water and/or waste water arriving at treatment works.

Step 2

Scottish Water will review the information received and investigate the incident as necessary to determine the source of pollution and notify all Licensed Providers.

Step 3

Scottish Water will co-operate with other statutory bodies such as SEPA. In carrying out its investigation Scottish Water may need to make one or more site visits to Non-Household Customer's Premises as a matter of urgency.

Step 4

Scottish Water will inform the Licensed Provider within 24 hours after any site visit to a Non-Household Customer's Premises has taken place.

Step 5

If Scottish Water determines that the source of the pollution incident is attributable to a Non-Household Customer,

- Scottish Water will promptly contact the Non-Household Customer to notify them of required remedial actions to cease the pollutions and to prevent re-occurrence. Scottish Water may make agreements with the Non-Household Customer as to the steps and the timetable for actions to be carried out; and
- Scottish Water will inform the Licensed Provider with information regarding the pollution incident, and of the actions taken to deal with it.

Trade Effluent Control

Process 25 – Discontinuation of Trade Effluent Services and termination of consent

Purpose and scope of Process 25: -

This Process sets out the operational requirements for discontinuation of Trade Effluent Services and termination of a consent.

A Licensed Provider may request a discontinuation of the Trade Effluent Services for reasons of Non-Household Customer non-payment and in that case the provisions of the Disconnections Document must be observed, prior to serving the Disconnection Warning Notice and making the request to Scottish Water as set out below.

A Non-Household Customer may also seek a temporary discontinuation of the Trade Effluent Services, for example for a period of temporary closure.

The relevant form to use for this process is Form H, Trade Effluent Notice.

Process: -

Licensed Provider requests to discontinue Trade Effluent Services

Step 1

At least 14 days before making a request to discontinue Trade Effluent Services using Form H, the Licensed Provider will serve notice on the Non-Household Customer, the occupier of the Premises (if that is not the Non-Household Customer), Scottish Water and the Commission of its intention to make such a request in accordance with the Disconnections Document.

Step 2

The Licensed Provider will have regard to any representations made to the Licensed Provider by the Non-Household Customer as set out in the Disconnections Document within 10 days of the date of the notice.

Step 3

The Licensed Provider may then request Scottish Water to discontinue Trade Effluent Services to the specified Non-Household Customer's Premises.

Step 4

Scottish Water will where possible discontinue the provision of Trade Effluent Services to the Non-Household Customer's Premises provided that:

- a) any provision of sewerage to, or disposal of sewage from the Premises for a purpose otherwise than in respect of Trade Effluent or any other Premises are not adversely affected by the discontinuation; and
- b) there is no likely risk to public health arising in consequence of their discontinuation, and
- c) Scottish Water has the statutory right to carry out the discontinuation.

Step 5

Scottish Water will invoice the Licensed Provider for the costs arising from effecting a discontinuation of Trade Effluent Services in accordance with the Wholesale Charges Scheme.

Step 6

On discontinuation of the provision of Trade Effluent Services, Scottish Water will notify the Central Market Agency within 2 Business Days of such discontinuation in accordance with the Market Code.

Discontinuation of Trade Effluent Services at the request of Scottish Water or the Non-Household Customer

Step 1

Scottish Water, a Licensed Provider on behalf of a Non-Household Customer or a Non-Household Customer may request a Trade Effluent Consent discontinuation.

Step 2

Where Scottish Water initiates a Trade Effluent Consent discontinuation, it will promptly inform both the Non-Household Customer and the Licensed Provider of its intention to proceed with discontinuation.

Step 3

Where a Licensed Provider on behalf of a Non-Household Customer or a Non-Household Customer initiates the request using Form H, Scottish Water will promptly acknowledge the request and ensure that both the Non-Household Customer and the Licensed Provider are informed forthwith.

Step 4

Scottish Water will, in accordance with its statutory powers, notify both the Non-Household Customer and the Licensed Provider either:

- that Scottish Water will discontinue the Trade Effluent Consent and the effective date of the discontinuation; or
- that Scottish Water will not proceed with the discontinuation, giving reasons.

Step 5

On discontinuation of the Trade Effluent Consent, Scottish Water will notify the Central Market Agency within two (2) Business Days in accordance with the Market Code.

Termination of Trade Effluent Consent

Step 1

Scottish Water, a Licensed Provider or a Non-Household Customer may request a Trade Effluent Consent termination.

Step 2

Where Scottish Water initiates a Trade Effluent Consent termination, it will promptly inform both the Non-Household Customer and the Licensed Provider of its intention to proceed with termination.

Step 3

Where a Licensed Provider or Non-Household Customer initiates the termination, Scottish Water will promptly acknowledge the request and ensure that both the Non-Household Customer and the Licensed Provider are informed forthwith.

Step 4

Scottish Water will, in accordance with its statutory powers, notify both the Non-Household Customer and the Licensed Provider either:

- that Scottish Water will terminate the Trade Effluent Consent and the effective date of the termination; or
- that Scottish Water will not proceed with the termination.

Step 5

On termination of the Trade Effluent Consent, Scottish Water will notify the Central Market Agency within 2 Business Days in accordance with the Market Code.

Trade Effluent Control

Process 25A – Private Meter installation

Purpose and scope of Process 25A: -

The installation of a new Private Meter at a Discharge Point will be carried out by the Non-Household Customer. The meter could be a Private Effluent Meter recording discharges to the Public Sewerage System, or a Private Water Meter recording water from a private supply. This Process sets out the operational arrangements which apply where a new Private Meter is installed at a Discharge Point.

Process: -

Step 1

The Customer agrees the installation of a new Private Meter with Scottish Water. Scottish Water will notify the Licensed Provider of the Non-Household Customer's intent to install a meter.

Step 2

Within 5 Business Days of the meter installation, the Non-Household Customer will provide to Scottish Water details of the meter installation including meter serial number, meter location and opening meter read and supporting photographic evidence. The photographic evidence must include the opening meter read and the meter serial number.

Step 3

Scottish Water will visit the Non-Household Customer's Premises within 5 Business Days of the notification in Step 2 to confirm the details provided by the Non-Household Customer.

Step 4

Within 5 Business Days of the site visit in Step 3, Scottish Water will notify the Central Market Agency of the meter installation details including the opening meter reading in accordance with the Market Code.

Trade Effluent Control

Process 25B – Private Meter accuracy testing, repair and replacement

Purpose and scope of Process 25B: -

The repair, replacement, calibration and accuracy testing of a Private Meter will be carried out by the Non-Household Customer. The meter could be a Private Effluent Meter recording discharges to the Public Sewerage System or a Private Water Meter recording water from a private supply. This Process sets out the

operational arrangements which apply where either the Licensed Provider or Scottish Water becomes aware that that a Private Meter is faulty or may not be recording consumption accurately.

Process: -

Step 1

Where the Licensed Provider becomes aware that the Private Meter is faulty or may not be recording consumption accurately, they will notify Scottish Water as soon as reasonably practicable by completing Form R.

Where Scottish Water becomes aware, or is notified by the Licensed Provider, that the Private Meter is faulty or may not be recording consumption accurately, Scottish Water will contact the Non-Household Customer requiring that they repair, replace or test the meter as appropriate. A copy of the notification will be sent to the Licensed Provider.

Step 2

The Customer will arrange for the Private Meter to be repaired, replaced or tested as appropriate within a timescale agreed with Scottish Water.

In the event of replacement of the Private Meter, within 5 Business Days of the meter replacement the Non-Household Customer will provide to Scottish Water, via the Licensed Provider using Form R, details of the meter removal and installation including meter serial numbers, meter location, closing and opening meter reads and supporting photographic evidence. The photographic evidence must include the opening and closing meter reads and the meter serial numbers.

In the event of repair of the Private Meter, within 5 Business Days of the meter repair the Non-Household Customer will provide to Scottish Water, via the Licensed Provider using Form R, details of the meter read and supporting photographic evidence. The photographic evidence must include the meter read and the meter serial number.

In the event of testing of the Private Meter, the Non-Household Customer will notify Scottish Water of the test results within 20 Business Days of the testing. Scottish Water will contact the Non-Household Customer within 5 Business Days advising whether repair or replacement of the meter is necessary.

Step 3

Scottish Water will visit the Non-Household Customer's Premises within 5 Business Days of the notification in Step 2 to confirm the details provided by the Non-Household Customer.

Step 4

Where the meter has been replaced, within 5 Business Days of the site visit in Step 3, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

Trade Effluent Control

Process 25C – Private Meter exchange

Purpose and scope of Process 25C: -

The exchange of a Private Meter will be carried out by the Non-Household Customer. The meter could be a Private Effluent Meter recording discharges to the Public Sewerage System or a Private Water Meter recording water from a private supply. This Process sets out the operational arrangements which apply where a Private Meter is replaced.

Process: -

Step 1

The Customer agrees the exchange of a Private Meter with Scottish Water. Scottish Water will notify the Licensed Provider of the Non-Household Customer's intent to install a meter.

Step 2

Within 5 Business Days of the meter replacement the Non-Household Customer will provide to Scottish Water, via the Licensed Provider using Form R, details of the meter removal and installation including meter serial numbers, meter location, closing and opening meter reads and supporting photographic evidence. The photographic evidence must include the opening and closing meter reads and the meter serial numbers.

Step 3

Scottish Water will visit the Non-Household Customer's Premises within 5 Business Days of the notification in Step 2 to confirm the details provided by the Non-Household Customer.

Step 4

Within 5 Business Days of the site visit in Step 3, Scottish Water will notify the Central Market Agency of the meter removal and installation details including closing and opening meter readings in accordance with the Market Code.

Allowances

General Introduction

Processes 26 – 27D set out the procedures to be followed when applying for a fire fighting allowance, a burst allowance, a non-return to sewer allowance, the reassessment of an unmetered Supply Point, exemption from water and wastewater charges or the temporary transfer of Supply Points at Vacant Premises under the Supply Point Temporary Transfer Document.

Allowances

Process 26 – Fire-Fighting Allowance

Purpose and scope of Process 26: -

This Process sets out the operational arrangements which apply where, in accordance with the Wholesale Charges Scheme, a Licensed Provider applies to Scottish Water for an allowance in respect of the charges paid by them for Water and/or Sewerage Services where a proportion of such services, supplied to their Non-Household Customer's Premises, are utilised for fire-fighting, testing of fire apparatus or equipment for fire-fighting training purposes.

Process: -

Step 1

The Licensed Provider submits an application for a fire fighting allowance to Scottish Water, together with supporting information, in accordance with the Wholesale Charges Scheme.

Step 2

Within 18 Business Days of the Licensed Provider's submission, Scottish Water will (i) accept the submission; or (ii) reject the submission; or (iii) propose an alternative allowance, at all times providing reasons in writing to the Licensed Provider of its decision.

Step 3

If the Licensed Provider wishes to raise a Dispute in relation to Scottish Water's decision, they may do so in accordance with the provisions of Part 3 (Disputes) of this Code.

Allowances

Process 26A – Burst Allowance

Purpose and scope of Process 26A: -

This Process sets out the operational arrangements which apply where, in accordance with the Wholesale Charges Scheme, a Licensed Provider applies to Scottish Water for an allowance in respect of the charges paid by them for Water and/or Sewerage Services where a proportion of such services, supplied to their Non-Household Customer's Premises, are related to excess consumption caused by a burst which was the responsibility of Scottish Water.

Process: -

Step 1

The Licensed Provider submits an application form (Form N) for a burst allowance to Scottish Water, together with supporting information, in accordance with the Wholesale Charges Scheme.

Step 2

Within 18 Business Days of the Licensed Provider's submission, Scottish Water will (i) accept the submission; or (ii) reject the submission; or (iii) propose an alternative allowance, at all times providing reasons in writing to the Licensed Provider of its decision.

Step 3

If the Licensed Provider wishes to raise a Dispute in relation to Scottish Water's decision, they may do so in accordance with the provisions of Part 3 (Disputes) of this Code.

Allowances

Process 27 – Non-Return to Sewer Allowance

Purpose and scope of Process 27: -

This Process sets out the operational arrangements which apply where, in accordance with the Wholesale Charges Scheme, a Licensed Provider applies to Scottish Water for an allowance in respect of the charges paid by them for Sewerage Services where the volume of water returned to sewer can be shown to be below the threshold provided for in the Wholesale Charges Scheme.

Process: -

Step 1

The Licensed Provider submits an application for a non-return to sewer allowance to Scottish Water, together with supporting information, in accordance with the Wholesale Charges Scheme.

Step 2

Within 18 Business Days of the Licensed Provider's submission, Scottish Water will (i) accept the submission; or (ii) reject the submission; or (iii) propose an alternative allowance, at all times providing reasons in writing to the Licensed Provider of its decision.

Step 3

Within 2 Business Days of granting the allowance, Scottish Water will notify the Central Market Agency of the extent of the allowance in accordance with the Market Code.

Step 4

If the Licensed Provider wishes to raise a Dispute in relation to Scottish Water's decision, they may do so in accordance with the provisions of Part 3 (Disputes) of this Code.

Allowances

Process 27A – Reassessment Process for Unmetered Supply Points

Purpose and scope of Process 27A: -

This Process sets out the operational arrangements which apply where a Licensed Provider, on behalf of its Non-Household Customer, applies for a reassessment of an unmetered Supply Point.

Process: -

Step 1

The Licensed Provider, as requested by the Non-Household Customer, submits to Scottish Water a Reassessment Request Form (Form L) as set out in the Appendix to this Code. A Licensed Provider may only lodge a Reassessment Request in relation to a Supply Point(s) once in any 12 month period unless it relates to a change of use, tenancy, or the appointment of a new Licensed Provider.

Scottish Water will, within 8 Business Days of receipt of a reassessment request form, return any forms found to be:

- incomplete;
- not providing the necessary information;
- sent outwith the permitted timeframes; or
- sent without the co-operation of the Non-Household Customer's other Licensed Provider (only applicable where a Customer has a different Licensed Provider for water and sewerage services).

Step 2

Meter Installation by Scottish Water

On receipt of a valid application form, Scottish Water may, by prior arrangement with the Licensed Provider, visit the Non-Household Customer's Premises to conduct a survey to assess if a meter can be fitted under the terms of Scottish Water's meter installation programme (as set out in the Wholesale Charges Scheme). Any properties with an assessed volume of more than 1000m³ will automatically be considered for a meter installation.

If a meter can be fitted, Scottish Water will, in line with Process 8 of the Operational Code, carry out the installation within 22 Business Days of receiving the completed Reassessment Request Form.

Step 3

Contribution Offer

Scottish Water will notify the Licensed Provider if it considers the meter installation not to be feasible and will, within 8 Business Days of receipt of a valid Reassessment Request Form, make a Contribution Offer to the Licensed Provider for the costs of changing the internal pipework at the premises in order to install a meter. The Contribution Offer will be subject to the Licensed Provider ensuring that any works are carried out in accordance with Scottish Water's applicable specification, a copy of which will be made available to the Licensed Provider.

Step 4

Contribution Offer Acceptance

If the Licensed Provider decides to accept the Contribution Offer and agrees to the terms (Scottish Water's specification), it will notify Scottish Water within 15 Business Days of the date of the Contribution Offer.

Contribution Offer Rejection

If no response from the Licensed Provider has been received by Scottish Water within the designated 15 Business Day period, then the offer will be deemed as rejected and the Supply Point will move to Reassessed Charges as described in Step 8.

Step 5

The Licensed Provider will, within 80 Business Days of the acceptance of the Contribution Offer, ensure that its Non-Household Customer completes the required changes to the premises' internal pipework and notify Scottish Water that the work is complete.

Step 6

If, when Scottish Water attempts to install the meter in line with Process 8 of the Operational Code, it is clear that the works at the Non-Household Customer's Premises have not been completed so to allow installation, Scottish Water will notify the Licensed Provider who will then have an additional 10 Business Days from the date of the said notification to rectify any problem. If the works at the Non-Household Customer's Premises are not completed within the additional 10 Business Days, Scottish Water will treat the Contribution Offer as rejected.

Step 7

If a meter is to be fitted Scottish Water will, in line with Process 8 of the Operational Code, carry out the installation within 20 Business Days of receiving the notification of the completion of works.

Step 8

Move to Reassessed Charges

Where the Contribution Offer is not accepted by the Licensed Provider as set out in Step 4 or has been treated as rejected by Scottish Water as set out in Step 6, Scottish Water will reassess the annual consumption, water volume, meter size and return to sewer allowance (where applicable) for the Supply Point(s) based on the details of the actual consumption requirements supplied on the Reassessment Request Form and determine into which wholesale charging band (as set out in the published Wholesale Charges Scheme) the Supply Point(s) will correctly fall.

Scottish Water will notify the Licensed Provider of the wholesale charging band into which the Supply Point(s) fall within 2 Business Days of;

- the Licensed Provider having confirmed that it does not accept the Contribution Offer; or
- no response from the Licensed Provider has been received by Scottish Water within the designated period as set out in Step 4; or
- failure to complete the works at the premises within the additional 10 Business Days as set out in Step 6, as appropriate.

Step 9

The Licensed Provider may dispute Scottish Water's reassessment decision within 10 Business Days from the date of notification referred to in Step 8. If no response is received by Scottish Water within 10 Business Days of the date of the said notification, the notified wholesale charging band will be recorded by Scottish Water, who will then notify the CMA in accordance with the Market Code.

If the Licensed Provider disputes the reassessment, it must provide additional evidence to support a re-evaluation of the reassessment within 20 Business Days from the date the reassessment decision was notified by Scottish Water.

Following receipt of any additional evidence, Scottish Water will, within 8 Business Days, provide the Licensed Provider with its re-evaluation of the correct wholesale charging band. If no additional evidence is provided by the Licensed Provider within 20 Business Days, the original wholesale charging band will be recorded by Scottish Water, who will then notify the CMA in accordance with the Market Code.

Reassessment Review by Scottish Water

Step 1

Scottish Water may review each reassessed Supply Point a maximum of once every 3 years to confirm the criteria on which the reassessment was based remains unchanged. Scottish Water may review a reassessed Supply Point at any time from the date on which the new charge will be applied by the CMA in accordance with the Wholesale Charges Scheme.

Step 2

Scottish Water will request that the Licensed Provider supplies up-to-date information on water use and consumption to allow both an evaluation of appropriateness of the current assessment for charging, and an assessment of the potential for a meter to be installed. The Licensed Provider must supply the information requested within 20 Business Days of the date of Scottish Water's request.

Step 3

If no such information is received from the Licensed Provider within 20 Business Days or, having received the information, Scottish Water believes there are legitimate grounds for conducting a site visit, Scottish Water will liaise with the Licensed Provider to agree a convenient time for the site visit to take place. Scottish Water will notify the Licensed Provider in writing of the legitimate grounds.

Step 4

If, following receipt of the information required under Step 2 from the Licensed Provider and/or following a site visit, Scottish Water believes that a further reassessment is required, Scottish Water will determine the correct consumption values and into which wholesale charging band (as set out in the Wholesale Charges Scheme) the Supply Point(s) falls.

Step 5

Scottish Water will notify the Licensed Provider of the wholesale charging band into which the Supply Point(s) falls. The Licensed Provider may dispute Scottish Water's reassessment decision, within 10 Business Days from the date of notification. If no response is received by Scottish Water within 10 Business Days of the date of notification, the notified wholesale charging band will be recorded by Scottish Water, who will then notify the CMA in accordance with the Market Code.

If the Licensed Provider disputes the reassessment, it must provide additional evidence to support a re-evaluation of the reassessment within 20 Business Days from the date the reassessment decision was notified by Scottish Water.

Following receipt of any additional evidence, Scottish Water will, within 10 Business Days of receipt, provide the Licensed Provider with a re-evaluation of the correct wholesale charging band. If no additional evidence is provided within 20 Business Days, the original wholesale charging band will be recorded by Scottish Water, who will then notify the CMA in accordance with the Market Code.

Notification of Change of Tenancy/Use/Period of Vacancy by a Licensed Provider

Step 1

Where a Licensed Provider identifies a change of use or tenancy at the premises, the Licensed Provider will lodge a reassessment request in relation to the Supply Point(s) at the premises within 30 Business Days of the date on which it became aware of the change of use or tenancy.

Step 2

Following a period of vacancy, the Licensed Provider will lodge a Reassessment Request Form (Form L) with evidence of actual water use and consumption in line with Step 1.

Allowances

Process 27B – Exemption

Purpose and scope of Process 27B: -

This Process sets out the operational arrangements which apply where a Licensed Provider applies to Scottish Water for a Supply Point to receive exemption from water and/or sewerage charges in accordance with the Scottish Government's Water and Sewerage Charges Exemption Scheme.

Process: -

Step 1

The Licensed Provider makes an application for exemption to Scottish Water by submitting Form P, together with any necessary supporting information.

Step 2

Within 18 Business Days of the Licensed Provider's submission, Scottish Water will (i) accept the application; or (ii) reject the application, at all times providing reasons in writing to the Licensed Provider of its decision.

Step 3

Within 5 Business Days of granting exemption, Scottish Water will notify the Central Market Agency of the exemption in accordance with the Market Code.

Step 4

If the Licensed Provider wishes to raise a Dispute in relation to Scottish Water's decision, they may do so in accordance with the provisions of Part 3 (Disputes) of this Code.

Allowances

Process 27C – Licensed Provider request for the temporary transfer of a Supply Point under the Temporary Transfer Arrangements

Purpose and scope of Process 27C: -

This process sets out the operational arrangements where, in accordance with the Wholesale Charges Scheme and the Supply Point Temporary Transfer Document, a Licensed Provider applies to Scottish Water for a temporary transfer in the event of persistent non-payment at a Vacant Premises. The relevant form for use with this process is Form W, Request for temporary transfer of a Supply Point at Vacant Premises.

Process: -

Step 1

The Licensed Provider makes an application for the temporary transfer of a Supply Point(s) at Vacant Premises to Scottish Water by submitting Form W, together with all necessary supporting information and documentation to evidence the application.

Step 2

Within **20 (twenty) Business Days** of the Licensed Provider's submission, Scottish Water will (i) accept the application; or (ii) reject the application, at all times providing reasons in writing to the Licensed Provider of its decision.

Step 3

Within **5 (five) Business Days** of granting the temporary transfer, Scottish Water will notify the Non-Household Customer in accordance with the Temporary Transfer Arrangements and will also notify the Central Market Agency of the temporary transfer in accordance with the Market Code.

Step 4

The Licensed Provider may challenge Scottish Water's decision to reject an application within **ten (10) Business Days** from the date of its receipt of the notification referred to in Step 2. If the Licensed Provider challenges the rejection, it must provide additional evidence to support the application for temporary transfer within **twenty (20) Business Days** from the date of its receipt of the notification referred to in Step 2.

Step 5

Following receipt of any additional evidence, Scottish Water shall, within **10 (ten)** Business Days of its receipt of the additional evidence, confirm its decision to the Licensed Provider in relation to the temporary transfer; and in the event that it agrees to the temporary transfer, will notify the Non-Household Customer in accordance with the Temporary Transfer Arrangements, and will also notify the Central Market Agency of any changes required within **5 (five)** Business Days of providing such notice to the Licensed Provider, in accordance with the Market Code.

Step 6

If the Licensed Provider wishes to raise a Dispute in relation to Scottish Water's decision, they may do so in accordance with the provisions of Part 3 (Disputes) of this Code.

Allowances

Process 27D – Scottish Water notice of amendment to or reversal of a temporary transfer at Vacant Premises due to an application being incorrect or due to a key requirement not being met

Purpose and scope of Process 27D: -

This process sets out how Scottish Water may amend or reverse a temporary transfer applying at a Vacant Premises, in accordance with the Wholesale Charges Scheme and the Supply Point Temporary Transfer Document, following an earlier application by the Licensed Provider under Process 27C and decision by Scottish Water to grant a temporary transfer, based on the information and documentation contained in the application which is later found to have been incorrect.

Scottish Water may also amend or reverse a temporary transfer if it is found that key requirement(s) of the Temporary Transfer Arrangements have not or are not being met, in accordance with the Supply Point Temporary Transfer Document.

This process should not be used to change any values applying to charges, or rectify errors in respect of any charges, and such changes must be made in accordance with the Market Code. Where the circumstances since the application have changed and the temporary transfer is to cease in accordance with the Supply Point Temporary Transfer Document, the Gap Site processes should apply.

Process: -

Step 1

Scottish Water will notify the Licensed Provider of its intention to amend or reverse a temporary transfer applying at a Supply Point to which the Licensed Provider was Registered at the time of a previous application, together with its reasons for doing so, at least twenty (20) Business Days in advance of its planned notification to the Central Market Agency.

Step 2

The Licensed Provider may challenge Scottish Water's notice, providing the reason for the challenge and any additional information to evidence the challenge within ten (10) Business Days of its receipt of the notification from Scottish Water under Step 1.

Step 3

If the Licensed Provider does not challenge Scottish Water's notice within the time period specified in Step 2, Scottish Water will notify the Central Market Agency of the amendment to or reversal of the temporary transfer, no later than two (2) Business Days from the end of the ten Business Day period at Step 2 above, in accordance with the Market Code. If the Licensed Provider agrees to the proposed amendment to or reversal of the temporary transfer, Scottish Water may notify the Central Market Agency in accordance with the Market Code before the end of the time period specified in Step 2.

Step 4

Where the Licensed Provider challenges Scottish Water's notice within the time period specified in Step 2, Scottish Water shall, within eight (8) Business Days of its receipt of that challenge from the Licensed Provider, notify the Licensed Provider:

- that Scottish Water shall amend or reverse the temporary transfer as originally notified; or
- of any different change which Scottish Water shall make in respect of the temporary transfer; or
- that Scottish Water shall not amend or reverse the temporary transfer.

Step 5

If and when Scottish Water decides that it shall amend or reverse the temporary transfer to date applying for the reasons set out in the introduction to this process, it shall notify the Central Market Agency of the change no later than two (2) Business Days of notifying the Licensed Provider at Step 4 above, in accordance with the Market Code. Scottish Water will also send any notices required under the Temporary Transfer Arrangements and will notify the Non-Household Customer where required.

Step 6

If the Licensed Provider wishes to raise a Dispute in relation to Scottish Water's decision, they may do so in accordance with the provisions of Part 3 (Disputes) of this Code.

Supply Point Registration, Verification, Deregistration and Amendment of Supply Point Third Party Reference and Live Rateable Value

General Introduction

Processes 28-33 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, when registering a new Supply Point as a Gap Site in the Supply Point Register, and when Deregistering a Supply Point or Services at a Supply Point and when updating the SAA Reference Number, the Unique Property Reference Number (UPRN) or the Live Rateable Value applying to an Eligible Premises.

Supply Point Registration, Verification and Deregistration

Process 28 – Verification of Meter Details

Purpose and scope of Process 28: -

The physical inspection of meters for the purpose of verifying records 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 meter details differ from the details held on their records. These details can be attributes of the meter or supply arrangements of the meter.

Process: -

Step 1

Either: -

- (i) the Licensed Provider makes a request to Scottish Water to verify meter details by submitting a verification of 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 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 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 inspection¹ within 10 Business Days of the Licensed Provider's request.

Where Scottish Water identifies that data corrections are required affecting additional Supply Points either not listed in the Licensed Provider's initial request or registered to another Licensed Provider, it will notify all affected Licensed Providers of the initial findings and proceed to Step 5. Otherwise, this process will continue from Step 7 below.

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.

¹ 'findings of inspection' – the findings of the inspection are defined by the responses Scottish Water is required to make as per Section 7 of Form K

Where Scottish Water identifies that data corrections are required affecting additional Supply Points either not listed in the Licensed Provider's initial request or registered to another Licensed Provider, it will notify all affected Licensed Providers of the initial findings and proceed to Step 5. Otherwise, this process will continue from Step 7 below.

Step 5

Where necessary, Scottish Water will undertake additional desk analysis and site surveys as required and will develop a plan of data corrections to all affected Supply Points which will be issued to all affected Licensed Providers within 10 Business Days of the completion of Step 3.

Step 6

The affected Licensed Providers will review the proposed data corrections and will notify Scottish Water within 10 Business Days with any comments, queries, or objections. If no response is provided within 10 Business Days, the Licensed Provider will be assumed to have agreed with the proposed data corrections.

If any Licensed Provider raises queries, comments, or objections to the proposed data corrections, Scottish Water will either:

- revise the proposed data corrections in line with the Licensed Provider's suggestions and, if the revised data corrections do not affect Supply Points registered to any other Licensed Provider, proceed to Step 7;
- repeat Step 5 and propose revised data corrections to all affected Licensed Providers; or
- repeat Step 5 and respond to the Licensed Provider with details of why the original data corrections are still believed to be correct.

Step 7

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

Step 8

Where records of 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 5 Business Days of completion of the investigation.

Supply Point Registration, Verification and Deregistration

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 include an installation of a meter for a new Supply Point (see Process 8). This Process should also be used where Scottish Water identifies that the Temporary Transfer Arrangements applying at Eligible Premises are to cease, such that the Eligible Premises becomes Registered again to a Licensed Provider.

Process: -

Step 1

Where Scottish Water identifies a Gap Site it will, within 5 Business Days of becoming aware of the site, write to the Non-Household Customer at the Eligible Premises informing them of the registration process which will be followed. Within 12 Business Days of the date of the letter, Scottish Water will also visit the Supply Point to:

- (i) verify the services provided at the Supply Point;
- (ii) survey the site to install a meter²; and therefore
- (iii) deem the site as unmeasurable or where appropriate install a meter in accordance with Process 8.

The above activity must be undertaken before Scottish Water notifies the CMA of the requirement for a new Supply Point. In the case of a site subject to the Temporary Transfer Arrangements, Scottish Water will

² With regard to the installation of a meter, Step 1 assumes access is granted and no exceptional circumstances exist (for example a requirement for road closures/significant digs etc.). If for practical reasons, such as statutory notice periods for road closures or street works, a meter installation cannot be achieved within the KPI, a meter will be installed at a later date but always before registration into the market. If access is not granted but services have been verified, a Supply Point will be registered with unmeasured services.

Register the Supply Point to a Licensed Provider at the end of the 12 Business Day period and not be required firstly to install a meter (as the provision of any new Water Services required to the Eligible Premises will follow the New Connection Processes and may take longer). For clarity, a site visit to verify the services is required to be undertaken.

Step 2

Within 5 Business Days of verifying services, Scottish Water will write to the Non-Household Customer at the Eligible Premises providing them with a unique reference number and 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 3

Either: -

- (i) Where a Licensed Provider agrees to supply the Eligible Premises (following contact from the Non-Household Customer resulting from Step 2 above), the Non-Household Customer will notify Scottish Water within 15 Business Days of the date of the letter issued in Step 2 above. Scottish Water will notify the Licensed Provider and 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 of the identity of the Licensed Provider in the case of an Eligible Premises which has been subject to the Temporary Transfer Arrangements; or
- (ii) Where Scottish Water does not receive a notice from the Non-Household Customer of agreement with any Licensed Provider to supply the Eligible Premises within 17 Business Days from the date of Scottish Water's letter to the Non-Household Customer in Step 2 above, Scottish Water will notify the CMA of the requirement for a new Supply Point(s) or Licensed Provider and a Licensed Provider will be allocated by the CMA in accordance with the Market Code.

Supply Point Registration, Verification and Deregistration

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. This process should also be used where a Licensed Provider identifies an Eligible Premises which is subject to the Temporary Transfer Arrangements in the Supply Point Register, but the circumstances are now such that it should be Registered to a Licensed Provider. This Process may include installation of a meter for a new Supply Point (see Process 8).

Process: -

Step 1

Where a Licensed Provider identifies a Gap Site it will, within 10 Business Days 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.

Within 5 Business Days of receipt of a valid request from the Licensed Provider, Scottish Water will either notify the Licensed Provider that it considers the request to be invalid, providing reasons for its decision or will write to the Non-Household Customer at the Eligible Premises informing them of the registration process which will be followed. Within 12 Business Days of the date of the letter Scottish Water will visit the Supply Point to:

- (i) verify the services provided at the Supply Point;

- (ii) survey the site to install a meter³; and therefore
- (iii) deem the site as unmeasurable or where appropriate install a meter in accordance with Process 8.

The above activity must be undertaken before Scottish Water notifies the CMA of the requirement for a new Supply Point. In the case of a site subject to the Temporary Transfer Arrangements, Scottish Water will Register the Supply Point to a Licensed Provider in accordance with Step 3 below and will not be required firstly to install a meter (as the provision of any new Water Services required to the Eligible Premises will follow the New Connection Processes and may take longer). For clarity, a site visit to verify the services is required to be undertaken.

Step 3

Within 5 Business Days of verifying services, Scottish Water will write to the Non-Household Customer at the Eligible Premises providing them with a unique reference number and 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 4

Either:-

- (i) Where a Licensed Provider agrees to supply the Eligible Premises (following contact from the Non-Household Customer resulting from Step 3 above), the Non-Household Customer will notify Scottish Water within 15 Business Days of the date of the letter issued in Step 3 above. Scottish Water will notify the Licensed Provider and the CMA of the requirement for a new Supply Point(s) and 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 Non-Household Customer of agreement with any Licensed Provider to supply the Eligible Premises within 17 Business Days from the date of Scottish Water's letter to the Non-Household Customer in Step 3 above, Scottish Water will notify the CMA of the requirement for a new Supply Point(s) in accordance with the Market Code and the Supply Point(s) will be allocated to the Licensed Provider that submitted Form M in Step 1 above.

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.

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;

³ With regard to the installation of a meter, Step 2 assumes access is granted and no exceptional circumstances exist (for example a requirement for road closures/significant digs etc.). If for practical reasons, such as statutory notice periods for road closures or street works, a meter installation cannot be achieved within the KPI, a meter will be installed at a later date but always before registration into the market. If access is not granted but services have been verified, a Supply Point will be registered with unmeasured services.

- details of the nature of the investigation;
- the findings and date of any visit to the premises;
- details of all Supply Points to be deregistered or Service Elements to be removed;
- the expected date of transactions to the CMA; and
- any relevant supporting information or evidence.

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 the Licensed Provider responds within 20 Business Days of the date of the notification in Step 3 to confirm their agreement with the proposed deregistration, Scottish Water will notify the CMA in accordance with the Market Code.

If no response is received by Scottish Water within 20 Business Days of the date of ~~said the~~ notification in Step 3, 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:

- 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 or modify 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 or modification 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 or modify 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 modified or that 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.

Supply Point Registration, Verification and Deregistration

Process 33 – Amendment of SPID Address, SAA Reference Number, Unique Property Reference Number, Live Rateable Value and Transition Flag, or Multi-Tenancy SPID Association at a Supply Point at the request of the Licensed Provider

Purpose and scope of Process 33: -

The SPID Address, SAA Reference Number, the Unique Property Reference Number, the Live Rateable Value and Transition Flag and the Multi-Tenancy SPID association are the responsibility of Scottish Water. This process sets out the operational arrangements which apply where a Licensed Provider identifies a requirement to update the SPID Address, SAA Reference Number, the Unique Property Reference Number (UPRN), the Live Rateable Value and Transition Flag or the Multi-Tenancy SPID association applying to a premises. In some cases, for example where a pre-existing premises has been subdivided or where several premises have been merged there may be a need for Scottish Water and the applying Licensed Provider to discuss the arrangements with the Licensed Provider registered to other affected premises.

It should be noted that requests for the Live Rateable Value to be updated will only be accepted in cases where the value stored in the Central System differs from that held on the Scottish Assessors Portal. SPID Address will often be the address as held at the Scottish Assessors (www.saa.gov.uk) where the SPID has a live SAA Reference or the address linked to the UPRN as held by the One Scotland Gazetteer (OSG) (www.osg.scot). Where an address matches the SAA or OSG Licensed Providers should not request updates unless they believe the address to be incorrect (i.e., changing an address to a vanity address).

Process: -

Step 1

Where the Licensed Provider identifies a SPID Address, SAA Reference Number, UPRN reference, Live Rateable Value and Transition Flag, or Multi-Tenancy SPID association that may require updating it will carry out investigations into the status of the Supply Point, its address and related reference(s).

Step 2

The Licensed Provider makes a request to Scottish Water to update the above third party reference(s), SPID Address, Live Rateable Value and Transition Flag, or Multi-Tenancy SPID association by submitting a Third Party Reference Update Request Form (Form P) as set out in the Appendix to this Code. The Licensed Provider's request will detail the following, as applicable:

- the Non-Household Customer's Supply Point ID;
- the existing SPID address and proposed SPID address;
- the existing SAA Reference Number or UPRN and proposed amendments;
- the existing Live Rateable Value and Transition Flag and proposed amendments;
- the existing Multi-Tenancy SPID association and proposed amendments;
- the 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. Scottish Water may recover its reasonable cost of any visit from the Licensed Provider in accordance with the Wholesale Charges Scheme.

Step 5

Where Scottish Water's investigations confirm that the SPID Address, SAA Reference Number, UPRN, Live Rateable Value and Transition Flag, or Multi-Tenancy SPID association should be updated, Scottish Water shall notify the CMA, in accordance with the Market Code, within 2 Business Days of completion of the investigation.

Supply Point Registration, Verification and Deregistration

Process 33A – Investigation of a shared supply

Purpose and scope of Process 33A: -

The review of supply arrangements for the purpose of verifying records is the responsibility of Scottish Water. This process sets out the operational arrangements that apply where a Licensed Provider considers that a Supply Point's metered water supply serves multiple premises and requests, on behalf of its Non-household Customer, that alternative charging arrangements are investigated.

Process: -

Step 1

The Licensed Provider makes a request to Scottish Water to investigate a shared supply by submitting a verification of meter details form (Form K) as set out in the Appendix to this Code, detailing the background to the request in section 5 of this form.

Step 2

Scottish Water will investigate the charging and supply arrangements at all affected premises, making a planned visit to the premises to verify the supply configuration where necessary. Where Supply Points registered to other Licensed Providers are potentially affected, Scottish Water will notify those Licensed Providers before making any planned visit.

Step 3

Where it determines that the shared supply has been established erroneously, within 20 Business Days of the Licensed Provider's request Scottish Water will confirm the corrections which will be made to the supply and charging arrangements at all affected premises.

Where it determines that the shared supply is the result of changes to the configuration of the premises, within 20 Business Days of the Licensed Provider's request Scottish Water will provide alternative charging options to the Licensed Provider to discuss with their Non-Household Customer.

Step 4

Scottish Water shall notify the Central Market Agency of any changes to records in accordance with the Operational Code process relevant to the nature of the change or otherwise within 5 Business Days of completion of the investigation.

Step 5

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

Disconnections and reconnection following Temporary Disconnection

General Introduction

Processes 34 – 40 set out the procedures which Scottish Water and Licensed Providers should follow in making either Temporary Disconnections or Permanent Disconnections of the Water Services to Eligible Premises, and any subsequent reconnections. This section also sets out the process to be followed for gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water's powers of entry.

In addition to following the processes set out here, Licensed Providers and Scottish Water shall observe any statutory or other requirements, in particular the provisions of the Disconnections Document, or any requirements to inform any relevant authority such as the Drinking Water Quality Regulator where required to do so.

The Disconnections Document

Non-Household Customers may request a Permanent Disconnection of some or all of the Water Services to their premises. Additionally, Licensed Providers may request a Disconnection of the supply, for example for non-payment. The Disconnections Document sets out the circumstances under which a Disconnection may be made at the request of a Licensed Provider, the provisions which must apply and the limitations on Disconnection. In such cases, prior to requesting a Disconnection from Scottish Water or instructing an Accredited Entity to undertake the Disconnection, Licensed Providers must observe and follow the relevant provisions of the Disconnections Document.

Under the limitations set out in the Disconnections Document, certain Non-Household Customers at Occupied Eligible Premises cannot be Disconnected for non-payment, namely those covered by the Non-Household Customer Classification section in the introduction to this Code ("Sensitive Customers").

Where the Licensed Provider is required under the Disconnections Document to send a copy of the Disconnection Warning Notice to Scottish Water or another Licensed Provider, it is expected that if Scottish Water considers the Disconnection should not proceed, for example due the classification of the Non-Household Customer, they should inform the requesting Licensed Provider as soon as possible. As applicable and in such cases, the Sewerage Licensed Provider if different should also inform Scottish Water as soon as possible.

Use of Accredited Entities

These processes shall also apply where Accredited Entities (including any Licensed Provider who holds any necessary accreditations) can undertake the Disconnection.

Temporary and Permanent Disconnections

Permanent Disconnections are those where a connection to the Network is removed or otherwise made unworkable such that the supply of Water Services at that point could only resume if a new connection was made (which should be done in accordance with the New Connections processes). All other Disconnections are Temporary Disconnections, which may subsequently be reconnected without a new connection being made. Once a Temporary Disconnection has been made in accordance with the provisions set out in the relevant process, Scottish Water may at a later date discontinue the supply by means of a Permanent Disconnection where deemed necessary for reasons relating to water quality. There is no requirement for a Temporary Disconnection to be made prior to a Permanent Disconnection and Disconnections may be undertaken at Eligible Premises which are either Occupied or Vacant.

Standard and non-standard Disconnections

Throughout these processes, references to 'standard' Disconnections includes those which are charged by reference to a specified standard price in Scottish Water's Wholesale Charges Scheme. References to 'non-standard' Disconnections includes those for which Scottish Water's Wholesale Charges Scheme sets out a price point other than the standard price or it provides for a quotation for the work to be done. If the Disconnection is a non-standard one, the Licensed Provider must confirm its acceptance of any quotation of the non-standard charge before the Disconnection may proceed and it is required to pay that non-standard wholesale charge. These processes also allow for a standard Disconnection on first visit where requested by the Licensed Provider and feasible. If the Disconnection is not feasible, other charges may apply as relevant such as survey charges.

Overview of Disconnection processes

Table 1: Overview of Disconnection processes

Number	Process
34A	Disconnection requested by the Licensed Provider and performed by Scottish Water
34B	Disconnection requested by the Licensed Provider and performed by an Accredited Entity
35	Disconnection performed by Scottish Water for illegal use
36	Disconnection performed by Scottish Water for breach of the Water Byelaws
37A	Disconnection requested by the Non-Household Customer and performed by Scottish Water
37B	Disconnection requested by the Non-Household Customer and performed by an Accredited Entity
38	Gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water's powers of entry at Licensed Provider request
39A	Reconnection requested by the Licensed Provider and performed by Scottish Water
39B	Reconnection requested by the Licensed Provider and performed by an Accredited Entity
40	Reconnection performed by Scottish Water following rectification of a breach of the Water Byelaws

Disconnection timescales

Table 2 below sets out the timescales for the different steps in these processes, and these shall apply unless otherwise stated in the text.

Table 2: Permitted timescales for Temporary and Permanent Disconnections

Action	Permitted Timescales	
	Temporary Disconnection	Permanent Disconnection
Visit site to check viability and work required and to make a standard Disconnection (where requested and the Licensed Provider has not asked for advance notice of the Disconnection visit)	Up to twelve (12) Business Days from receipt of request notice	N/A
Report findings to the Licensed Provider (including quotation for non-standard Disconnections) and notify Customer in the case of Permanent Disconnections.	Up to three (3) Business Days from the visit to site or receipt of request if no site visit required	Up to twenty (20) Business Days from Scottish Water's receipt of completed application form
Making of Disconnection	Up to: • Six (6) Business Days from providing its report to the Licensed Provider (unless Scottish Water made the Disconnection on the initial site visit) for standard Disconnections; or • Twelve (12) Business Days from the date on which the Licensed Provider accepts any quotation for non-standard Disconnections.	Up to thirty (30) Business Days from date on which the Licensed Provider confirms that the disconnection should proceed

Process 34 – Disconnection requested by the Licensed Provider

Purpose and scope of Process 34: -

The Water Licensed Provider may arrange for some or all of its Non-Household Customer's Water Services to be Disconnected if that Non-Household Customer has not paid an invoice properly due consistent with the Licensed Provider's terms and conditions or if its Non-Household Customer is denying access to a water meter in accordance with any applicable statutory or other requirements set out in the Disconnections Document. Process 34A sets out how Scottish Water and the Licensed Provider will interact where Scottish Water performs the Disconnection. Process 34B sets out the steps to be followed where an Accredited Entity accredited to undertake the Disconnection Activity performs the Disconnection. In both cases, all the provisions of the Disconnections Document will apply.

The relevant form to use for this process is Form S, Licensed Provider disconnection request.

Process 34A: Disconnection requested by the Licensed Provider and performed by Scottish Water, such as in relation to Non-Household Customer non-payment

Process: -

Step 1

Provided a Disconnection Warning Notice has been issued consistent with all relevant provisions of the Disconnections Document and copies have been issued to all the parties required under that document, the Licensed Provider may issue a Disconnection request to Scottish Water using Form S together with the declarations on the form that it has followed any applicable statutory or other regulatory requirement. Copies

of any notices served on the Non-Household Customer should be submitted with the Form S where they have not already been provided.

If a different Licensed Provider provides Sewerage Services to the Eligible Premises, a copy of the Disconnection request must also be sent to that Licensed Provider.

Step 2

Within any applicable timescale set out above at Table 2 in the introduction to this section on the Disconnections processes, Scottish Water may visit the affected Eligible Premises to check whether it could make the requested Disconnection and to establish the likely Disconnection charges.

In the case of Temporary Disconnections, where Scottish Water determines that it is a standard Disconnection and where requested by the Licensed Provider, Scottish Water shall make the Disconnection during this first site visit and this process shall continue at Step 6 below.

Scottish Water shall notify the Licensed Provider of its findings, any action taken and, where relevant, provide a quotation for any non-standard Disconnection, all in accordance with the appropriate timescale set out in table 2 above.

Where the Disconnection is a Permanent Disconnection, in addition to the Disconnection Warning Notice from the Licensed Provider, Scottish Water will send a notice by hand and by first class registered post to the Non-Household Customer advising that it intends to undertake a Permanent Disconnection at the request of the Licensed Provider. Where appropriate, Scottish Water may send an update to the CMA in accordance with the Market Code.

If a Disconnection is not viable, Scottish Water shall explain why the Disconnection is not viable. Where the services provided to a Non-Household Customer are shared with another Non-Household Customer or any dwelling, Scottish Water must advise the Licensed Provider of the cost of effecting a Disconnection by way of splitting the shared services, when requested by the Licensed Provider and in situations where this would be feasible, at all times consistent with the provisions of the Disconnections Document and in particular the limitations on Disconnections as set out in that document.

Step 3

Unless Scottish Water has already made the Disconnection, the Licensed Provider shall confirm to Scottish Water, within:

- five (5) Business Days of its receipt of Scottish Water's report referred to in Step 2 for a Temporary Disconnection; or
- three (3) months of its receipt of Scottish Water's report referred to in Step 2 for a Permanent Disconnection,

that it wishes Scottish Water to proceed to make the Disconnection.

Step 4

Where a representative of the Non-Household Customer is to attend in line with the provision in the Disconnections Document, Scottish Water and the Licensed Provider shall seek to agree a date and time slot within which Scottish Water shall make the Disconnection, which shall be in accordance with the appropriate timescale set out above in table 2 above.

Step 5

If, at any time, the Non-Household Customer pays the overdue amount or the Licensed Provider otherwise wishes to cancel the Disconnection (including, for example where the Non-Household Customer pays a Licensed Provider who is present at the planned Disconnection appointment), the Licensed Provider shall contact Scottish Water to request that the Disconnection is cancelled.

Scottish Water shall cancel the Disconnection where possible (noting that cancellation may not be possible where Scottish Water has already dispatched personnel or agents to effect the Disconnection and charges may apply accordingly).

Otherwise, Scottish Water shall make the Disconnection.

Step 6

Where the Disconnection was a Temporary Disconnection, Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **two (2)** Business Days of completing the Disconnection, in accordance with the Market Code.

Where the Disconnection was a Permanent Disconnection, Scottish Water shall notify the Central Market Agency of the Disconnection within **five (5)** Business Days of completing the Disconnection, in accordance with the Market Code.

Process 34B – Disconnection requested by the Licensed Provider and performed by an Accredited Entity, such as in relation to Non-Household Customer non-payment

Purpose and scope of Process 34B: -

Where the Licensed Provider is a Licensed Provider for Water Services, then it may arrange for some or all of its Non-Household Customer's Water Services to be Disconnected if that Non-Household Customer has not paid an invoice properly due in accordance with the Licensed Provider's terms and conditions and any applicable statutory or other regulatory requirements.

This process sets out how Scottish Water and the Licensed Provider shall interact with respect to such Disconnections where an Accredited Entity accredited to perform the Disconnection Activity undertakes the Disconnection.

The relevant form to use for this process is Form S, Licensed Provider disconnection request.

Process: -

Step 1

Consistent with Scottish Water's accreditation scheme requiring advance notice of a Disconnection, in the case of a Temporary Disconnection the Licensed Provider will provide Scottish Water with at least **two (2)** Business Days' advance notice of the proposed date of Disconnection using Form S, together with the declarations on the form that it has followed any applicable statutory or other regulatory requirement and include a copy of any notice the Licensed Provider has served on the Non-Household Customer where not already provided, such as the Disconnection Warning Notice.

In the case of a Permanent Disconnection, Scottish Water will provide approval to Disconnect within **twenty (20)** Business Days of receipt of a completed application from the Licensed Provider.

If another Licensed Provider provides Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of the Disconnection request to the Sewerage Licensed Provider.

Step 2

In the case of a Temporary Disconnection, Scottish Water may, within **two (2)** Business Days of its receipt of any materially complete Form S from the Licensed Provider under Step 1 above, advise the Licensed Provider and/or the Accredited Entity if the Disconnection may not proceed, in which case this process ends, or of any objections or stipulations to be applied, in both cases in advance of the proposed Disconnection date.

In the case of a Permanent Disconnection, where the application is approved by Scottish Water, it will also provide the Licensed Provider with information relating to the Disconnection by providing an initial DOMS Impact Assessment Form within 20 Business Days of receipt of the completed form from the Licensed Provider. The Licensed Provider must ensure that the approval to disconnect and the initial DOMS Impact Assessment Form are forwarded unaltered to the Accredited Entity undertaking the Disconnection.

Step 3

Once the Disconnection can proceed, the Licensed Provider may instruct the Accredited Entity to proceed with the Disconnection.

The Licensed Provider shall arrange for the Accredited Entity to visit the Eligible Premises, if it has not already done so, in order to check that the proposed Disconnection would not adversely affect the Water Services and/or Sewerage Services provided to any other premises or water provided for public use. The Accredited Entity shall do so in accordance with the accreditation scheme for Disconnection Activity and shall perform such other checks and validations as may be set out in that scheme. The Accredited Entity may also perform the Disconnection on this visit.

In the case of a Permanent Disconnection, the Licensed Provider will inform Scottish Water of the proposed Disconnection at least **30 (thirty)** Business Days in advance of the planned Disconnection date, as required under the accreditation arrangements and applicable procedures. This notification will include the information necessary to allow an assessment of the need for a Network shutdown. Scottish Water may reject the notification as set out giving reasons and request further information.

Step 4

The Licensed Provider shall inform Scottish Water that the Disconnection has taken place:

- within two (2) hours of a Temporary Disconnection having been made by telephone or other agreed mechanism of the change in connection status and shall thereafter submit an updated Form S within one (1) Business Day of the Temporary Disconnection having been made with all required information; or
- within five (5) Business Days of a Permanent Disconnection having been made by submitting an updated Form S with all required information.

Step 5

Where the Disconnection was a Temporary Disconnection, Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **two (2)** Business Days of being informed by the Licensed Provider of the Disconnection, in accordance with the Market Code.

Where the Disconnection was a Permanent Disconnection, Scottish Water shall notify the Central Market Agency of the Disconnection and other information required within **three (3)** Business Days of being informed by the Licensed Provider of the Disconnection, in accordance with the Market Code.

Process 35 – Disconnection performed by Scottish Water for illegal use

Purpose and scope of Process 35: -

Illegal use of Water Services may include, for example, theft by bypassing or tampering with a meter or making an unauthorised connection to the main.

Process: -

Step 1

If the Licensed Provider finds or suspects illegal use of water at an Eligible Premises, it shall immediately inform Scottish Water of its findings or suspicions.

Step 2

When Scottish Water is informed of or suspects illegal use of Water Services (including where it has received information from the Licensed Provider), it may schedule a visit to confirm the illegal use and, where Scottish Water considers it possible, may make a Disconnection without notice when on site or subsequently if it considers it appropriate.

Step 3

If Scottish Water has made a Disconnection, it must either at the same time as making the Disconnection or within **twenty-four (24)** hours of making it, give the Non-Household Customer a notice including:

- the reason why the Water Services have been Disconnected (i.e., details of the illegality);
- and the contact details to arrange for a legal connection to the Network; and

send a copy of that notice to the Licensed Provider and any other Licensed Provider currently serving the Eligible Premises. Where the use was illegal because of an act or omission by the Licensed Provider, for example, where it failed to submit a request for a new connection, Scottish Water may also take appropriate steps against the Licensed Provider.

Step 4

Where the Disconnection was a Temporary Disconnection, Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **two (2)** Business Days of completing the Disconnection, in accordance with the Market Code.

Where the Disconnection was a Permanent Disconnection, Scottish Water shall notify the Central Market Agency of the Disconnection and other information required within **five (5)** Business Days of completing the Disconnection, in accordance with the Market Code.

Process 36 – Disconnection performed by Scottish Water for breach of the Water Byelaws

Purpose and scope of Process 36:

Both Scottish Water and a Licensed Provider may become aware of potential breaches of the Water Byelaws made under the Water (Scotland) Act 1980. Where the Licensed Provider becomes aware it must remind its Non-Household Customer or other person of their obligations to comply with the Water Byelaws. This process applies if Scottish Water visits the Eligible Premises and makes a Disconnection for breach of the Water Byelaws.

Process: -

Step 1

If the Licensed Provider finds or suspects a breach of the Water Byelaws or equivalent regulations at an Eligible Premises, it shall immediately inform Scottish Water of its findings or suspicions.

Step 2

Where Scottish Water is informed of or suspects there to be a breach or potential breach of the Water Byelaws, then it shall visit the Eligible Premises and may disconnect the water supply or supplies to that Eligible Premises.

Step 3

Where Scottish Water has made a Disconnection, it shall, within **twenty-four (24)** hours of making it, give the Non-Household Customer a notice specifying the steps which are required before Scottish Water shall restore the supply and shall copy such a notice to the Licensed Provider.

In any event, Scottish Water shall inform the Licensed Provider and any other Licensed Provider as applicable within **twenty-four (24)** hours of the visit having taken place. Scottish Water shall also copy any report it provides to, or enforcement notice it serves on the Licensed Provider's Non-Household Customer to the Licensed Provider and/or shall inform the Licensed Provider if it intends to take no further action at that time and/or keep matters under review.

Step 4

Where the Disconnection was a Temporary Disconnection, Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **two (2)** Business Days of completing the Disconnection, in accordance with the Market Code.

Where the Disconnection was a Permanent Disconnection, Scottish Water shall notify the Central Market Agency of the Disconnection and other information required within **five (5)** Business Days of completing the Disconnection, in accordance with the Market Code.

Process 37 - Disconnection requested by the Non-Household Customer

Purpose and scope of Process 37: -

Non-Household Customers may request that Water Services to their Eligible Premises are Permanently Disconnected for a number of reasons, for example, when a building is demolished.

The relevant form to be used for this process is Form T, Non-Household Customer disconnection request.

The Disconnection may be undertaken by Scottish Water following Process 37A or by an Accredited Entity, accredited to undertake the Disconnection Activity, following Process 37B.

Process 37A: Disconnection requested by the Non-Household Customer and performed by Scottish Water

Process: -

Step 1

The Licensed Provider shall arrange for notice of the Non-Household Customer's request for Disconnection to be served on Scottish Water using Form T.

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of the Disconnection request to the other Licensed Provider.

Step 2

Within the relevant timescale set out in table 2 in the introduction to the Disconnections processes above, Scottish Water may visit the Eligible Premises to investigate what would be required to effect the Disconnection.

Step 3

Within the relevant timescale set out above in table 2 in the introduction to the Disconnections processes above, Scottish Water shall report its findings to the Licensed Provider, specifying:

- that a Disconnection is viable; or
- that a Disconnection is not viable, in which case Scottish Water shall explain why the Disconnection is not viable. Where the services provided to a Non-Household Customer are shared with another Non-Household or a household Customer, Scottish Water must advise the Licensed Provider of the cost of effecting a Disconnection by way of splitting the shared services, when requested by the Licensed Provider and in situations where this would be feasible, at all times consistent with the provisions of the Disconnections Document and in particular the limitations on Disconnections as set out in that Document.

Step 4

Within **three (3)** months of its receipt of that report from Scottish Water, the Licensed Provider may confirm that Scottish Water should proceed to make the Disconnection. If the Licensed Provider provides that confirmation, Scottish Water shall arrange a date and time slot with the Non-Household Customer to visit and make the Disconnection, arranged either via the Licensed Provider or directly with the Non-Household Customer where the Licensed Provider has consented on Form T. Unless otherwise agreed with the Licensed Provider or Non-Household Customer, the Disconnection shall be within the applicable time slot set out in table 2 in the introduction to the Disconnections processes above.

Step 5

On the scheduled date and in the scheduled time slot, Scottish Water shall attend the Eligible Premises and make the Disconnection. The Licensed Provider may attend the Disconnection.

Step 6

Scottish Water shall notify the Central Market Agency of the Disconnection and other information required within **five (5)** Business Days of completing the Disconnection, in accordance with the Market Code.

Process 37B – Disconnection requested by the Non-Household Customer and performed by an Accredited Entity

The relevant form to be used for this process is Form T, Non-Household Customer disconnection request.

Process: -

Step 1

Following a request from its Non-Household Customer, the Licensed Provider may arrange for the Accredited Entity to visit the Eligible Premises in order to check that the proposed Disconnection would not adversely affect the Water Services and/or Sewerage Services provided to any other premises or water provided for public use. The Accredited Entity shall do so in accordance with any applicable accreditation scheme and shall perform such other checks and validations as may be set out in that scheme.

Step 2

Scottish Water will provide approval to Disconnect within **twenty (20)** Business Days of receipt of a completed application from the Licensed Provider.

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of the Disconnection request to the that Licensed Provider.

Step 3

Where the application is approved by Scottish Water, it will also provide the Licensed Provider with information relating to the Disconnection by providing an initial DOMS Impact Assessment Form within 20 Business Days of receipt of the completed form from the Licensed Provider. The Licensed Provider must ensure that the approval to disconnect and the initial DOMS Impact Assessment Form are forwarded unaltered to the Accredited Entity undertaking the Disconnection.

Step 4

As and when the Disconnection can proceed, the Licensed Provider may instruct the Accredited Entity to proceed with the Disconnection.

The Licensed Provider will inform Scottish Water of the proposed disconnection at least **30 (thirty)** Business Days in advance of the planned Disconnection date, as required under the accreditation arrangements and applicable procedures. This notification will include the information necessary to allow an assessment of the need for a Network shutdown. Scottish Water may reject the notification as set out giving reasons and request further information.

Step 5

The Licensed Provider shall inform Scottish Water that the Disconnection has taken place by submitting an updated Form T within **five (5)** Business Days of the Disconnection having been made.

Step 6

Scottish Water shall notify the Central Market Agency of the Disconnection and other information required within **three (3)** Business Days of being informed by the Licensed Provider of the Disconnection, in accordance with the Market Code.

Process 38 – Gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water's powers of entry at Licensed Provider request

Purpose and scope of Process 38: -

This process sets out the steps which Scottish Water and the Licensed Provider shall take where Scottish Water has to use its powers of entry in order to make a survey or effect a Disconnection under any of the other Disconnections processes set out in this Operational Code.

The Water (Scotland) Act 1980 gives Scottish Water legal powers for the purposes of obtaining access to properties in the course of discharging its core functions. The purpose of this procedure is to set out the steps which will be followed where Scottish Water requires to use those legal powers to gain access to a property to carry out a survey or a Disconnection when requested by a Licensed Provider in accordance with one of the other Disconnection processes set out in this Operational Code.

The procedure below shall apply in the event that a Non-Household Customer refuses to grant access to an Eligible Premises to Scottish Water or to an Accredited Entity to undertake a Disconnection survey or to effect a Disconnection.

This process may also be followed, as set out, by an Accredited Entity accredited to undertake the Disconnection Activity, in accordance with the accreditation arrangements.

In all cases Disconnection of the supply to the Eligible Premises will only be undertaken where viable and mindful of the limitations and all other relevant provisions set out in the Disconnections Document. There is a risk that, where a Non-Household Customer refuses to provide access to Scottish Water or to an Accredited Entity to undertake a survey for Disconnection, a warrant is obtained and served in order to gain access but upon entry to the Eligible Premises, it is found that it is not viable to undertake a Disconnection.

The notices used by Scottish Water in the execution of this process will be maintained and published to Licensed Providers by Scottish Water.

The relevant form to use for this process is Form U, Request for Scottish Water to gain entry to an Eligible Premises for the purposes of Disconnection at Licensed Provider request.

Process: -

Step 1

If the Non-Household Customer refuses Scottish Water or an Accredited Entity entry to its Eligible Premises and so Scottish Water or the Accredited Entity is unable to make a survey or effect Disconnection under any of the other Disconnections processes, the representative of Scottish Water or the Accredited Entity shall leave a notice at the Eligible Premises advising that it shall make a further attempt to visit the Eligible Premises to conduct a survey or undertake a Disconnection, as the case may be. Such notice will also advise the Non-Household Customer that if access is not permitted at that point, Scottish Water may seek to obtain a warrant authorising the use of its powers of entry.

Scottish Water shall copy that notice to the Licensed Provider.

Step 2

Within **five (5)** Business Days of completing Step 1, Scottish Water will write by both first class post and recorded delivery to the Non-Household Customer giving it at least **five (5)** Business Days' notice of the date and am/pm timeslot on which the further attempt to visit the Eligible Premises will take place to conduct the survey and/or effect the Disconnection. That letter shall also invite the Non-Household Customer to arrange an alternative date and time if not convenient, giving the contact details for the Licensed Provider.

Where the visit to the Eligible Premises is to be undertaken by Scottish Water, a copy of the letter will be sent to the Licensed Provider.

Step 3

In the event that the Non-Household Customer contacts the Licensed Provider to re-arrange the visit, the Licensed Provider shall agree a new date and am/pm time slot. Where the visit is to be undertaken by Scottish Water, the Licensed Provider shall notify Scottish Water not later than noon on the calendar day before the originally planned visit and at least **five (5)** Business Days ahead of the proposed new visit date.

Step 4

Scottish Water or the Accredited Entity shall visit the Eligible Premises on the specified date and am/pm time slot in order to undertake the survey and/or effect the Disconnection. If access to the Eligible Premises is granted, Scottish Water or the Accredited Entity shall undertake the survey or effect the Disconnection, and the Disconnection process shall resume at the relevant step of Process 34A or 34B after the survey or Disconnection has been undertaken.

If access to the Eligible Premises is not granted, a notice will left at the Eligible Premises specifying that Scottish Water may now seek to obtain a warrant authorising the use of power of entry as advised previously.

Step 5

Within **five (5)** Business Days of the visit referred to in Step 4, a letter shall be sent to the Non-Household Customer by both first class post and recorded delivery. Where the visit has been undertaken by Scottish Water, a copy of that letter will be sent to the Licensed Provider, so informing the Licensed Provider that it has been unable to gain access to the Eligible Premises.

If the Licensed Provider wishes Scottish Water to seek to obtain a warrant for use of powers of entry to gain access to the Eligible Premises, an authorised person from the Licensed Provider shall request Scottish Water to do so within **five (5)** Business Days of receiving the letter described in this Step 5 by submitting Form U and confirming that a Disconnection is still required and confirming in advance that it shall accept all reasonable charges associated with seeking, obtaining and using such warrant, in accordance with the Wholesale Charges Scheme. A copy of the Licensed Provider's invoice to the Non-Household Customer in relation to which payment is outstanding will also be provided.

Where the visits to the Eligible Premises have been undertaken by an Accredited Entity, the Licensed Provider will provide Scottish Water with copies of all notices issued to the Non-Household Customer, along with evidence that the notices have been served in the form of proof of postage and declarations from staff of the Accredited Entity detailing each site visit undertaken, in order to allow a warrant application to be prepared. Such declarations will be signed by the representative of the Accredited Entity who attended the premises and will include details of their name, date and time of visit, address of the Eligible Premises visited, the name and

position of any representative of the Non-Household Customer met at the premises, where available, and an account of the visit, including why the Disconnection or survey could not be undertaken.

Step 6

Within **ten (10)** Business Days of its receipt of Form U, the confirmation and all the information requested, Scottish Water shall take the steps necessary to request a warrant for the use of powers of entry under section 38 of the Water (Scotland) Act 1980 from the appropriate Sheriff or Justice of the Peace and make such a request.

Scottish Water shall inform the Non-Household Customer and the Licensed Provider of the planned date to make the request, such that either may attend. In any event, the Licensed Provider shall make an authorised person available on that calendar day or the Business Day preceding to confirm whether or not the disconnection is still required.

Step 7

If a warrant is granted, Scottish Water shall notify the Licensed Provider's authorised representative of the date and time on which it intends to serve and exercise the powers under warrant and shall ask the Licensed Provider to confirm in writing that there has been no change in circumstance and the Disconnection is still required. Scottish Water shall also notify the Licensed Provider of the appropriate contact person within Scottish Water to inform immediately if there is a change in circumstances such that the Disconnection is no longer required and, if necessary, the Licensed Provider shall inform that person.

Step 8

Scottish Water will engage sheriff officers to serve the warrant on the Non-Household Customer and, if necessary, shall contact the police to gain their assistance in accessing the Eligible Premises. If, as a result of requesting such assistance, the date and time on which the warrant will be served and the powers of entry exercised are changed, Scottish Water shall notify the Licensed Provider of the new date and time.

Once Scottish Water has gained access to the Eligible Premises it shall conduct the survey and/or effect the Disconnection where viable and shall leave a notice warning not to interfere with any Disconnection. Where necessary it shall leave the property secure.

The Disconnection process shall resume at the relevant step of Process 34A or 34B after the survey or Disconnection has been undertaken.

Process 39 - Reconnection following Temporary Disconnection

Purpose and scope of Process 39: -

Temporary Disconnections may be reconnected, for example, where a Non-Household Customer settles any outstanding amounts.

Permanent Disconnections cannot be reconnected. Water Services and/or Sewerage Services could only be resumed where a new connection is made to the Eligible Premises, in which case the relevant New Connections process should be followed (Process 1 or 3).

The relevant form to use for Processes 39 to 40 is Form V, Request for reconnection of a supply which has been temporarily disconnected.

Process 39A – Reconnection requested by the Licensed Provider and performed by Scottish Water

Process: -

Step 1

The Licensed Provider shall submit a Form V to Scottish Water clearly indicating whether Scottish Water is to undertake the reconnection.

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of the reconnection request to that Licensed Provider.

Step 2

If Scottish Water receives the Form V before **3pm** on a Business Day, it must use reasonable endeavors to reconnect the relevant Water Services on that Business Day.

If Scottish Water receives the Form V after **3pm** on a Business Day, it must use reasonable endeavors to reconnect the relevant Water Services on the next Business Day.

Step 3

Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **two (2)** Business Days of the reconnection, in accordance with the Market Code.

Process 39B – Reconnection requested by the Licensed Provider and performed by an Accredited Entity

Process: -

Step 1

The Licensed Provider shall notify Scottish Water of the reconnection by an Accredited Entity by submitting a Form V (or an updated Form V where advance notice was given) to Scottish Water within **one (1)** Business Day of the reconnection having been made.

Step 2

Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **one (1)** Business Day of its receipt of Licensed Provider's notification under Step 1, in accordance with the Market Code.

Process 40 – Reconnection performed by Scottish Water following rectification of a breach of the Water Byelaws regulations

Process: -

Step 1

When it is satisfied that the breach has been resolved, the Licensed Provider shall pass a completed Form V to Scottish Water.

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of that Form V to that Licensed Provider.

Step 2

If contacted before **3pm** on a Business Day, Scottish Water shall use reasonable endeavors to visit to inspect that the breach has been remedied and, if appropriate, to make the reconnection on the next Business Day.

If contacted after **3pm** on a Business Day, Scottish Water shall use reasonable endeavors to visit to inspect that the breach has been remedied and, if appropriate, to make the reconnection within **two (2)** Business Days.

Step 3

Following inspection, Scottish Water shall inform the Licensed Provider and any other Licensed Provider within **one (1)** Business Day of the visit whether or not Water Services have been restored.

Step 4

Where a reconnection has been made, Scottish Water shall notify the Central Market Agency of the change in connection status within **two (2)** Business Days of the date of the reconnection, in accordance with the Market Code.

APPENDIX

Part 1 Definitions and Acronyms

Any words or expressions used in the 2002 Act or the 2005 Act shall, unless the contrary intention appears, have the same meaning when used in this Operational Code.

TERM	DEFINITION
2002 Act	Means the Water Industry (Scotland) Act 2002;
2005 Act	Means the Water Services etc. (Scotland) Act 2005;
Accession Agreement	Means an agreement in the form set out in the Appendix (Part 4) whereby a potential Code Party accedes to the Framework Agreement;
Accredited Entity	Means an entity which is independently evaluated and accredited under the established accreditation scheme as competent to carry out Metering Activity and/or Connections Activity and/or Disconnections Activity (or certain categories of Metering Activity or Connections Activity or Disconnections Activity);
Business Day	Means the period of 08:00 to 18:00 hours on any day other than a Saturday or Sunday or a bank holiday in Scotland under the Banking and Financial Dealings Act 1971;
Central Market Agency or CMA	Means any body established by or under any directions made by the Commission relating inter alia to the central market agency to exercise certain central market functions in relation to the participation of Licensed Providers in the provision of Water Services and Sewerage Services, the first such body being Central Market Agency Limited, a company limited by guarantee with registered number SC328635 and having its registered office at Enterprise House, Springkerse Business Park, Stirling, FK7 7UF;
Code Parties	Means Scottish Water and the Licensed Providers;
Commission	Means the body established under section 1 of the 2002 Act;
Connections Activity	Means activities undertaken by an Accredited Entity relating to water connections as set out in the New Connections section of this Code including all associated ancillary activities for which accreditation must be obtained;
Contribution Offer	Means the amount offered by Scottish Water to the Licensed Provider as a contribution towards the costs associated with works at the relevant Supply Point;
Customer	Has the meaning set out in the Market Code;
Customer Personal Data	Means Operational Personal Data that relates to a Customer that is identifiable as a living person, where Customer has the meaning set out in the Market Code;
Data Controller	Has the meaning set out in the Market Code;
Data Protection Laws	Has the meaning set out in the Market Code;
Data Subject	Has the meaning set out in the Market Code;
Deregistration	Has the meaning set out in the Market Code and Deregistered will be construed accordingly;
Developer	Means a property developer who requests a new connection to the Public Water Supply System or the Public Sewerage System in respect of a Supply Point (often in the planning stage);
Disconnection	Has the meaning set out in the Market Code and Disconnected will be construed accordingly;
Disconnections Activity	Means activities undertaken by an Accredited Entity relating to Permanent Disconnection, Temporary Disconnection and reconnection following Temporary Disconnection as set out in this Code, including all associated ancillary activities for which accreditation must be obtained;
Disconnections Document	The document so designated by the Commission and containing the code made by the Commission pursuant to section 19 of the 2005 Act and any such additional matters as are specified therein, as in force from time to time and supplemented by any disconnections guidance published by the Commission from time to time;
Disconnection Warning Notice	A notice issued following the procedures in the Disconnections Document made under section 18(2) or 20(7) of the 2005 Act and following the template set out in Appendix 1 of the Disconnections Document;

TERM	DEFINITION
Discharge Point	Has the meaning set out in the Market Code;
Dispute	Has the meaning given in Part 3 of the Appendix to this Code;
Disputing Party	Has the meaning given in Part 3 of the Appendix to this Code;
DOMS Impact Assessment Form	Means the form that is required to be completed by any party planning or undertaking activities that may impact on Scottish Water's Network in accordance with Scottish Water's Distribution, Operation and Maintenance Strategy (DOMS);
Drinking Water Quality Regulator for Scotland	Means the position established under Part 2 of the 2002 Act, any person authorised by the holder of that position, and any successor to or assignee of such position;
Effective Date	Means the Operational Code Effective Date defined in the Water Services (Codes and Services) Directions 2007 (or any other direction which amends, replaces, or supplements, or is made in respect of substantially the same subject matter as that direction);
Eligible Premises	Has the meaning given to it by section 27 (1) of the 2005 Act;
Emergency	Has the meaning given in Process 21;
Emergency Plans	Means plans made, reviewed and implemented by Scottish Water under the Directions, to ensure the provision of essential Water and/ or Sewerage Services in the event of an Emergency;
Employee Personal Data	Means Operational Personal Data that relates to a living person under the control of a Code Party including, but not limited to, employees, agents, contractors and sub-contractors;
European Data Protection Board	Has the meaning set out in the Market Code;
Expert	Has the meaning given in Part 3 of the Appendix to this Code;
Expert Notification	Has the meaning given in Part 3 of the Appendix to this Code;
Foul Sewerage Services	Means making arrangements for: - (i) the provision of sewerage to, and the disposal of sewage from, any Eligible Premises, through the Public Sewerage System where the sewage and/or the related water supply is Metered; or (ii) the provision of sewerage to, and the disposal of sewage from, any Eligible Premises, through the Public Sewerage System, where both the sewage and the related water supply are Unmeasurable; or (iii) the provision of sewerage to, and the disposal of sewage from, any Eligible Premises through the Public Sewerage System where the sewage and/or the related water supply is Measurable but is not Metered;
Framework Agreement	Means the agreement entered into among the Original Licensed Providers and Scottish Water on the Effective Date, in the form set out in the Appendix (Part 4);
Gap Site	Has the meaning set out in the Market Code;
Information Commissioner's Office	Has the meaning set out in the Market Code;
Law	Means any Act of Parliament or of the Scottish Parliament, any statutory instrument or other subordinate legislation of either parliament, any exercise of the Royal Prerogative, any enforceable community right within the meaning of section 2 of the European Communities Act 1972, any applicable guidance direction or determination with which a Code Party is bound to comply and any applicable judgement of a relevant court of law which creates binding precedent in Scotland and any Water Byelaw;
Licence	Means a Water Services Licence or a Sewerage Services Licence;
Licensed Provider	Means a Water Services provider or a Sewerage Services provider as those terms are defined in sections 6(2) and 6(4) of the 2005 Act respectively;
Licensed Provider ID	Means the unique identification number allocated or to be allocated to each Licensed Provider;
Live Rateable Value	Has the meaning set out in the Market Code;
Local Authority Environmental Health Department	Means the body responsible for carrying out measures for protecting public health, including administering and enforcing legislation related to environmental health and providing support to minimize health and safety hazards, within that Local Authority's designated area of operation;

TERM	DEFINITION
Market Code	Means the code designated as such by or under the Water Services (Codes and Services) Directions 2007 (or any other direction which amends, replaces, or supplements, or is made in respect of substantially the same subject matter as that direction);
Market Privacy Notice	Has the meaning set out in the Market Code;
Measurable	Has the meaning set out in the Market Code;
Meter Menu	Means Scottish Water's list of types of revenue meter that may be installed at a Supply Point, as published by Scottish Water and amended from time to time;
Metering Activity	Means activities undertaken by an Accredited Entity relating to Scottish Water revenue meters as set out in the Metering section of this Code, including all associated ancillary activities for which accreditation must be obtained;
Meter Reference Number	Means the unique identification number allocated or to be allocated to each meter;
Metered	Means any Water Services or Sewerage Services for which Usage is calculated from a metered source or a series of related metered sources;
Network	Means the physical assets of the Public Water Supply System and the Public Sewerage System, taken together;
Non-Household Customer	Has the same meaning as Customer set out in the Market Code;
Non-Household Customer's Premises.	Means Eligible Premises;
Non-Household Customer's Supply Point ID	Means the unique identification number allocated or to be allocated to each Supply Point;
Occupied	Has the meaning set out in the Market Code;
Operational Code Objectives	Has the meaning set out in the Market Code;
Operational Code Principles	Has the meaning set out in the Market Code;
Operational Personal Data	Is Personal Data which is processed or to be processed by SW or an LP in relation to the operational arrangements set out in this Operational Code;
Original Licensed Provider	Means a party to the Framework Agreement as listed in the Schedule to the Framework Agreement;
PDE	Pre-Development Enquiry described in Process 14 of this Code
Permanent Disconnection	Has the meaning set out in the Market Code;
Personal Data	Has the meaning set out in Data Protection Laws;
Personal Data Breach	Has the meaning set out in the Market Code;
Private Effluent Meter	Has the meaning set out in the Market Code;
Private Meter	Has the meaning set out in the Market Code;
Private Water Meter	Has the meaning set out in the Market Code;
Public Sewerage System	Means, any and all of the sewers (and junctions therewith), drains, SUD systems, sewage treatment works and other similar infrastructure which are (either or both): (a) vested in Scottish Water; or (b) used by Scottish Water (or a person acting on its behalf or under its authority) in connection with the exercise of Scottish Water's core functions as respects the provision of sewerage or the disposal of sewage;
Public Water Supply System	Has the meaning set out in the Market Code;
Reassessed Charges	Has the meaning set out in the Market Code;
Reassessment Request	Means the application made by a Licensed Provider to Scottish Water for the reassessment of a Supply Point;
Related Dispute	Has the meaning given in Part 3 of the Appendix to this Code;
Related Procedure	Has the meaning given in Part 3 of the Appendix to this Code;
Service Elements	Has the meaning set out in the Market Code;
Scottish Water	Means the body established under Part 3 of the 2002 Act and any statutory successor to or assignee of such body;
Scottish Waterborne Hazard Plan	Means the multi-agency plan agreed between Scottish Water, the NHS Boards and the Local Authority Environmental Health Department for determining if there is a potential risk to public health and the risk control measures to be applied;

TERM	DEFINITION
Scottish Waterborne Hazard Plan Incident Management Team	Means the body formed under the Scottish Waterborne Hazard Plan when there is an actual or potential Water Quality Incident;
Sensitive Customers	Means Customers occupying Non-Household Premises which are, as agreed with Scottish Water, vulnerable sections of the community for the purposes of the provision of Water and Sewerage Services, which may include specified prisons, nursing homes and other care homes, hospitals, schools and food and drink processors and as further explained under the section headed "Non-Household Customer Classification" in this Code;
Sewerage Services	Means all Foul Sewerage Services, Surface Water Drainage Services and Trade Effluent Services which are provided to any Eligible Premises;
Sewerage Services Licence	Means the licence granted under section 6(3) of the 2005 Act;
SPID	Has the meaning set out in the Market Code;
Standards	Means those standards contained in: (i) "Water for Scotland" and "Sewers for Scotland", the Water Research Council's policy, design and construction guide for developers in Scotland, as amended or replaced from time to time; (ii) the Terms and Conditions; (iii) Scottish Water's Trade Effluent control policy as amended from time to time and (iv) the Water Byelaws;
Supply Point	means subject always to section 5.15 of the Market Code, in relation to any Eligible Premises, the point at which Water Services or Sewerage Services are provided and (to avoid doubt): - (a) any Eligible Premises that receives both Water Services and Sewerage Services shall have two Supply Points; and (b) any Eligible Premises that receives either Water Services or Sewerage Services only shall have one Supply Point;
Supply Point Register	Has the meaning set out in the Market Code;
Supply Point Temporary Transfer Document	Has the meaning set out in the Market Code;
Surface Water Drainage Services	means making arrangements for or in relation to drainage from or in relation to any Eligible Premises to the Public Sewerage System (comprising property and roads drainage as appropriate);
Technical Approval	Means the approval issued by Scottish Water of the technical design submitted by the Licensed Provider when applying for a new water and/or sewerage connection to the Network. Such approval is provided in conjunction with Scottish Water's offer of connection and may contain stipulations or requirements specified by Scottish Water;
Temporary Disconnection	Has the meaning set out in the Market Code;
Temporary Transfer Arrangements	Has the meaning set out in the Market Code;
Terms and Conditions	Means the schedule of terms and conditions for the supply of water by meter or otherwise, produced by Scottish Water under section 55 of the Water (Scotland) Act 1980;
Track Inspection	Means an inspection of all pipework associated with a water connection including fittings, depth, bedding material and excavation of the public main to assess compliance with technical specifications and Water Byelaws;
Trade Effluent	Has the meaning given in section 59(1) of the Sewerage (Scotland) Act 1968;
Trade Effluent Consent	Means a consent given by Scottish Water under section 26 of the Sewerage (Scotland) Act 1968;
Trade Effluent Services	Means making arrangements for or in relation to the provision of sewerage, or disposal of sewage, in respect of trade effluent discharged from any Eligible Premises; where the sewage and/or the related water supply is either Metered, Unmeasurable or Measurable but is not Metered;
Unmeasurable	Means any Water Services or Sewerage Services for which Scottish Water notifies the CMA that the supply is unmeasurable including any supply for which Scottish Water determines that meter installation is infeasible in accordance with Process 8 of this Operational Code;

TERM	DEFINITION
Usage	Has the meaning set out in the Market Code;
Vacant Premises or Vacant	Has the meaning set out in the Market Code;
Water Byelaws	Means the Byelaws created by Scottish Water under section .70 and confirmed by the Scottish Ministers under section 72 of the Water (Scotland) Act 1980, as amended from time to time;
Water Services	Means making arrangements for or in relation to (i) the supply of water through the Public Water Supply System where the supply is Metered; or (ii) the supply of water through the Public Water Supply System to a Supply Point where the supply is Unmeasurable; or (iii) the supply of water through the Public Water Supply System where the supply is Measurable but is not Metered;
Water Services Licence	Means a licence granted under section 6(1) of the 2005 Act;
Water Quality Incident	Means an event declared by Scottish Water where the water supply in an area is actually or potentially considered not fit for consumption;
Wholesale Charges	Has the meaning set out in the Market Code;
Wholesale Charges Scheme	Means Scottish Water's charges scheme setting out its charges for Water Services and Sewerage Services approved by the Commission under Section 29A of the 2002 Act from time to time; and
Wholesale Services Agreement	Means any agreement entered into pursuant to section 16 of the 2005 Act.

Part 2 Application Forms

The part sets out the application forms referred to in the Operational Code.

Form A - Application to Connect to the Public Water Supply System

Form B - Application to Connect to the Public Sewerage System

Form E - Application for a Pre-Development Enquiry

Form F (1) - Metering Activity Form F (1)

Form F (2) – Metering Activity Form F (2)

Form G - Complaint Form

Form H – Trade Effluent Notice

Form K – Verification of Meter Details Form

Form L – Reassessment Request Form

Form M – Gap Site Supply Point Request Form

Form N – Request for Allowance to Wholesale Charges

Form O – Supply Point Deregistration Request Form

Form P - Request for Amendment of Third Party Reference(s), Live Rateable Value and Transition Flag or Multi-Tenancy Association

Form Q - Request for Exemption

Form R – Trade Effluent Enquiry Details Form

Form S – Licensed Provider Disconnection request

Form T – Non-household Customer Disconnection request

Form U – Request for Scottish Water to gain entry to an Eligible Premises for the purposes of Disconnection at Licensed Provider request

Form V - Request for the reconnection of a supply which has been Temporarily Disconnected

Form W – Request for temporary transfer of a Supply Point at Vacant Premises



Application to Connect to the Public Water Supply System For Use by Licensed Providers

This form sets out the information required to request an offer of connection to the Network from Scottish Water for an individual premises Part 1 water connection. The form is divided into sections, as follows:

- 1) Licensed Provider Details
- 2) Reason for the Request
- 3) Site Details
- 4) Connection Details
- 5) Building Water Supply
- 6) Request to assist the Customer
- 7) Contractor Details
- 8) Request for Track Inspection, pressure testing or bacteriological sampling
- 9) Change/Resubmission of Application Details
- 10) Confirmation of Completion of Connection
- 11) Declaration

The relevant sections of the form should be completed and submitted to Scottish Water in the following stages:

1. Application for approval for a connection to the Scottish Water Network – sections 1-7;
2. providing a minimum of 5 Business Days advance notice, a request for Track Inspection, pressure testing or bacteriological sampling – section 8;
3. where applicable, following any change to the details of the application for connection – section 9;
4. only where a connection has been carried out by an Accredited Entity following instruction from the Licensed Provider, Confirmation of Completion of Connection – section 10.

The Licensed Provider must complete a declaration (section 11) at each stage of the application. The form should also be resubmitted where any details previously provided have been updated. Mandatory information will vary depending on the stage of the process and who is undertaking the work.

It should be noted that this is the Operational Code version of the form; it may be presented in alternative formats as appropriate (such as an internet-based format); the content will be as presented here.

1. Licensed Provider Details

Licensed Provider Name: _____ ID: _____

Licensed Provider's own Reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

Nominated contact for access to Scottish Water's customer portal

Licensed Providers may nominate a third-party (Developer) who will have access to view the application details through Scottish Water's customer portal. If such access is required, please provide details below.

Company name: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Reason for the Request

Please indicate the reason for the request and complete the relevant section below:

- ☐ Request for Scottish Water to carry out a connection to the Network. Please complete sections 3-7
- ☐ Request for approval to carry out a connection to the Network using an Accredited Entity. Please complete sections 3-7
- ☐ Request for Scottish Water to carry out a Track Inspection, pressure testing or bacteriological sampling. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 8.
- ☐ Change to an application for a connection to the Network. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 9.
- ☐ Re-submission of an application for a connection to the Network following a rejected or lapsed application or completion of a PDE. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 9.
- ☐ Notice of completion of a connection to the Network. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 10.

3. Site Details

Please provide any Scottish Water PDE reference number: _____

Have you applied for a waste water connection? Yes ☐ No ☐

If Yes, please provide the Scottish Water application reference number: _____

If No, how do you intend to handle your waste water?

Existing connection ☐

Private treatment facility ☐ Please specify: _____

Septic tank ☐ Septic tank approval no. _____

Still to apply ☐ Please specify: _____

Other ☐ Please specify: _____

Please provide your planning validation number: _____

Which planning authority was this granted by: _____

If no planning validation number is provided a permitted development letter must be submitted

Please provide if available:

Planning approval reference: _____

Local development plan reference: _____

Any relevant Scottish Water reference: _____

Please indicate the type of premises at which the new connection is required:

New build ☐

Existing ☐

For existing build(s) please provide Supply Point ID(s): _____

Address of new premises

Plot/Unit: _____

Building Number: _____

Building Name: _____

Site: _____

Street: _____

Town: _____

Postcode (or area code): _____

Description of site address: (e.g., distance from landmark); _____

Ordnance survey ref number; _____

X,Y Co-ordinates: _____

Please provide the unique property reference number(s) requested below⁴:

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the SAA

☐

Agricultural land, buildings and troughs

☐

Fish farms, fishing, and sporting rights

☐

Parks, Allotments and Sports Ground

☐

Property is multi-tenancy

☐

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Missing entry from the OSG

☐

Fish farms, fishing, and sporting rights

☐

Property is multi-tenancy

☐

Infrastructure Project

☐

Agricultural including troughs

☐

Not yet issued by planning

☐

⁴ The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN availability will vary depending on the specific council planning department and should be available at building warrant granted stage and can also be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

Other (please provide details): _____

Other (please provide details): _____

Owner of the premises

Name or company name: _____

Address: _____

Postcode: _____

Is the premises intended to be multi-tenancy?

Yes ☐

No ☐

Don't Know ☐

If yes, please provide any additional information, such as number of units and unit addresses.

3.1 Phasing

Is this a multiphase development? Yes ☐ No ☐

What is the name of this Phase? _____

3.2 Facilitation

Is this a facilitation application? Yes ☐ No ☐

Is this phase an advanced infrastructure? Yes ☐ No ☐

If yes, how many plots/units will this application serve? _____

Please indicate the number of staff residents associated with this development: _____

4. Connection Details

(Please also fill in Appendix A – Meter Size Data Assessment Sheet)

When are you starting your development? _____

Do you require a pre-start meeting? Yes ☐ No ☐

Are there any potential contaminated land issues relating to your site? (Please tick appropriate box):

Yes ☐

No ☐

Anticipated annual water consumption _____ m³

Number of plot connections required:

25mm connections: _____

32mm connections: _____

>32mm Connections: _____ (to live network)

Please give a description of what you are building: _____

e.g., 20 shops and 1 gym

Please provide data of any fire-fighting requirements:

Are you proposing to include sprinkler systems? Yes ☐ No ☐

If you propose to include a sprinkler system at your development, you will need to submit the following documents: Internal plumbing schematics and manufacturing specifications

Please ensure any fixtures and fittings used within the proposed sprinkler system conform to the appropriate byelaws.

Type of meter to be installed (from the Scottish Water Meter Menu)

Standard ☐ Non-standard ☐

Scottish Water Meter Menu reference _____

Are you required to work on third party land? Yes ☐ No ☐

If you are required to work on third party land, please be aware that you will need to provide written permission from the landowner.

5. Building Water Supply

Do you require a temporary water connection for building purposes?

Yes ☐ Please complete Section 5.1, Part 1

No ☐ Please justify why water is not required for building purposes and complete Section 5.1, Part 2

By confirming you will not use Scottish Water's Network for building water, you also confirm that the water you do use is obtained legally and is fit for purpose. You will be required to prove this to Scottish Water if requested to do so.

5.1 Building Water Details

Part 1

Do you require a meter? Yes ☐ No ☐ If no please complete Part 2

Part 2

Please choose the most appropriate description of the type of work to be undertaken?

Traditional building work ☐

Non-traditional building work ☐

Please provide a description of the works to be undertaken:

What is the estimated cost (£) of the building works? _____

What is the value (£) of the ready-mix concrete used in construction? _____

Do you give permission for the developer to be able to manage the scheduling of inspections and connections related to this application? Yes ☐ No ☐

6. Request for Scottish Water to assist the Non-Household Customer with the technical aspects of what is needed to complete the application

Where an application and the necessary technical information are deemed to be materially incomplete by Scottish Water, the application will not proceed until the necessary technical information is provided by the Licensed Provider. Alternatively, the Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, by indicating below.

- ☐ I hereby request that Scottish Water assists the Non-Household Customer to complete the technical details required for application.

Please provide the primary Non-Household Customer contact details to assist with the technical aspects of what is needed to complete the application:

Company name: _____
Contact name: _____
Contact number: _____
Contact e-mail: _____

Please provide any additional information relating to the application as appropriate:

Drawings/Calculations Provided with this Form

Please indicate what additional information is provided in support of this application and provide references where relevant. Please ensure all drawings comply with the applicable standards as set out in the current version of Water for Scotland.

- ☐ Site location plan (OS or GIS location _____)
- ☐ Scottish Water reference for associated sewerage application _____
- or
- ☐ Information relating to the disposal of water from the premises
- ☐ On-site design proposals (within property boundary)
- ☐ Off-site design proposals (from property boundary to the Scottish Water Network)
- ☐ Internal plumbing schematics
- ☐ Fire safety approval or evidence that this is not required
- ☐ Soil investigation report
- ☐ Scottish Water DIA reference number _____
- ☐ Scottish Water reference for related building water application _____

7. Contractor Details

7.1 Accredited Entity for Connection

Where the connection to the Network will be made by an Accredited Entity following instruction from the Licensed Provider, please provide details of the Accredited Entity who will be carrying out the connection.

Accredited Entity (full name of company): _____
Contact name: _____
Phone number: _____

Mobile phone number: _____
Email address: _____
Preferred contact method: _____

7.2 Accredited Entity for the installation of the revenue meter at the premises

Where the meter will be installed by an Accredited Entity following instruction from the Licensed Provider, please provide details of the Accredited Entity who will be carrying out the meter installation.

Accredited Entity (full name of company): _____
Contact name: _____
Phone number: _____
Mobile phone number: _____
Email address: _____
Preferred contact method: _____

8. Request for Track Inspection, pressure testing or bacteriological sampling

Please indicate the type of inspection required (please tick all that apply):

- ☐ Track Inspection. Please complete section 8.1
☐ Pressure test. Please complete section 8.2
☐ Bacteriological sampling. Please complete section 8.3

8.1 Track Inspection

Please provide a suitable contact for the Track inspection

Name _____
Company _____
Job title _____
Telephone number _____
Mobile telephone number _____
Email _____
Preferred contact method: _____
Preferred date(s) for Track Inspection _____
Proposed date of connection _____

Where available, please provide the most complete postal address information for the property. This address will be used to create the SPID address.

Occupier (anticipated): _____
Building number: _____
Building name: _____
Address line 1: _____
Address line 2: _____
Address line 3: _____
Town: _____
Postcode: _____

Please provide the unique property reference number(s) requested below⁵

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the SAA

☐

Agricultural land, buildings and troughs

☐

Fish farms, fishing, and sporting rights

☐

Parks, Allotments and Sports Ground

☐

Property is multi-tenancy

☐

Other (please provide details): _____

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Missing entry from the OSG

☐

Fish farms, fishing, and sporting rights

☐

Property is multi-tenancy

☐

Infrastructure Project

☐

Agricultural including troughs

☐

Not yet issued by planning

☐

Other (please provide details): _____

8.2 Pressure test

Please provide a suitable contact for the pressure test

Name

Company

Job title

Telephone number

Mobile telephone number

Email

Preferred contact method:

Preferred date(s) for pressure test

Proposed date of connection

8.3 Bacteriological sampling

Please provide a suitable contact for the bacteriological sampling

Name

Company

Job title

Telephone number

Mobile telephone number

Email

Preferred contact method:

Preferred date(s) for bacteriological sampling

Proposed date of connection

⁵ The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN availability will vary depending on the specific council planning department and should be available at building warrant granted stage and can also be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

9. Change/Resubmission of Application Details

Please indicate where changes to the previous application form are required by ticking the appropriate box below and provide the updated details in the relevant section. Please tick all boxes that are appropriate. Where there is a material change to an application it will be deemed as a new application.

- ☐ Reason for Request
- ☐ Premises to be Connected
- ☐ Contractor Details
- ☐ Connection Details
- ☐ Drawings/Calculations Provided with this Form
- ☐ Building Water Supply
- ☐ Special Requirements
- ☐ Request for Track Inspection, pressure testing or bacteriological sampling

Please provide any additional information in relation to the change.

10. Confirmation of Completion of Connection

Are all the details of the connection the same as those provided in this form?

- ☐ Yes
- ☐ No

Where details have changed, please update the relevant details and resubmit the form.

Please confirm the date when the connection was carried out _____

Please confirm the Accredited Entity who carried out the connection:

Accredited Entity (full name of company): _____

Confirmation of Address

Please provide the SPID and postal address details below. Please provide as much detail as possible.

Supply Point ID (SPID) _____

Unique property reference number (if available): ⁶ _____

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

⁶ Unique property reference number may be obtained from the SAA (Scottish Assessors Association) website – www.saa.gov.uk – or alternative sources as agreed with Scottish Water.

Owner of the premises

Name or company name _____

Address _____

Postcode _____

Is the premises intended to be multi-tenancy?

Yes ☐

No ☐

Don't Know ☐

If yes, please provide any additional information, such as number of units and unit addresses.

Details of Meter Installed

Meter serial number: _____

Meter make: _____

Meter size: _____

No. of Dials: _____

Date of meter installation _____

Opening Meter Read _____

Photograph of meter included: ☐

Byelaws certificate included: ☐

Please confirm the location of the new meter

- ☐ Inside the property/building
☐ Outside the property/building but within the premises/property boundary
☐ Outside the premises/property boundary

x,y co-ordinates: _____

Please provide a description of the location of the meter

Installer details:

Accredited Entity (full name of company): _____

x,y co-ordinates: _____

Please tick the box below if there is any data logging equipment attached to the meter.

☐ Where data logging equipment is attached to the meter, please provide the details below.

Datalogger make _____

Datalogger model/type _____

Datalogger serial number _____

Date of Datalogger installation _____

☐ Please provide “as built” drawings with this form.

☐ Please provide the Technical Approval reference number _____

11. Declaration

11.1 Declaration upon application for approval to connect to the Scottish Water Network

I/We hereby make application to Scottish Water for a supply of water as detailed above.

I/We undertake to abide by the terms and conditions of current Scottish Water Byelaws on date of application.

I/We understand that any alterations made to this application must be declared to Scottish Water.

I/We have filled in all the relevant sections of this form. The details I/We have given with this application are accurate.

I/We have read and understood the supporting guidance notes.

I/We have enclosed all the necessary supporting documentation.

I/We declare that the supporting documenting provided with this application complies with the applicable standards as set out in the current version of 'Water for Scotland'.

11.2 Declaration upon application for Track Inspection, pressure testing or bacteriological sampling

I/We declare that the connection is ready for Track Inspection, pressure testing and/or bacteriological sampling as indicated above.

I/We have filled in all the relevant sections of this form. The details I/we have given with this application are accurate.

11.3 Declaration upon completion of connection to the Scottish Water Network

I/We have filled in all the relevant sections of this form. The details I/we have given with this application are accurate.

I/We have enclosed all the necessary supporting documentation, including “as built” drawings, meter details and sampling results, as appropriate.

Your details:

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

A. Appendix – Meter Size Data Assessment Sheet

Proposed number of meters: _____

1. Site Information	Details of all available data items should be completed.			
	Meter 1	Meter 2	Meter 3	Meter 4
Size of any existing meters or "NEW" for new meters:				
Any existing meter serial numbers:				
Supply pressure (Bar) if known:				
Diameter of incoming pipe into building/premises (mm):				
Fire supply (Y/N): <i>If YES, please complete section 4 – Fire Supplies</i>				
Contaminated land (Y/N):				
Operational time period (hours): <i>Please select one of the following: ,8; 8-12; .12 If no time period is selected, 24 hours will be used as the default</i>				

2. Number of Water Fittings	Please provide details of the number of water fittings (as listed) and indicate whether they are fed from the mains or from a storage tank. If no information is available, please complete section 3 – Flowrate.							
	Meter 1		Meter 2		Meter 3		Meter 4	
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Storage tank supply pipe size (mm):								
WC flushing cistern:								
Domestic sized wash basin:								
Commercial sized wash basin:								
Bath (tap nominal size 20mm):								
Bath (tap nominal size larger than 20mm):								
Shower:								
Power Shower:								
Sink (tap nominal size 15mm):								
Sink (tap nominal size larger than 15mm):								
Spray tap:								
Bidet:								
Domestic sized washing machine:								
Domestic sized dishwasher:								
Domestic sized waste disposal unit:								
Commercial sized washing machine:								
Commercial sized dishwasher:								
Commercial sized waste disposal unit:								
Outside tap:								
Swimming pool:								
Any other water fitting or outlet:								

3. Flowrate	<i>Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
3.1 From Logging Data	<i>Please provide details of all three flowrates requested.</i>			
Minimum (l/sec):				
Maximum (l/sec):				
Typical (l/sec):				
3.2 Estimate of Flowrate	<i>Please provide details for the daily water requirement.</i>			
Daily requirement (l/day):				

4. Fire Supplies	<i>Please provide details for the number of fire supplies and their estimated flowrates</i>							
	Meter 1		Meter 2		Meter 3		Meter 4	
Number of fire hydrants:								
Estimated flowrate (l/sec):								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Number of fire hoses:								
Estimated flowrate (l/sec):								
Number of sprinkler system heads:								
Estimated flowrate (l/sec):								

5. Meter Requirements	<i>Please indicate whether there is power available at the site if a meter that requires power is being selected from the meter menu.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
Power available (Y/N):				



Application to Connect to the Public Sewerage System For Use by Licensed Providers

Application for an Individual Premises Sewerage Connection

For Use by Licensed Providers

This form sets out the information required to request an offer of connection to the Public Sewerage System from Scottish Water for an individual premises Part 1 sewerage connection. The form is divided into sections, as follows:

- 1) Licensed Provider Details
- 2) Reason for the Request
- 3) Site Details
- 4) Connection Details
- 5) Building Water Supply
- 6) Request to assist the Customer
- 7) Contractor Details
- 8) Request for Track Inspection
- 9) Change/Resubmission of Application Details
- 10) Confirmation of Completion of Connection
- 11) Declaration

The relevant sections of the form should be completed and submitted to Scottish Water in the following stages:

1. Application for approval for a connection to the Public Sewerage System – sections 1-7;
2. providing a minimum of 5 Business Days advance notice, a request for Track Inspection – section 8;
3. (where applicable) following any change to the details of the application for connection – section 9;
4. following the connection to the Public Sewerage System, Confirmation of Completion of Connection – section 10.

The Licensed Provider must complete a declaration (section 11) at each stage of the application. The form should also be resubmitted where any details previously provided have been updated. Mandatory information will vary depending on the stage of the process.

It should be noted that this is the Operational Code version of the form; it may be presented in alternative formats as appropriate (such as an internet-based format); the content will be as presented here.

1. Licensed Provider Details

Licensed Provider	_____
Licensed Provider ID:	_____
Licensed Provider's own Reference:	_____
Contact name:	_____
Contact number:	_____
Contact e-mail:	_____

Nominated contact for access to Scottish Water's customer portal

Licensed Providers may nominate a third-party (Developer) contact who will have access to view the application details through Scottish Water's customer portal. If such access is required, please provide details below.

Company name: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Reason for the Request

Please indicate the reason for the request and complete the relevant section below.

- ☐ Request for approval to carry out a connection to the Public Sewerage System. Please complete sections 3-7
- ☐ Request for Scottish Water to carry out a Track Inspection. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 8.
- ☐ Change to an application for a connection to the Public Sewerage System. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 9.
- ☐ Re-submission of an application for a connection to the Public Sewerage System following a rejected or lapsed application or completion of a PDE. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 9.
- ☐ Notice of completion of a connection to the Public Sewerage System. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 10.

3. Site Details

Please provide any Scottish Water PDE reference number: _____

Have you applied for a water connection? Yes ☐ No ☐

If Yes, please provide the Scottish Water application reference number: _____

If No, how do you intend to handle your water?

Existing water network ☐

Private water supply ☐ Please specify: _____

Still to apply ☐ Please specify: _____

Other ☐ Please specify: _____

Please provide your planning validation number: _____

Which planning authority was this granted by: _____

If no planning validation number is available, which of these best describes the needs of your development?

Permitted development ☐ (a permitted development letter must be submitted)

Conversion of private to public supply ☐

Please provide if available:

Planning approval reference: _____

Local development plan reference: _____

Any relevant Scottish Water reference: _____

Please indicate the type of premises at which the new connection is required

New build ☐

Existing ☐

For existing build(s) please provide Supply Point ID(s): _____

Address of new premises

Plot/Unit _____

Building Number _____

Building Name _____

Site _____

Street _____

Town _____

Postcode (or area code) _____

Description of site address: (e.g., distance from landmark): _____

Ordnance survey ref number: _____

X,Y Co-ordinates: _____

Please provide the unique property reference number(s) requested below⁷

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Missing entry from the OSG

☐

Missing entry from the SAA

☐

Fish farms, fishing, and sporting rights

☐

Agricultural land, buildings and troughs

☐

Property is multi-tenancy

☐

Fish farms, fishing, and sporting rights

☐

Infrastructure Project

☐

Parks, Allotments and Sports Ground

☐

Agricultural including troughs

☐

Property is multi-tenancy

☐

Not yet issued by planning

☐

Other (please provide details): _____

Other (please provide details): _____

⁷ The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN availability will vary depending on the specific council planning department and should be available at building warrant granted stage and can also be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

Owner of the premises

Name or company name _____

Address _____

Postcode _____

Is the premises intended to be multi-tenancy?

Yes ☐

No ☐

Don't Know ☐

If yes, please provide any additional information, such as number of units and unit addresses.

3.1 Phasing

Is this a multiphase development? Yes ☐ No ☐

What is the name of this Phase? _____

3.2 Facilitation

Is this a facilitation application? Yes ☐ No ☐

Is this phase an advanced infrastructure? Yes ☐ No ☐

If yes, how many plots/units will this advanced infrastructure serve? _____

Which plot numbers will this application serve? _____

4. Connection Details

When are you starting your development? _____

Do you require a pre-start meeting? Yes ☐ No ☐

How many plots/units are you building? _____

Please give a description of what you are building: _____

e.g., 20 shops and 1 gym

How many connections are you planning to make to the existing foul network, excluding plot connections?

How many connections are you planning to make to the existing surface water network, excluding plot connections? _____

Are you proposing to re-use any existing connections? Yes ☐ No ☐

If yes, what type of connection are you proposing to re-use?

Foul ☐

Surface ☐

Combined ☐

Are you required to work on third party land? Yes ☐ No ☐

If yes, please forward written permission from the land owner.

Anticipated annual water consumption _____m³

Type of discharge:

Domestic use only (e.g., office): ☐

Trade (e.g., factory): ☐

If Trade, please specify: _____

Will there be a discharge of Trade Effluent from the premises?

Yes ☐

No ☐

If yes, please provide Scottish Water's Trade Effluent consent application reference (where available)

How are you dealing with your surface water?

- ☐ Private soak-away system within plot
- ☐ Watercourse
- ☐ Surface Water sewer
- ☐ Combined sewer (only dealt with in exceptional circumstances)

5. Building Water Supply

Do you require a temporary water connection for building purposes? Yes ☐ Please complete Section 5.1, Part 1

No ☐ Please justify why and complete Section 5.1, Part 2

By confirming you will not use Scottish Water's Network for building water, you also confirm that the water you do use is obtained legally and is fit for purpose. You will be required to prove this to Scottish Water if requested to do so.

5.1 Building Water Details

Part 1

Do you require a meter? Yes ☐ No ☐ If No please complete Part 2

Part 2

Please choose the most appropriate description of the type of work to be undertaken?

Traditional building work ☐

Non-traditional building work ☐

Please provide a description of the works to be undertaken:

What is the estimated cost (£) of the building works? _____

What is the value (£) of the ready-mix concrete used in construction? _____

Do you give permission for the developer to be able to manage the scheduling of inspections and connections related to this application? Yes ☐ No ☐

6. Request for Scottish Water to assist the Non-Household Customer with the technical aspects of what is needed to complete the application

Where an application and the necessary technical information are deemed to be materially incomplete by Scottish Water, the application will not proceed until the necessary technical information is provided by the Licensed Provider. Alternatively, the Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, by indicating below.

☐ I hereby request that Scottish Water assists the Non-Household Customer to complete the technical details required for application.

Please provide the primary Non-Household Customer contact details to assist with the technical aspects of what is needed to complete the application:

Company name: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

Please provide any additional information relating to the application as appropriate:

Drawings/Calculations Provided with this Form

Please indicate what additional information is provided in support of this application and provide references where relevant. Please ensure all drawings comply with the applicable standards as set out in the current version of Sewers for Scotland.

- ☐ Site location plan (OS or GIS location) _____
- ☐ Scottish Water reference for associated water application _____
- or
- ☐ Information relating to the provision of water to the premises
- ☐ On-site design proposals (within property boundary)
- ☐ Off-site design proposals (from property boundary to the Scottish Water Network)
- ☐ Drainage layout proposal
- ☐ Flow control device calculations (if applicable)
- ☐ Soil Investigation (SI) report (if applicable)
- ☐ Written permission to carry out work on third party land (if applicable)
- ☐ Scottish Water DIA reference number _____
- ☐ Scottish Water reference for related building water application _____

7. Contractor Details

The name of the contactor who will undertake the work on site:

Name of contractor: _____

Contact name (if company name entered above): _____

Address: _____

Postcode: _____

Phone number: _____

Mobile phone number: _____

Fax number: _____

Email address: _____

Preferred contact method: _____

8. Request for Track Inspection

Contact for Track Inspection

Name _____

Company _____

Job title _____

Telephone number _____

Mobile telephone number _____

Email _____

Preferred contact method: _____

Preferred date(s) for Track Inspection _____

Proposed date of connection _____

Where available, please provide the most complete postal address information for the property. This address will be used to create the SPID address.

Occupier (anticipated): _____

Building number: _____

Building name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Please provide the unique property reference number(s) requested below⁸

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the OSG

☐

Missing entry from the SAA

☐

Fish farms, fishing, and sporting rights

☐

Agricultural land, buildings and troughs

☐

Property is multi-tenancy

☐

Fish farms, fishing, and sporting rights

☐

Infrastructure Project

☐

Parks, Allotments and Sports Ground

☐

Agricultural including troughs

☐

Property is multi-tenancy

☐

Not yet issued by planning

☐

Cumulo Supply Point

☐

Parks, Allotments and Sports Grounds

☐

Infrastructure Project

☐

Cumulo Supply Point

☐

Other (please provide details): _____

Other (please provide details): _____

9. Change/Resubmission of Application Details

Please indicate where changes to the previous application form are required by ticking the appropriate box below and provide the updated details in the relevant section. Please tick all boxes that are appropriate. Where there is a material change to an application it will be deemed as a new application.

- ☐ Reason for Request
- ☐ Premises to be Connected
- ☐ Contractor Details
- ☐ Connection Details
- ☐ Drawings/Calculations Provided with this Form
- ☐ Building Water Supply
- ☐ Special Requirements
- ☐ Request for Track Inspection

Please provide any additional information in relation to the change.

⁸ The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN availability will vary depending on the specific council planning department and should be available at building warrant granted stage and can also be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

10. Confirmation of Completion of Connection

Are all the details of the connection the same as those provided in this form?

☐ Yes

☐ No

Where details have changed, please update the relevant details and resubmit the form.

Please confirm the date the connection was carried out _____

Please confirm the contractor who carried out the connection:

Name of contractor: _____

Contact name (if company name entered above): _____

Address: _____

Postcode: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

Confirmation of Address

Please provide the SPID and postal address details below. Please provide as much detail as possible.

Supply Point ID (SPID) _____

Unique property reference number (if available): ⁹ _____

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Owner of the premises

Name or company name _____

Address _____

Postcode _____

⁹ Unique property reference number may be obtained from the SAA (Scottish Assessors Association) website – www.saa.gov.uk – or alternative sources as agreed with Scottish Water.

Is the premises intended to be multi-tenancy?

Yes ☐

No ☐

Don't Know ☐

If yes, please provide any additional information, such as number of units and unit addresses.

☐ Please provide "as built" drawings with this form.

☐ Please provide the Technical Approval reference number _____

11. Declaration

11.1 Declaration upon application for approval to connect to the Public Sewerage System

I/We hereby make application to Scottish Water to make a connection to the Public Sewerage System.

I/We undertake to abide by the terms laid down in 'Sewers for Scotland' and on this form.

I/We understand that sewer construction work may not commence until formal approval is given by Scottish Water.

I/We understand that any alterations made to this application must be declared to Scottish Water.

I/We have filled in all the relevant sections of this form. The details I/We have given with this application are accurate.

I/We have read and understood the supporting guidance notes.

11.2 Declaration upon application for Track Inspection

I/We declare that the connection is ready for Track Inspection.

I/We have filled in all the relevant sections of this form. The details I/we have given with this application are accurate.

11.3 Declaration upon completion of connection to the Public Sewerage System

I/We have filled in all the relevant sections of this form. The details I/we have given with this application are accurate.

I/We have enclosed all the necessary supporting documentation, including "as built" drawings.

Your details

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____



Application for a Pre-Development Enquiry
For Use by Licensed Providers

1. Licensed Provider Details

Licensed Provider _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Required Services

What connections do you need?

Water connection ☐

Waste water connection ☐

Both water and waste water ☐

When do you require the connection? _____

Total number of units: _____

Please provide a description of what you intend to build, e.g., 20 shops and 1 gym

Will there be a discharge of trade effluent from the premises?

Yes ☐ No ☐

3. Site Details

Please provide your planning reference number: _____

Please provide your local development reference number: _____

Please quote any Scottish Water reference previously given to your site: _____

Site or project name: _____

Site address: _____

Ordnance Survey ref (10 fig): _____
Description of site address: _____
X,Y Co-ordinates: _____

3. Site Servicing Details

The following information is used to assess the impact of your development on Scottish Water's existing assets.

What are your plans for the site?

New build ☐ Existing ☐

Land type for this development:

Greenfield ☐

Brownfield ☐

Please complete the additional fields marked with an asterisk () if the site is a brownfield development.*

*Previous use of site: _____

*Date previous building was last occupied: -----

3.1 Water Details

*Pre-development peak water demand: _____ litres / second

*Pre-development average water demand: _____ litres / second

Post-development peak water demand: _____ litres / second

Post-development average water demand: _____ litres / second

3.2 Waste Water Details

Pre-development peak foul discharge: _____ litres / second

Pre-development average foul discharge: _____ litres / second

Post-development peak foul discharge: _____ litres / second

Post-development average foul discharge: _____ litres / second

3.3 Surface Water Drainage

How will you manage your surface water? * The options below are listed in order of preference, with the most preferred at the top:

Rainwater harvesting ☐

Soakaways ☐

Drainage to a watercourse of SUDS ☐

Surface water sewer ☐

Other ☐ Please specify: _____

If not Rainwater harvesting, please provide a reason: _____

*Please note that combined sewers will only be dealt with in exceptional circumstances and should not be an "other" option.

Please provide plans and calculations to support the information in this section.

3.4 Surface Water Design (please tick appropriate boxes)

Please indicate which Sustainable Urban Drainage Systems (SUDS) you plan on using to manage your surface water:

Public SUDS - Detention Pond ☐

Public SUDS - Detention Basin ☐

Public SUDS - Swales ☐

Public SUDS – Filter Trench ☐

Private SUDS (e.g., soakaway) ☐

Other ☐ Please specify: _____

3.5 Development Levels

What is the lowest ground level on site (to ordnance datum)? _____ metres

What is the lowest road level on site (to ordnance datum)? _____ metres

What is the lowest floor level on site (to ordnance datum)? _____ metres

If your site is identified as being constrained, please tick the box to indicate if you wish to receive a quotation for the necessary investigation work?

Yes ☐ No ☐

3.6 Trade Effluent

The purpose of this section is to highlight intent to discharge. Formal consent applications should be made by submitting Form H to Scottish Water.

Please describe the nature of the proposed discharge:

Proposed maximum daily discharge volume: _____ m3 / day

Proposed maximum discharge rate: _____ litres / second

Proposed period/s of discharge (normal working hours during day): _____

Proposed Effluent Treatment given at site (e.g., oil separation, balancing, pH correction, chemical or biological treatment):

4. Special Requirements

Please outline any special requirements as appropriate:

5.1 Request for Scottish Water to assist the Non-Household Customer with the technical aspects of what is needed to complete the PDE

Where an application form and the necessary technical information are deemed to be materially incomplete by Scottish Water, the PDE will not proceed until the necessary technical information is provided by the Licensed Provider. Alternatively, the Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the PDE, by indicating below.

☐ I hereby request that Scottish Water assists the Non-Household Customer to complete the technical details required for the PDE.

Please provide the primary Non-Household Customer contact details to assist with the technical aspects of what is needed to complete the PDE:

Company name: _____
Contact name: _____
Contact number: _____
Contact e-mail: _____

5. Declaration

I / We understand that any alteration made to this application must be declared to Scottish Water

I / We have filled in all the relevant sections of this form. The details I / we have given with this application are accurate.

I / We have read and understood the supporting guidance notes.

I / We have enclosed all the necessary supporting documentation (tick appropriate boxes below).

Site location plan ☐

Drawings (if available) ☐

Calculations (where applicable) ☐

Surface water options report ☐

Permitted development letter ☐

7. Your details

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____



Metering Activity Form F (1)

For Use by Licensed Providers

Request for Scottish Water to carry out Metering Activity

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider ID: _____

Licensed Provider's own Reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Supply Point ID: _____

Address of premises to be visited: _____

Postcode: _____

Is the address of the meter at which the activity is to be carried out the same as the address provided above? Please select one option by placing an X in the appropriate box.

Yes ☐

No ☐

If No, please provide details of the meter address below:

Postcode: _____

Is there a Sensitive Customer at this Supply Point? Please select one option by placing an X in the appropriate box.

Yes ☐

No ☐

3. Metering Activity to be carried out

Please indicate the Metering Activity to be carried out and complete the relevant section below, select one option only by placing an X in the appropriate box:

Meter Installation	☐	<i>Please complete section 3.2</i>
Meter Accuracy Test	☐	<i>Please complete sections 3.1 and 3.3</i>
Meter Repair or Replacement due to fault	☐	<i>Please complete sections 3.1 and 3.4</i>
Change of meter	☐	<i>Please complete sections 3.1 and 3.5</i>

3.1 Existing Meter Details

Please provide details of the existing meter (mandatory except for meter installation requests):

Meter serial number:	
Meter make:	
Meter size:	
Meter easting (X Coordinate):	
Meter northing (Y Coordinate):	
Meter location:	

3.2 Meter Installation

Proposed Meter Details

Please also fill in the Appendix A - Meter Size Data Assessment Sheet.

Proposed physical size of the meter to be installed, please select one option by placing an X in the appropriate box:

15mm	☐	20mm	☐	25mm	☐
30mm	☐	40mm	☐	50mm	☐
80mm	☐	100mm	☐	150mm	☐
200mm	☐	250mm	☐	300mm	☐
350mm	☐	400mm	☐	450mm	☐
500mm	☐	600mm	☐	80 - 20mm	☐
100-20mm	☐	Other	☐		

If other, please specify:

Type of meter to be installed (from the Scottish Water meter menu). Please put an X in the appropriate box:

Standard ☐

Non-standard ☐

Scottish Water meter menu reference: _____

Please indicate the proposed location of the new meter by placing an X in the appropriate box:

☐ Outside the premises/property boundary (M1)

☐ Outside the property/building but within the premises/property boundary close to the boundary (M2)

☐ Outside the property/building but within the premises/property boundary close to the property (M3)

☐ Inside the property/building (M4)

☐ To be determined on survey

Please provide a description of the proposed location (where available):

Please provide any additional information in relation to the request:

3.3 Meter Accuracy Test

Please provide the reason for the Meter Accuracy Test, select one option by placing an X in the appropriate box:

Meter suspected to be over recording usage ☐

Meter suspected to be under recording usage ☐

Other ☐

If other, please specify: _____

Please provide details of the type of meter to be installed.

Type of meter to be installed (from the Scottish Water meter menu). Please put an X in the appropriate box:

Standard ☐

Non-standard ☐

Scottish Water meter menu reference: _____

Please provide any additional information in relation to the request:

3.4 Meter Repair or Replacement due to fault

Please provide details of the suspected nature of the fault at the meter, select one option by placing an X in the appropriate box:

- ☐ The meter has stopped recording
- ☐ The meter has slowed
- ☐ The meter is running backwards
- ☐ There is a burst / leak at the meter
- ☐ The meter is thought to be buried / tarred over but is still in situ
- ☐ The meter cannot be read due to smashed dials
- ☐ The meter cannot be read due to condensation
- ☐ Other

If other, please specify: _____

If the meter has stopped recording, please provide a stopped meter read: _____

Type of meter to be installed (from the Scottish Water meter menu). Please put an X in the appropriate box:

Standard ☐

Non-standard ☐

Scottish Water meter menu reference: _____

Please provide any additional information in relation to the request:

Are there any public health issues in relation to the request? Please indicate by placing an X in the appropriate box:

Yes ☐ *Please complete section 3.4.1*

No ☐

3.4.1 Public Health Issues

Please confirm why this is a public health issue by placing an X in the appropriate box:

No water at the premises ☐

Flooding at premises ☐

3.5 Change of Meter

Please indicate the reason for the change of meter. Please place an X in the box of all that apply.

- Change to a meter of the same size ☐ *Please complete section 3.2*
- Change to a smaller meter (downsize) ☐ *Please complete sections 3.2 and 3.5.1*
- Change to a larger meter (upsized) ☐ *Please complete sections 3.2 and 3.4.1*
- Change to the location of the meter (relocation) ☐ *Please complete section 3.5.2*

Please indicate here if you wish for a quotation to be provided prior to the meter exchange taking place; or for the work to take place without quotation/delay (where standard circumstances apply):

- ☐ Quotation required prior to the meter exchange taking place

3.5.1 Meter Resize Requests

Please also fill in the Appendix A - Meter Size Data Assessment Sheet.

Please indicate if any additional information is supplied in support of the request by placing an X in the appropriate box:

- Logging data ☐ Reference: _____
- Other ☐ Reference: _____

Please provide any additional information in relation to the request:

3.5.2 Meter Relocation

Please indicate the proposed location of the new meter by placing an X in the appropriate box:

- ☐ Outside the premises/property boundary (M1)
- ☐ Outside the property/building but within the premises/property boundary close to the boundary (M2)
- ☐ Outside the property/building but within the premises/property boundary close to the property (M3)
- ☐ Inside the property/building (M4)
- ☐ To be determined on survey

Please provide a description of the proposed location (where available):

4. Consent to Contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

- Yes ☐ *Please provide contact details below*
- No ☐

Where consent is given to contact the Non-Household Customer, please provide contact details below:

Contact name at premises: _____

Contact number: _____

5. Declaration

I hereby acknowledge that the information provided in this form is correct to the best of my knowledge and up to date at the date of submission.

Signature: _____

Date (dd/mm/yyyy): _____

Full name (in capitals): _____

Role in the company or job title: _____

A. Appendix – Meter Size Data Assessment Sheet

Proposed number of meters: _____

1. Site Information	<i>Details of all available data items should be completed.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
Size of any existing meters or "NEW" for new meters:				
Any existing meter serial numbers:				
Supply pressure (Bar) if known:				
Diameter of incoming pipe into building/premises (mm):				
Fire supply (Y/N): <i>If YES, please complete section 4 – Fire Supplies</i>				
Contaminated land (Y/N):				
Operational time period (hours): <i>Please select one of the following: ,8; 8-12; .12 If no time period is selected, 24 hours will be used as the default</i>				

2. Number of Water Fittings	<i>Please provide details of the number of water fittings (as listed) and indicate whether they are fed from the mains or from a storage tank. If no information is available, please complete section 3 – Flowrate.</i>							
	Meter 1		Meter 2		Meter 3		Meter 4	
<i>Storage tank supply pipe size (mm):</i>								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
WC flushing cistern:								
Domestic sized wash basin:								
Commercial sized wash basin:								
Bath (tap nominal size 20mm):								
Bath (tap nominal size larger than 20mm):								
Shower:								
Power Shower:								
Sink (tap nominal size 15mm):								

Sink (tap nominal size larger than 15mm):								
Spray tap:								
Bidet:								
Domestic sized washing machine:								
Domestic sized dishwasher:								
Domestic sized waste disposal unit:								
Commercial sized washing machine:								
Commercial sized dishwasher:								
Commercial sized waste disposal unit:								
Outside tap:								
Swimming pool:								
Any other water fitting or outlet:								

3. Flowrate	Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2.			
	Meter 1	Meter 2	Meter 3	Meter 4
3.1 From Logging Data	Please provide details of all three flowrates requested.			
Minimum (l/sec):				
Maximum (l/sec):				
Typical (l/sec):				
3.2 Estimate of Flowrate	Please provide details for the daily water requirement.			
Daily requirement (l/day):				

4. Fire Supplies	<i>Please provide details for the number of fire supplies and their estimated flowrates</i>							
	Meter 1		Meter 2		Meter 3		Meter 4	
Number of fire hydrants:								
Estimated flowrate (l/sec):								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Number of fire hoses:								
Estimated flowrate (l/sec):								
Number of sprinkler system heads:								
Estimated flowrate (l/sec):								

5. Meter Requirements	<i>Please indicate whether there is power available at the site if a meter that requires power is being selected from the meter menu.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
Power available (Y/N):				



Metering Activity Form F (2)

For Use by Licensed Providers

Notification of Metering Activity by Accredited Entity

The purpose of this form is to capture the details required to support metering processes 8B, 9B, 10B, 11B1 and 11B2 which are set out in the Operational Code. Under these processes Licensed Providers notify Scottish Water of Metering Activity to be carried out by an Accredited Entity following instruction from the Licensed Provider at a Supply Point. The form should also be submitted where the Licensed Provider wishes to withdraw a Metering Activity request or notice. The form is divided into sections, as follows:

- 1) Licensed Provider Details
- 2) Premises Details
- 3) Reason for Submission
- 4) Notification of Metering Activity to be carried out / Metering activity undertaken
- 5) Details of work to be carried out by an Accredited Entity following instruction from the Licensed Provider
- 6) Consent to Contact the Non-Household Customer
- 7) Request for Scottish Water Assistance
- 8) Request for a Site Specific Contribution Offer
- 9) Withdrawal of Metering Activity Request/Notice
- 10) Completion Details
- 11) Declaration

The relevant sections of the form should be completed and submitted to Scottish Water in the following stages:

1. The Licensed Provider, as applicable under the relevant process, notifies Scottish Water in advance of Metering Activity to be carried out by an Accredited Entity following instruction from the Licensed Provider (applicable sections 1-6 and 11).
2. Where the Metering Activity has been carried out by an Accredited Entity following instruction from the Licensed Provider, the Licensed Provider provides the completion details (applicable sections 1-4 plus sections 10 and 11).

Following stage 1, the form should be resubmitted where any of the following circumstances apply:

- the Licensed Provider identifies the requirement for advance notification of the Metering Activity to Scottish Water, in accordance with the relevant process, where this has not previously been provided (e.g., shared supply);
- the Licensed Provider requests assistance from Scottish Water (section 7);
- the Licensed Provider requires a site specific Contribution Offer for a meter installation due to non-standard circumstances (section 8);
- the Licensed Provider wishes to withdraw the notice/request (section 9).

It should be noted that this document represents the Operational Code version of the form and the form may be presented in alternative formats as appropriate (such as an internet-based format); the content of the form will be as presented here. Mandatory information will vary depending on the stage of the process.

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider ID: _____

Licensed Provider's own Reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Supply Point ID: _____

Address of premises to be visited: _____

Postcode: _____

Is the address of the meter at which the activity is to be carried out the same as the address provided above? Please select one option by placing an X in the appropriate box.

Yes ☐

No ☐

If No, please provide details of the meter address below:

Postcode: _____

Is there a Sensitive Customer at this Supply Point? Please select one option by placing an X in the appropriate box.

Yes ☐

No ☐

3. Reason for Submission

Please indicate the reason for the request by inserting an X in the appropriate box and complete the relevant section below. Select one option only.

- ☐ Notice to Scottish Water in advance of Metering Activity to be carried out by an Accredited Entity following instruction from the Licensed Provider.

Please complete sections 4, 5, 6 and 11.

- ☐ Request for Scottish Water assistance with Metering Activity being carried out by an Accredited Entity following instruction from the Licensed Provider.

Please provide the previous SW reference (7 digit numerical reference): _____

Please complete sections 7 and 11.

- ☐ Request for a site specific Contribution Offer from Scottish Water.

Please provide the previous SW reference (7 digit numerical reference): _____

Please complete sections 6, 8 and 11.

- ☐ Withdrawal of a previous Metering Activity Notice.

Please provide the previous SW reference (7 digit numerical reference): _____

Please complete sections 9 and 11.

- ☐ Completion details of Metering Activity carried out by an Accredited Entity following instruction from the Licensed Provider.

Please provide the previous SW reference (7 digit numerical reference): _____
(if applicable)

Please complete sections 4, 10 and 11.

4. Metering Activity to be carried out (Notification in advance) or confirmation of activity undertaken (Completion)

Where the Licensed Provider is notifying Scottish water in advance of undertaking the meter activity, the details completed in section 4 will be what is proposed.

Where the Licensed Provider is confirming the completion details of the metering activity undertaken, the details completed in section 4 will be the actual details of the activity undertaken and should be completed in conjunction with Section 10.

Please indicate the Metering Activity to be carried out/completed and complete the relevant section below, select one option only by placing an X in the appropriate box:

- | | | |
|--|--------------------------|--|
| Meter Installation | ☐ | <i>Please complete Section 4.2
(Notifications in advance only)</i> |
| Meter Accuracy Test | ☐ | <i>Please complete Section 4.1 and Section 4.3</i> |
| Meter Repair or Replacement due to fault | ☐ | <i>Please complete Section 4.1 and Section 4.4</i> |
| Change of meter | ☐ | <i>Please complete Section 4.1 and Section 4.5</i> |

4.1 Existing Meter Details

Please provide details of the existing meter (mandatory except for meter installation requests):

Meter serial number: _____

Meter make: _____

Meter size: _____

Meter easting (X Coordinate): _____

Meter northing (Y Coordinate): _____

Meter location: _____

4.2 Meter Installation

Proposed Meter Details - only required for Notifications in advance

Please also fill in the Appendix A - Meter Size Data Assessment Sheet

Proposed physical size of the meter to be installed, please select one option by placing an X in the appropriate box:

15mm	☐	20mm	☐	25mm	☐
30mm	☐	40mm	☐	50mm	☐
80mm	☐	100mm	☐	150mm	☐
200mm	☐	250mm	☐	300mm	☐
350mm	☐	400mm	☐	450mm	☐
500mm	☐	600mm	☐	80 - 20mm	☐
100-20mm	☐	Other	☐		

If other, please specify: _____

Type of meter to be installed (from the Scottish Water meter menu). Please put an X in the appropriate box:

Standard ☐

Non-standard ☐

Scottish Water meter menu reference: _____

Please indicate the proposed location of the new meter by placing an X in the appropriate box:

- ☐ Outside the premises/property boundary (M1)
- ☐ Outside the property/building but within the premises/property boundary close to the boundary (M2)
- ☐ Outside the property/building but within the premises/property boundary close to the property (M3)
- ☐ Inside the property/building (M4)
- ☐ To be determined on survey

Please provide a description of the proposed location (where available):

Please provide any additional information in relation to the request:

4.3 Meter Accuracy Test

Please provide the reason for the Meter Accuracy Test, select one option by placing an X in the appropriate box:

Meter suspected to be over recording usage ☐

Meter suspected to be under recording usage ☐

Other ☐

If other, please specify: _____

Please provide details of the type of meter to be installed.

Type of meter to be installed (from the Scottish Water meter menu). Please put an X in the appropriate box:

Standard ☐

Non-standard ☐

Scottish Water meter menu reference: _____

Please provide any additional information in relation to the request:

4.4 Meter Repair or Replacement due to fault

Please provide details of the suspected nature of the fault at the meter, select one option by placing an X in the appropriate box:

☐ The meter has stopped recording

☐ The meter has slowed

☐ The meter is running backwards

☐ There is a burst / leak at the meter

☐ The meter is thought to be buried / tarred over but is still in situ

☐ The meter cannot be read due to smashed dials

☐ The meter cannot be read due to condensation

☐ Other

If other, please specify: _____

If the meter has stopped recording, please provide a stopped meter read: _____

Type of meter to be installed (from the Scottish Water meter menu). Please put an X in the appropriate box:

Standard ☐

Non-standard ☐

Scottish Water meter menu reference: _____

Please provide any additional information in relation to the request:

Are there any public health issues in relation to the request? Please indicate by placing an X in the appropriate box:

Yes ☐ *Please complete section 4.4.1*

No ☐

4.4.1 Public Health Issues

Please confirm why this is a public health issue by placing an X in the appropriate box:

No water at the premises ☐

Flooding at premises ☐

4.5 Change of Meter

Please indicate the reason for the change of meter. Please place an X in the box of all that apply.

Change to a meter of the same size ☐ *Please complete Section 4.2*

Change to a smaller meter (downsize) ☐ *Please complete section 4.2 and section 4.5.1*

Change to a larger meter (upsized) ☐ *Please complete section 4.2 and section 4.5.1*

Change to the location of the meter (relocation) ☐ *Please complete section 4.2 and section 4.5.2*

Please indicate here if you wish for a quotation to be provided prior to the meter exchange taking place; or for the work to take place without quotation/delay (where standard circumstances apply):

☐ Quotation required prior to the meter exchange taking place

4.5.1 Meter Resize Requests

Please also fill in the Appendix A - Meter Size Data Assessment Sheet.

Please indicate if any additional information is supplied in support of the request by placing an X in the appropriate box:

Logging data ☐ Reference: _____

Other ☐ Reference: _____

Please provide any additional information in relation to the request:

4.5.2 Meter Relocation

Please indicate the proposed location of the new meter by placing an X in the appropriate box:

- ☐ Outside the premises/property boundary (M1)
- ☐ Outside the property/building but within the premises/property boundary close to the boundary (M2)
- ☐ Outside the property/building but within the premises/property boundary close to the property (M3)
- ☐ Inside the property/building (M4)
- ☐ To be determined on survey

Please provide a description of the proposed location (where available):

5. Details of work to be carried out by an Accredited Entity following instruction from the Licensed Provider

Please provide details of the Metering Activity to be carried out by an Accredited Entity following instruction from the Licensed Provider.

Please provide the proposed date on which the Metering Activity will be undertaken:

_____ (dd/mm/yyyy)

Please provide details of the Accredited Entity who will undertake the Metering Activity:

Accredited Entity Name: _____

Accredited Entity ID/Reference: _____

Will the work be carried out on a shared supply? Please enter an X in the appropriate box:

- ☐ Yes
- ☐ No
- ☐ To be determined on survey

Will the work require an interruption to the supply of services to other customers through the Scottish Water Network? Please enter an X in the appropriate box:

- ☐ Yes
- ☐ No
- ☐ To be determined on survey

Will the proposed work impact on any Sensitive Customers? Please enter an X in the appropriate box:

- ☐ Yes
- ☐ No
- ☐ To be determined on survey

Does a DOMS Impact Assessment Form require to be submitted to Scottish Water in accordance with the applicable procedures? Please enter an X in the appropriate box:

☐ Yes *(Please provide details below)*

☐ No

☐ To be determined on survey

DOMS IAF Reference: _____

Additional information relevant to the DOMS IAF requirement:

5.1 Costing Information

Where the Licensed Provider will be claiming a Contribution from Scottish Water for Metering Activity undertaken by an Accredited Entity, please indicate the applicable activities that will be undertaken at the Supply Point, if available, in accordance with the schedule of rates set out in the Wholesale Charges Scheme.

Wholesale Charges Scheme Contribution Code (MET Code): _____

Description of metering activity:

6. Consent to Contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes ☐ *Please provide contact details below*

No ☐

Where consent is given to contact the Non-Household Customer, please provide contact details below:

Contact name at premises: _____

Contact number: _____

7. Request for Scottish Water Assistance

Please complete the following where Scottish Water's assistance is requested in relation to Metering Activity being carried out by an Accredited Entity following instruction from the Licensed Provider.

Please provide the SW Reference number associated with the original notification.

SW Reference Number: _____ *(7 Digit Numerical Reference)*

Please indicate if the assistance is required urgently, such as in relation to a public health matter by placing an X in the appropriate box:

Urgent ☐

Non-urgent ☐

If urgent, please explain below:

Nature of assistance required (please enter an X in the box of all that apply):

☐ Interruption to the Scottish Water Network required

☐ Location of isolation valve

☐ Stuck isolation valve

☐ Other

If other, please explain below:

Please outline requirements as appropriate:

8. Request for a Site Specific Contribution Offer

This section should only be completed where the Licensed Provider has previously provided a notice that it will undertake a meter installation at the Supply Point, and there are non-standard circumstances in relation to carrying out the installation.

Please provide the SW Reference number associated with the original notification.

SW Reference Number: _____ (7 Digit Numerical Reference)

Please confirm why there are non-standard circumstances in relation to the metering activity (please enter an X in the box of all that apply):

☐ Access hindered

☐ Pipework modifications required

☐ Excavation required

☐ Traffic management required

☐ Other

If other, please explain below:

Please provide any additional information in relation to the non-standard circumstances:

9. Withdrawal of Metering Activity Request/Notice

Please provide the SW Reference number associated with the original notification.

SW Reference Number: _____ (7 Digit Numerical Reference)

Please provide the reason for withdrawal by placing an X in the appropriate box:

- ☐ Costs inhibitive
- ☐ Complexity of work
- ☐ No longer required
- ☐ Requested in error
- ☐ Other

If other, please explain below:

Please provide any additional information in relation to the withdrawal:

10. Completion Details

This section is for the Licensed Provider to confirm the completion details for the activity detailed in Section 4.

Please provide the SW Reference number associated with the original notification where the metering activity has previously been notified in advance of completion.

SW Reference Number: _____ (7 Digit Numerical Reference)

Please provide details of the Accredited Entity who carried out the work:

Accredited Entity Name: _____

Accredited Entity ID/Reference: _____

Where the Licensed Provider is claiming a Contribution Offer from Scottish Water for Metering Activity undertaken by an Accredited Entity, please indicate the applicable activities undertaken at the Supply Point, in accordance with the schedule of rates set out in the Wholesale Charges Scheme.

Wholesale Charges Scheme Contribution Code (MET Code): _____

Description of metering activity:

For metering activity details provided in Section 4 please complete the relevant section below.

- | | | |
|--|--------------------------|---|
| Meter Installation | ☐ | <i>Please complete section 10.1</i> |
| Meter Accuracy Test | ☐ | <i>Please complete section 10.1, 10.2 and section 10.5 if appropriate</i> |
| Meter Repair or Replacement due to fault | ☐ | <i>Please complete section 10.3 and sections 10.1 and 10.5 if appropriate</i> |
| Change of meter | ☐ | <i>Please complete section 10.1, 10.4 and section 10.5 if appropriate</i> |

10.1 Completion of Meter Installation

This section is to be completed to record details of new meter installations following a Meter Installation, Meter Accuracy Test, Meter Replacement due to fault and Change of Meter.

Please provide details of the meter that has been installed:

Meter serial number: _____

Meter make: _____

Meter size (please select by placing an X in the appropriate box):

15mm	☐	20mm	☐	25mm	☐
30mm	☐	40mm	☐	50mm	☐
80mm	☐	100mm	☐	150mm	☐
200mm	☐	250mm	☐	300mm	☐
350mm	☐	400mm	☐	450mm	☐
500mm	☐	600mm	☐	80 - 20mm	☐
100-20mm	☐	Other	☐		

If other, please specify: _____

Number of dials: _____

Date of meter installation (dd/mm/yyyy): _____

Opening meter read: _____

Please indicate the location of the new meter by placing an X in the appropriate box:

- ☐ Outside the premises/property boundary (M1)
- ☐ Outside the property/building but within the premises/property boundary close to the boundary (M2)
- ☐ Outside the property/building but within the premises/property boundary close to the property (M3)
- ☐ Inside the property/building (M4)

Meter easting (X Coordinate): _____

Meter northing (Y Coordinate): _____

Please provide a description of the location of the meter:

Photograph of meter included: ☐

Byelaws certificate included: ☐

Please enter an X the box below if there is any data logging equipment attached to the meter:

- ☐ *Where data logging equipment is attached to the meter, please provide the details below*

Please indicate the owner(s) of the data logging equipment by placing an X in the appropriate box:

- ☐ Scottish Water
- ☐ 3rd party (Non-Scottish Water)

Datalogger make: _____

Datalogger model/type: _____

Datalogger serial number: _____

Date of Datalogger installation (dd/mm/yyyy): _____

10.2 Completion of Meter Accuracy Test

Meter removed should be as provided in Section 4.1. Meter Installed should be as provided in section 10.1.

Date of meter removal (dd/mm/yyyy): _____

Closing meter read (removed Meter): _____

Photograph of removed meter included: ☐

10.2.1 Results of the Accuracy Test

Please complete this section when the results of the test are available.

SW Reference Number: _____ (7 Digit Numerical Reference)

Please provide the results of the meter accuracy test by placing an X in the appropriate box:

- ☐ Pass
- ☐ Fail
- ☐ Please confirm the results of the meter accuracy test have been submitted to SW.

10.3 Completion of Meter Repair or Replacement due to fault

Please confirm the outcome of your investigation into the fault at the meter by placing an X in the appropriate box:

- No fault was found ☐
- Meter has been repaired ☐ *Please complete section 10.3.1 in addition to this section*
- Meter has been replaced ☐ *Please complete section 10.1 and 10.3.2 in addition to this section*

Nature of fault should be as provided in Section 4.4

10.3.1 Details of Meter Repair

Faulty meter should be as provided in Section 4.1.

Please confirm the action taken to repair the meter by placing an X in the appropriate box:

- Cleaned out mechanism ☐
- Replaced dials / mechanism ☐ *Please complete section 10.1 and 10.3.2 if the meter serial number has changed.*
- Replaced batteries ☐
- Fixed leak at join ☐
- Meter (direction) turned around ☐
- Meter dug up / exposed ☐
- Meter height raised ☐
- Other ☐

If other, please specify:

Date of meter repair (dd/mm/yyyy):

Meter Read at start of repair:

Meter Read at end of repair:

Photograph of meter before repair included: ☐

Photograph of meter after repair included: ☐

10.3.2 Details of Meter Replacement

Meter that has been removed should be as provided in Section 4.1.

Date of meter exchange (dd/mm/yyyy): _____

Closing meter read (removed meter): _____

Photograph of meter included: ☐

Meter that has been installed should be as provided in Section 10.1.

Please enter an X in the box if the location of the installed meter is different from the location of the meter that has been removed: ☐

10.4 Completion of Change of Meter

Meter that has been removed should be as provided in Section 4.1.

Date of meter exchange (dd/mm/yyyy): _____

Closing meter read (removed meter): _____

Photograph of meter included: ☐

Meter Installed should be as provided in section 10.1.

10.5 Removed Data Logging equipment

Where a meter has been removed and where data logging equipment was attached to the meter, please complete the details in this section.

Please enter an X in the box below if there is any data logging equipment attached to the meter:

☐ *Where data logging equipment is attached to the meter, place an X in the box and please provide the details below:*

Where data logging equipment was attached to the removed meter, please confirm the status of the data logging equipment on completion of the replacement of the meter by placing an X in the appropriate box:

- ☐ Data logging equipment removed and not replaced
- ☐ Data logging equipment replaced with different Datalogging equipment
- ☐ Data logging equipment transferred from the removed meter to the installed meter
- ☐ Data logging equipment unaffected by the meter exchange / left in situ

Who does the Data logger belong to? Please enter an X in the appropriate box:

- ☐ Scottish Water
- ☐ 3rd party (Non-Scottish Water)

Datalogger make: _____

Datalogger model/type: _____

Datalogger serial number: _____

Date of Datalogger removal (dd/mm/yyyy): _____

11. Declaration

I hereby acknowledge that the information provided in this form is correct to the best of my knowledge and up to date at the date of submission.

Signature: _____

Date (dd/mm/yyyy): _____

Full name (in capitals): _____

Role in the company or job title: _____

A. Appendix – Meter Size Data Assessment Sheet

Proposed number of meters: _____

1. Site Information	<i>Details of all available data items should be completed.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
Size of any existing meters or "NEW" for new meters:				
Any existing meter serial numbers:				
Supply pressure (Bar) if known:				
Diameter of incoming pipe into building/premises (mm):				
Fire supply (Y/N): <i>If YES, please complete section 4 – Fire Supplies</i>				
Contaminated land (Y/N):				
Operational time period (hours): <i>Please select one of the following: , 8; 8-12; . 12 If no time period is selected, 24 hours will be used as the default</i>				

2. Number of Water Fittings	<i>Please provide details of the number of water fittings (as listed) and indicate whether they are fed from the mains or from a storage tank. If no information is available, please complete section 3 – Flowrate.</i>							
	Meter 1		Meter 2		Meter 3		Meter 4	
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Storage tank supply pipe size (mm):								
WC flushing cistern:								
Domestic sized wash basin:								
Commercial sized wash basin:								
Bath (tap nominal size 20mm):								
Bath (tap nominal size larger than 20mm):								
Shower:								
Power Shower:								
Sink (tap nominal size 15mm):								

Sink (tap nominal size larger than 15mm):								
Spray tap:								
Bidet:								
Domestic sized washing machine:								
Domestic sized dishwasher:								
Domestic sized waste disposal unit:								
Commercial sized washing machine:								
Commercial sized dishwasher:								
Commercial sized waste disposal unit:								
Outside tap:								
Swimming pool:								
Any other water fitting or outlet:								

3. Flowrate	Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2.			
	Meter 1	Meter 2	Meter 3	Meter 4
3.1 From Logging Data	Please provide details of all three flowrates requested.			
Minimum (l/sec):				
Maximum (l/sec):				
Typical (l/sec):				
3.2 Estimate of Flowrate	Please provide details for the daily water requirement.			
Daily requirement (l/day):				

4. Fire Supplies	<i>Please provide details for the number of fire supplies and their estimated flowrates</i>							
	Meter 1		Meter 2		Meter 3		Meter 4	
Number of fire hydrants:								
Estimated flowrate (l/sec):								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Number of fire hoses:								
Estimated flowrate (l/sec):								
Number of sprinkler system heads:								
Estimated flowrate (l/sec):								

5. Meter Requirements	<i>Please indicate whether there is power available at the site if a meter that requires power is being selected from the meter menu.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
Power available (Y/N):				



Complaint Form
For Use by Licensed Providers

1. Licensed Provider Details

Name of Licensed Provider: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Complaint Details

Nature of complaint: _____

Complaint Reference no(s): _____

Compensation claimed:

Service standard failure	☐
Legal liability	☐
Other	☐
None	☐

If other, please specify: _____

3. Premises Details (if relevant)

Supply Point ID: _____

Premises Type:

Warehouse	☐	Factory	☐
Agriculture	☐	Shop	☐
Holiday Chalets	☐	Hotel	☐
Site Accommodation	☐	Office	☐
Other	☐		

If other, please specify: _____

Meter fitted: Yes ☐
 No ☐

4. Your Details

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____



Trade Effluent Notice

For Use by Licensed Providers

1. Licensed Provider Details

Name of Licensed Provider: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Details of Occupier or Prospective Occupier

Please quote any Supply Point ID given to your premises: _____

Please quote any DPID given to your premises (unless applying for a New Consent): _____

2.1 Trade Premises Address (to which Consent Notice applies)

Company name: _____

Address of premises: _____

Postcode: _____

Phone number: _____

Fax number: _____

E-mail address: _____

Contact name: _____

3. Type of Application

This application relates to:

- a) New TE Consent - Proposed discharge for which no Consent exists ☐
- b) TE Consent Review - Modification to an existing Consent ☐
- c) TE Renewal - Renewal of a discontinued Consent ☐
- d) Change of occupier ☐
- e) TE Discontinuation – Discontinuation of Trade Effluent Services (**Temporary**)
 - i) Discontinuation of Trade Effluent Services at Licensed Provider request* ☐
 - (ii) Discontinuation of Trade Effluent Services at Customer request ☐

* For an application type 3 (e) (i), the Licensed Provider must complete Sections 4 and 5 below:

- f) TE Termination - Termination of Consent (**Permanent**) ☐

I confirm that I have included a drainage plan with an application for a new Consent. ☐

I confirm that the Trade Effluent Notice was received with an electronic signature ☐

I confirm that the Trade Effluent Notice was received signed in ink and I have posted the original which includes the applicants ink signature (i.e., not type written or electronic) ☐

Signature: _____

Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

4. Discontinuation at Licensed Provider request

Reason for discontinuation:

Non-payment: ☐

Denying access to a meter: ☐

5. Information regarding the viability of the discontinuation

Information regarding the viability of the discontinuation:

(a) Where the customer has made representations in relation to the proposed discontinuation, has the response to the customer addressed the substance of those representations?
yes/no: _____

(b) Will discontinuation of Trade Effluent services adversely affect any provision of sewerage to or removal of sewage from the premises for a purpose other than in respect of trade effluent?
yes/no: _____

(c) Is the occupier also the owner of the eligible premises where the supply is to be discontinued?
yes/no: _____

If No, has the owner been notified of the discontinuation of the service, yes/no:

6. Declaration by the Licensed Provider

I hereby acknowledge and declare that the information provided in this form is correct and up-to-date at the date of submission, and that any applicable statutory or other regulatory requirement in relation to the proposed discontinuation has been followed.

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

**Verification of Meter Details Form****For Use by Licensed Providers**

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider's own Reference: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Supply Point ID (SPID): _____

Address of premises: _____

Postcode: _____

Contact name at premises: _____

Contact number: _____

3. Verification Details**3.1 Meter Details to be verified:**

Please indicate which details are required to be verified:

Meter Attributes: ☐Supply Arrangements: ☐

3.2 Meter Details at metered premises:

Please provide any meter details that you have on your records:

	Meter 1	Meter 2	Meter 3
Meter type:	_____	_____	_____
Meter make:	_____	_____	_____
Meter size:	_____	_____	_____
Meter serial number:	_____	_____	_____
Meter pit number:	_____	_____	_____
x,y coordinates:	_____	_____	_____
Meter 1 Location:	_____		
Meter 2 Location:	_____		
Meter 3 Location:	_____		

3.3 Reasons for request:

Please provide the reason(s) for the request or any information to assist the query (i.e., why details are thought to differ from records held):

4. Additional Information

Please provide any additional information where appropriate:

5. Shared Supply Details

For shared supply investigations, please provide the following details:

List all premises which are known or suspected to be served by the shared supply and any available details of the supply configuration. Where possible SPID or SAA reference should be provided for each of the other premises in the shared supply:

Any available background information about how the shared supply arose (e.g., changes to property configuration or installation of a meter on an existing shared supply):

Details of the customer's preferred outcome if known (please note that whether this outcome is achievable will depend on the specific nature and background of the shared supply):

6. Consent to Contact Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. In such circumstances Scottish Water will inform the Licensed Provider of the arrangements prior to any visit. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes: ☐

No: ☐

7. Your Details:

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

8. Scottish Water – Response to Investigation (Findings of Inspection)

This section is to be completed following the site investigation and ensures the requisite information is captured at the site visit and passed to the Licensed Provider.

All fields are mandatory

Findings of Inspection	Response
Date of visit	
Meter read on date	
x/y coordinate	
Meter make	
Meter serial	
Meter ID at CMA	
Digits (black and red) e.g., 5, 2	
Location	
Meter physical size	

Where information has changed, please note if visit will lead to:

Update in market data set (Yes/No)	
If yes, what transaction/s were sent to CMA, (e.g., location update / meter exchange)	
If yes, expected date of transaction/s, (dd/mm/yy)	
Charge to Licensed Provider for visit (Yes/No)	



Reassessment Request Form

For Use by Licensed Providers

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider ID _____

Licensed Provider's own Reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Supply Point Details

Please note: one Reassessment Request Form should be completed **per Supply Point**. Properties with a single Supply Point ID and multiple tenancies should include details of all tenants on one Reassessment Request Form.

Supply Point ID (SPID): _____

Address of Supply Point: _____

Postcode: _____

*Contact name at site (if available): _____

*Contact number at site (if available): _____

Hours of Business worked at site: _____

Reason for submission of Reassessment Request Form:

Request by Scottish Water ☐ Request by Licensed Provider ☐

Change of use/tenancy ☐ Change of Licensed Provider ☐

Periodic review ☐ Resubmission of Form ☐

*Date of last request (if known): _____

3. **Domestic Water Use at Supply Point**

3.1 **Employees**

Please specify how many people are working at the Supply Point:

No. Full Time: _____ No. Part Time: _____ No. Seasonal: _____

Average Annual Full Time Equivalent¹⁰: _____

3.2 **Water Use**

Please specify which of the following domestic water facilities are used at the Supply Point:

Toilets and Wash Hand Basins ☐ Staff Showers ☐ Staff Canteen ☐

4. **Non-domestic Water Use**

Non-domestic water use at a Supply Point includes any use not detailed above in 3.2. Examples of non-domestic water use include but are not limited to; dishwashers and sinks to support hotels, guest houses, restaurants, cafés, or public houses; sinks for food preparation within bakeries and butcher shops; washing machines in laundrettes; specialist water-using equipment in dental surgeries or medical practices; vehicle washing facilities.

Is water used for any other than canteen or employee toilet or shower facilities? Y/N: _____

If yes, please specify nature of use: _____

Is there a Trade Effluent consent associated with this Supply Point? Y/N: _____

Footnote ¹⁰

Full Time Equivalent - A full time employee is expected to work 1800 hours per annum (8 hours per day, 5 days per week, 52 weeks per year with 35 days leave). The number of full time equivalent employees should therefore be calculated as follows:

Average Annual Full-Time Equivalent = $\frac{\text{Total hours worked per annum for all employees at Supply Point}}{1800}$

5. Licensed Provider Confirmation

We hereby acknowledge that on submission of this Reassessment Request Form, if achievable, Scottish Water will in the first instance seek to install a water meter under its meter installation programme. If a water meter cannot be fitted under the meter installation programme, a Contribution Offer will then be made by Scottish Water. If the Contribution Offer is not accepted a Re-assessment proposal will be made by Scottish Water, in accordance with the reassessment process for unmetered supply points. We also acknowledge that the Supply Point referenced on the form, on completion of the application process, will not be able to continue on or later revert to assessed charges (whereby the assessed meter size and annual volume are allocated according to the rateable value of the Supply Point).

Name: _____

Job Title: _____

Signature: _____

Date: _____

All fields on the form are mandatory unless otherwise indicated *

Form M



Gap Site Supply Point Request Form

For Use by Licensed Providers

Please note that sections 1, 2, 6 and 7 must be completed by Licensed Providers and sections 3 – 5 should be completed where possible.

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider ID: _____

Licensed Provider's own Reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Company name: _____

Banner Name¹¹: _____

Building number: _____

Building name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

¹¹ Banner name is the trading identity associated directly with the property, e.g., the brand name of a fast food restaurant and not the franchisee's name.

Please provide the unique property reference number(s) requested below¹²:

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the OSG

☐

Missing entry from the SAA

☐

Fish farms, fishing, and sporting rights

☐

Agricultural land, buildings and troughs

☐

Property is multi-tenancy

☐

Fish farms, fishing, and sporting rights

☐

Infrastructure Project

☐

Parks, Allotments and Sports Ground

☐

Agricultural including troughs

☐

Property is multi-tenancy

☐

Not yet issued by planning

☐

Other (please provide details): _____

Other (please provide details): _____

Contact name at site¹³: _____

Contact number at site: _____

Rateable Value of property: _____

Was the Gap Site Supply Point identified via the CMA Portal?

Yes ☐

No ☐

If yes please provide the UARN: _____

Is the Gap Site subject to the Temporary Transfer Arrangements?

Yes ☐

No ☐

If yes please provide the SPID reference: _____

¹² The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

¹³ Licensed Providers should endeavour to provide the name and phone number of a contact for manned customer premises. For unmanned customer premises, Licensed Providers should endeavour to provide the name and phone number of an individual who can arrange access to the site if needed.

3. Services at the premises

Please indicate all services provided at the premises:

3.1 Water Services

Water Connection: ☐

Metered Water: ☐

Number of Services to Caravans: _____

Number of Troughs and Drinking Bowl Connections: _____

Number of Outside Taps: _____

Other: ☐

If other, please specify: _____

If water services to the property are provided through a Scottish Water revenue meter, please provide meter details below:

	Meter 1	Meter 2	Meter 3
Meter type:	_____	_____	_____
Meter make:	_____	_____	_____
Meter size:	_____	_____	_____
Number of Dials:	_____	_____	_____
Meter serial number(s):	_____	_____	_____
Meter reading:	_____	_____	_____
Date of reading:	_____	_____	_____
x,y coordinates:			
Northing:	_____	_____	_____
Easting:	_____	_____	_____
Meter location:	_____		

If the property is subject to the Temporary Transfer Arrangements, is a new water connection to be provided to the property?

Yes ☐

No ☐

If Yes and an application has been made, please provide the reference number and other relevant comments:

3.2 Sewerage Services

Sewerage Connection: ☐

Roads Drainage: ☐

Property Drainage: ☐

Metered Sewerage: ☐

Is there a discharge of Trade Effluent from the premises to the public sewer?

Yes ☐

No ☐

4. Supply Point (SPID) Request

Please indicate the services for which a Supply Point ID (SPID) is required:

Water SPID required ☐

Sewerage SPID required ☐

Both Water and Sewerage SPID required ☐

Where only Water or only Sewerage SPID is required because a Water/Sewerage SPID already exists at the site, please provide the existing SPID at the site: _____

Is the Gap Site part of a Multi-Tenancy association?

Yes ☐

No ☐

If Yes, please provide the Multi Tenancy (MT) SPID reference it is associated with: _____

Otherwise, please state the reason for only a single service request, e.g., 'septic tank':

5. Additional Information

Please provide any additional information that may be useful in identifying the property. For example, GIS co-ordinates or a map of the site:

6. Consent to Contact Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes: ☐

No: ☐

7. Declaration on behalf of the Licensed Provider

We hereby acknowledge that we have undertaken all reasonable endeavours to complete this form, to confirm the status of Water Services and/or Sewerage Services at this site and that following these investigations we believe this is a Gap Site as defined under the Market Code. The information provided in this form is correct to the best of our knowledge and up to date at the date of submission.

Name: _____

Job Title: _____

Signature: _____

Date: _____

**Request for Allowance to Wholesale Charges****For Use by Licensed Providers**

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider's own Reference: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Supply Point ID (SPID): _____

Address of premises: _____

Postcode: _____

Meter serial number: _____

Physical meter size: _____

Chargeable meter size: _____

3. Reason for the Request**3.1 Type of Allowance**

Please indicate the allowance being requested and complete the relevant section below:

Fire Fighting Allowance: ☐ *Please complete section 4*

Burst Allowance: ☐ *Please complete section 5*

Non-Return to Sewer Allowance: ☐ *Please complete section 6*

3.2 New or existing Allowance

Please indicate if this request is for a new allowance or a review to an existing allowance at this Supply Point:

New allowance ☐

Review to existing allowance ☐

4. Fire Fighting Allowance

4.1 Was the water Supply Point connected to the Network before or after 1 April 2003?

Before 1 April 2003: ☐

After 1 April 2003: ☐

4.2 Please indicate whether an allowance is being requested in respect of volumetric or meter based annual charges:

Volumetric Charges ☐ *Please complete section 4.3*

Meter Based Annual Charges ☐ *Please complete section 4.4*

4.3 Volumetric Charges

4.3.1 Please provide the reason for the use of water in relation to the allowance request:

Fire Fighting: ☐

Testing of Fire Fighting apparatus: ☐

Fire Fighting Training: ☐

Other: ☐

If other, please specify: _____

4.3.2 Date on which the Services were utilised for the purpose indicated above: _____

4.3.3 Volume reduction which is being applied for: _____ m3

4.3.4 In the case of fire-fighting training or testing fire-fighting apparatus, please provide meter readings immediately before and after the testing or training:

Meter reading before testing/training: _____

Meter reading after testing/training: _____

The assessment of an allowance will be dependent on the availability of consumption data at the CMA for the Supply Point spanning at least the last 12 months.

Please go to section 7.

4.4 Meter Based Annual Charges

Please complete Appendix A – Meter Size Data Assessment Sheet.

The assessment of an allowance will be dependent on the availability of consumption data at the CMA for the Supply Point spanning at least the last 12 months.

Please go to section 7.

5. Burst Allowance

5.1 Please provide the reason for the allowance request:

Allowance due to a burst between the meter and the property boundary where the meter is located outside the property boundary: ☐

Allowance due to a burst on the customer side between the supply and the meter as a consequence of negligence on the part of Scottish Water: ☐

An allowance in respect of sewerage volumetric charges where it can be demonstrated that water escaping through a burst has not subsequently entered the Public Sewerage System (please provide a description of where the water has drained in Section 7, and attach any evidence in support of the allowance request):
☐

Other: ☐

If other, please specify: _____

5.2 Please provide an actual (not customer) meter read following the repair of the burst:

Actual meter read: _____ Date: _____

5.3 Estimated start date of burst: _____

5.4 Date of repair of burst: _____

The assessment of an allowance will be dependent on the availability of consumption data at the CMA for the Supply Point spanning at least the last 12 months. Please note that Scottish Water may take a further reading.

Please go to section 7.

6. Non-Return to Sewer Allowance

6.1 Please indicate the type of business at the Supply Point:

Sports Ground/Golf Course: ☐

Swimming Pool: ☐

Other: ☐

If other, please specify type of business and provide details of usage of water not returned to the Public Sewerage System:

6.2 Additional information required for Sports Grounds/Golf Courses:

6.2.1 Please indicate the type of grounds and usage (for example, "Bowling club with 2 greens, real grass"): _____

6.2.2 Are there catering or other indoor facilities at the premises? Yes: ☐ No: ☐

6.3 Additional information required for Swimming Pools:

6.3.1 Average annual consumption based on actual meter reads: _____ m3

6.3.2 Surface area of swimming pool(s): _____ m2

6.4 Additional information required for Headage Assessment:

6.4.1 Total annual consumption based on actual meter reads: _____ m3

6.4.2 Annual volume used in process: _____ m3

6.4.3 Number of full-time employees: _____

6.4.4 Number of part-time employees: _____

6.4.5 Is there a canteen at the premises? Yes: ☐ No: ☐

7. Additional Information

Please provide any additional information in support of the allowance request. If supporting information is provided separately, please indicate here:

8. Your Details

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

A. Appendix – Meter Size Data Assessment Sheet

Number of meters: _____

1. Site Information	<i>Details of all available data items should be completed.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
Size of any existing meters or "NEW" for new meters:				
Any existing meter serial numbers:				
Supply pressure (Bar) if known:				
Diameter of incoming pipe into building/premises (mm):				
Fire supply (Y/N): <i>If YES, please complete section 4 – Fire Supplies</i>				
Contaminated land (Y/N):				
Operational time period (hours): <i>Please select one of the following: ,8; 8-12; .12 If no time period is selected, 24 hours will be used as the default</i>				

2. Number of Water Fittings	<i>Please provide details of the number of water fittings (as listed) and indicate whether they are fed from the mains or from a storage tank. If no information is available, please complete section 3 – Flowrate.</i>							
	Meter 1		Meter 2		Meter 3		Meter 4	
Storage tank supply pipe size (mm):								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
WC flushing cistern:								
Domestic sized wash basin:								
Commercial sized wash basin:								
Bath (tap nominal size 20mm):								
Bath (tap nominal size larger than 20mm):								
Shower:								

Power Shower:								
Sink (tap nominal size 15mm):								
Sink (tap nominal size larger than 15mm):								
Spray tap:								
Bidet:								
Domestic sized washing machine:								
Domestic sized dishwasher:								
Domestic sized waste disposal unit:								
Commercial sized washing machine:								
Commercial sized dishwasher:								
Commercial sized waste disposal unit:								
Outside tap:								
Swimming pool:								
Any other water fitting or outlet:								

3. Flowrate	Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2.			
	Meter 1	Meter 2	Meter 3	Meter 4
3.1 From Logging Data	Please provide details of all three flowrates requested.			
Minimum (l/sec):				
Maximum (l/sec):				
Typical (l/sec):				
3.2 Estimate of Flowrate	Please provide details for the daily water requirement.			
Daily requirement (l/day):				

4. Fire Supplies	<i>Please provide details for the number of fire supplies and their estimated flowrates</i>							
	Meter 1		Meter 2		Meter 3		Meter 4	
Number of fire hydrants:								
Estimated flowrate (l/sec):								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Number of fire hoses:								
Estimated flowrate (l/sec):								
Number of sprinkler system heads:								
Estimated flowrate (l/sec):								

5. Meter Requirements	<i>Please indicate whether there is power available at the site if a meter that requires power is being selected from the meter menu.</i>			
	Meter 1	Meter 2	Meter 3	Meter 4
Power available (Y/N):				



Supply Point Deregistration Request Form

For Use by Licensed Providers

Please note that sections 1, 2, 3, 4, 12 and 14 must be completed by Licensed Providers and sections 5 – 11 should be completed where appropriate. Mandatory fields are illustrated by a grey background.

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider's own Reference: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Contact name at site: _____

Contact number at site (if available): _____

Please provide the unique property reference number(s) requested below¹⁴

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the OSG

☐

Missing entry from the SAA

☐

Fish farms, fishing, and sporting rights

☐

Agricultural land, buildings and troughs

☐

Property is multi-tenancy

☐

Fish farms, fishing, and sporting rights

☐

Infrastructure Project

☐

Parks, Allotments and Sports Ground

☐

Agricultural including troughs

☐

Property is multi-tenancy

☐

Not yet issued by planning

☐

Other (please provide details): _____

Other (please provide details): _____

3. Services at the premises to be deregistered

3.1 Supply Point (SPID)¹⁵

Water SPID: _____

Water SPID connection date: _____

Please tick here if Water SPID is to be deregistered: ☐

Date deregistration should be effective from: _____

Is the Water SPID currently in NAPS

☐ YES

☐ NO

Sewerage SPID: _____

Sewerage SPID connection date: _____

Please tick here if Sewerage SPID is to be deregistered: ☐

¹⁴ The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

¹⁵ If multiple SPIDs are to be deregistered in relation to a bulk (landlord) meter, please enter the details of all SPIDs to be deregistered in section 10.4; this section can be left blank.

Date deregistration should be effective from: _____

Is the Sewerage SPID currently in NAPS ☐ YES ☐ NO

Please tick here if only Property Drainage is to be removed: ☐

Date Service Elements should be removed from: _____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.):

Is there a discharge of Trade Effluent from the premises to the public sewer?

Yes ☐

No ☐

If yes, please provide the Discharge Point ID (DPID): _____

3.2 Meter Details

Please provide details of all revenue meters at the SPID to be deregistered:

	Meter 1	Meter 2	Meter 3
Meter ID:	_____	_____	_____
Physical meter size:	_____	_____	_____
Number of Dials:	_____	_____	_____
Meter serial number:	_____	_____	_____
Date of meter installation:	_____	_____	_____
Most recent meter reading:	_____	_____	_____
Date of reading:	_____	_____	_____
x,y coordinates:			
Northing:	_____	_____	_____
Easting:	_____	_____	_____
Meter 1 location:	_____		
Meter 2 location:	_____	_____	_____
Meter 3 location:	_____	_____	_____

4. Reason for the Request

4.1 Reason for deregistration

Please indicate the reason for the request and complete the relevant section below:

- ☐ Demolished: property has been demolished and no longer exists. (Please complete section 5)
- ☐ Domestic (change of use): property is no longer trading as a business and is domestic only. *(Please complete section 6)*
- ☐ Duplicate SPID: more than 1 SPID has been identified for the same Supply Point. *(Please complete section 7)*
- ☐ No Water Connection: property is not connected to the Public Water Supply System. (Please complete section 8)
- ☐ No Sewerage Connection: property is not connected to the Public Sewerage System. *(Please complete section 9)*
- ☐ No Property Drainage: no rainwater from the property drains to the Public Sewerage System. *(Please complete section 9.2)*
- ☐ Reassessment of Property Drainage: request to base Property Drainage charges on rateable value rather than surface area or to change existing surface area *(Please complete sections 9.2, 9.3 and either section 9.4 or 9.5)*
- ☐ Bulk (landlord) Meter: services to the property are supplied through a bulk/parent meter/landlord. *(Please complete section 10)*
- ☐ Merged Property: a formerly individual property has merged with a neighbouring property and is supplied through a different SPID. *(Please complete section 11)*
- ☐ Other

If other, please specify:

4.2 Service request history

Please provide any relevant Scottish Water service request reference numbers in relation to the request:

4.3 Licensed Provider Summary

Please provide a summary of your findings and recommended actions; for example, "property demolished 21 September 2009 – deregister water and drainage SPID":

Please complete the relevant section/s below:

5. Demolished

Please provide the effective date of demolition¹⁶: _____

Please provide a demolition certificate in support of your request where available.

6. Domestic (change of use)

Please provide the effective date for the change of use: _____

Please provide the Council Tax reference number for the property: _____

Please provide a Council Tax bill covering the period of commencement of Council Tax payments (date of deregistration) in support of your request.

7. Duplicate SPID:

7.1 Duplicate SPID

Where more than one SPID is registered in relation to the same Supply Point, please provide details of the SPID to be deregistered in section 3 of this form. **Details of the SPID to remain in the market should be entered in the section below.** Please include the full details as held on your records:

Water SPID: _____

Sewerage SPID: _____

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Market Rateable Value of property¹⁷: _____

SAA Rateable Value of property¹⁸: _____

¹⁶ The effective date of demolition should be the date provided on the demolition certificate where available. Where no certificate is available the date of deletion on the SAA property register should be used.

¹⁷ Market Rateable Value refers to the value as held in central systems.

¹⁸ SAA Rateable Value refers to the latest value held against the property on the SAA register.

Please provide the unique property reference number(s) requested below¹⁹:

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the OSG

☐

Missing entry from the SAA

☐

Fish farms, fishing, and sporting rights

☐

Agricultural land, buildings and troughs

☐

Property is multi-tenancy

☐

Fish farms, fishing, and sporting rights

☐

Infrastructure Project

☐

Parks, Allotments and Sports Ground

☐

Agricultural including troughs

☐

Property is multi-tenancy

☐

Not yet issued by planning

☐

Other (please provide details): _____

Other (please provide details): _____

Is the Supply Point to be deregistered a duplicate Supply Point registered through the Gap Site process?

Yes ☐

No ☐

If yes, please complete section 7.2

7.2 Duplicate SPID registered through the Gap Site process

Please complete this section only where the duplicate Supply Point was created through the Gap Site process.

Did you request the registration of the Supply Point through the Gap Site process?

Yes ☐

No ☐

Please provide the details of all data transactions submitted to the CMA in relation to the Supply Point to be deregistered:

¹⁹ The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

Sewerage SPID

T003.0 submitted ☐

Date submitted: _____

Water SPID

T003.0 submitted ☐

Date submitted: _____

T005.1 submitted ☐

Date submitted: _____

Please provide the details of any other data transactions submitted to the CMA in relation to the Supply Point to be deregistered:

SPID	Data Transaction reference	Date submitted
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

8. No Water Connection

Please indicate why the property is not connected to the Public Water Supply System:

- ☐ Private water supply
- ☐ No water connection/no services at the premises
- ☐ Other

If other, please specify:

If the Sewerage SPID is also to be deregistered, please complete section 9.

9. No Sewerage Connection

9.1 Sewerage

Please indicate where Sewerage from the property drains to:

- No Sewerage facilities at the premises ☐
- Septic Tank ☐
- Soakaway ☐
- Septic Tank and Soakaway ☐
- On-site Treatment Facility ☐
- Other ☐

If other, please specify:

9.1A Scottish Water Response to Sewerage Connection

This section will be completed by Scottish Water following the Sewerage connection investigation and ensures the requisite information is passed to the Licensed Provider.

Findings of Inspection	Response	Mandatory/Optional
The Non-Household Customer's Supply Point ID(s)		Mandatory
SAA Reference Number		Optional
UPRN		Optional
Address visited		Mandatory
Visit/Desk assessment		Mandatory
Date of visit (dd/mm/yy)		Mandatory
Analysis undertaken to determine conclusion, e.g., dye test, GIS analysis, etc.		Mandatory
Do foul sewerage charges apply? (Yes/No)		Mandatory
Do property drainage charges apply? (Yes/No)		Mandatory
Do roads drainage charges apply? (Yes/No)		Mandatory
Which sewerage charges apply? (list)		Mandatory
Change to market data (Yes/No)		Mandatory
If 'Yes' to above, expected date of transaction (dd/mm/yy)		Optional
Charge to Licensed Provider for visit		Mandatory
Other supporting information inc reason for visit		Optional

9.2 Property Drainage

Does any rainwater drain from the property to the Public Sewerage System?

Yes ☐

No ☐

Please indicate where rainwater from the premises drains to:

Soakaway ☐

On-site Treatment Facility ☐

Watercourse ☐

Only a localised area of the premises drains to the Public Sewerage System for environmental protection reasons ☐

Other ☐

If other, please specify:

For septic tanks, please provide evidence of the septic tank on site in support of the request, such as the septic tank registration number and/or registration certificate, a recent septic tank emptying invoice or Scottish Water reference number: _____

9.3 Reassessment of Property Drainage: request to base Property Drainage charges on rateable value rather than surface area or to change existing surface area

Purpose of request:

- ☐ Change Property Drainage charges from rateable value based to area based (complete section 9.4)
- ☐ Change existing surface area (m²) for Property Drainage (complete section 9.5)

9.4 Request to base Property Drainage charges on rateable value rather than surface area

Please note that area based Property Drainage charging is only applicable in certain limited circumstances as set out in the Wholesale Charges Scheme

What is the surface area (m²) of the premises (approx)?: _____

What surface area of the premises (m²) drains to the Public Sewerage System (approx)?: _____

What is the area draining to the Public Sewerage System used for: _____

Details of environmental protection regulations which require this area to drain to the Public Sewerage System: _____

Details of available alternate discharge arrangements which would be used to deal with surface water from this area if environmental protection regulations did not apply: _____

If the Supply Point is part of a multi-tenancy premises, does the occupier of the Supply Point have exclusive access to the area draining to the Public Sewerage System: _____

9.5 Request to change existing surface area (m2)

Previous surface area draining to Public Sewerage System: _____ m2

New surface area draining to Public Sewerage System: _____ m2

Please provide details of the changes that have been made to drainage arrangements, resulting in a change to the surface area draining to the Public Sewerage System: _____

Date of completion of changes to drainage arrangements: _____

9.6 Scottish Water Response to Property Drainage Investigation

This section will be completed by Scottish Water following the Property Drainage investigation and ensures the requisite information is passed to the Licensed Provider.

Findings of Inspection	Response	Mandatory/Optional
The Non-Household Customer's Supply Point ID(s)		Mandatory
SAA Reference Number		Optional
UPRN		Optional
Address visited		Mandatory
Visit/Desk assessment		Mandatory
Date of visit (dd/mm/yy)		Mandatory
Analysis undertaken to determine conclusion, e.g., dye test, GIS analysis, etc.		Mandatory
Do property drainage charges apply? (Yes/No)		Mandatory
Change to market data (Yes/No)		Mandatory
If 'Yes' to above, expected date of transaction (dd/mm/yy)		Optional
Charge to Licensed Provider for visit		Mandatory
Other supporting information inc reason for visit		Optional
Area Based Drainage: Area (m ²) of Site		Optional
Area Based Drainage: Area (m ²) that drains to Public Sewerage System		Optional

10. Bulk (Landlord) Meter

Please provide details of the parent/landlord premises through which services to the SPID to be deregistered are charged.

10.1 Bulk Meter SPID Details

Water SPID: _____

Sewerage SPID: _____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.):

10.2 Bulk Meter Address Details

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Market Rateable Value of property²⁰: _____

SAA Rateable Value of property²¹: _____

Please provide the unique property reference number(s) requested below²²:

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

- | | | | |
|--|--------------------------|--|--------------------------|
| Property not yet rated | ☐ | Missing entry from the OSG | ☐ |
| Missing entry from the SAA | ☐ | Fish farms, fishing, and sporting rights | ☐ |
| Agricultural land, buildings and troughs | ☐ | Property is multi-tenancy | ☐ |
| Fish farms, fishing, and sporting rights | ☐ | Infrastructure Project | ☐ |
| Parks, Allotments and Sports Ground | ☐ | Agricultural including troughs | ☐ |
| Property is multi-tenancy | ☐ | Not yet issued by planning | ☐ |

Other (please provide details): _____

Other (please provide details): _____

²⁰ Market Rateable Value refers to the value as held in central systems.

²¹ SAA Rateable Value refers to the latest value held against the property on the SAA register

²² The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website – www.onescotlandgazetteer.org.uk.

10.3 Bulk Meter Details

Meter ID: _____

Physical meter size: _____

Number of Dials: _____

Meter serial number: _____

10.4 Addresses Supplied through the Bulk Meter

Please provide address details for all other units/tenant addresses supplied through the bulk meter. Please provide details on a separate sheet if necessary:

Water SPIDs (if applicable): _____

Please tick here if Water SPID is to be deregistered:

☐☐☐

Date deregistration should be effective from: _____

Sewerage SPIDs: _____

Please tick here if Sewerage SPID is to be deregistered:

☐☐☐

Date deregistration should be effective from: _____

Please tick here if Property Drainage is to be removed:

☐☐☐

Date Service Elements should be removed from: _____

SAA Reference Number²³: _____

UPRN²⁴: _____

Company Name: _____

Unit Number: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

²³ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk

²⁴ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk

Postcode: _____

Market Rateable Value of property²⁵: _____

SAA Rateable Value of property²⁶: _____

Current SPID status at the CMA
(Vacant/Occupied/Long Term Vacant etc.): _____

11. Merged Property

11.1 Current (merged) premises details

Please provide the current details for the property into which the previous property has merged.

Water SPID: _____

Sewerage SPID: _____

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Market Rateable Value of property²⁷: _____

SAA Rateable Value of property²⁸: _____

²⁵ Market Rateable Value refers to the value as held in central systems.

²⁶ SAA Rateable Value refers to the latest value held against the property on the SAA register.

²⁷ Market Rateable Value refers to the value as held in central systems.

²⁸ SAA Rateable Value refers to the latest value held against the property on the SAA register.

Please provide the unique property reference number(s) requested below²⁹:

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the OSG

☐

Missing entry from the SAA

☐

Fish farms, fishing, and sporting rights

☐

Agricultural land, buildings and troughs

☐

Property is multi-tenancy

☐

Fish farms, fishing, and sporting rights

☐

Infrastructure Project

☐

Parks, Allotments and Sports Ground

☐

Agricultural including troughs

☐

Property is multi-tenancy

☐

Not yet issued by planning

☐

Other (please provide details): _____

Other (please provide details): _____

Meter ID: _____

Physical meter size: _____

Number of Dials: _____

Meter serial number: _____

Please provide the date on which the property merged: _____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.): _____

Does the merged property only have one connection to the Public Water Supply System?

☐ Yes

☐ No

☐ Unknown

If no, please provide a description of the current connection status. Please include all relevant SPID, address and meter details and any previous Scottish Water service request references in support of your application:

²⁹ The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website - www.onescotlandgazetteer.org.uk.

11.2 Previous (unmerged) premises details

Please provide the details of the property/properties which are now merged into the current property (as set out in section 11.1 above) and require to be deregistered. Please provide details on a separate sheet if necessary.

	Property 1	Property 2
Water SPID to be deregistered:	_____	_____
Effective date of deregistration:	_____	_____
Sewerage SPID to be deregistered:	_____	_____
Effective date of deregistration:	_____	_____
Company Name:	_____	_____
Building Number:	_____	_____
Building Name:	_____	_____
Address line 1:	_____	_____
Address line 2:	_____	_____
Address line 3:	_____	_____
Town:	_____	_____
Postcode:	_____	_____
Market Rateable Value of property ³⁰ :	_____	_____
SAA Rateable Value of property ³¹ :	_____	_____

Please provide the unique property reference number(s) requested below³²:

SAA Reference Number: _____

UPRN: _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

- | | | | |
|--|--------------------------|--|--------------------------|
| Property not yet rated | ☐ | Missing entry from the OSG | ☐ |
| Missing entry from the SAA | ☐ | Fish farms, fishing, and sporting rights | ☐ |
| Agricultural land, buildings and troughs | ☐ | Property is multi-tenancy | ☐ |
| Fish farms, fishing, and sporting rights | ☐ | Infrastructure Project | ☐ |
| Parks, Allotments and Sports Ground | ☐ | Agricultural including troughs | ☐ |
| Property is multi-tenancy | ☐ | Not yet issued by planning | ☐ |
| Other (please provide details): _____ | | Other (please provide details): _____ | |

³⁰ Market Rateable Value refers to the value as held in central systems.

³¹ SAA Rateable Value refers to the latest value held against the property on the SAA register.

³² The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – www.saa.gov.uk. UPRN can be obtained from the One Scotland Gazetteer website – www.onescotlandgazetteer.org.uk.

Meter ID: _____

Physical meter size: _____

Number of Dials: _____

Meter serial number: _____

Current SPID status at the CMA (Vacant/Occupied/Long Term Vacant etc.):

12. Consent to contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes: ☐

No: ☐

13. Additional Information

Please provide any additional information relevant to the request where appropriate. If supporting information is provided separately, please indicate here:

14. Declaration on behalf of the Licensed Provider

We hereby acknowledge we have undertaken investigations to confirm the status of Water Services and/or Sewerage Services at this site and that following these investigations we believe this Supply Point should be deregistered for the reason stated above. The information provided in this form is correct to the best of our knowledge and up to date at the date of submission.

Name: _____

Job Title: _____

Signature: _____

Date: _____



**Request for Amendment of Third Party Reference(s), SPID Address, Live Rateable Value and
Transition Flag or Multi-Tenancy Association**

For Use by Licensed Providers

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider's own Reference: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Current Premises Details

As registered at the CMA

Supply Point ID (SPID): _____

SAA Reference Number: _____

Unique Property Reference Number (UPRN): _____

Address of premises: _____

Postcode: _____

3. Reason for the Request
3.1 Type of Amendment

Please indicate the reason for the request and complete the relevant section below:

No Previous SAA Reference Number	☐	<i>Please complete section 4</i>
No Previous UPRN	☐	<i>Please complete section 4</i>
Update of existing SAA Reference Number	☐	<i>Please complete section 5</i>
Update of existing UPRN	☐	<i>Please complete section 5</i>
No Previous Live Rateable Value	☐	<i>Please complete section 6</i>

Update of existing Live Rateable Value and/or

- | | | |
|--|--------------------------|-----------------------------------|
| Transition Flag | ☐ | <i>Please complete section 7</i> |
| New Multi-Tenancy Association | ☐ | <i>Please complete section 8</i> |
| Update of an existing Multi-Tenancy Association | ☐ | <i>Please complete section 9</i> |
| Removal of an existing Multi-Tenancy Association | ☐ | <i>Please complete section 10</i> |
| Update of Existing SPID Address | ☐ | <i>Please complete section 11</i> |

4. Proposed Third Party Reference

Where there is no previous reference registered at the CMA

SAA Reference Number: _____

UPRN: _____

Is the reference already registered at the CMA incorrectly (Y/N): _____

If YES, please provide the SPID: _____

5. Proposed Premises and Reference Details

Where there is an existing reference registered at the CMA

Existing SAA Reference Number: _____

Existing UPRN: _____

Proposed SAA Reference Number: _____

Proposed UPRN: _____

Is the reference already registered at the CMA incorrectly (Y/N): _____

If YES, please provide the SPID: _____

New address of premises as relevant: _____

Postcode: _____

Reason for amendment:

6. Proposed Live Rateable Value

Where there is no previous Live Rateable Value registered at the CMA

Proposed Live Rateable Value: _____

7. Proposed Update to Live Rateable Value and/or Transition Flag

Where there is an existing Live Rateable Value registered at the CMA

Existing Live Rateable Value: _____

Proposed Live Rateable Value: _____

Live Rateable Value effective from date: _____

New Transition Flag Value (True or False): _____

Transition Flag effective from date: _____

8. New Multi-Tenancy Association

Drainage SPID **must** be the SPID provided in section 2

Multi-Tenancy (MT) SPID: _____

9. UPDATE of an existing Multi-Tenancy Association

Drainage SPID **must** be the SPID provided in section 2

CURRENT associated Multi-Tenancy (MT) SPID: _____

UPDATED Multi-Tenancy (MT) SPID: _____

10. REMOVAL of an existing Multi-Tenancy Association

Drainage SPID **must** be the SPID provided in section 2

CURRENT associated Multi-Tenancy (MT) SPID: _____

Confirm REMOVAL of current association: ☐

For sections 8, 9 and 10 – are there other Multi-Tenancy associations to be updated that are linked to this request? **Yes** ☐ **No** ☐

If Yes, has a supporting file of changes been provided with this request?

Yes ☐ **No** ☐

11. Update of existing SPID Address

(Existing SPID address must be provided in Section 2)

Does the existing SPID address match the SAA or OSG? **Yes** ☐ **No** ☐

Why does the address need to change?: _____

Updated Address of premises (SPID): _____

Postcode: _____

12. Additional Information

Please provide any additional information in support of the request. If supporting information is provided separately, please indicate here:

13. Your Details

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

Blank Form Template for use by Licensed Providers – Guidance Notes:

Sections 1 to 6 should be completed by the customer.

Section 7 should be completed by the Licensed Provider.

Section 6 of the form should contain a signature from the customer or appropriate digital signature (details to be agreed with Scottish Water).

The form can be branded by the Licensed Provider but should retain the Scottish Government logo (brand guidelines available on request from Scottish Water).

Any Licensed Provider version of this form should retain the fields below as a minimum.

Italicised text is for guidance only and can be amended as required.



**Request for Exemption
The Scottish Government Water and Sewerage Charges Exemption Scheme**

For Use by Licensed Providers

1. Premises Details

Water Supply Point ID (SPID): _____

Sewerage Supply Point ID (SPID): _____

Name of Charity/Community Amateur Sports Club occupying the premises:

Address of premises:

Postcode:

Premises owned by a Charity or Community Amateur Sports Club but occupied by a different, non-eligible organisation do not qualify for exemption

2. Nature of Application

Please indicate if this is a new request for exemption or an application to renew existing exemption:

- | | | |
|--|--------------------------|--|
| New Application for exemption | ☐ | |
| Renewal of existing exemption | ☐ | |
| Change of address for existing exempt organisation | ☐ | <i>Please provide details of previous SPID(s) & move dates in the additional information section below</i> |
| Removal of exemption from premises which is no longer eligible | ☐ | <i>Please provide details in the additional information section below</i> |

3. Eligibility Criteria

3.1 Nature of Organisation

Please indicate the nature of the organisation and complete the relevant sections below:

- | | | |
|---|--------------------------|---|
| Scottish Charity Regulator (OSCR) Registered Charity: | ☐ | Scottish Charity Number: SCO_____ |
| Community Amateur Sports Clubs (CASC): | ☐ | <i>Please ensure that the CASC name and address supplied match those recorded with the HMRC</i> |

The exemption scheme is available to charities registered with OSCR and registered Community Amateur Sports Club. Please refer to the associated guidance notes for further information.

3.2 Excluded Activities

1) Does the occupier hold a permanent licence to sell alcohol at the premises, other than an occasional permission under the Licensing (Scotland) Act 2005 or its predecessors?

Yes ☐ No ☐

2) Is this premises a charity shop or used for the purposes of retailing new or second hand merchandise?

Yes ☐ No ☐

3) Does the property operate as a café which is open to the public and operated on a regular basis to generate income?

Yes ☐ No ☐

4) Is this property occupied by a Local Authority or ALEO (Arm's-Length External Organisation)?

Yes ☐ No ☐

If the answer to any of the questions above is 'Yes', you are not eligible for exemption. Please refer to the associated guidance notes for further information.

4. Financial Qualification

Which Tariff Year (April - March) does this application relate to (e.g., 2017-18): _____

Please indicate the type of exemption which is being applied for:

100% exemption: ☐ *Available to eligible organisations with income of less than £200,000*

50% exemption: ☐ *Available to eligible organisations with income between £200,000 and £299,999.99*

Note that income is assessed based on the most recent Financial Year ending up to 30 June prior to the Tariff Year for which exemption is being sought e.g., for an application for exemption in 2017/18, the organisation's last Financial Year ending prior up to 30 June 2016.

4.1 Financial Accounts

A copy of the financial accounts for the relevant year must be submitted with the application for Charities with income exceeding £180K and for all Community Amateur Sports Clubs. Financial records should be up to date with OSCR (in the case of a charity) and HMRC (in the case of a CASC) before applying.

Please tick one of the following:

The application is on behalf of a newly registered charity or Community Amateur Sports Club which has not yet filed accounts ☐ *Please complete section 4.2 below*

The application is on behalf of an OSCR registered charity ☐ *Financial accounts do not need to be submitted with the application*

The application is on behalf of a Community Amateur Sports Club ☐ *Please provide a copy of the financial accounts for the relevant year with the application*

4.2 Declaration of expected income - newly registered organisations

For newly registered organisations with no financial records yet submitted to OSCR or HMRC, a declaration of expected revenue should be provided along with a copy of a business plan or budget. Any further details should be provided in the 'Additional notes' below.

Total expected income: £ _____

A copy of a business plan/budget supporting the expected income is attached: ☐

5. Additional Information

Please provide any additional information in support of the exemption request. If supporting information is provided separately, please indicate here:

6. Your Details

Signature: _____

Date: _____

Full name (in capitals): _____

Role in the organisation: _____

7. Licensed Provider Details

Licensed Provider: _____

Licensed Provider's own Reference: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

Form R

to be used in conjunction with Operational Code processes 15, 25A and 25C

**Trade Effluent Enquiry Details Form****For Use by Licensed Providers****1. Licensed Provider Details**

Licensed Provider: _____

Licensed Provider's own Reference: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Supply Point ID (SPID): _____

Discharge Point ID (DPID): _____

Address of Premises: _____

Postcode: _____

Contact Name at Premises: _____

Contact Number: _____

3. Type of Enquiry

Please place an **X** in the appropriate box:

Private Meter Exchange ☐ *please complete sections 4, 5, 7, 8 and 9*

New Private Meter Install ☐ *please complete sections 5, 7, 8 and 9*

Other ☐ *please complete sections 6, 7, 8 and 9*

4. Old/Exchanged Meter Details

Serial number of old meter:	
Date of Removal:	
Final Read:	

Please attach a photo of the final read.

5. New Meter Details

Meter Serial Number:		Meter Make:	
Date of Installation:		Initial Read:	

Please attach a photo of the initial read.

For meter exchanges where the installation date is different from the removal date please provide:

Why are the install/removal dates not the same?	
Please provide the estimated volume which would have been recorded between the install/removal dates along with supporting details:	

For a NEW/First time meter install please provide the following information:

Meter location notes:	
X Y co-ordinates	

What has the meter been installed on:

Discharge Point ☐

Private Water Supply ☐

(Please state the source): _____

6. If OTHER – please provide details of Enquiry:

--

7. Additional Information

Please provide any additional information where appropriate:

8. Consent to Contact Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. In such circumstances Scottish Water will inform the Licensed Provider of the arrangements prior to any visit. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes: ☐

No: ☐

9. Your Details:

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____



Licensed Provider disconnection request

For use by Licensed Providers

If Scottish Water is to perform the disconnection, all sections are mandatory apart from Sections 6 and 8. If an Accredited Entity is to perform the disconnection, then information marked with an asterisk (*) is mandatory and section 8 is mandatory following disconnection (whether this is on first or subsequent submission).

Mandatory means that the Licensed Provider must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Licensed Provider must note this and, where relevant, provide a reason why it is not applicable.

1 Licensed Provider details*

Licensed Provider name: _____

Licensed Provider ID: _____

Licensed Provider's own reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2 Supply Point details*

Supply Point ID (SPID): _____

SAA Ref (if not available please provide a reason): _____

UPRN (if not available please provide a reason): _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the SAA

☐

Agricultural land, buildings and troughs

☐

Fish farms, fishing, and sporting rights

☐

Parks, Allotments and Sports Ground

☐

Property is multi-tenancy

☐

Other (please provide details): _____

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Missing entry from the OSG

☐

Fish farms, fishing, and sporting rights

☐

Property is multi-tenancy

☐

Infrastructure Project

☐

Agricultural including troughs

☐

Not yet issued by planning

☐

Other (please provide details): _____

Premises address:

Postcode:

Customer Name:

3 **Owner details***

Please provide the following information about the owner, where the premises is vacant and/or where the disconnection type is permanent:

Full name of owner:

Address for correspondence:

Postcode:

Contact name:

Contact number:

Contact e-mail:

4 **Disconnection details***

Reason for disconnection;

Non-payment:

☐

Denying access to a meter:

☐

Type of disconnection*

Permanent disconnection of the water supplies:

☐

Temporary disconnection of the water supplies:

☐

If the temporary disconnection is a standard disconnection, do you wish the disconnection to be conducted at the first visit, where feasible?

Yes:

☐

No:

☐

If disconnection is not to be undertaken or is not undertaken at first visit, please indicate if the application is for 'survey only' or 'survey and quotation':

Survey only: ☐

Survey and quotation: ☐

Please indicate below the supplies which are to be disconnected:

Unmetered water supply or supplies to be disconnected: ☐

Number of supplies to be disconnected: _____

Metered water supply or supplies: ☐

Number of supplies to be disconnected: _____

	Meter 1	Meter 2	Meter 3
Meter serial number:			
Meter manufacturer:			
Meter size:			

Where the meter is part of a combination meter, please provide the serial number of the associated meter: _____

Please indicate if an out of hours disconnection is requested, i.e., after 3 pm on a weekday or after noon on a Friday in the case of a Temporary Disconnection: _____

5. Information regarding the viability of the disconnection*

- (i) Is the occupier of the premises a 'Sensitive Customer', yes/no: _____
- (ii) To the best of your knowledge and belief, and subject to any Scottish Water survey findings, will water services for domestic purposes at the affected premises be adversely affected by the disconnection, yes/no: _____
- (iii) Where the customer has made representations in relation to the proposed Disconnection, has the response to the customer addressed the substance of those representations, yes/no: _____
- (iv) To the best of your knowledge and belief, and subject to any Scottish Water survey findings, will water services for any purpose to any other premises or water services for public use (e.g., for fire-fighting) be adversely affected by the disconnection, yes/no: _____
- (v) Have you fulfilled all of your obligations as a Licensed Provider in relation to non-payment of water services or refusal to access a meter as set out in the Disconnections Document, yes/no: _____
- (vi) Is the occupier also the owner of the eligible premises of which the supply is to be disconnected yes/no: _____

6. Use of Accredited Entity*

Do you intend to use an Accredited Entity to perform the disconnection yes/no: _____

If yes, please indicate the name of the Accredited Entity who will undertake the work:

7. Consent to contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises:

Yes: ☐

No: ☐

Customer Contact Details: _____

Contact name at premises: _____

Contact number: _____

Pease indicate if you wish to be notified of the visit:

Yes: ☐

No: ☐

8. Update following disconnection by an Accredited Entity

Meter 1

Meter 2

Meter 3

Temporary disconnection Y/N:

Permanent disconnection Y/N: Date of
disconnection:

Closing meter read:

9. Declaration on behalf of the Licensed Provider*

By submitting this form, I accept the standard terms for disconnection in accordance with Scottish Water's Wholesale Charges Scheme. For disconnection by Scottish Water, if the requirement is for a standard disconnection in standard circumstances, as set out in Scottish Water's Wholesale Charges Scheme, then it will take place without a quotation being issued and may take place on the first visit.

I hereby acknowledge and declare that the information provided in this form is correct and up-to-date at the date of submission, and that any applicable statutory or other regulatory requirement has been followed.

Name: _____

Job Title: _____

Signature: _____

Date: _____

Non-Household Customer disconnection request
For use by Licensed Providers

This form allows Licensed Providers to request a Permanent Disconnection on behalf of a Non-Household Customer.

If Scottish Water is to perform the disconnection, all sections are mandatory except sections 6 and 8. If an Accredited Entity is to perform the disconnection, then information marked with an asterisk (*) is mandatory for initial submission, and section 8 is mandatory following disconnection (whether this is on first or subsequent submission).

Mandatory means that the Licensed Provider must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Licensed Provider must note this and, where relevant, provide a reason why it is not applicable.

1 Licensed Provider details*

Licensed Provider name: _____

Licensed Provider ID: _____

Licensed Provider's own reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2 Supply Point details*

Supply Point ID (SPID): _____

SAA Ref (if not available please provide a reason): _____

UPRN (if not available please provide a reason): _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the SAA

☐

Agricultural land, buildings and troughs

☐

Fish farms, fishing, and sporting rights

☐

Parks, Allotments and Sports Ground

☐

Property is multi-tenancy

☐

Other (please provide details): _____

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Missing entry from the OSG

☐

Fish farms, fishing, and sporting rights

☐

Property is multi-tenancy

☐

Infrastructure Project

☐

Agricultural including troughs

☐

Not yet issued by planning

☐

Other (please provide details): _____

Premises address:

Postcode:

Customer Name:

3 **Owner details***

Please provide the following information about the owner:

Full name of owner:

Address for correspondence:

Contact name:

Contact number:

Contact e-mail:

4 **Disconnection details***

Please indicate below the supplies which are to be disconnected:

Unmetered water supply or supplies to be disconnected:

Number of supplies to be disconnected:

Metered water supply or supplies:

Number of supplies to be disconnected:

	Meter 1	Meter 2	Meter 3
Meter serial number:			
Meter manufacturer:			
Meter size:			

Where the meter is part of a combination meter, please provide the serial number of the associated meter:

5 Information regarding the viability of the disconnection*

To the best of your knowledge and belief, and subject to any Scottish Water survey findings, will water services for any purpose to any other premises or water services for public use (e.g., for fire-fighting) be adversely affected by the disconnection yes/no: _____

Is the occupier also the owner of the eligible premises of which the supply is to be disconnected yes/no: _____

If No, has the owner of the eligible premises consented to the disconnection of the service?

6 Use of Accredited Entity*

Do you intend to use an Accredited Entity to perform the disconnection yes/no: _____

If yes, please indicate the name of the Accredited Entity who will undertake the work:

7 Consent to contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes: ☐

No: ☐

Customer Contact Details: _____

Contact name at premises: _____

Contact number: _____

Please indicate if you wish to be notified of the visit:

Yes: ☐

No: ☐

8 Update following disconnection by an Accredited Entity

	Meter 1	Meter 2	Meter 3
Permanent disconnection Y/N:			
Date of disconnection:			
Closing meter read:			

9 Declaration on behalf of the Licensed Provider*

By submitting this form, I accept the standard terms for disconnection in accordance with Scottish Water's Wholesale Charges Scheme.

I hereby acknowledge and declare that the information provided in this form is correct and up-to-date at the date of submission.

Name: _____

Job Title: _____

Signature: _____

Date: _____

**Request for Scottish Water to gain entry to an Eligible Premises for the purposes of Disconnection at
Licensed Provider request****For Use by Licensed Providers**

This form should be used in association with Process 38 of the Operational Code.

All sections are mandatory, which means that the Licensed Provider must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, this should be noted and, where relevant, a reason provided why it is not applicable.

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider ID: _____

Licensed Provider's own Reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises and Customer Details

Supply Point ID (SPID): _____

SAA Ref: _____

UPRN: _____

Address of premises: _____

Postcode: _____

Customer Name, i.e., full name of legal entity being
billed: _____

Contact name at premises: _____

Contact number: _____

Value of outstanding debt: _____

Date of commencement of supply of water services by the Licensed Provider to the Customer:

3 **Owner details**

Please provide the following information about the owner, where the premises is vacant and/or where the disconnection type is permanent:

Full name of owner: _____

Address for correspondence: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

4. **Request Details**

Please provide the Scottish Water reference for the previous request for disconnection for which access to the premises was refused: _____

5. **Any additional Information relating to the request:**

6. **Declaration on behalf of the Licensed Provider**

I hereby request, for and on behalf of the Licensed Provider, that Scottish Water exercise its legal powers under Section 38 of the Water (Scotland) Act 1980 and seek to obtain an enforcement warrant to gain access to the premises above in order to undertake a disconnection of the water supply or supplies for non-payment of water services.

I confirm, for and on behalf of the Licensed Provider, that:

- (i) The matter giving rise to this request is either
 - non-payment in respect of which a disconnection of this property was previously requested (under the reference listed in section 3 above) remains outstanding, properly due and above the threshold level of £300/ or has been due for longer than six months; or
 - for securing access to a meter and access continues to be refused within the period of the last year;
- (ii) To the best of our knowledge and belief, and subject to any Scottish Water survey findings, we are presently unaware that water services for domestic purposes at the affected premises will be adversely affected by the temporary disconnection;
- (iii) Where the customer has made representations in relation to the proposed Disconnection, the response to the customer has addressed the substance of those representations;
- (iv) To the best of our knowledge and belief, and subject to any Scottish Water survey findings, we are presently unaware that water services for any purpose to any other premises or water services for public use (e.g., for fire-fighting) will be adversely affected by the disconnection;
- (v) The Non-Household Customer is not a Sensitive Customer as defined in the Operational Code;

- (vi) We have fulfilled all of our obligations as a Licensed Provider in relation to non-payment of water services or refusal to access a meter as set out in the Disconnections Document;
- (vii) I accept liability for the reasonable costs incurred in disconnecting the Supply Point, in accordance with Scottish Water's Wholesale Charges Scheme, recognising that the scale of these costs is not yet known. Such costs may include non-standard costs such as extended time on site for Scottish Water resources, reasonable legal costs and the reasonable cost of third party resources to obtain and serve the warrant, gain access to the property and subsequently secure the property as required. In the event that a warrant cannot be obtained, disconnection is not viable or Scottish Water is subsequently requested not to disconnect by the Licensed Provider, I accept liability for all reasonable costs already incurred.

To be signed by a duly authorised representative of the Licensed Provider, being the named contact for receipt of notices in section 22 of the Wholesale Services Agreement or someone of equivalent seniority.

Name: _____

Job Title: _____

Signature: _____

on behalf of the Licensed Provider.

Date: _____

Request for reconnection of a supply which has been temporarily disconnected**For use by Licensed Providers**

This form should be used where temporary disconnections of the water supply or supplies are to be reconnected. Please note that where a previous supply was permanently disconnected, a new supply or supplies is required following the New Connections processes.

If Scottish Water is to perform the reconnection, all sections are mandatory except sections 5 and 6. If an Accredited Entity has performed the disconnection, then information marked with an asterisk (*) is mandatory (whether this is on first or subsequent submission).

Request for reconnection by Scottish Water: ☐

Notice following reconnection by an Accredited Entity: ☐

1. Licensed Provider Details*

Licensed Provider: _____

Licensed Provider ID: _____

Licensed Provider's own Reference: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Supply Point details*

Supply Point ID (SPID): _____

SAA Ref (if not available please provide a reason): _____

UPRN (if not available please provide a reason): _____

Premises address:

Postcode: _____

Customer Name: _____

3. Disconnection details:*

Reasons for disconnection

Non-payment: ☐

Refusal to access a meter: ☐

Illegal use of water services: ☐

Breach of the Water Byelaws: ☐

4 Reconnection details:

Proposed date and time for reconnection: _____

Please note that where a reconnection is being undertaken following illegal use of water, or a breach of the Water Byelaws, Scottish Water may need to undertake appropriate inspections prior to making the reconnection.

5 Update following reconnection by an Accredited Entity*

Where the reconnection was carried out by an Accredited Entity, please confirm the name of the Accredited Entity and provide the details requested below:

Accredited Entity (full name of company): _____

	Meter 1	Meter 2	Meter 3
Date of reconnection:			
Date of meter reading:			
Meter read:			
Photograph of meter included	☐	☐	☐

6 Consent to contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises:

Yes: ☐

No: ☐

Customer Contact Details: _____

Contact name at premises: _____

Contact number: _____

Pease indicate if you wish to be notified of the visit:

Yes: ☐

No: ☐

7 Declaration on behalf of the Licensed Provider*

By submitting this form, I accept the standard terms for reconnection in accordance with Scottish Water's Wholesale Charges Scheme.

I hereby acknowledge and declare that the information provided in this form is correct and up-to-date at the date of submission.

Name: _____

Job Title: _____

Signature: _____

Date: _____

Request for temporary transfer of a Supply Point at Vacant Premises For Use by Licensed Providers

Applications for the temporary transfer of a Supply Point at vacant premises may be made in accordance with the Temporary Transfer Arrangements and the Supply Point Temporary Transfer Document. Please complete all sections.

1. Licensed Provider Details

Licensed Provider: _____

Licensed Provider's own Reference: _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Premises Details

Water Supply Point ID (SPID): _____

Sewerage Supply Point ID (SPID): _____

SAA Ref (if not available please provide a reason): _____

UPRN (if not available please provide a reason): _____

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Property not yet rated

☐

Missing entry from the SAA

☐

Agricultural land, buildings and troughs

☐

Fish farms, fishing, and sporting rights

☐

Parks, Allotments and Sports Ground

☐

Property is multi-tenancy

☐

Other (please provide details): _____

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Missing entry from the OSG

☐

Fish farms, fishing, and sporting rights

☐

Property is multi-tenancy

☐

Infrastructure Project

☐

Agricultural including troughs

☐

Not yet issued by planning

☐

Other (please provide details): _____

Address of premises: _____

Postcode: _____

Full name of registered owner of the property: _____

Is the customer the registered owner of the property, yes/no: _____

If not, please explain why the customer is not the registered owner and the basis on which the customer has a right to occupy the property:

Correspondence address for owner:

Postcode: _____

E-mail: _____

Telephone: _____

Has there been an application for Permanent Disconnection of the water supply or supplies to the property:

Yes: ☐

No: ☐

If yes, please provide Scottish Water's reference number: _____

Has Scottish Water confirmed whether a Permanent Disconnection can be undertaken
yes/no: _____

3. **Application for temporary transfer**

From which date are you applying for a temporary transfer: _____

Is the premises currently vacant and has it been continuously vacant since the proposed date:

Yes: ☐

No: ☐

Has the owner at the property been the same owner for the duration of the period for which the temporary transfer is being sought?

Yes: ☐

No: ☐

In relation to which services at the Supply Point(s) are you applying?

Metered water: ☐

Metered sewerage: ☐

Unmeasured water, including reassessed water: ☐

Unmeasured sewerage, including reassessed sewerage: ☐

Surface water drainage services: ☐

Trade Effluent services: ☐

In the case of Trade Effluent services, please provide the Discharge Point Identification(s) (DPID):

Have you obtained a Decree of Court against the customer?

Yes: ☐

No: ☐

Does the Register of Inhibitions and Adjudications show an inhibition registered in the name of the Licensed Provider made against the customer:

Yes: ☐

No: ☐

What is the date of the inhibition: _____

Has there been a full discharge or a partial discharge of this inhibition:

Yes: ☐

No: ☐

If yes, please provide details of the sums paid:

Have you received any monies from the customer or from any other party in relation to the period to which the temporary transfer application relates:

Yes: ☐

No: ☐

If yes, please provide details: _____

Is the customer on the deemed contract and default retail tariff for all of the services for the period to which the temporary transfer application relates:

Yes: ☐

No: ☐

If yes, is the customer billed in advance or in arrears: _____

If No, please provide further information and append the evidence to this application, as set out in section 4 below: _____

Billing frequency and day in month billed: _____

Date of last invoice: _____

Summary of all monies still unpaid which are to be transferred and associated references:

	Date from which the sums apply	Date to which the sums apply	Monetary value	Invoice references
1. Sums due as set out in extract decree:				
2. Sums due other than under decree, (a) invoiced since decree (b) accrued since decree				

Total value of judicially recoverable costs, as cited on the Decree of Court: _____

4. **Additional Information and evidence to be appended to this application**

Please provide any additional information in support of the request:

Please indicate here the supporting evidence appended to this application. Please note that items 1 – 4 must be appended in all cases and 5 - 7 as relevant;

1. Copy of Extract Decree:

Yes: ☐

No: ☐

2 Copy of Property Search showing the registered owner:

Yes: ☐

No: ☐

3. Copy of personal search of Register of Inhibitions and Adjudications showing Inhibition, search to be dated within the last seven days of this application:

Yes: ☐

No: ☐

4. Copy of all invoices referenced in the summary table at section 3 above:

Yes: ☐

No: ☐

5. Where monies have been accrued but not invoiced, please provide a statement setting out the accrued amounts:

Yes: ☐

No: ☐

6. Copy of the contract with the customer if the deemed contract does not apply:

Yes: ☐

No: ☐

7. Copy of the tariffs applied to each of the relevant services provided under the contract if they are not the default retail tariffs:

Yes: ☐

No: ☐

Please indicate which other information or evidence if any is appended to support this application:

5. **Licensed Provider Declaration**

To be signed by a duly authorised representative of the Licensed Provider, being the named contact for receipt of notices in section 22 of the Wholesale Services Agreement or someone of equivalent seniority.

I confirm that all the information provided in this application is correct and that the documents appended are complete and up-to-date.

Name: _____

Job Title: _____

Signature: _____

on behalf of the Licensed Provider: _____

Date: _____

Part 3 Dispute Resolution

Dispute Resolution

1. Disputes

Subject to any contrary provision of:

- the 2005 Act;
- any Licence or
- the rights, powers, duties or obligations of the Commission or the Scottish Ministers under the 2005 Act, any licence or otherwise howsoever.

Any dispute or difference between Code Parties of whatever nature howsoever arising under, out of or in connection with the Operational Code excluding any dispute relating to costs or charges (a "**Dispute**") will be resolved in accordance with this section.

A Code Party involved in a Dispute is referred to as a "Disputing Party".

Any dispute relating to Scottish Water's charges for a Disconnection of the water supply or supplies to an Eligible Premises may be notified to Scottish Water, who must refer the dispute to the Water Industry Commission for Scotland under Sections 18(9) and 20(13) of the 2005 Act for determination, in accordance with Appendix 3 of the Disconnections Document.

2. Initial Discussion

Where a Dispute arises, a representative of each of the Disputing Parties concerned who has authority to resolve the Dispute will meet (or, if so agreed, speak by telephone) within 10 Business Days of a request by a Disputing Party (or within such longer period as may be agreed, acting reasonably) and seek to resolve it.

3. If the Disputing Parties are unable to resolve it within 10 Business Days of the meeting (or telephone communication) or within such longer period as may be agreed, acting reasonably, then a Disputing Party or Parties may require that the Dispute be referred to a person with appropriate qualifications and experience to resolve a Dispute (the "**Expert**") for determination in accordance with paragraph 4.

4. Reference to the Expert

4.1 Appointment of the Expert

4.1.1 The Disputing Party or Parties wishing to refer a Dispute to an Expert for determination under paragraph 3 shall provide the other Disputing Party or Parties (and where it is not a Disputing Party the CMA) with: (i) notice of its intention to refer the Dispute to an Expert and (ii) notice of a proposed Expert. The Disputing Parties shall endeavour within five Business Days of such notice to agree upon the selection of an Expert and may meet for this purpose. In the event of failure to reach such agreement, the Expert shall be appointed by the Commission on the application of a Disputing Party.

4.1.2 On selection of a suitable Expert under paragraph 4.1.1, the Disputing Party which instigated the referral shall forthwith provide the Expert with an "Expert Notification".

4.1.3 An Expert Notification shall include the following:

- (a) the names of the Disputing Parties and a summary of the Dispute (the terms of such summary to be agreed by the Disputing Parties);
- (b) a request that the Expert confirm within five Business Days whether or not he or she is willing and able to accept the appointment;
- (c) a request for certification of the Expert's scale of fees and expenses;
- (d) a statement that the Expert's fees and expenses will be paid as provided in paragraph 4.4;
- (e) a statement that the information disclosed in the Expert Notification (and any information subsequently disclosed to the Expert relating to the Dispute) is confidential and should be treated as if the Expert were a party and that it should not be disclosed, copied or revealed whether the appointment is accepted or not;
- (f) a copy of this paragraph 4 and a request for confirmation that the Expert is able and willing to act in accordance with the procedure set out herein; and

- (g) a request for confirmation that the Expert does not hold any interest or duty which would or potentially would conflict with the performance of his or her duties under his or her contract with the Disputing Parties, and that he or she will inform the Disputing Parties immediately in the event of any such conflict arising.

4.2 Determination by the Expert

- 4.2.1 Where a Dispute has been referred to an Expert by a Disputing Party, all the Disputing Parties shall promptly provide to the Expert all information reasonably requested by such Expert relating to the Dispute.
- 4.2.2 The CMA may be asked to provide all reasonable assistance to any Expert appointed under this paragraph 4 in order to seek to resolve a Dispute.
- 4.2.3 The Expert shall be required by the Disputing Parties to use all reasonable endeavours to render his or her determination, with full reasons, within twenty five Business Days following his or her receipt of the information requested, or if this is not possible as soon thereafter as may be reasonably practicable, and the Disputing Parties shall co-operate fully with the Expert to achieve this objective.
- 4.2.4 The Expert shall determine any Dispute referred to him or her as an Expert and not as an arbiter or mediator.
- 4.2.5 The Expert shall determine any Dispute referred to him or her in accordance with the provisions of this Operational Code to which the Dispute relates and shall in making such determination have regard to the Operational Code Principles and Operational Code Objectives.

4.3 Effect of Expert Determination

- 4.3.1 The determination of the Expert shall be final and binding upon the Disputing Parties.
- 4.3.2 No party shall commence proceedings in respect of or refer to any court any finding by the Expert, whether made at any time after his or her appointment or in his or her determination, as to the Dispute or the construction of or otherwise in respect of the Operational Code.

4.4 Costs

- 4.4.1 The Expert shall provide the parties with a breakdown of:-
 - (a) his or her fees; and
 - (b) his or her reasonable expenses, including without limitation to the generality of the foregoing, the fees of and reasonable expenses incurred by any technical or professional advisers.
- 4.4.2 The Disputing Parties shall share equally the fees and expenses of the Expert unless the Expert directs that they should be borne by the Disputing Parties in some other proportion. In the event that the Expert determines that one or more of the Disputing Parties ("Party A") is liable to pay a sum to another of the parties of the Dispute ("Party B"), including, but not limited to, fees and expenses, Party A will, subject to whatever the Expert's determination may state, pay to Party B an amount equal to such sum together with interest thereon from such date as the Expert's determination may specify. Such interest will accrue from day to day at the rate of 4% over the published base-lending rate from time to time of the Bank of Scotland.

5. Conjoined Disputes

5.1 If a Dispute arising under, out of or in connection with this Operational Code which the Disputing Parties agree relates to a dispute or difference under the Market Code or a dispute or difference under the Wholesale Services Agreement ("Related Dispute") and where the Related Dispute has been referred to an expert for determination (the "Related Procedure") any Disputing Party shall, or procure that any party to the Market Code or any party to the Wholesale Services Agreement (as appropriate) shall, as soon as practicable, give to the expert the following information:

- 5.1.1 a copy of the Market Code and/or the Wholesale Services Agreement (as appropriate);
- 5.1.2 the basis and grounds for consolidation of the Dispute hereunder and any Related Dispute;
- 5.1.3 the cases of the parties to the Related Dispute; and
- 5.1.4 any relief sought by the parties to the Related Dispute.

5.2 On receiving the information set out above and within ten days of the referral of the Dispute to the Expert in accordance with paragraph 4 the Expert may, at the request of all of the Parties to all of the Related Disputes immediately order consolidation of the Dispute and the Related Dispute and shall in such circumstances have the authority and power referred to in paragraph 5.3 below.

5.3 The Expert shall have the authority and power to direct that all matters arising in both the Dispute and the Related Dispute are consolidated in whatever manner the Expert determines and the Disputing Parties shall thereafter abide by and implement such consolidation and any such direction.

5.4 In the event that the Dispute is consolidated with the Related Dispute the Expert shall reach a decision on and the Disputing Parties shall attempt to resolve the Dispute and the Related Dispute at the same time.

Part 4 Framework and Accession Agreements

Framework and Accession Agreements

This part sets out the following agreements referred to in the Operational Code:

- Operational Code Framework Agreement;
- Operational Code Accession Agreement.

OPERATIONAL CODE FRAMEWORK AGREEMENT

THIS FRAMEWORK AGREEMENT is made between **the persons** whose names and principal offices are set out in the Schedule hereto.

WHEREAS

- (A) Pursuant to a condition of every Licence granted pursuant to section 6 of the Water Services Etc. (Scotland) Act 2005 (the "Act"), SWBS and any other holder of each such licence is required to be a party to the Operational Code Framework Agreement (being an agreement, in the form approved by the Commission, by which the Operational Code is made binding between the parties to that agreement) and to comply with the Operational Code;
- (B) Pursuant to a condition of the directions issued to Scottish Water under Section 11(2) of the Act, Scottish Water is required to be a party to the Operational Code Framework Agreement and to comply with the Operational Code; and
- (C) The Parties are entering into this Agreement for the purpose of giving effect to and binding themselves by the Operational Code.

NOW IT IS AGREED as follows:

1. Interpretation

- 1.1 In this Agreement the following words and expressions shall, except where otherwise expressly stated, have the following meanings:

"Accession Agreement"	means the agreement entered into from time to time between an Applicant, who intends to be bound by the terms of this Agreement, and Scottish Water;
"Agreement"	means this Agreement including the recitals and schedule annexed hereto;
"Applicant"	has the meaning provided for in the Accession Agreement;
"Authorised Person"	means a person authorised by all of the Parties to sign on behalf of each such Party any Accession Agreement whereby an Applicant is admitted as a new Party;
"Commission"	means the body established under section 1 of the Water Industry (Scotland) Act 2002;
"Discontinuance Date"	means the date when a Discontinuing Party will cease to be a Party to this Agreement;
"Discontinuing Party"	means a Party to this Agreement who will cease to be a Party to this Agreement with effect from the Discontinuance Date;
"Effective Date"	means: (i) with respect to each of the Original Parties, the date of this Agreement; and (ii) with respect to any Applicant who is admitted as a New Party and (as respects such Applicant) the other Parties, the date of the relevant Accession Agreement;
"Licence"	means the Water Services Licence [and/or the Sewerage Services Licence] granted pursuant to section 6(1) [and 6(3) respectively] of the Act, as modified from time to time;
"Operational Code"	means the code to be adhered to by Scottish Water in terms of the Water Services (Codes and Services) Directions 2007 (or any other direction which amends, replaces, or supplements, or is made in respect of substantially the same subject matter as that direction), and to be adhered to by the Licensee in accordance with the standard conditions of their Licence;
"Original Parties"	means the persons whose names are set out in the Schedule hereto;

"Party"	means, subject as provided in paragraph 4, any of the Original Parties or any new Party;
"Scottish Water"	means the body established under Part 3 of the Water Industry (Scotland) Act 2002; and
"SWBS"	means Scottish Water Business Stream Limited, a limited liability company with registered number SC294924 and having its registered office at Castle House, 6 Castle Drive, Dunfermline, KY11 8GG.

- 1.2 There is annexed to this Agreement a schedule which shall be construed as one with this Agreement and references in this Agreement and in the schedule to "this Agreement" shall be construed as including references to the said schedule.

2. Commencement

It shall be a suspensive condition of the commencement of this Agreement in respect of a Party that the Licence granted to a Party has not been the subject of any successful appeal notified within 14 days of the date of the Licence grant.

3. New Parties

- 3.1 An Applicant may be admitted as a new Party to the Operational Code by execution of an Accession Agreement signed by such Applicant and an Authorised Person.
- 3.2 Upon execution of an Accession Agreement in accordance with paragraph 3.1, the Applicant shall become a Party.
- 3.3 Scottish Water shall be the "Authorised Person" for the purposes of and as defined in this Agreement and shall promptly execute any Accession Agreement required in accordance with this Agreement.

4. Discontinuing Parties

A Party which becomes a Discontinuing Party shall with effect from the Discontinuance Date cease to be a Party, but without prejudice to any provision of the Operational Code as to the continuance in force of any of its provisions as respects, or any rights, obligations and liabilities of, any such Party or (as respects such Party) any other Party.

5. Operational Code

- 5.1 The Operational Code is hereby given effect between and made binding upon each Party with effect from the Effective Date.
- 5.2 With effect from the Effective Date, each Party undertakes to each other Party to comply with and to perform its obligations in accordance with and subject to the Operational Code.

6. Severance

In the event of any provision (or part of any provision) of this Agreement being or becoming void, illegal, or unenforceable in any respect under the law of any jurisdiction in which this Agreement is effective, the validity, legality and enforceability in that jurisdiction of the remainder of that provision (where appropriate) and of all other provisions of this Agreement shall not be in any way affected or impaired thereby.

7. Governing Law

- 7.1 This Agreement shall be governed by and construed in accordance with the laws of Scotland.
- 7.2 Each of the Parties hereby submits to the exclusive jurisdiction of the Courts of Scotland.

IN WITNESS WHEREOF this Agreement consisting of this and the preceding [four] pages, together with the Schedule annexed hereto, is executed as follows:

Subscribed for and on behalf of **Scottish Water**

by.....

a Director/the Secretary/Authorised Signatory at

.....

on the day ofDirector/Secretary/Authorised Signatory 200[]

in the presence of the following witness: -

Witness.....

Full Name

Address

.....

Occupation:

Subscribed for and on behalf of **[Insert name of Original Party]**

by.....

a Director/the Secretary/Authorised Signatory at

.....

on the day ofDirector/Secretary/Authorised Signatory 200[]

in the presence of the following witness: -

Witness.....

Full Name

Address

.....

Occupation:

Schedule

**This is the schedule referred to in the
foregoing agreement between the Original Parties**

Scottish Water

[insert Scottish Water address]

Licensed Providers

SWBS

[insert SWBS address]

Others

[Insert]

OPERATIONAL CODE ACCESSION AGREEMENT

THIS ACCESSION AGREEMENT is made

BETWEEN:

- (1) Scottish Water on its own behalf and on behalf of all the other parties to the Operational Code Framework Agreement (the "**Authorised Person**"); and
- (2) **[Insert name of person wishing to be admitted to the Operational Code]** (the "**Applicant**") whose principal office is at **[insert address]**.

WHEREAS:

- (A) By the Operational Code Framework Agreement dated **[insert date]** made between the Original Parties named therein and as now in force between the Parties by virtue of any Accession Agreement entered into by any new Party before the date of this Accession Agreement (the "**Framework Agreement**"), the Parties agreed to give effect to and be bound by the Operational Code; and
- (B) The Applicant wishes to be admitted as a Party to the Operational Code.
- (C) *[The Applicant has applied to the Commission for its consent to the transfer of a Licence held by a Party to the Applicant and the Commission has published notice that it proposes to grant such consent.]*

NOW IT IS AGREED as follows:

- 1 *[This agreement is made subject to purification of the following Suspensive Conditions:
 - a. The grant of consent by the Commission to a Licence being transferred from a Party to the Applicant; and
 - b. The expiry of 14 days from the date on which such consent was intimated to Scottish Water without any appeal against such consent being raised in the Court of the Sessionand shall have effect on and from the date specified by the Commission as the date on which the said licence transfer shall take effect (the "Transfer Date").]*
- 2 In this Accession Agreement, words and expression defined in or for the purposes of the Framework Agreement (and not otherwise defined in this Accession Agreement) shall have the meaning given in the Framework Agreement.
- 3 The Authorised Person (acting on its own behalf and on behalf of each of the other Parties) hereby admits the Applicant as an additional Party under the Framework Agreement with effect from the date of this Accession Agreement ("Accession Date").
- 4 The Applicant hereby accepts its admission as a Party and undertakes with the Authorised Person (acting on its own behalf and on behalf of each of the other Parties) to perform and to be bound by the Framework Agreement as a Party as from Accession Date.
- 5 *[It shall be a suspensive condition of the commencement of this Agreement that the Licence granted to an Applicant has not been the subject of any successful appeal notified within 14 days of the date of the Licence grant.]*
- 6 For all purposes in connection with the Framework Agreement the Applicant shall as from the Accession Date be treated as if it has been a signatory of the Framework Agreement from the Accession Date, and as if this Accession Agreement were part of the Framework Agreement from the Accession Date, and the rights and obligations of the Parties shall be construed accordingly.
- 7 This Accession Agreement and the Framework Agreement shall be read and construed as one document and references (in or pursuant to the Framework Agreement) to the Framework Agreement (howsoever expressed) should be read and construed as reference to the Framework Agreement and this Accession Agreement.

- 8 In the event of any provision (or part of any provision) of this Agreement being or becoming void, illegal, or unenforceable in any respect under the law of any jurisdiction in which this Agreement is effective, the validity, legality and enforceability in that jurisdiction of the remainder of that provision (where appropriate) and of all other provisions of this Agreement shall not be in any way affected or impaired thereby.
- 9 This Accession Agreement shall be governed by and construed in accordance with the laws of Scotland. Each of the parties hereby submits to the exclusive jurisdiction of the Courts of Scotland.

IN WITNESS WHEREOF this Agreement consisting of this and the preceding [page], is executed as follows:

Subscribed for and on behalf of **Scottish Water**

by.....

a Director/the Secretary/Authorised Signatory at

.....

on the day ofDirector/Secretary/Authorised Signatory 200[]

in the presence of the following witness: -

Witness.....

Full Name

Address

.....

Occupation:

Subscribed for and on behalf of **[insert name of Applicant]**

by.....

a Director/the Secretary/Authorised Signatory at

.....

on the day ofDirector/Secretary/Authorised Signatory 200[]

in the presence of the following witness: -

Witness.....

Full Name

Address

.....

Occupation:

Part 5 Drinking Water Quality – DWQR

The role of the DWQR

The Drinking Water Quality Regulator for Scotland (**DWQR**) exists to ensure that drinking water in Scotland is safe to drink. This is primarily done by making sure that everything Scottish Water does safeguards the quality of the public water supply, through a process of inspections and monitoring. DWQR enforces the requirements of the Water Supply (Water Quality)(Scotland) Regulations 2001 and takes action where these requirements are not met.

Additionally, DWQR has a role to ensure that drinking water is pleasant to drink and has the trust of consumers. Working with the Scottish Public Services Ombudsman, DWQR assists consumers who have concerns about the quality of their water supply where they feel Scottish Water has not adequately addressed them.

About 3% of the population receive their drinking water from private water supplies. While these are regulated by local authorities, the DWQR has a duty to oversee this process while collecting and interpreting data on these supplies.

Legal Framework and Powers

Section 7 of the Water Industry (Scotland) Act 2002 created the role of DWQR at the same time as creating Scottish Water. The DWQR acts independently of Ministers.

The DWQR has three main powers under the Water Industry (Scotland) Act 2002:

- The power to obtain information;
- The power of entry or inspection; and
- The power of enforcement.

In most cases it is envisaged that these powers would be used against Scottish Water, however it is possible that, if circumstances dictate, DWQR may choose to exercise the power to obtain information and the power of entry and inspection against a Licensed Provider, or the customer of a Licensed Provider. Failure to comply with the requirements of either power is an offence under Scottish law.

Actions During Water Quality Incident

Incidents affecting water quality can take a number of forms. Serious incidents are rare, but there remains the potential for them to have a significant impact on public health, especially if prompt and correct action is not taken.

Information from Scottish Water Regarding an Incident Affecting Water Quality

When an incident occurs, Scottish Water has clearly defined and agreed procedures for notifying consumers of any risk or restriction on use. It is acknowledged that Licensed Providers hold up to date information on non-domestic consumers and are best placed to contact them during an incident to ensure information is passed on promptly. To ensure that this process takes place in a correct and consistent manner to all non-domestic consumers, Scottish Water has produced a process for the Early Notification and Communication of Water Quality Incidents, see Process 21A. DWQR supports this approach and strongly encourages Licensed Providers to adopt it.

Information from Licensed Providers Regarding a Potential Water Quality Issue

On occasions consumers can be the first to become aware of a quality issue that later turns out to be of significance and it is not always easy, or possible, to identify the extent of any public health implications at an early stage. There have been cases where a single contact concerning an unusual taste or appearance of the water has been the first indication of a serious Water Quality Incident. Process 18 of the Operational Code states that all contacts concerning a public health matter should be dealt with by Scottish Water and Process 20 requires Licensed Providers to inform Scottish Water forthwith about a matter that may concern public health. Scottish Water is best placed to decide what might constitute an issue of public health concern, consequently it is vital that such contacts are directed to Scottish Water without delay and Licensed Providers are encouraged to err on the side of caution when considering whether or not an issue may concern public health. It is also important that Scottish Water is able to gather data on water quality experienced by consumers

to enable it, and DWQR, to monitor how effectively it is managing the aesthetic properties of the water it supplies.

Licensed Providers should report any calls from non-domestic consumers concerning quality to Scottish Water without delay, or alternatively to request that consumers contact Scottish Water directly. Contacts which may indicate a wider public health issue and should be reported to Scottish Water include, but may not be limited to, the following:

- instances where the water has an unusual appearance;
- instances where the water has an unusual taste or odour; and
- instances where the water has an unusual feel.

Part 6 Data Protection

This schedule sets out how the Parties will allocate and discharge their respective responsibilities as Data Controllers of Operational Personal Data.

A DATA G

1. Summary of Arrangements

- 1.1 Data Controllers who jointly control how Operational Personal Data is processed must make available to Data Subjects a summary of the arrangements and allocation of responsibilities between them (which may include a summary of matters dealt with in this Part).

1.2 Allocation of responsibilities

Each Party to the Operational Code shall produce and publish on its website a summary of the arrangements for the processing of Operational Personal Data including the transfer of such information between itself and Scottish Water in the case of a Licensed Provider or between itself and each Licensed Provider in the case of Scottish Water or between any Party and the CMA. The summary of arrangements shall include compliance with Data Subject rights and the provision of privacy notices.

2. Nominated Contact Points

- 2.1 Scottish Water will provide each Licensed Provider and each Licensed Provider shall provide Scottish Water with contact point details of appropriate personnel to ensure that any data protection issues that may arise can be promptly notified.

2.2 Interactions to deliver compliance

- 2.2.1 It is expected that the personnel nominated for the Operational Code shall be the same as those nominated under Schedule 25 of the Market Code but to the extent that there are different personnel for Operational Personal Data the Code Party shall provide guidance as to what issues should be dealt with by different personnel. The details to be provided by Parties for their nominated contact points include name, job title, email address and business telephone number. Details should be provided for queries arising both during and out of the Business Day.
- 2.2.2 All Parties must promptly advise any change to their nominated contact point details to any other party to whom they are required to provide contact point details.
- 2.2.3 Parties may also choose to provide a dedicated email box for such correspondence.

B DATA MANAGEMENT

3. Review of Operational Personal Data

- 3.1 Each Party shall ensure that Operational Personal Data that they process including any Operational Personal Data they transfer to another Party or to the CMA shall comply with the requirements of Article 5 of the GDPR and any similar requirements under Data Protection Law.

4. Privacy by Design

- 4.1 Data Controllers shall adopt internal compliance policies and implement appropriate technical and organisational measures to meet the requirements of Article 25 of the GDPR and any similar requirements under any other Data Protection Law.

4.2 Allocation of responsibilities

Each of the parties shall implement internal policies and processes to ensure that persons within its control are only authorised to access the Operational Personal Data where they have a legitimate requirement to do so.

4.3 Interactions to deliver compliance

The parties shall provide evidence in writing of compliance with the above within 10 Business Days of any reasonable request by any other Party to whom they transfer data under this Code.

5. Data Protection Impact Assessments

- 5.1 Privacy impact assessments are required to be conducted by Data Controllers where processing of Operational Personal Data is likely to result in a high risk to the rights of Data Subjects.

5.2 Allocation of responsibilities

- 5.2.1 A clear process for providing privacy impact assessments on any changes to the processing of Operational Personal Data to identify its necessity and proportionality, any impact upon Data Subjects and how such impacts could be mitigated or addressed will be established under the Market Code.

- 5.2.2 Parties shall provide such and assistance to the CMA as is necessary and reasonable in order to ensure the appropriate conduct of privacy impact assessments.

6. Records of Processing

- 6.1 Each Data Controller must maintain a formal written record of processing activities under its responsibility which shall include the legal basis upon which any transfer of Operational Personal Data between that Party and any other Party or the CMA is conducted as well as any other requirements under Data Protection Laws.

6.2 Allocation of responsibilities

- 6.2.1 Each Party shall produce and maintain a description of processing for Operational Personal Data undertaken for the proper operation of the Operational Code consistent with the terms of Article 30 of the GDPR or any other similar requirement in Data Protection Law.

C USE OF PERSONAL DATA

7. Privacy Notices

- 7.1 Data Controllers must provide to Data Subjects fair processing information or notices that set out particular information in terms of the Personal Data, the rights of Data Subjects and obligations of Data Controllers in accordance with Data Protection Laws.

- 7.2 Each Party shall publish such a notice in relation to the processing of Operational Personal Data that they undertake. Such information or notices shall include information about the circumstances in which Personal Data may be transferred between the Parties. Parties shall process Operational Personal Data only in accordance with such fair processing information or notices.

D DATA SUBJECT RIGHTS

8. Guidance

- 8.1 Data Controllers must provide guidance to Data Subjects on how their Data Subject rights can be exercised.

8.2 Allocation of responsibilities

Each Party shall publish a statement on its website in relation to the exercise of Data Subject rights with regard to their processing of Operational Personal Data including the transfer of Operational Personal Data to any other Party or to the CMA.

9. Requests from Data Subjects

- 9.1 Data Subjects rights include the ability to make the following requests, complaints or claims in relation to Operational Personal Data.

9.1.1 Requests to access their Personal Data

Data subjects can access their Operational Personal Data and information about their Operational Personal Data by making a Data Subject access request to Data Controllers. Data Controllers may be required to provide Personal Data within one month (or two months for complex cases) of a request by a Data Subject.

9.1.2 Requests for correction or rectification of data

Data Controllers may be required to correct or rectify Operational Personal Data or to place a supplementary statement alongside allegedly incomplete Operational Personal Data within one month (or two months for complex cases) of a request from a Data Subject.

9.1.3 Requests to stop processing certain Personal Data

Data Controllers may in certain circumstances, be required to stop processing certain Operational Personal Data within one month (or two months for complex cases), so far as is practical, of a request to do so from a Data Subject. Where the objection relates to direct marketing, Data Controllers must stop processing Operational Personal Data for direct marketing purposes as soon as an objection is received and there are no exemptions or grounds to refuse.

Data Controllers may be required to erase Operational Personal Data in certain circumstances within one month (or two months for complex cases), so far as is practical, of a request by a Data Subject.

Data Controllers may be required to restrict the processing of Operational Personal Data in particular circumstances within one month (or two months for complex cases), so far as is practical, of a request by a Data Subject.

9.1.4 Complaints

Other complains and/or communications requiring a response ("**Complaints**") may be received from Data Subjects in relation to Operational Personal Data that are not covered in the sections above.

9.1.5 Claims

A Data Subject is entitled to bring a data protection breach claim ("**Claims**") against any Data Controller who was involved with the relevant processing of their Personal Data and does not need to identify which particular Data Controller is at fault. Data Controllers can effectively have joint and several liability for Claims by Data Subjects.

- 9.1.6 Data Controllers have a duty to notify others affected Parties following amendment, rectification, deletion, or restriction of processing where this happens at the request of a Data Subject or following a complaint or claim by a Data Subject. In all cases Parties will cooperate to fulfil the exercise of the Data Subject's rights.

9.2 Customer Personal Data

- 9.2.1 Where a Data Subject is associated with one or more Supply Points registered to a Licensed Provider, that Licensed Provider shall be responsible for ensuring that the Data Subject is able to exercise its Data Subject Rights by providing an appropriate response to the request, complaint or claim as the case may be within the time limit imposed by Data Protection Laws. To the extent that the request, complaint, or claim relates to Personal Data processed by more than one Party, all affected Parties shall cooperate with the responsible LP to fulfil the Data Subject's rights. In all cases such data should be provided to the Data Subject in a commonly used machine readable format.
- 9.2.2 Where Scottish Water receives a request, complaint or claim in relation to Operational Personal Data from a Data Subject associated with one or more Supply Points associated with a Licensed Provider, it shall promptly pass that request to that Licensed Provider and that Licensed Provider shall then be responsible for the resolution of that request, complaint, or claim.
- 9.2.3 Where Scottish Water receives a request, complaint or claim from a Data Subject which has not appointed a Licensed Provider in relation to the Premises that the request relates to, it shall be responsible for the resolution of the request, complaint, or claim. To the extent that the request, complaint or claim nevertheless relates to Personal Data processed by more than one Party, all affected Parties shall cooperate with the responsible Licensed Provider to fulfil the Data Subject's rights. In all cases such data should be provided to the Data Subject in a commonly used machine readable format.

9.3 Employee Personal Data

Each Party shall be responsible for ensuring that Data Subjects are able to exercise their Data Subject rights as set out in Data Protection Laws in relation to a request, complaint or claim which relates to the Employee Personal Data of a Data Subject associated with their organisation. This responsibility includes, where necessary, the provision of Employee Personal Data in response to a Data Subject access request. To the extent that the request, complaint, or claim relates to Employee Personal Data processed by another Party, that other Party shall cooperate with the Party which received the request, complaint or claim to ensure that the Data Subject is able to exercise their Data Subject rights. In all cases such data should be provided in a commonly used machine readable format.

9.4 Interactions to deliver compliance with Data Subjects access requests

If a Licensed Provider or Scottish Water receives a request to exercise Data Subject access rights and it is responsible for that request as set out in Section 9.2, it shall within the timescale set out in the Data Protection Laws provide such data and information as is required for compliance with the Data Protection Laws. The Licensed Provider or Scottish Water may request the cooperation of Scottish Water or any Licensed Provider or the CMA as the case may and this cooperation will not unreasonably be withheld.

9.5 Interactions to deliver compliance with requests for correction/rectification

If a Licensed Provider or Scottish Water receives a request for correction/rectification and it is responsible for that request as set out in Section 9.2 it shall within the timescale set out in the Data Protection Laws correct and/or rectify any such data as is necessary for compliance with the Data Protection Laws. The Licensed Provider or Scottish Water may request the cooperation of Scottish Water or any Licensed Provider or the CMA as the case may and this cooperation will not unreasonably be withheld.

9.6 Interactions to deliver compliance in relation to changes to processing

If a Licensed Provider or Scottish Water receives a request to exercise the right of objection, restriction, or erasure, in relation to Operational Personal Data and it is responsible for that request as set out in Section 9.2:

- (i) The Licensed Provider or Scottish Water as the case may be shall first consider whether it is possible and necessary to comply with any such request in accordance with Data Protection Laws.
- (ii) If the Licensed Provider or Scottish Water does consider it is possible and necessary to comply then it shall pass that request on to all Parties who may reasonably be affected by the request and to the CMA if appropriate along with recommended actions to be undertaken by each Party. The recipient of such a request shall take reasonable steps to comply with that request.

9.7 Interactions to deliver compliance in relation to duty to notify others following amendment, rectification, deletion, or restriction at Data Subject's request

9.7.1 If a Licensed Provider or Scottish Water receives a request for any rectification, erasure or restricted processing and it determines that it is possible and necessary to comply with that request it shall notify other relevant Parties and the CMA as appropriate if it is possible and proportionate to do so.

9.8 Interactions to deliver compliance in relation to complaints from Data Subjects

If a Licensed Provider or Scottish Water receives a complaint from a Data Subject that it is responsible for as set out in Section 9.2:

9.8.1 The Licensed Provider or Scottish Water shall first consider whether it is possible and necessary to accommodate the Complaint in accordance with Data Protection Laws.

9.8.2 If the Licensed Provider or Scottish Water does consider it is possible and necessary to comply then it shall pass that complaint on to any Party who may reasonably be affected by the complaint and to the CMA if appropriate along with recommended actions to be undertaken by each Party.

9.8.3 It shall be the responsibility of any Party receiving the Complaint to respond and take any appropriate actions as soon as may be practical.

9.8.4 If the Complaint involves the Information Commissioner, the Licensed Provider or Scottish Water shall respond to the Information Commissioner within 2 Business Days of recommended actions being identified to them and also within 2 Business Days of notifying the Data Subject of the completion of actions taken.

9.9 Interactions to deliver compliance in relation to claims brought by Data Subjects

Each Party shall be responsible for any Claims arising out of their own acts, omissions, negligence, fault, or breaches in relation to Operational Personal Data.

9.9.1 If a Licensed Provider or Scottish Water receives a Claim that it is responsible for as set out in Section 9.2 it shall within the timescale set out in the Data Protection Laws respond to that Claim.

9.9.2 The Licensed Provider or Scottish Water shall promptly copy the Claim to any other Party affected by the Claim and to the CMA if they are affected by the Claim.

9.9.3 The Licensed Provider or Scottish Water may request the cooperation of Scottish Water or any Licensed Provider in resolving the Claim as the case may be and the Parties shall use reasonable endeavours to provide any necessary assistance to each other in the conduct and handling of any such Claims.

E DATA SECURITY

10. Standards of Security

10.1 Data Controllers must comply with the requirements of Article 32 of the GDPR and any similar requirements under any other Data Protection Law. The measures must ensure a level of security appropriate to the risk, including as appropriate:

- (a) the pseudonymisation and encryption of Operational Personal Data;
- (b) the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
- (c) the ability to restore the availability and access to Operational Personal Data in a timely manner in the event of a physical or technical incident; and
- (d) a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.

10.2 Allocation of responsibilities

(a) Each Party must implement appropriate technical and organisational security measures for their own systems that meet the requirements of Data Protection Laws and are consistent with or equivalent to industry standards, and frameworks including in particular ISO27001 [Cyber Essentials Scheme****] including the holding of any recognised accreditations or certifications evidencing such compliance.

11. Notification of Data Security Breaches

11.1 Data Controllers must in certain circumstances notify (i) the Information Commissioner and (ii) Data Subjects of the occurrence of an Operational Personal Data breach. The Information Commissioner must be notified within 72 hours of a Data Controller becoming aware of such a breach. Data Subjects must be notified without undue delay.

11.2 Allocation of responsibilities

(a) Within 24 hours of a Party becoming aware of an actual or likely Operational Personal Data breach, if the Party is Scottish Water, they shall contact all nominated contact points of the other Parties whose data has or may have been subject to a breach, and if the Party is a Licensed Provider, they shall contact the nominated contact point of Scottish Water. In each case they shall notify the other Party or Parties of that actual or likely Operational Personal Data breach.

(b) All Parties shall be responsible and liable for any actions and consequences arising from their own Operational Personal Data breaches.

(c) In the event of an Operational Personal Data breach that has or is likely to have a material impact on data subject rights, the Party most closely associated with the data breach shall co-ordinate how this is to be handled including any notifications to be made to the Information Commissioner and/or affected Data Subjects, or if it is not agreed which Party is most closely associated with the data breach then all affected Parties shall cooperate co-ordinate in how this is to be handled including any notifications to be made to the Information Commissioner and/or affected Data Subjects. This shall not prevent any Party from complying with their obligations under the Data Protection Laws.

(d) All Parties must have in place appropriate policies and processes setting out how they will deal with the occurrence of an Operational Personal Data breach.

11.3 Interactions to deliver compliance

All Parties shall maintain as a minimum:

(a) An Operational Personal Data security breach response policy together with appropriate template documents that clearly demonstrate the process that the Party will follow in the event of an Operational Personal Data breach; and

(b) An Operational Personal Data breach register, which may be the same document as the Market Personal Data breach register.