

Market Code Schedule 9

Code Subsidiary Document No. 0101

Registration: New Connections & New
Supply Points

Version: 1.3

Date: 17/08/2009

Document Ref: CSD0101

Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
1.0	11/05/2007			
1.0 Revision-marked	10/08/2007	Reissue for errata and clarifications		
1.1	31/08/2007	Updated version including new transactions		
1.2	01/06/2008	Commission originated change to process Ref 3.4 where Scottish Water become aware of a Gap Site		
		Four errata corrections	MCCP013	
1.3	27/07/2009	Re-assessed Charges Correction to flow in Diagram on Page 22	MCCP035-CC	Sections 1; 3.1 and 3.1.1

Table of Contents

1.	Purpose and scope	4
2.	New Connections	5
2.1	Process Description	5
2.2	Process Diagram	13
2.3	Interface and Timetable Requirements	15
3.	New Supply Points	17
3.1	Licensed Provider Initiated	17
3.2	Process Diagram	22
3.3	Interface and Timetable Requirements	24
3.4	Where Scottish Water becomes aware of a Gap Site	26
3.5	Process Diagram	30
3.1	Interface and Timetable Requirements	32
	Appendix 1: Registration Data Checks at a New Connection/New Supply Point	34
	Appendix 2 – Process Flowchart Symbols	36

1. Purpose and scope

This document outlines the process followed in order to create and Register New Connections and New Supply Points.

It is essential to manage the timely notification of New Connections and New Supply Points in advance to the CMA. The relevant information must reach the CMA in good time to ensure that:

- The CMA can create a SPID;
- The Partial Registration Application can be submitted by the Licensed Provider(s);
- Meter(s) information and the Initial Read(s) can be notified; and
- Service Elements can be notified so that Wholesale Charges can commence from the Connection Date.

The CMA will create the new SPID(s) and the Licensed Provider(s) will undertake a Partial Registration before all of the SPID Data is complete. This CSD sets out the process for the Partial Registration Application and the notification of SPID Data so that the Registration can be completed.

The process for a Registration of New Connection is set out in Section 2 of this CSD. Section 3 sets out the process for Registration of New Supply Points. For the avoidance of doubt, a Licensed Provider wishing to Register a Supply Point pursuant to an Entry Change of Use (other than at a Sewerage Services only Supply Point which is to be subject to Re-assessed Charges – see sub-section ‘Out of scope’ below) or in relation to a Gap Site should follow the process in Section 3. For ease of reference, the treatment of an Exit Change of Use is set out in CSD 0104 (Maintain SPID Data).

Out of Scope

Whilst the processes for creating and Registering Pseudo Water Services Supply Points are comparable to those set out in this CSD0101, a new Pseudo Water Services Supply Points must be managed in accordance with CSD0104 ‘Maintain SPID Data’ Section 7 as they are exclusive to Supply Points with Pseudo Meters for the purpose of Re-assessed Charges.

2. New Connections

2.1 Process Description

Processes 1-4 of the Operational Code cover the procedures between Scottish Water and the Licensed Providers for New Connections. This process sets out the steps that Scottish Water, Licensed Providers and the CMA will follow in respect of the Registration of a New Connection and its progression into the Settlement Process.

2.1.1 Description of the Process Diagram Steps

This description should be read in conjunction with the Process Diagram in Section 2.2 and the Interface and Timetable Requirements in Section 2.3. The 'step' and 'decision' references appear to the bottom left of each step or decision symbol in the Process Diagram. References shown thus [T001] relate to the associated Data Transaction, as set out in the Data Transaction Catalogue.

Steps a and b: Request new SPID [T001.0]

Scottish Water shall issue a request for new Supply Point(s) for the New Connection(s), using Data Transaction T001.0 (Request New SPID). The T001 request will include the following information:

- 1) Confirmation of whether the New Connection(s) relates to Water Services or Sewerage Services or both and the Licensed Provider(s) involved in the connection offer(s) under the Operational Code. The rules for this confirmation are set out below;

Where the New Connection relates to:

- (i) Both new Water and new Sewerage Services, then Scottish Water will include both of those Services Categories and the Licensed Provider for each Service Category in the T001.0 (Request New SPID). In the event that the same Licensed Provider is involved in the connection offer under the Operational Code for both the Water Services and Sewerage Services, Scottish Water will notify the identity of the Licensed Provider at each of the Water Services Supply Point and/or Sewerage Services Supply Point by following the rules in CSD0301 (Data Transaction Catalogue).

OR

- (ii) Sewerage Services without Water Services or Water Services without Sewerage Services, the T001.0 will include only the relevant category of Service as well as the Licensed Provider they are dealing with under the relevant Operational Code process.

OR

- (iii) Water Services at a Supply Point that has not previously received Water Services but has received Sewerage Services only, the T001.0 will include the additional Service Category. Scottish Water shall also notify the CMA of the Licensed Provider they are dealing with under the relevant Operational Code process. In addition, the Supply Point for the existing Sewerage Services shall be included in the T001.0 to ensure that the additional Services are associated. Licensed Providers shall ensure that they have referenced the existing Sewerage Services Supply Point in the relevant application under the Operational Code. In the event that any Water Services previously received at the Supply Point were subject to a Permanent Disconnection (see CSD 0104 (Maintain SPID Data)) then the New Connection shall be in respect of both Water and Sewerage Services as set out in (v) below.

OR

- (iv) Sewerage Services at a Supply Point that has not previously received Sewerage Services but has received Water Services only, the T001.0 will include the additional Service Category and the Supply Point for the existing Water Services to ensure that the additional Services are associated with that Supply Point. Licensed Providers shall ensure that they have referenced the existing Water Services Supply Point in the relevant application under the Operational Code. Scottish Water shall also notify the CMA of the Licensed Provider they are dealing with under the relevant Operational Code process. In the event that the Sewerage Services previously received at the Supply Point were subject to a Permanent Disconnection (see CSD 0104 (Maintain SPID Data)) then the New Connection shall be in respect of both Water and Sewerage Services, as set out in (v) below

OR

- (v) Both Water and Sewerage Services where either or both of those Services have previously been subject to a Permanent Disconnection, then the T001.0 will include both of those Services Categories and the Licensed Provider for each Service in the T001.0 (Request New SPID). Furthermore, where that existing Supply Point in respect of Water Services or Sewerage Services is Registered, this will be superseded by the New Connection in respect of the Water or Sewerage Services (as applicable). In this circumstance, Licensed Providers shall ensure that they have referenced the existing Water Services or Sewerage Services (as applicable) in the relevant application under the Operational Code and Scottish Water shall ensure that the CMA is duly notified of the Permanent Disconnection of the existing Water Services or Sewerage Services (as applicable) in accordance with CSD 0104 (Maintain SPID Data).

AND

2) The Supply Point address (as known to Scottish Water at the time of submitting the T001.0;

AND

3) Confirmation of the Supply Point reference in the connection offer under the Operational Code in order that the association between that reference and the newly created SPID(s) can be communicated to the Licensed Provider(s). For the avoidance of doubt, the CMA will not maintain this association, nor will it be continued in the Central Systems once the Partial Registration(s) is in place.

Step c: Notify new SPID [T002.0 and T002.1]

Within 1 Business Day of receipt of the information at step b above, the CMA will create the new Supply Point(s). The CMA will then send notification of the Supply Points to Scottish Water, using Data Transaction T002.1 (Notify New SPID), and the relevant Licensed Provider(s), using Data Transaction T002.0 (Notify New SPID).

- i. In the case of a Licensed Provider, this notification will constitute a request to submit a T003.0 or a T009.2 (see Step d below).
- ii. In the case of Scottish Water, this notification will constitute a request to submit the supporting information for the Supply Point for which they are the Data Owner.

For the avoidance of doubt, the CMA will monitor newly created Supply Points in accordance with CSD 0002 (Performance Standards) in order to ensure that Partial Registration Applications are received in a timely manner, and that such Registrations proceed to completion.

Step d: Submit Partial Registration Application [T003.0] or Error Notification [T009.2]

Submit Partial Registration Application [T003.0]

Where the Licensed Provider is involved in the New Connection, it will submit a Partial Registration Application using Data Transaction T003.0 (Partial Registration Application) within 5 Business Days of the issue of the T002.0 by the CMA.

Where the New Connection relates to both Water Services and Sewerage Services, a Partial Registration Application must be submitted in relation to each Supply Point, regardless of whether one Licensed Provider who is the holder of both Licence types provides each of the Services Category at the SPIDs.

Submit Error Notification [T009.2]

Where a Licensed Provider considers they are not the Licensed Provider involved in the New Connection, that Licensed Provider shall submit notification of such to the CMA within 2 Business Days of the CMA issuing the [Data Transaction] T002.0 (Notify New SPID), The Licensed Provider will submit Data Transaction T009.2 (Error/Notification). The CMA will then seek clarification from Scottish Water using Data Transaction T009.1(Error/Notification), who shall correct the notification of the Licensed Provider for that Supply Point within 1 Business Day by issuing another T001.0 which shall include the Supply Point and the appropriate Licensed Provider. In the event that Scottish Water has no other information than that already notified to the CMA, they shall advise the CMA of this and the CMA shall escalate the matter to the Licensed Provider's Contract Manager.

Step e: Process Partial Registration Application

Upon receipt of the Partial Registration Application(s), the Licensed Provider so Registered will become the Data Owner for the relevant SPID Data and will be responsible for providing the outstanding SPID Data to the CMA in order to complete the Registration.

Late Partial Registration Application

In the event that a Partial Registration Application(s) has not been received within 5 Business Days, of the CMA issuing the T002 0(Notify New SPID) to the Licensed Provider(s), or the Licensed Provider(s) has not submitted a T009 2 (Error/Notification) at step d above, the CMA will escalate the matter to that Licensed Provider's Contract Manager.

The following Steps f through to k, are shown separately for clarity rather than representing sequential steps. The information can be drip-fed¹ as and when the Data Owner becomes aware of the information; however, the Registration will not be complete until all of the SPID Data relevant to the Supply Point and necessary for the Settlement Process has been provided to the CMA.

Step f: Provide Service Element data [T006.2, T006.3]

Scottish Water updates the CMA with the SPID Data in respect of the Service Element using Data Transactions T006.2 (Provide WS SPID Service Elements) and/or T006.3 (Provide SS SPID Service Elements).

In the event that Trade Effluent Services are applicable, further information as to the data requirements and Data Transactions in respect of those can be referenced in CSD0206 (Trade Effluent Processes)

¹ Subject to the data population requirements of the relevant Data Transactions as set out in the Data Transaction Catalogue.

Scottish Water shall notify the CMA of any consent granted by the Commission to Scottish Water to depart from the Wholesale Charges Scheme under section 29E of the 2002 Act for a New Connection using the Data Transaction T029.1 (Set SPID Special Arrangements).

Step g: CMA updates Central Systems and notifies Licensed Provider [T006.4, T006.5],

The CMA will load the data to the Central Systems and provide the data to the Licensed Provider(s) using Data Transactions T006.4 (Notify WS SPID Elements) and/or T006.5 (Notify SS SPID Service Elements).

Step h: Provide meter details & Initial Read [T004.0, T005.0]

Within 2 Business Days of the meter installation, Scottish Water will notify the CMA of the meter(s) details for each meter installed at the Supply Point, using Data Transactions T004.0 (Notify Meter Details) and T005.0 (Meter Read).. Furthermore, in the event that the meters are not all installed on the same day, Scottish Water shall update the CMA as and when each meter is installed.

In the case of Sewerage Services, subject to any Trade Effluent Services and any notification from Scottish Water as to any metering arrangements at the Supply Point for Sewerage Service, the CMA will associate the meter(s) details of the Related Water Supply Meter(s) at the corresponding Water Services Supply Point(s).

Scottish Water will also provide the Initial Read(s) for the meter(s) to the CMA. In the case of a Sewerage Services SPID with a Related Water Supply Meter, the Initial Read will be replicated accordingly for the Sewerage Services SPID in the Central Systems, such that there is no need for the Initial Read to be notified by Scottish Water against the Sewerage Services SPID.

Step i: CMA loads SPID data and notifies Licensed Provider [T004.1 T005.2, T031.0]

The CMA will load the data to the Central Systems and notify it to the Licensed Provider(s) using Data Transactions T004.1 (Notify Meter Details) and T005.2 (Meter Read).

The notification also constitutes confirmation that the notified Service Elements and Meter Read information will be used in the calculation of Wholesale Charges.

The CMA shall also notify the EWA calculated for the Supply Point using the Data Transaction T031.0 (Notify EWA).

Steps j and k: Provide Licensed Provider owned SPID data & CMA loads Data [T006.0, T006.1, T004.2]

During the period of the Partial Registration², the Licensed Provider will provide the CMA with the SPID Data for which they are the Data Owner using the Data Transactions T006.0 (Provide WS SPID Data) or T006.1 (Provide SS SPID Data). On receipt, the CMA will load the data to the Central Systems.

The Licensed Provider may also submit the YVe for the New Supply Point, using data Transaction T004.2 (Notify Meter Details)

In the event that conflicting data is provided on the two Data Transactions T006.0 (Provide WS SPID Data) for Water Services and T006.1 (Provide SS SPID Data) for Sewerage Services, (e.g. the Water Services and Sewerage Services SPIDs are held by different Licensed Providers and the data they supply differs) then the data supplied on T006.0 will take precedence and be considered the correct data for the Supply Point.

Decision I: Is there a Related Water Supply Meter?

This decision splits the next steps between Water Services and Sewerage Services.

Where the Supply Point has a Related Water Supply Meter, the Connection Date notified at the Water Services Supply Point will also be used for the associated Sewerage Services Supply Point (step m).

In the event that only Sewerage Services are provided at the Supply Point, then the Licensed Provider for the Sewerage Services Supply Point must confirm the Connection Date for those Services to the CMA (step n).

Step m: Confirm Water Services Connection [T007.0]

Scottish Water will notify the CMA of the Connection Date within 2 Business Days, using Data Transaction T007.0 (Notify Connection).

Step n: Confirm Sewerage Services Connection [T007.1]

In the case of a Related Water Supply Meter, the Connection Date notified at the Water Services Supply Point will be used at the associated Sewerage Service Supply Point and the Sewerage Services Licensed Provider should not submit a Connection Date to the CMA in this circumstance.

If the Supply Point relates to Sewerage Services only, then the Sewerage Services Licensed Provider will notify the CMA of the Connection Date within 2 Business Days after that connection is made using Data Transaction T007.1 (Notify Connection (SS)).

² Upon completion of the Registration, updates to SPID Data are managed under Maintain SPID Data CSD0105.

Decision o: Verify SPID Data complete & consistent

Once the Connection Date has been updated for a Supply Point, the CMA will run a data check on that SPID to verify that the SPID Data is complete and consistent. Further details of the data check are set out in Appendix 1 of this CSD. Broadly, the data check will confirm that all SPID Data which must be present at a Supply Point has been submitted. SPID Data that is not relevant to all Supply Points, (examples would be the Large User Volume Indicator, or the Service Element for a field trough) will not fail the data check as an absence of this data means that SPID Data is not applicable to the Supply Point.

In the event that this data check is successful, the Registration is complete and can be accounted for in the Settlement Process (step r).

In the event that the data check is unsuccessful, then the Partial Registration is not complete. The CMA will identify the cause of the failure, which may arise from the absence of a Partial Registration Application or other SPID Data. Some of these events may only be capable of remedy through the use of the process set out in CSD 0106 (Error Rectification & Retrospective Amendments), which will incur an Additional Service Charge.

The CMA will request the outstanding SPID Data in respect of a Partial Registration from the relevant Data Owner. The Data Transaction T009.0 (Error / Notification) will be sent by the CMA to the Licensed Provider or Scottish Water which will itemise the Data Item and the relevant error (e.g. missing). Whilst the Partial Registration remains in place, the Supply Point can not be accounted for in the Settlement Process and it is therefore imperative that the relevant Data Owner acts without further delay (see steps p and q).

Steps p and q: Supply required data

The Licensed Provider or Scottish Water will provide the data listed in the T009.0 within 2 Business Days. In the event that this is not forthcoming, the Data Owner should contact the CMA immediately, failing which the CMA will escalate the matter to the Contract Manager for the Licensed Provider or Scottish Water, as relevant.

The CMA will monitor all Partial Registrations and, in the case of an ongoing failure to provide requested information, will report such failure to the CMA Board.

In the event that a Retrospective Amendment is the only means of resolution, the matter should be progressed in accordance with CSD0106 (Error Rectification & Retrospective Amendments).

Step r: Load SPID data

Once the SPID Data requested has been received and checked, the CMA will update the Central Systems and the Supply Point will be accounted for in the Settlement Process with effect from the Connection Date.

Decision s: Did Scottish Water notify Connection?

If Scottish Water notified the Connection (see step m), then the Licensed Provider(s) needs to be sent the Connection Date (see step t, below). If the Connection for a Sewerage Services Supply Point was notified by the Sewerage Services Licensed Provider, then the process ends here.

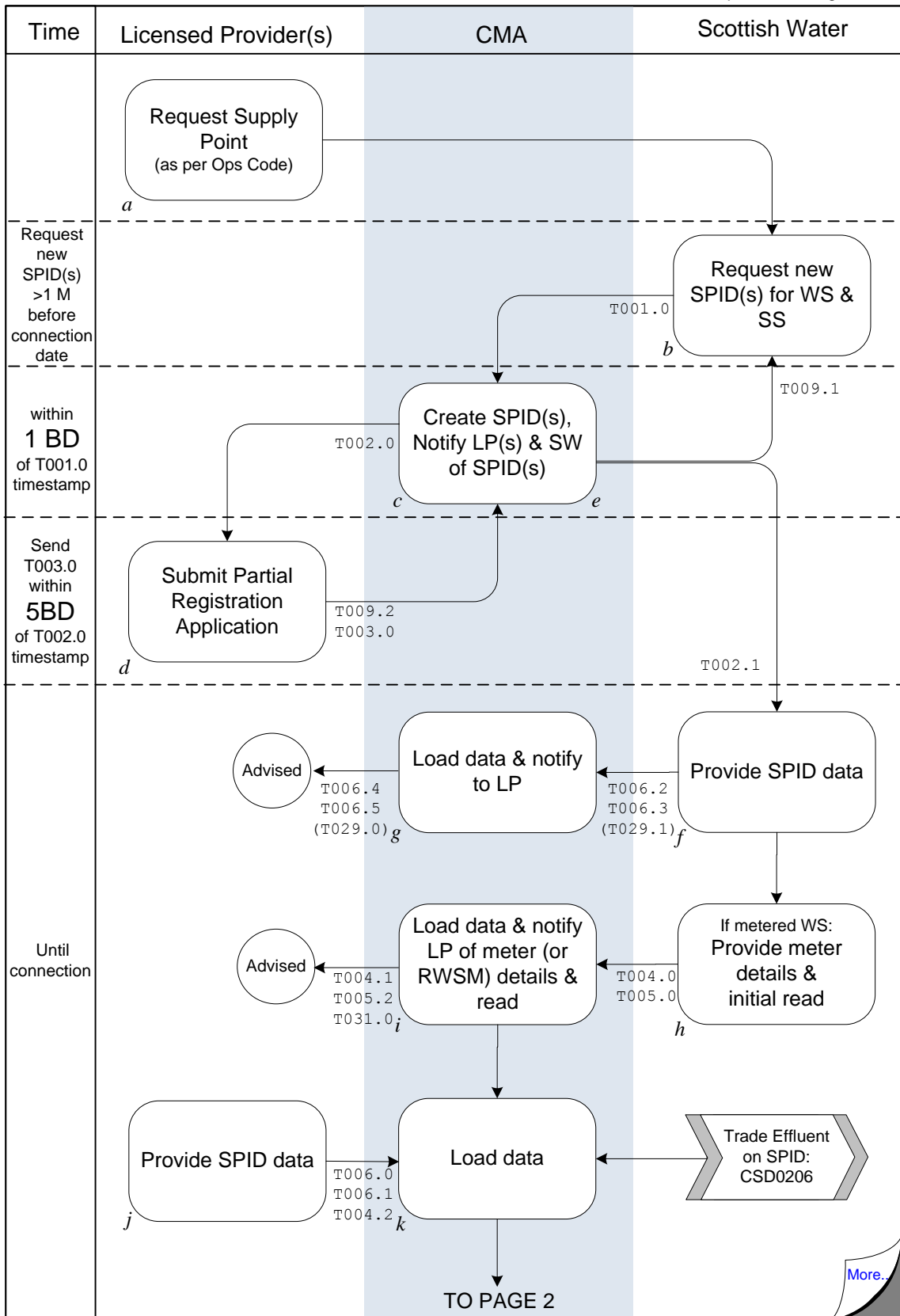
Step t: Advise Licensed Provider of Connection Date [T007.2]

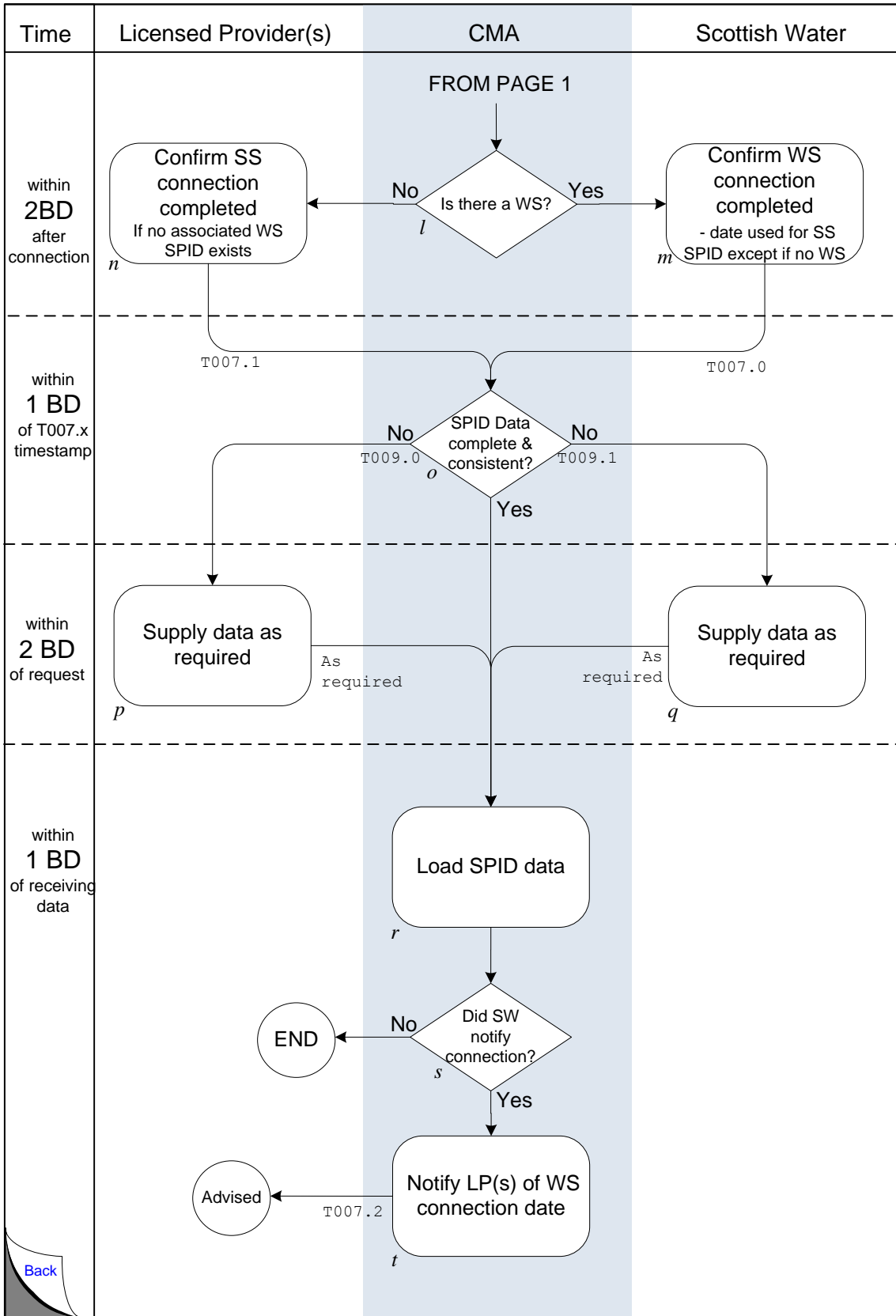
The CMA will notify the Water Services Licensed Provider(s) of the Connection Date using Data Transaction T007.2 (Notify Connection). In the case of a Related Water Supply Meter, the Sewerage Services Licensed Provider will be notified by the CMA of the Connection Date using the Data Transaction T007.2 (Notify Connection).

2.2 Process Diagram

New Connection – Page 1/2

Updated 31 August 2007





2.3 Interface and Timetable Requirements

step ID	Action/ Decision	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
a	S	Request Supply Point	LP	SW					
b	S	Request new Supply Point(s) for WS & SS	SW	CMA	from 1 M before Connection Date		5.4.1	i	T001.0
c	S	Create SPID(s), set SPID Status "N", Notify LP(s) & SW of SPID(s)	CMA	LP	1BD		5.4.1	ii	T002.0
c	S	Create SPID(s), set SPID Status "N", Notify LP(s) & SW of SPID(s)	CMA	SW	1BD		5.4.1	ii	T002.1
d	S	Submit Partial Registration Application	LP	CMA	within 5BD of T002 timestamp		5.4.1.	iii	T003.0
e	S	Load SPID Data,	CMA		1BD				
f	S	Provide WS Service Element data and SS Service Element data (including Trade Effluent)	SW	CMA	1BD	Any TE transactions received from CSD0206 will also be processed. If 29E arrangements in place, notify CMA.	5.4.2	i	T021.0 (T029.1)
g	S	Load data & notify to LP	CMA	LP	1BD	CMA calculates EWA and notifies LP. Any TE transactions received from CSD0206 will also be notified	5.4.2.	ii	T021.1 (T029.0) T031.0
h	S	Provide meter details & Initial Read	SW	CMA	before connection	Any TE transactions received from CSD0206 will also be processed.	5.4.4	i, ii	T004.0, T005.0
i	S	Load data & notify LP of meter (or RWSM) details & read	CMA	LP	1BD	Any TE transactions received from CSD0206 will also be notified	5.4.4.	iii	T004.1, T005.2
j	S	Provide SPID data	LP	CMA	1BD		5.4.3		T0006.0 T0006.1

step ID	Action/ Decision	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
k	S	Load data	CMA	internal	1BD				
l	D	Is there a WS SPID	internal	internal		if Incomplete Registration			
m	S	Confirm WS connection completed (If RWSM, use connection date for associated SS SPID)	SW	CMA	within two BD of the Connection Date	if Incomplete Registration	5.4.5		T007.0
n	S	Confirm SS connection completed if required (i.e. not RWSM)	LP	CMA	within two BD of the Connection Date	or when necessary, Retrospective Amendments	5.4.5		T007.1
o	D	SPID Data complete & consistent? No	CMA	LP	1BD	or when necessary, Retrospective Amendments	5.4.6		T009.0
o	D	SPID Data complete & consistent? No	CMA	SW	1BD	after data complete/consistent	5.4.7		T009.1
p	S	Supply data as required	LP	CMA	2BD		5.4.6		as required
q	D	Supply data as required	SW	CMA	2BD		5.4.6		as required
r	D	Load SPID data	CMA	internal	1BD				
s	D	Did SW notify connection?	internal	internal					
t	S	If WS or SS with RWSM : Notify LPs of WS Connection Date	CMA	LP(s)	1BD		5.4.5		T007.2

3. New Supply Points

This Section sets out the process to be followed in respect of the Registration of New Supply Points. This section reflects the fact that there will be no physical connection work required in respect of New Supply Points.

Creation of Pseudo Water Services Supply Points are not within the scope of this CSD, and such Supply Points are managed solely under Section 7 of CSD0104 (Maintain SPID Data).

The logical processing will follow the order set out below. When a meter is installed at a New Supply Point, this should be notified to the CMA in accordance with CSD 0104 (Maintain SPID Data)

3.1 *Licensed Provider Initiated*

Where a Licensed Provider becomes aware of an Entry Change of Use³ or a Gap Site

3.1.1 Description of the Process Diagram Steps

This description should be read in conjunction with the Process Diagram in Section 3.2 and the Interface and Timetable Requirements in Section 3.3. The 'step' and 'decision' references appear to the bottom left of each step or decision symbol in the Process Diagram. References shown thus [T001.0] relate to the associated Data Transaction in the Data Transaction Catalogue.

Step a: Identify Entry Change of Use or Gap Site

Within 1 Business Day of becoming aware of a Gap Site or an Entry Change of Use (other than at a Sewerage Services only Supply Point which is to be subject to Re-assessed Charges, which is covered in CSD0104 Section 7), the Licensed Provider will notify Scottish Water of the New Supply Point(s) and the reason for the requirement (i.e. Entry Change of Use or Gap Site).

Step b: Request Supply Point(s) [T001.0]

Scottish Water shall endeavour to identify any information regarding the premises from its records, including assessing whether a site visit will be required to verify the Services at the Supply Point(s), in which case they should liaise with the Licensed Provider(s) in accordance with the Operational Code.

Scottish Water will submit the T001.0 (Request New SPID) to the CMA no later than 5 Business Days after receiving notification from the Licensed Provider(s) at Step a above. The

³ For the avoidance of doubt, this does not include a new Pseudo Water Services Supply Point in respect of Re-assessed charges, which is set out in CSD0104 Section 7.

submission will reflect that the New Supply Point(s) arises from an Entry Change of Use or Gap Site and whether the Supply Point(s) relates to both Water and Sewerage Services, or only one of those Services. The Licensed Provider who notified Scottish Water of the New Supply Point shall be identified in the T001.0 request.

Step c: Create Supply Points and issue SPIDs [T002.0, T002.1]

The CMA will issue the SPIDs within 1 Business Day of receipt of the T001.0, using, Data Transaction T002.1 (Notify New SPID) to Scottish Water and Data Transaction T002.0 (Notify New SPID) to the relevant Licensed Provider(s).

- iii. In the case of a Licensed Provider, this notification will constitute a request to submit a T003.0 or a T009.2 (see Step d below).
- iv. In the case of Scottish Water, this notification will constitute a request to submit the supporting information for the Supply Point for which they are the Data Owner.

Steps d and e: Process Partial Registrations [T003.0, T009.2,]

Where a Licensed Provider(s) considers that they are involved in the New Supply Point, they shall submit a Partial Registration Application using Data Transaction T003.0 within 1 Business Day of receiving the T002.0 (Notify New SPID).

Where a Licensed Provider considers they are not involved, that Licensed Provider shall submit notification of such to the CMA within 1 Business Day of the CMA issuing the T002.0 (Notify New SPID) using the Data Transaction T009.2 (Error/Notification). The CMA will then seek clarification from Scottish Water using Data Transaction T009.1 (Error/Notification), who shall correct the notification of the Licensed Provider for that Supply Point(s) within 1 Business Day by issuing another T001.0 which shall include the Supply Point(s) and the appropriate Licensed Provider. In the event that Scottish Water has no other information than that already notified to the CMA, they shall advise the CMA of this and the CMA shall escalate the matter to the Licensed Provider's Contract Manager.

Step f: Update Chargeable SPID data [T006.2, T006.3, T029.1]

Scottish Water will notify the chargeable SPID data no later than 10 Business Days of receiving the T002.1, using the Data Transactions T006.2 (Provide WS SPID Service Elements) and/or T006.3 (Provide SS SPID Service Elements), as applicable. At the same time, it shall notify the CMA that the New Supply Points is affected by Scottish Water's meter installation programme using Data Transaction T029.1 (Set SPID Special Arrangements).

In the event that Trade Effluent Services are applicable, further information as to the data requirements and Data Transactions for those Service Elements can be referenced in CSD0206 (Trade Effluent Processes)

Step g: The CMA notifies the Licensed Provider(s) [T006.4/T006.5/T031.0]

Within 1 Business Day of receipt of the Data Transaction(s) at Step f above, the CMA will load the data to the Central Systems and provide the data to the Licensed Provider(s) using Data Transactions T006.4 (Notify WS SPID Elements) and/or T006.5 (Notify SS SPID Service Elements), as applicable.

The CMA shall also notify the EWA calculated for the Supply Point using the Data Transaction T031.0 (Notify EWA).

Steps h and i Update Licensed Provider owned SPID Data [T006.0, T006.1, T004.2]

The Licensed Provider(s) shall notify the SPID Data for which it is the Data Owner no later than 10 Business Day of receiving the T002.0 (Notify New SPID) using the T006.0 (Provide WS SPID Data) or T006.1 (Provide SS SPID Data), as appropriate.

The Licensed Provider may also submit the YVe for the New Supply Point, using data Transaction T004.2 (Notify Meter Details)

The CMA loads the data to the Central Systems

Step k Update Connection Date [T007.0, T007.1]

In the case of a Supply Point related to Water Services, Scottish Water will, no earlier than 10 Business Days and no later than 15 Business Days of receiving the T002.0 (Notify New SPID), confirm the Connection Date to the CMA using the Data Transaction(s) T007.0 (Notify Connection WS). The Connection Date for a New Supply Point(s) shall be 5 Business Days after the Data Transaction T002.0 (Notify New SPID).

In the event that the New Supply Point(s) relates to Water Services with associated Sewerage Services, the Connection Date notified at the Water Services Supply Point will be used at the associated Sewerage Services Supply Point and the Sewerage Services Licensed Provider should not submit a Connection Date to the CMA in this circumstance.

If the New Supply Point relates to Sewerage Services only, then the Sewerage Services Licensed Provider will no earlier than 10 Business Days and no later than 15 Business Days of receiving the T002.0 (Notify New SPID), notify the CMA of the Connection Date, using Data Transaction T007.1 (Notify Connection (SS)).

The CMA will load the data into the Central Systems.

Decision I: Verify SPID Data complete & consistent

Once the Connection Date has been updated for the New Supply Point(s), the CMA will run a data check on that Supply Point to verify that the SPID Data is complete and consistent. Broadly, the data check will confirm that all SPID Data which must be present at a Supply Point has been submitted. In the case of an Entry Change of Use or Gap Site, the Rateable Value is required in order to complete the Partial Registration. SPID Data that is not relevant to all Supply Points, (examples would be the Large User Volume Indicator, or the Service Element for a field trough) will not fail the data check as an absence of this data means that SPID Data is not applicable to the Supply Point.

In the event that this data check is successful, the Partial Registration is complete.

In the event that the data check is unsuccessful, then the Partial Registration is not complete. The CMA will identify the cause of the failure, which may arise from the absence of a Partial Registration Application or other SPID Data. Some of these events may only be capable of remedy through the use of the process outlined in CSD 0106 (Error Rectification & Retrospective Amendments), which will incur an Additional Service Charge.

The CMA will request the outstanding data in respect of a Partial Registration from the relevant Data Owner. The Data Transaction T009.0 (Error/Notification) will be sent by the CMA to the Licensed Provider or T009.1 (Error Notification) to Scottish Water which will itemise the Data Item(s) and the relevant error (e.g. missing). Whilst the Partial Registration remains in place, the Supply Point cannot be accounted for in the Settlement Process and it is therefore imperative that the relevant Data Owner acts without further delay (see steps m and n).

Steps m and n: Supply required data

The Licensed Provider or Scottish Water will provide the data listed in the Data Transaction T009.0 or T009.1, as relevant, within 2 Business Days. In the event that this is not forthcoming, the Data Owner should contact the CMA immediately, failing which the CMA will escalate the matter to the Contract Manager for the Licensed Provider or Scottish Water, as relevant.

The CMA will monitor all Partial Registrations which are not yet complete and, in the case of an ongoing failure to provide requested information, will report such failure to the CMA Board

In the event that a Retrospective Amendment is the only means of resolution, the matter should be progressed in accordance with CSD0105 (Error Rectification & Retrospective Amendments).

Step o: Load SPID data

Once the SPID Data requested has been received and checked, the Supply Point will be accounted for in the Settlement Process with effect from the Connection Date.

Decision p: Did Scottish Water notify Connection?

If Scottish Water notified the Connection (see step k), then the Licensed Provider(s) needs to be sent the connection details (see step q, below).

If the Connection for a Sewerage Services Supply Point was notified by the Sewerage Services Licensed Provider (see step k), then the process ends here.

Step q: Advise Licensed Provider of Connection Date [T007.2]

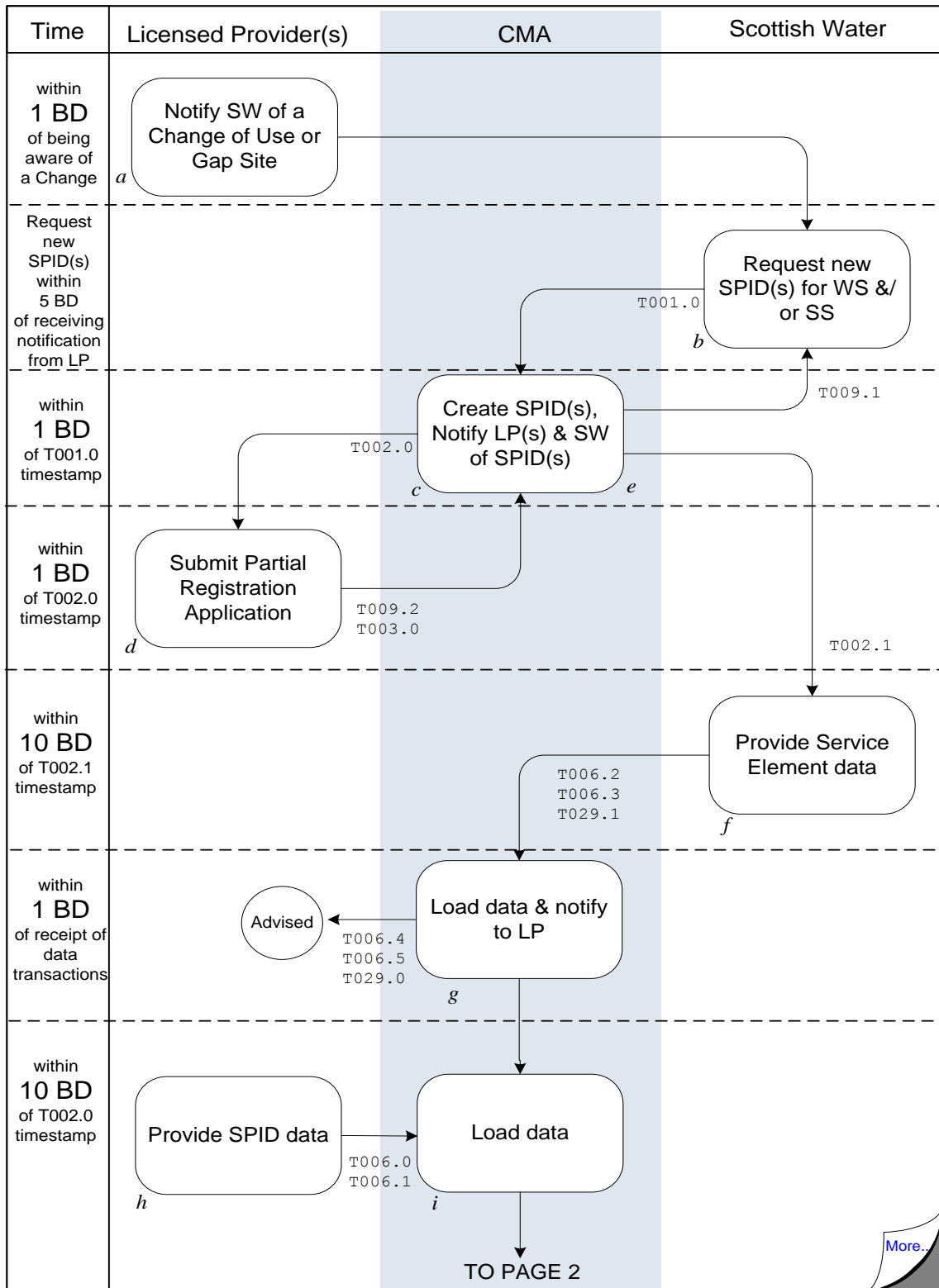
The CMA will notify the Water Services Licensed Provider(s) of the Connection Date using Data Transaction T007.2 (Notify Connection). In the case of a Sewerage Services Supply Point associated with that Water Services Supply Point, the Sewerage Services Licensed Provider will be notified by the CMA of the Connection Date using the Data Transaction T007.2 (Notify Connection).

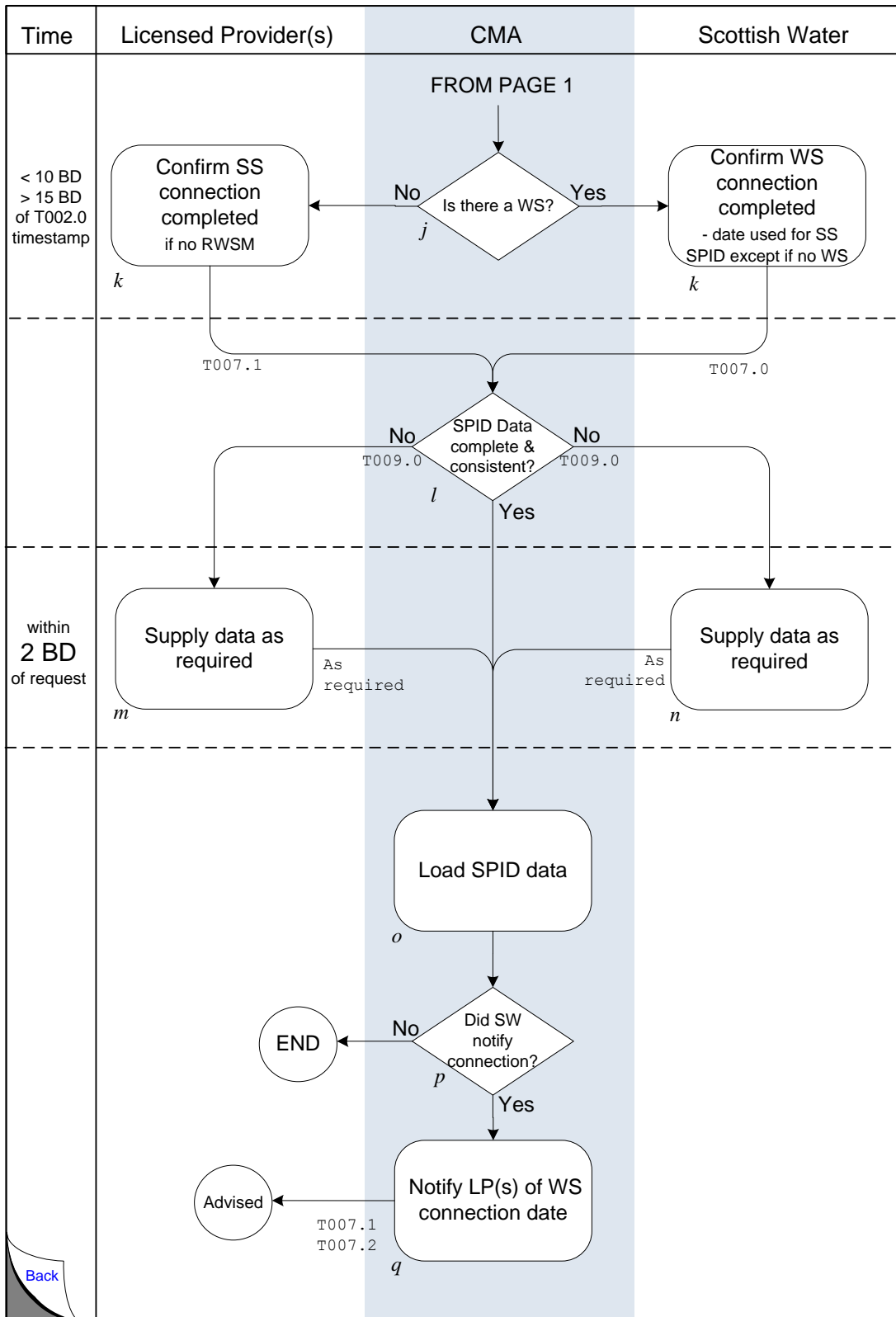
3.2 Process Diagram

Errata correction to step g flow to LP changed from T29.1 to T29.0

Where a Licensed Provider becomes aware of a Change of Use or a Gap Site – Page 1/2

Updated July 2009





3.3 Interface and Timetable Requirements

step ID	Action/ Decision	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
a	S	Identify Entry Change of Use or Gap Site	LP	SW					
b	S	Request new Supply Point(s) for WS & SS	SW	CMA	within 5BD		5.4.9		T001.0
c	S	Create SPID(s), Notify LP(s) & SW of SPID(s)	CMA	LP	1BD		5.4.1		T002.0
d	S	Create SPID(s), Notify LP(s) & SW of SPID(s)	CMA	SW	1BD		5.4.1		T002.1
e	S	If involved in New Supply Point, Submit Partial Registration Application	LP	CMA	1BD	In the event that a T009.2 is sent by the LP, a T009.1 is sent to SW to clarify LP. In the event that SW have no further information, the CMA will escalate the matter to the LP's Contract Manager.	5.4.1.		T003.0
f	S	Provide WS and SS chargeable SPID data (including Trade Effluent)	SW	CMA	10 BD	Notify phasing transition if SP in meter installation programme Any TE transactions received from CSD0206 will also be processed.	5.4.2		T006.2 T006.3, T029.1
g	S	Load data & notify to LP	CMA	LP	1BD	CMA calculates EWA and notifies LP Any TE transactions received from CSD0206 will also be notified.	5.4.2.		T006.4 T006.5 T029.0 T031.0
h	S	Provide SPID data	LP	CMA	10 BD	RV must be provided	5.4.4		T006.0, T006.1

step ID	Action/ Decision	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
i	S	Load data	Internal	Internal	1BD		5.4.4.		
J	D	Is there a WS?							
k	S	If no, SS LP to confirm SS connection	LP	CMA	<10 BD > 15 BD of T002				T007.1
k	S	If Yes, SW to confirm WS connection	SW	CMA	<10 BD > 15 BD of T002				T007.0
l	D	SPID data complete?	internal	internal		Request data from Data Owner			T009.0, T009.1
m	S	Supply data as required	LP	CMA	within two BD	if data Incomplete	5.4.5		
n	S	Supply data as required	SW	CMA	within two BD	if data Incomplete	5.4.5		
o	S	Load SPID data	Internal	Internal					
p	D	Did SW notify connection				If No, ends			
p	D	Did SW notify connection				If Yes to Q			
q	S	Notify LP(s)	CMA	LP					T007.1 T007.2

3.4 Where Scottish Water becomes aware of a Gap Site

3.4.1 Description of the Process Diagram Steps

Step a: Identify Gap Site

On identifying a Gap Site, Scottish Water shall endeavour to identify any information regarding the premises from its records, including assessing whether a site visit will be required to verify the Services at the Supply Point(s).

Step b: Request Supply Point(s) [T001.0]

Once Scottish Water has written to the non-household customer in accordance with the Gap Site Allocation Process and no Licensed Provider(s) has been chosen by the customer, Scottish Water will, within 17 Business Days of the date of its letter to the non-household customer, submit the T001.0 (Request New SPID) to the CMA. The submission will reflect that the New Supply Point(s) arises from a Gap Site, whether the Supply Point(s) relates to both Water and Sewerage Services, or only one of those Services and, since no Licensed Provider has been involved, will not include any information regarding the identity of a Licensed Provider.

Step c & e: Create Supply Point(s) and issue SPID(s) to Scottish Water [T002.1]

The CMA will create the Supply Point(s) and notify Scottish Water within 1 Business Day of allocating the Supply Point(s) to a Licensed Provider(s) (see step c, using Data Transaction T002.1 (Notify New SPID)). This notification will constitute a request to submit the supporting information for the Supply Point(s) for which they are the Data Owner.

Step c: Allocate Supply Point(s) to Licensed Provider and notify SPIDs [T002.0]

The CMA will allocate the Supply Point(s) to a Licensed Provider(s) in accordance with the Gap Site Allocation Process.

The CMA will notify the Licensed Provider(s) of the Supply Point(s) so allocated within 1 Business Day of receipt of the T001.0 in respect of that Supply Point(s), using Data Transaction T002.0 (Notify New SPID). This notification will constitute a request for that Licensed Provider(s) to submit a T003.0 (Partial Registration Application).

Step d: Submit Partial Registrations [T003.0]

The Licensed Provider(s) shall submit a Partial Registration Application using Data Transaction T003.0 (Partial Registration Application) within 1 Business Day of receiving the T002.0.

The CMA will load the data to the Central Systems

Step f: Update Chargeable SPID data [T006.2, T006.3, T029.1]

Scottish Water will notify the Service Element data no later than 10 Business Days of receiving the T002.1, using the Data Transactions T006.2 (Provide WS SPID Service Elements) and/or T006.3 (Provide SS SPID Service Elements), as applicable.

At the same time, it shall notify the CMA that the New Supply Points is affected by Scottish Water's meter installation programme using Data Transaction T029.1 (Set SPID Special Arrangements).

In the event that Trade Effluent Services are applicable, further information as to the data requirements and Data Transactions for those Service Elements can be referenced in CSD0206 (Trade Effluent Processes)

Step g: The CMA notifies the Licensed Provider(s) [T006.4, T006.5, T031.0]

Within 1 Business Day of receipt of the Data Transaction(s) at step f above, the CMA will load the data to the Central Systems and provide the data to the Licensed Provider(s) using Data Transactions T006.4 (Notify WS SPID Elements) and/or T006.5 (Notify SS SPID Service Elements), as applicable.

The CMA shall also notify the EWA calculated for the Supply Point using the Data Transaction T031.0 (Notify EWA).

Steps h and i Update Licensed Provider owned SPID Data [T006.0, T006.1, T004.2]

The Licensed Provider(s) shall notify the SPID Data for which it is the Data Owner no later than 10 Business Day of receiving the T002.0 (Notify New SPID), using the Data Transaction T006.0 (Provide WS SPID Data) and/or T006.1 (Provide SS SPID Data), as relevant In the case of a Gap Site, the Rateable Value is required in order to complete the Partial Registration.

The Licensed Provider may also submit the YVe for the New Supply Point, using data Transaction T004.2 (Notify Meter Details)

The CMA will load the data to the Central Systems

Step j/k Update Connection Date [T007.0, T007.1]

In the case of a New Supply Point related to Water Services, Scottish Water will, no earlier than 10 Business Days and no later than 15 Business Days of receiving the T002.0 (Notify New SPID), confirm the Connection Date to the CMA using the Data Transaction(s) T007.0 (Notify Connection WS). The Connection Date for a New Supply Point(s) arising from a Gap Site shall be 5 Business Days after the Data Transaction T002.0 (Notify New SPID).

In the event that the Supply Point(s) relates to Water Services with associated Sewerage Services, the Connection Date notified at the Water Services Supply Point will be used at the associated Sewerage Services Supply Point and the Sewerage Services Licensed Provider should not submit a Connection Date to the CMA in this circumstance.

If the Supply Point relates to Sewerage Services only, then the Sewerage Services Licensed Provider will, no earlier than 10 Business Days and no later than 15 Business Days of receiving the T002.0 (Notify New SPID), notify the CMA of the Connection Date, using Data Transaction T007.1 (Notify Connection (SS)).

The CMA will load the data into the Central Systems.

Decision I: Verify SPID Data complete & consistent

Once the Connection Date has been updated for the Supply Point(s), the CMA will run a data check on that Supply Point to verify that the SPID Data is complete and consistent. The data check will confirm that all SPID Data which must be present at a Supply Point has been submitted. SPID Data that is not relevant to all Supply Points, (examples would be the Large User Volume Indicator, or the Service Element for a field trough) will not fail the data check as an absence of this data means that SPID Data is not applicable to the Supply Point.

In the event that this data check is successful, the Partial Registration is complete and can be accounted for in the Settlement Process (step q).

In the event that the data check is unsuccessful, then the Partial Registration is not complete. The CMA will identify the cause of the failure, which may arise from the absence of a Partial Registration Application or other SPID Data. Some of these events may only be capable of remedy through the use of the Retrospective Amendments Process outlined in CSD 0106 (Error Rectification & Retrospective Amendments), which will incur an Additional Service Charge.

The CMA will request the outstanding data in respect of a Partial Registration from the relevant Data Owner. The Data Transaction T009.0 (Error/Notification) will be sent by the CMA to the Licensed Provider or T009.1 to Scottish Water which will itemise the Data Item(s) and the relevant error (e.g. missing). Whilst the Partial Registration remains in place, the Supply Point can not be accounted for in the Settlement Process and it is therefore imperative that the relevant Data Owner acts without further delay (see steps n and o).

Steps m and n: Supply required data

The Licensed Provider or Scottish Water will provide the data listed in the T009.0 or T009.1, as relevant, within 2 Business Days. In the event that this is not forthcoming, the Data Owner should contact the CMA immediately, failing which the CMA will escalate the matter to the Contract Manager for the Licensed Provider or Scottish Water, as relevant.

The CMA will monitor all Partial Registrations and, in the case of an ongoing failure to provide requested information, will report such failure to the CMA Board

In the event that a Retrospective Amendment is the only means of resolution, the matter should be progressed in accordance with CSD0105 (Error Rectification & Retrospective Amendments).

Step o: Load SPID data

Once the SPID Data requested has been received and checked, the Supply Point will be accounted for in the Settlement Process with effect from the Connection Date.

Decision p: Did Scottish Water notify Connection?

If Scottish Water notified the Connection Date (see step k), then the Licensed Provider(s) needs to be sent the connection details (see step q, below). If the Connection Date was notified by the Sewerage Services Licensed Provider, then the process ends here.

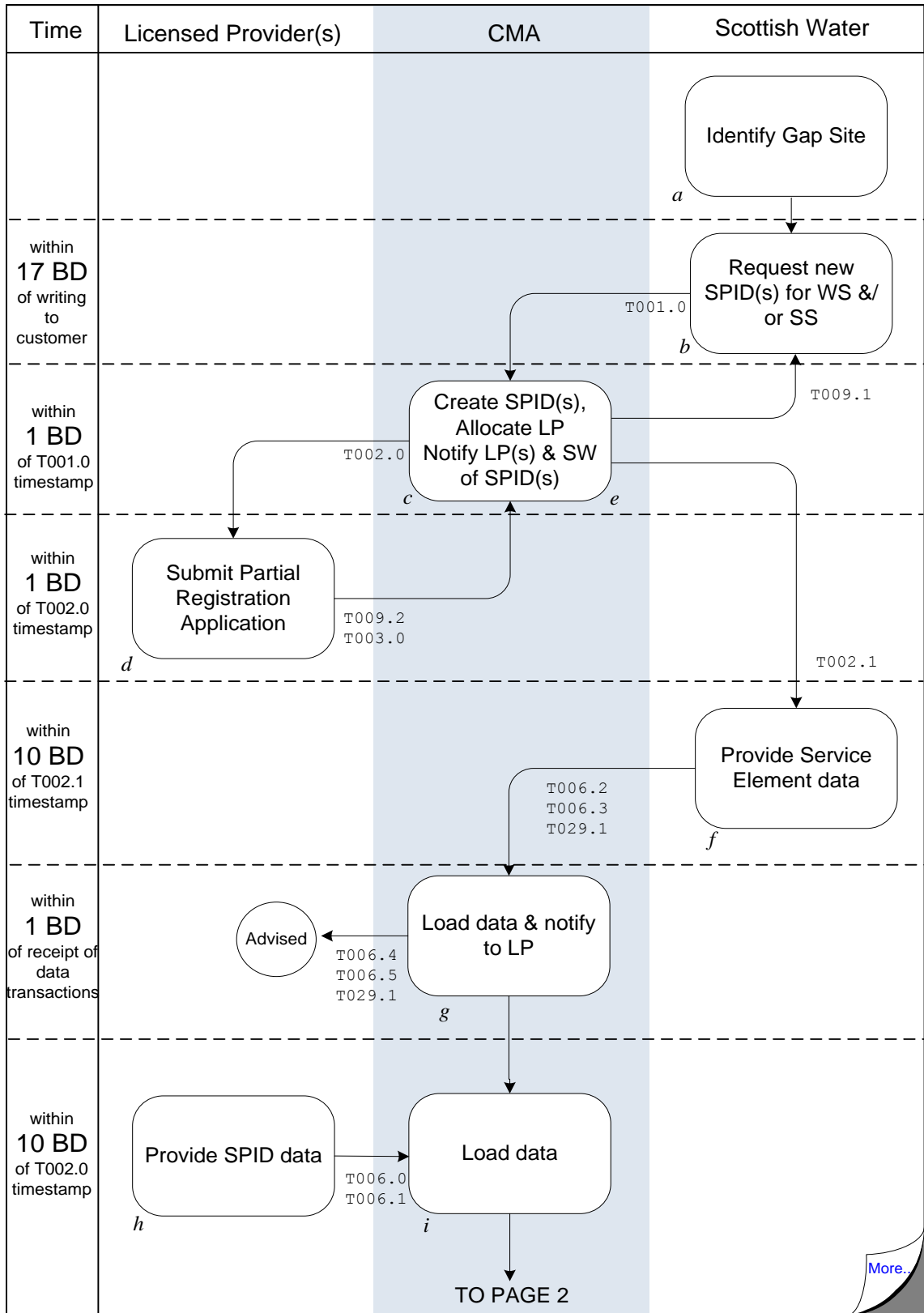
Step q: Advise Licensed Provider of Connection Date [T007.2]

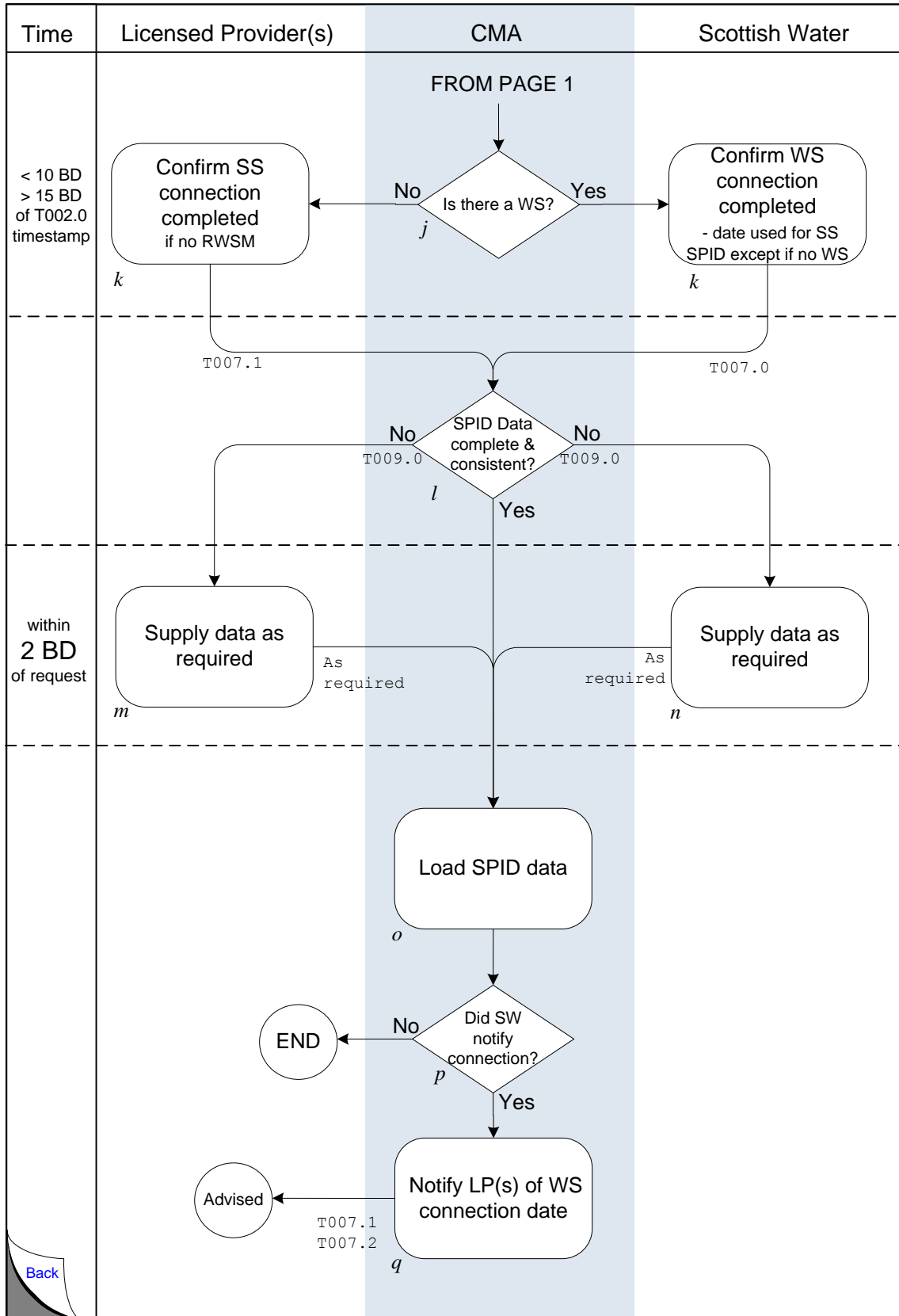
The CMA will notify the Water Services Licensed Provider(s) of the Connection Date using Data Transaction T007.2 (Notify Connection). In the case of a Sewerage Services Supply Point associated with that Water Services Supply Point, the Sewerage Services Licensed Provider will be notified by the CMA of the Connection Date using the Data Transaction T007.2 (Notify Connection).

3.5 Process Diagram

Where Scottish Water becomes aware of a Gap Site –
Page 1/2

Updated May 2008





3.1 Interface and Timetable Requirements

step ID	Action/ Decision	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
a	S	Identify Change of Use or Gap Site	LP	SW					
b	S	Request new Supply Point(s) for WS & SS	SW	CMA	within 5BD		5.4.9		T001.0
c	S	Create SPID(s), Allocate LP, Notify LP(s) & SW of SPID(s)	CMA	LP	1BD		5.4.1		T002.0
d	S	Create SPID(s), Allocate LP, Notify LP(s) & SW of SPID(s)	CMA	SW	1BD		5.4.1		T002.1
e	S	Submit Partial Registration Application	LP	CMA	1BD		5.4.1.		T003.0
f	S	Provide WS and SS chargeable SPID data a (including Trade Effluent)	SW	CMA	10 BD	Notify phasing transition if SP in meter installation programme Any TE transactions received from CSD0206 will be processed	5.4.2		T006.2 T006.3 T029.1
g	S	Load data & notify to LP	CMA	LP	1BD	CMA calculates EWA and notifies LP Any TE transactions received from CSD0206 will be notified	5.4.2.		T006.4 T006.5 T029.0 T031.0
h	S	Provide SPID data	LP	CMA	10 BD	RV must be provided	5.4.4		T006.0 T006.1 T004.2
i	S	Load data	internal	internal	1BD		5.4.4.		
J	D	Is there a WS?							
k	S	If No, LP to confirm SS connection	LP	CMA	<10 BD > 15 BD of T002				T007.1

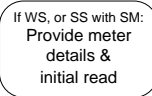
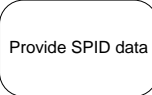
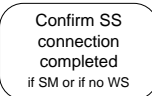
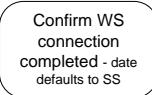

step ID	Action/ Decision	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
k	S	If Yes, SW to confirm WS connection	SW	CMA	<10 BD > 15 BD of T002				T007.0
l	D	SPID data complete?	internal	internal		Request data from Data Owner			T009.0 or T009.1
m	S	Supply data as required	LP	CMA	within two BD	if data Incomplete	5.4.5		
n	S	Supply data as required	SW	CMA	within two BD	if data Incomplete	5.4.5		
o	S	Load SPID data	Internal	Internal					
P	D	Did SW notify connection				If No, ends			
p	D	Did SW notify connection				If Yes to Q			
q	S	Notify LP(s)	CMA	LP					T007.1 T007.2

Appendix 1: Registration Data Checks at a New Connection/New Supply Point

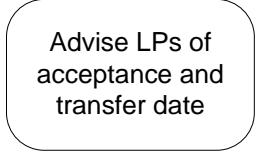
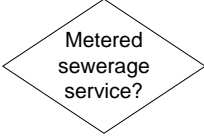
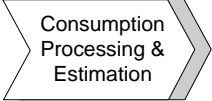


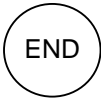
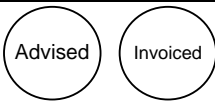
A number of data checks occur in the Central Systems during the New Connection and New Supply Point processes. These are covered in the body of this document, and summarised here. The intention of this appendix is to provide a list of checks, in order to facilitate the data supplier providing the data in full and in the correct timeframe.

Section 2 Process data checks

Step Name	Data supplier	Transaction	For Data items refer to CSD0301 Data Transaction Catalogue	CMA data checks on receipt of transaction* For a list of the Data Items in each Transaction, refer to CSD0301 (the Data Transaction Catalogue) :
Request new SPID(s) for WS & SS	SW	T001.0 Request New SPID		LP not licensed for category of Services Required Data Items are present and valid
Submit Partial Registration Application	LP	T003.0 Partial Registration Application		LP nominated in T001.0 Should be received within 5BD or 1BD (as relevant to New Connection or New Supply Point) of T001.0 timestamp, if not, CMA follows up.
Provide Service Element data	SW	T006.2 T006.3 Provide WS or SS SPID Service Elements		Valid values as set out in CSD0301 (the Data Transaction Catalogue)
If WS, or SS with SM: Provide meter details & initial read	SW	T004.0 Notify Meter Details		T005.0 has been received (otherwise read from new meter will not be recognised.) Note: T004.0 is not required for New Supply Points

Step Name	Data supplier	Transaction	For Data items refer to CSD0301 Data Transaction Catalogue	CMA data checks on receipt of transaction* For a list of the Data Items in each Transaction, refer to CSD0301 (the Data Transaction Catalogue) :
	SW	T005.0 Meter Read		<p>Meter Read type must = Initial</p> <p>Meter Read date can not be in the future, or before SPID creation date (see Meter Read Submission Validation CSD0203 for further details)</p> <p>Note: T005.0 is not required for New Supply Points</p>
	LP	T006.0 T006.1 Provide WS or SS SPID Data		Required Data Items are present and valid
	LP	T007.1 Notify Connection (SS)		<p>Submitted by SS LP.</p> <p>If RWSM the connection date for WS will default to both Supply Points even if the SS LP submits a Connection Date is a valid date and in the past.</p>
	SW	T007.0 Notify Connection (WS)		<p>Submitted by SW.</p> <p>Date is a valid date and in the past</p>
	n/a	n/a		<p>Check that all the transactions and required Data Items as relevant to a New Connection or New Supply Point have been received.</p> <p>Note: All transactions are mandatory for the New Connections process under section 2.</p>

Appendix 2 – Process Flowchart Symbols

Symbol	Name	Details
	Step	An action step. It appears in the “swimlane” of the party responsible for performing the action.
	Decision	A decisive question rather than an action. Followed by Yes or No, or occasionally WS (Water Service) or SS (Sewerage Service) the process splits depending on the answer to the question in the decision diamond.
	To another process	A flow in, or input to, another documented process
	From another process	A flow in, or output from another documented process.
	To and from another process	Used where a process is embedded within another. At this point, go to the embedded process chart before returning to the one in which it is embedded.
	End	Used after a decision diamond, generally to mean “do nothing” as it is the end of the process.
	Advised/Invoiced	Used after a process step to show “passive” action on the part of a data flow receiver e.g. to represent “Advised” or “Invoiced”
g	Step/Decision reference	An alphabetic reference beside each step and decision. This reference appears on the table in each section to facilitate reading the table against the process flowcharts.
T015	Transaction reference	Reference to the data transaction occurring as an output from the step it appears next to.