

OPERATIONAL CODE

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

143 Mayreh 2014

This version of the Operational Code dated 143 Mayreh 2014 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
<u>23</u>	<u>14/05/2014</u>	<u>Amendment to the New Connections Processes to cater for queries of a technical nature to Scottish Water</u>	<u>OCCP046</u>

INDEX

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 and Metering Activity	10
Operational Code Governance	12
Appendix	12
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)	1413
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)	1716
Process 1C – First time provision of a water connection to a community	1918
New Connections	1918
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	2220
New Connections	2321
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)	2321

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) [2422](#)

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) [2826](#)

New Connections [3027](#)

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) [3027](#)

New Connections [3330](#)

Process 5A - Application for an unmetered temporary water connection (unmetered building water) [3330](#)

Process 5A1 applies where Scottish Water undertakes the connection for the supply of unmetered building water [3430](#)

Process 5A2 applies where the Licensed Provider undertakes the connection for the supply of unmetered building water [3531](#)

New Connections [3632](#)

Process 5B - Application for a metered temporary water connection (metered building water) [3632](#)

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 [3732](#)

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. [3933](#)

Water Quality Sampling/Water Byelaws [4135](#)

Process 6 - Planned visits to Non-Household Customer's Premises [4135](#)

Process 7 - Unplanned visits to Non-Household Customer's Premises [4135](#)

Metering [4236](#)

Process 8 - Installation of a meter at a Supply Point [4337](#)

8A applies where Scottish Water undertakes the installation of the meter	4337
8B applies where the Licensed Provider instructs the Accredited Entity to undertake the installation of the meter	4438
Process 9 - Meter accuracy test	4539
9A applies where Scottish Water undertakes meter accuracy test	39
9B applies where the Licensed Provider instructs the Accredited Entity to undertake the meter accuracy test	4640
Process 10 - Meter fault and repair	4741
10A applies where Scottish Water undertakes the repair or replacement of the meter	4741
10B applies where the Licensed Provider undertakes the repair or replacement of the meter	4842
Process 11 - Change of meter at the request of the Licensed Provider	4943
11A applies where Scottish Water undertakes the change of the meter	4943
11B1 applies where the Licensed Provider wishes to instruct an Accredited Entity to change the physical size or location of the meter	5044
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	5044
Process 12 - Change of meter at the request of Scottish Water	5145
Enquiries, Complaints and Contacts	5246
Process 13 - Non-Household Customer enquiries	5246
Process 14 - Developer enquiries	5246
Process 15 - Trade Effluent enquiries	5447
Process 16 – Water Byelaw enquiries	5447
Process 17 - Complaints relating to Scottish Water's services	5448
Process 18 - Contacts on 24 hour numbers	5548
Planned Activities and Affected Services	5650
Process 19 - Planned activities	5650
Unplanned Changes to Services and Incidents	5751
Process 20 - Unplanned changes to Water and/or Sewerage Services	5751
Process 21 - Emergency activities	5852
Process 21A - Water Quality Incidents	54

Trade Effluent Control	<u>6458</u>
Process 22 - Application for and modification to a Trade Effluent Consent	<u>6458</u>
Process 23 - Trade Effluent monitoring	<u>6559</u>
Process 24 - Pollution incidents	<u>6660</u>
Process 25 – Discontinuation of Trade Effluent Services and termination of consent	<u>6764</u>
Process 25A – Private Meter installation	<u>6862</u>
Process 25B – Private Meter accuracy testing, repair and replacement	<u>6862</u>
Process 25C – Private Meter exchange	<u>6963</u>
Allowances	<u>7064</u>
Process 26 – Fire Fighting Allowance	<u>7064</u>
Process 26A – Burst Allowance	<u>7064</u>
Process 27 – Non-Return to Sewer Allowance	<u>7064</u>
Process 27A – Reassessment Process for Unmetered Supply Points	<u>7165</u>
Supply Point Registration, Verification and Deregistration	<u>7468</u>
Process 28 – Verification of Meter Details	<u>7468</u>
Process 29 – Gap Site Supply Point Registration for Gap Sites identified by Scottish Water	<u>7468</u>
Process 30 – Gap Site Supply Point Requests and Registration for Gap Sites identified by a Licensed Provider	<u>7569</u>
Process 31 – Deregistration of Supply Point at the request of Scottish Water	<u>7670</u>
Process 32 – Deregistration of Supply Point at the request of the Licensed Provider	<u>7774</u>
APPENDIX	<u>7872</u>
Part 1 Definitions and Acronyms	<u>7872</u>
Part 2 Application Forms	<u>8276</u>
Form A Application to Connect to the Public Water Supply System	<u>8377</u>
Form B Application for an Individual Premises Sewerage Connection	<u>10497</u>
Form C Application for a New Water Mains/Trunk Mains/Service Reservoir...	<u>118111</u>
Form D Application for a Sewerage Mains/Trunk Sewer/Waste Water.....	<u>145138</u>
Form E Application for a Development Impact Assessment	<u>166158</u>
Form F (1) Metering Activity Form F (1)	<u>173164</u>
Form F (2) Metering Activity Form F (2)	<u>185176</u>
Form G Complaint Form	<u>209200</u>

Form H	Application for a New or Modification to an Existing Consent...	212203
Form J	Application for a Water and/or Sewerage Connection for Building...	219210
Form K	Verification of Meter Details Form	237227
Form L	Reassessment Request Form	241231
Form M	Gap Site Supply Point Request Form	245235
Form N	Request for Allowance to Wholesale Charges	250240
Form O	Supply Point Deregistration Request Form	259249
Part 3	Dispute Resolution	275265
Part 4	Framework and Accession Agreements	278268
Part 5	Drinking Water Quality - DWQR	276

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 a fire fighting allowance and a non-return to sewer allowance; 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 number of cases Scottish Water may, with the approval of the Licensed Provider, make initial contact with the Non-Household Customer.

Use of Accredited Entities to Undertake Connections Activity and Metering Activity

Scottish Water has established accreditation arrangements governing Connections Activity and Metering 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 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, 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; and
- Process 11 – Change of meter at the request of the Licensed Provider.

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, 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 as set out in this 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); and
- Framework and Accession Agreements (Part 4).

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.

This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (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 DIA 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, 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; provides to the Licensed Provider within 10 Business Days of the date of receipt an initial response which will include whether there is sufficient capacity within the Network to enable the provision of the required services along with an estimate of the conditions and timescales, as relevant, for the proposed connection; and that it will make a substantive response described at Step 3 below to the Licensed Provider within 20~~8~~ 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

Formatted: Bulleted + Level: 1 +
Aligned at: 0.63 cm + Indent at: 1.27
cm

- (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 provide an initial response to the Licensed Provider within 15 Business Days of receipt of all the information needed to complete the technical assessment of the design, which will include whether there is sufficient capacity within the Network to enable the provision of the required services along with an estimate of the conditions and timescales, as relevant, for the proposed connection; and that it will make a substantive response described at Step 3 below to the Licensed Provider within 20 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 ~~20~~ Business Days of the date of its receipt of a valid application:-

- (i) that there is a need for a Development Impact Assessment ("DIA"), to be carried out, with reasons given, for example, that there may not be sufficient capacity on the Scottish Water Network. In this case Scottish Water will forthwith set out to the Licensed Provider the requirements of the DIA based on the information provided in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arrange for the DIA to be undertaken; or
- (ii) 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
- (iii) 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
- (iv) 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
- (v) specifying any additional information in support of the application reasonably required from the Licensed Provider to allow it to reach a decision: or
- (vi) 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(ii) or 3(iii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

Step 3A

Where Scottish Water and the Licensed Provider have agreed the requirements of the DIA, within 20 Business Days of Scottish Water's receipt of Form E (or such later date as shall be agreed due to reasons beyond either parties' reasonable control), Scottish Water will produce the DIA providing details of:

- the work that is required to be undertaken to accommodate the Licensed Provider's development, noting that the DIA may suggest that a water impact assessment or drainage impact assessment will be required to be undertaken by the Licensed Provider;
- an estimate of the cost of the work: and
- any specific conditions that would apply in relation to the connection.

On completion of any work required following the DIA, the above Steps 1-3 will apply as relevant.

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 DIA 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 ~~208~~ Business Days of the date of its receipt of a valid application:-

- (i) that there is a need for a DIA to be carried out, with reasons given, for example, there may not be sufficient capacity on the Scottish Water Network. In this case Scottish Water will forthwith set out to the Licensed Provider the requirements of the DIA based on the information set out in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arrange for the DIA to be undertaken; or .
- (ii) 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
- (iii) 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
 - (iv) that it rejects the proposed connection design giving substantive reasons, in which case Process 1B stops at this points and restarts at Step 2 with the Licensed Provider re-submitting its application at its discretion; or
 - (v) specifying any additional information in support of the application reasonably required by Scottish Water from the Licensed Provider to reach a decision: or
 - (vi) 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(ii) or 3(iii) 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. This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (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 DIA 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 10 Business Days of the date of its receipt of a valid application form:-

- (i) that there is a need for a DIA to be carried out, with reasons given, for example, there may not be sufficient capacity on the Scottish Water Network. Scottish Water will forthwith set out the requirements to the Licensed Provider for the DIA based on the information set out in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arranges for the DIA to be undertaken; or
- (ii) 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
- (iii) 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
- (iv) 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.

On completion of any work required following the DIA, the above Steps 1-3 will apply as relevant.

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.

Step 9

The Licensed Provider makes the connection on the agreed date and notifies the Central Market Agency of the date of the new connection within 5 Business Days of the connection. 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.

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 DIA 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)

This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (see Process 14). 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 C) 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 C), 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; provides to the Licensed Provider within 10 Business Days of the date of its receipt an initial response which will include whether there is sufficient capacity within the Network to enable the provision of the required services along with an estimate of the conditions and timescales, as relevant, for connecting the proposed development; and that it will make a substantive response described at Step 4 below to the Licensed Provider within 20~~8~~ 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 provide an initial response to the Licensed Provider within 15 Business Days of receipt of all the information needed to complete the technical assessment of the design, which will include whether there is sufficient capacity within the Network to enable the provision of the required services along with an estimate of the conditions and timescales, as relevant, for the proposed connection; and that it will make a substantive response described at Step 4 below to the Licensed Provider within 20 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 20~~8~~ 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) notify the Licensed Provider that there is a need for a DIA to be carried out, with reasons given, for example, there may not be sufficient capacity on the Scottish Water Network. In this case Scottish Water will forthwith set out the requirements to the Licensed Provider for the DIA based on the information set out in Form E in the

Formatted: Bulleted + Level: 1 +
Aligned at: 0.63 cm + Indent at: 1.27
cm

- Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arrange for the DIA to be undertaken; or
- (ii) 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
 - (iii) 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
 - (iv) 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
 - (v) 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(ii) or 4(iii) 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

Where Scottish Water and the Licensed Provider have agreed the requirements for a DIA, within 20 Business Days of Scottish Water's receipt of Form E (or such later date as shall be agreed due to reasons beyond either parties' reasonable control), Scottish Water will produce the DIA providing details of:

- the work that is required to be undertaken to accommodate the Licensed Provider's development, noting that the DIA may suggest that a water impact assessment or drainage impact assessment will be required to be undertaken by the Licensed Provider;
- an estimate of the cost of the work; and
- any specific conditions that would apply in relation to the connection.

On completion of any work required following the DIA, the above Steps 1-4 will apply as relevant.

Step 6

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 DIA, 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 DIA 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 6A

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 7

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 8

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 8A

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 9

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 10

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 11

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 12

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 ~~208~~ 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) notify the Licensed Provider that there is a need for a DIA to be carried out, with reasons given, for example, there may not be sufficient capacity on the Scottish Water Network. Scottish Water will forthwith set out the requirements to the Licensed Provider for the DIA based on the information set out in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arrange for the DIA to be undertaken; or
- (ii) 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

- (iii) 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
- (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(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(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 C 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 C, 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.

This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (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 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 DIA 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 D) 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 D), 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 20 Business Days of the date of its receipt of the application. ~~Alternatively, 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

Formatted: Bulleted + Level: 1 +
Aligned at: 0.63 cm + Indent at: 1.27 cm

Formatted: Numbered + Level: 1 +
Numbering Style: i, ii, iii, ... + Start at:
1 + Alignment: Left + Aligned at: 1.27 cm + Indent at: 2.54 cm

Within 20 Business Days of the date of Scottish Water's receipt of ~~a valid~~the 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; or
- notify the Licensed Provider that there may not be sufficient capacity on the Network, and that there is a need for a DIA. Scottish Water will quote terms to the Licensed Provider for the DIA, based on the information provided in Form E in the Appendix to this Code, within an agreed period. The Licensed Provider either accepts or rejects the quoted terms for the DIA and in the case of the former, arranges for the DIA to be undertaken.

Step 5

Where Scottish Water and the Licensed Provider have agreed terms for a DIA, within 20 Business Days of receipt of the DIA form, Scottish Water produces (unless due to reasons beyond its reasonable control) the DIA, providing details of:

- the work that is required to be undertaken to accommodate the Licensed Provider's development;
- an estimate of the cost of the work; and
- any specific conditions that would apply in relation to the connection.

On completion of any work required following the DIA, the above Steps 1-5 will apply as relevant.

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 6

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 DIA, 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 6A

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 7

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 8

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 9

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 10

The Licensed Provider arranges for the Part 2/3 connection and the Part 1 connection(s) to be made on the agreed date.

The Licensed Provider notifies the Central Market Agency within 5 Business Days of the date of the new premises being connected in accordance with the Market Code.

Step 11

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 D, and provides a copy of the 'as built' drawings showing on-site and off-site works.

Step 12

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. 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 DIA 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 J) 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 J), 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.

Formatted: Indent: Left: 1 cm, Hanging: 1 cm, Numbered + Level: 1 + Numbering Style: i, ii, iii, ... + Start at: 1 + Alignment: Left + Aligned at: 1.27 cm + Indent at: 2.54 cm

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 10 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 J) 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 J), 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 10 Business Days of the date of receipt of a valid the 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)

Formatted: Indent: Left: 1 cm, Hanging: 1 cm, Numbered + Level: 1 + Numbering Style: i, ii, iii, ... + Start at: 1 + Alignment: Left + Aligned at: 1.27 cm + Indent at: 2.54 cm

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. 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 DIA 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 J) 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 J), 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 10 Business Days of the date of receipt of ~~a~~ 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.

Formatted: Indent: Left: 1 cm,
Hanging: 1 cm, Numbered + Level: 1
+ Numbering Style: i, ii, iii, ... + Start
at: 1 + Alignment: Left + Aligned at:
1.27 cm + Indent at: 2.54 cm

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 10 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.

Step 12

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 unmeasured 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 22 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 22 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 22 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 20 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 22 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 10 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 22 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 DIA. The purpose of this assistance is to ascertain information necessary for Scottish Water to complete the DIA, 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 DIA under this Process 14.

Process:-

Step 1

Developer makes an enquiry in relation to the provision of Water or Sewerage Services to a proposed development, Scottish Water will make an initial response within 10 Business Days of receipt of the enquiry.

Step 2

The initial response by Scottish Water, based on the information provided by the Developer, will include provision of a reference number for the enquiry and will either:

- confirm that there is sufficient capacity within the Network to enable provision of the required services and give an estimate of the conditions, cost and timescale for connecting the proposed development to the Network; or
- advise of the need to require a DIA using the form (Form E) set out in the Appendix to this Code.

Step 3

When a Developer requests Scottish Water to carry out a DIA, Scottish Water will do so within 20 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 DIA using Form E, Scottish Water will respond to the Licensed Provider within 20 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 DIA, in which case this Process continues from Step 3B as set out below

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 14 recommences at Step 3 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 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 DIA, setting out all the technical details that it will use for the DIA.

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 DIA, the Licensed Provider will:

- request Scottish Water to proceed with the DIA on the basis of the information set out; or
- request Scottish Water to proceed with the DIA 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 DIA.

Scottish Water will respond to the Licensed Provider within 20 Business Days of receipt of all the information needed to complete the DIA.

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

Step 4

The DIA will identify any Network reinforcement or other work required before the proposed development can be connected.

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 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 do 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, 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 15 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 15 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 15 Business Days of receipt of the complaint the reasons why the complaint cannot be responded to within the 15 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 is made, or a modification is requested, by a Licensed Provider. Scottish Water may also enter into qualifying small or temporary agreements for the reception, treatment or disposal of Trade Effluent from Non-Household Customers' Premises.

Process:-

Consent Grant

Step 1

The Non-Household Customer appoints a Licensed Provider.

Step 2

If Scottish Water receives an application form (Form H) as set out in the Appendix to this Code for Trade Effluent Consent from the owner or occupier of Non-Household Customer's Premises, Scottish Water will copy 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 Licensed Provider. If either party 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.

Qualifying small or temporary agreements

Step 1

The Non-Household Customer appoints a Licensed Provider

Step 2

The Licensed Provider submits an application for an agreement in respect of Trade Effluent to Scottish Water.

Step 3

Where the application submitted by the Licensed Provider is on behalf of an occupier (rather than the owner of the Non-Household Customer's Premises), Scottish Water will copy the application to the owner and allow the owner 28 days to make representations.

Step 4

If Scottish Water receives an application for an agreement from the owner or occupier of Non-Household Customer's Premises, Scottish Water will copy 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.

Step 5

Scottish Water will consider the application and respond without delay to the Licensed Provider.

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 consent.

Process:-

Licensed Provider requests to discontinue Trade Effluent Services

Step 1

At least 14 days before making a request to discontinue Trade Effluent Services, 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.

Step 2

The Licensed Provider will have regard to any representations made to the Licensed Provider by the Non-Household Customer and the occupier of the Premises (if that is not the same person) 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 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.

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 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.

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 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 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 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 – 27A set out the procedures to be followed when applying for a fire fighting allowance, a burst allowance, a non-return to sewer allowance and the reassessment of an unmetered Supply Point.

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 20 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 20 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 20 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 10 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 10 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 22 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 10 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.

Supply Point Registration, Verification and Deregistration

General Introduction

Processes 28-30 set out the procedures to be followed by the Licensed Provider and Scottish Water when there is a requirement to verify the details of a physical Supply Point in relation to the corresponding details held on record, when registering a new Supply Point as a Gap Site in the Supply Point Register, and when deregistering a Supply Point with no corresponding physical disconnection.

Supply Point Registration, Verification and Deregistration

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.

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.

Step 4

Where Scottish Water has requested the verification, Scottish Water will notify the Licensed Provider of the findings of the inspection within 5 Business Days of the visit taking place.

Step 5

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

Step 6

Where records of 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

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

Process may be preceded or followed by an installation of a meter for a new Supply Point (see Process 8).

Process:-

Step 1

Where Scottish Water identifies a Gap Site it will, within 2 Business Days of becoming aware of the site, write to the Non-Household Customer at the Eligible Premises informing them that they must choose a Licensed Provider within 15 Business Days of the date of the letter or a Licensed Provider will be allocated to the site. Within that 15 Business Day period 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.

The above activity must be undertaken before Scottish Water notify the CMA of the requirement for a new Supply Point.

Step 2

Either:-

- (i) Where a Licensed Provider agrees to supply the Eligible Premises (following contact from the Non-Household Customer resulting from Step 1 above), the Licensed Provider will notify Scottish Water within 1 Business Day of agreeing to supply the Eligible Premises. Scottish Water will notify the CMA of the requirement for a new Supply Point(s) and of the identity of the Licensed Provider to whom the Supply Point(s) should be registered in accordance with the Market Code; or
- (ii) Where Scottish Water does not receive a notice from any Licensed Provider of agreement to supply the Non-Household Customer within 17 Business Days from the date of Scottish Water's letter to the Non-Household Customer, Scottish Water will notify the CMA of the requirement for a new Supply Point(s) and a Licensed Provider will be allocated by the CMA in accordance with the Market Code.

Supply Point Registration, Verification and Deregistration

Process 30 – Gap Site Supply Point Requests and Registration for Gap Sites identified by a Licensed Provider

Purpose and scope of Process 30: -

This Process sets out the operational arrangements which apply where a Licensed Provider identifies Eligible Premises which are in receipt of Water Services and/or Sewerage Services where no Supply Points are registered in relation to such Eligible Premises in the Supply Point Register.

Process:-

Step 1

Where a Licensed Provider identifies a Gap Site it will, within 1 Business Day of becoming aware of the site, notify Scottish Water by submitting a Gap Site request form (Form M) as set out in the Appendix to this Code. The Licensed Provider must complete sections 1, 2, 6 and 7 of Form M for an application to be complete and will endeavour to complete sections 3 – 5 where possible. In completing Form M the Licensed Provider must provide the following information:

- Licensed Provider ID;
- the address of the Eligible Premises; and
- a declaration by the Licensed Provider regarding the information supplied in the form.

Step 2

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 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.

On receiving the request from the Licensed Provider, Scottish Water will confirm the information supplied with its records. Scottish Water will undertake a site visit to verify the services at the Supply Point, in which case Scottish Water will liaise with the Licensed Provider in accordance with Process 28 above. At that site visit Scottish Water will also:

- (i) survey the site to install a meter³; and therefore
- (ii) deem the site as unmeasurable or where appropriate install a meter.

The above activity must be undertaken before Scottish Water notify the CMA of the requirement for a new Supply Point.

Step 3

Within 5 Business Days of receipt of a valid request from the Licensed Provider, Scottish Water will either:-

- (i) notify the CMA of the requirement for a new Supply Point(s) in accordance with the Market Code; or,
- (ii) notify the Licensed Provider that it considers the request to be invalid, providing reasons for its decision.

Supply Point Registration, Verification and Deregistration

Process 31 – Deregistration of Supply Point at the request of Scottish Water

Purpose and scope of Process 31: -

Deregistration of Supply Points is the responsibility of Scottish Water. This Process sets out the operational arrangements which apply where Scottish Water identifies a requirement to remove Service Elements or to deregister a Supply Point from the Supply Point Register where no physical disconnection of the Supply Point is required.

Process:-

Step 1

Where Scottish Water identifies a Supply Point that may require the removal of Service Elements or the Deregistration of a Supply Point, it will carry out investigations into the status of the Supply Point.

Step 2

Scottish Water may, by prior arrangement with the Licensed Provider, visit the Non-Household Customer's Premises to inspect the Supply Point(s). The Licensed Provider may be present at the time of the planned visit.

Step 3

Where Scottish Water identifies the requirement to remove Service Elements or deregister the Supply Point(s) it shall, at least 20 Business Days in advance of the notification to the CMA, notify the Licensed Provider that it intends to remove Service Elements or deregister the Supply Point(s). Scottish Water's notification to the Licensed Provider will include the following:

- the Non-Household Customer's Supply Point ID;
- Scottish Water's reasons for the notification;
- 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 no response is received by Scottish Water within 20 Business Days of the date of said notification, Scottish Water will notify the CMA of the removal of Service Elements or Deregistration of the Supply Point in accordance with the Market Code.

Step 5

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 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.

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 Service Elements or to deregister a Supply Point from the Supply Point Register where no physical disconnection of the Supply Point is required.

Process:-

Step 1

Where the Licensed Provider identifies a Supply Point that may require the removal of Service Elements or the Deregistration of a Supply Point it will carry out investigations into the status of the Supply Point.

Step 2

The Licensed Provider makes a request to Scottish Water to remove Service Elements or deregister Supply Point(s) by submitting a Supply Point Deregistration Request Form (Form O) as set out in the Appendix to this Code. The Licensed Provider's request will detail the following:

- the Non-Household Customer's Supply Point ID;
- the Licensed Provider's reasons for the request;
- any supporting information; and
- a declaration by the Licensed Provider regarding the information supplied in the form.

Step 3

Scottish Water may, where it is deemed necessary, make a planned visit to the Non-Household Customer's Premises by prior arrangement with the Licensed Provider to inspect the Supply Point(s). The Licensed Provider may be present at the time of the planned visit.

Step 4

Scottish Water shall notify the Licensed Provider of findings of the investigation within 20 Business Days of the Licensed Provider's request.

Step 5

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

Step 6

Where Scottish Water's investigations confirm that Service Elements should be removed or the Supply Point(s) require to be deregistered from the Supply Point Register, Scottish Water or the Licensed Provider shall notify the CMA, in accordance with the Market Code, within 2 Business Days of completion of the investigation.

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 (or certain categories of Metering Activity or Connections 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, and Permanent Disconnections as set out in the Disconnections Document, 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;
Deregistration	The removal from the Supply Point Register of a property which is not an Eligible Premises or which is not a unique registration of an Eligible Premises;
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);
DIA	Has the meaning given in Process 1 of this Code;
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;

TERM	DEFINITION
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;
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;
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;
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;
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);
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 and Temporary Disconnection and Reconnection following Temporary Disconnection, as set out in the Disconnections Document, 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

TERM	DEFINITION
	Public Sewerage System, taken together;
Non-Household Customer	Means the occupier of any Eligible Premises;
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;
Operational Code Objectives	Has the meaning set out in the Market Code;
Operational Code Principles	Has the meaning set out in the Market Code;
Original Licensed Provider	Means a party to the Framework Agreement as listed in the Schedule to the Framework Agreement;
Permanent Disconnection	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;
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	Has the meaning given 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;
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

TERM	DEFINITION
	(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;
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;
Usage	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 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 for an Individual Premises Sewerage Connection

Form C - Application for New Water Mains/ Trunk Mains/Service Reservoir Connection

Form D - Application for a Sewerage Mains/ Trunk Sewer/Waste Water System Connection

Form E - Application for a Development Impact Assessment

Form F (1) - Metering Activity Form F (1)

Form F (2) – Metering Activity Form F (2)

Form G - Complaint Form

Form H - Application for a New or Modification to an Existing Consent to Discharge Trade Effluent to the Public Sewerage System

Form J - Application for a Water Connection for Building Work/Site Accommodation from a Licensed Provider

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 A



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) Premises to be Connected
- 4) Contractor Details
- 5) Connection Details
- 6) Building Water Supply
- 7) Special Requirements
- 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 one third-party (non-Licensed Provider) 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 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 DIA. 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. Premises to be Connected:

Please indicate the type of premises at which the new connection is required

- New build
- Existing Please complete section 3.1 in addition to section 3

What was the previous use of this site:

- Greenfield or agriculture
- Housing
- Industry
- Landfill
- Other

If other please specify: _____

Please quote any

Scottish Water DIA reference previously given to your site _____

Address of new premises

Plot/Unit _____

Building Number _____

Building Name _____

Site _____

Street _____

Town _____

Postcode (or area code) _____

Unique property reference number (if available): ⁴ _____

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.

Are there new domestic premises associated with this development

Yes

No

Type of premises (please tick appropriate box)

⁴ 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.

- | | | | |
|-----------------|--------------------------|-----------|--------------------------|
| Hospital | <input type="checkbox"/> | Prison | <input type="checkbox"/> |
| School | <input type="checkbox"/> | Care Home | <input type="checkbox"/> |
| Warehouse | <input type="checkbox"/> | Factory | <input type="checkbox"/> |
| Agriculture | <input type="checkbox"/> | Shop | <input type="checkbox"/> |
| Holiday Chalets | <input type="checkbox"/> | Hotel | <input type="checkbox"/> |
| Office | <input type="checkbox"/> | Other | <input type="checkbox"/> |

If other, please specify: _____

Do you require water to be supplied at three storeys or above (or equivalent height)?

- Yes
- No

Anticipated annual water consumption _____m³

Planning reference: _____
 Date: _____
 Local Authority Area: _____

Number of persons to be employed in the development and, where appropriate, the number of residents to be accommodated in the development, e.g., if a hotel:

Are there any potential contaminated land issues relating to your site? (please tick appropriate box):

- Yes
- No

If yes, please indicate investigation measures adopted:

Additional information in support of the application:

3.1 New connection at Existing Premises

Supply Point ID _____

Postal address of premises _____

Postcode(s): _____

Reason for the new connection:

- Replacement of existing connection (e.g. increase/decrease size)
- New connection required in addition to the existing connection (e.g. extension of premises)
- No connection at the property (e.g. supply disconnected)
- Other

If other please specify: _____

Any additional information relating to the request:

4. Contractor Details:

4.1 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: _____

4.2 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: _____

5. Connection Details:

(Please also fill in Appendix A – Meter Size Data Assessment Sheet)

If an existing temporary connection for building water/site accommodation is intended to be converted to a permanent water connection, please indicate by ticking the box below, and provide the Scottish Water reference for the building water/site accommodation application

Scottish Water reference for the building water/site accommodation connection application:

Number of water connections required at the premises:

Single water connection

More than one water connection Please provide any additional information relating to the connections required and complete the remaining questions for each connection

Proposed date for water connection: _____

Size of connection required for normal/business use (excluding fire fighting):

25mm 32mm

63mm 90mm

Other

If other please specify: _____

Size of connection required for fire fighting element:

90mm Other

If other please specify: _____

Meter Details

Proposed physical size of the meter to be installed:

15mm 20mm 25mm

30mm 40mm 50mm

80mm 100mm 150mm

200mm 250mm 300mm

80 - 20mm 100 - 20mm Other

If other please specify: _____

Type of meter to be installed (from the Scottish Water Meter Menu)

Standard Non-standard

Scottish Water Meter Menu reference _____

Proposed date of installation _____

Please indicate the proposed location of the new meter

- Inside the property/building
- Outside the property/building but within the premises/property boundary
- Outside the premises/property boundary
- To be determined on survey

Please provide a description of the proposed location (where available)

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) _____

Additional information in relation to the connection:

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 _____

6. Building Water Supply:

Have you applied for building water or has there been a previous application by a third party for this site? (please tick appropriate box)

Yes
Provide reference from previous application _____

No
Please submit Form J or provide confirmation below

If water from Scottish Water's Network was and will not be used for building purposes, please confirm by ticking the box below and state the source of water to be used for building purposes:

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.

7. Special Requirements:

In making this application Scottish Water will by default create a SPID pair with all relevant Sewerage Services attached. Do you wish to continue with this default position?

- Yes, a SPID pair is required
- No, a SPID pair is **not** required

If a SPID pair is not required, please tick the appropriate box below and provide relevant information:

- Only a Water SPID is required because an existing sewer connection (and SPID) is already in place.

Please provide the existing SPID reference: _____

Where no SPID is available, please provide any further information to assist in cross-referencing the application, e.g. Scottish Water Service Request number or any other application reference, date of application, Licensed Provider reference etc.

- Only a Water SPID is required because the Non-Household Customer is using another Licensed Provider for their Sewerage SPID.
- Only a Water SPID is required because the Non-Household Customer will only use Water Services.
- a SPID pair with Water and Waste but no Roads and Property Drainage is required.
- Other (please explain below):

Please provide any additional information relating to the application as appropriate:

7.1 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 is 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: _____

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: _____
Unique property reference number (if available): ⁵ _____

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

⁵ 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.

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 _____

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: _____

Owner of the premises

Name or company name _____

Address _____

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.

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	<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</i> <i>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	<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):				

Form B



Application for an Individual Premises Sewerage Connection 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) Premises to be Connected
- 4) Contractor Details
- 5) Connection Details
- 6) Building Water Supply
- 7) Special Requirements
- 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 one third-party (non-Licensed Provider) 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 DIA. 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. Premises to be Connected:

Please indicate the type of premises at which the new connection is required

- New build
- Existing Please complete section 3.1 in addition to section 3

Please quote any
 Scottish Water reference previously given to your site _____

Address of new premises

Plot/Unit _____
 Building Number _____
 Building Name _____
 Site _____

Street _____
Town _____
Postcode (or area code) _____
Unique property reference number (if available): ⁷ _____

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.

Type of premises (please tick appropriate box)

- | | | | |
|-----------------|--------------------------|-----------|--------------------------|
| Hospital | <input type="checkbox"/> | Prison | <input type="checkbox"/> |
| School | <input type="checkbox"/> | Care Home | <input type="checkbox"/> |
| Warehouse | <input type="checkbox"/> | Factory | <input type="checkbox"/> |
| Agriculture | <input type="checkbox"/> | Shop | <input type="checkbox"/> |
| Holiday Chalets | <input type="checkbox"/> | Hotel | <input type="checkbox"/> |
| Office | <input type="checkbox"/> | Other | <input type="checkbox"/> |

If other, please specify: _____

⁷ 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.

Are there any potential contaminated land issues relating to your site?

Yes

No

If yes, please indicate investigation measures adopted:

Planning reference: _____

Date: _____

Local Authority Area: _____

Are you required to work on third party land?

Yes

No

If yes, please forward written permission from the land owner.

Number of persons to be employed in the development and, where appropriate, the number of residents to be accommodated in the development, e.g., if a hotel:

3.1 New Sewerage Connection at Existing Premises

Supply Point ID _____

Postal address of premises _____

Postcode(s): _____

Reason for the new connection:

- Replacement of existing connection (e.g. increase/decrease size)
- New connection required in addition to the existing connection (e.g. extension of premises)
- No Sewerage connection at the property (e.g. septic tank)

Other

If other please specify: _____

Any additional information relating to the request:

4. Contractor Details:

The name of the contractor 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: _____

5. Connection Details:

Anticipated date of public sewer connection: _____

Diameter of existing sewer: _____

Depth of existing sewer: _____

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) _____

Additional information in relation to the connection:

Type of connection proposed:

	Foul	Surface water	Combined
Number of connections:	_____	_____	_____
Diameter of connection:	_____	_____	_____
Type of connection (Manhole, Saddle, Branch, etc.)	_____	_____	_____
Please specify pipe material of your proposed connection	_____	_____	_____
Anticipated annual water consumption from the site in cubic metres	_____	_____	_____ m ³

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)

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 _____

6. Building Water Supply:

Have you applied for building water or has there been a previous application by a third party for this site? (please tick appropriate box)

Yes

Provide reference from previous application _____

No

Please submit Form J or provide confirmation below

If water from Scottish Water's Network was and will not be used for building purposes, please confirm by ticking the box below and state the source of water to be used for building purposes:

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.

7. Special Requirements:

In making this application Scottish Water will by default create a SPID pair with all relevant Water Services attached. Do you wish to continue with this default position?

- Yes, a SPID pair is required
- No, a SPID pair is **not** required

If a SPID pair is not required, please tick the appropriate box below and provide relevant information:

- Only a Sewerage SPID is required because an existing water connection (and SPID) is already in place, this should become a SPID pair.

Please provide the existing SPID reference: _____

Where no SPID is available, please provide any further information to assist in cross-referencing the application, e.g. Scottish Water Service Request number or any other application reference, date of application, Licensed Provider reference etc.

- Only a Sewerage SPID is required because the Non-Household Customer is using another Licensed Provider for their Water SPID.
- Only a Sewerage SPID is required because the Non-Household Customer will only use Sewerage Services.
- Other (please explain below):

Please provide any additional information relating to the application as appropriate:

7.1 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 is 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: _____

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: _____

Unique property reference number (if available): ⁸ _____

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

⁸ 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.

Request for Track Inspection

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 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 _____

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

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.

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: _____

Form C



**Application for a New Water Mains/Trunk Mains/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)
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 a Part 2/3 water connection accompanied by application for one or more Part 1 water connection(s). The form is divided into sections, as follows:

- 1) Licensed Provider Details
- 2) Reason for the Request
- 3) Site Details
- 4) Part 2/3 Connection Details
- 5) Individual Premises to be Connected
- 6) Request for Track Inspection/s, pressure testing or bacteriological sampling
- 7) Change/Resubmission of Application Details
- 8) Confirmation of Completion of Connection/s
- 9) Declaration

The relevant sections of the form should be completed and submitted to Scottish Water in the following stages:

- a. Application for approval for a Part 2/3 connection to the Scottish Water Network – sections 1-4; which may be submitted with or followed by,
- b. an application for approval for one or more Part 1 connection/s to the Scottish Water Network – section 5;
- c. providing a minimum of 5 Business Days advance notice, a request for one or more Track Inspection/s, pressure testing or bacteriological sampling – section 6;
- d. where applicable, following any change to the details of the application for connection – section 7;
- e. only where a connection has been carried out by an Accredited Entity following instruction from the Licensed Provider, Confirmation of Completion of Connection/s – section 8.

The Licensed Provider must complete a declaration (section 9) 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 one third-party (non-Licensed Provider) 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 Scottish Water to carry out a Part 2/3 connection. Please complete sections 3 and 4.

- Request for Scottish Water to carry out one or more Part 1 connection/s. Please complete section 5.

- Request for approval to carry out a Part 2/3 connection using an Accredited Entity. Please complete section 3 and 4.

- Request for approval to carry out one or more Part 1 connection/s using an Accredited Entity. Please complete section 5.

- 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 6

- Change to an application for a Part 2/3 connection followed by one or more Part 1 connection/s. Please provide the previous Scottish Water reference for the connection application _____ Please complete section 7. Please note that where there is a material change to an application will be deemed as a new application.

- Re-submission of an application to carry out a Part 2/3 connection followed by one or more Part 1 connection/s, following a rejected or lapsed application or completion of a DIA. Please provide the previous Scottish Water reference for the connection application _____ Please complete section 7.

- Notice of completion of connection a Part 2/3 connection followed by one or more Part 1 connection/s. Please provide the previous Scottish Water reference for the connection application _____ Please complete section 8.

2.1 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 is 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: _____

3. Site Details:

3.1 Main Details

Please provide any Scottish Water DIA reference previously given to your site

Please provide any Scottish Water reference for a Part 2/3 sewer connection application previously given to your site _____

Site or project name: _____

Site address: _____

Postcode(s): _____

Phone number: _____

Mobile phone number _____

Email: _____

Preferred contact method: _____

Ordnance Survey ref (10 fig) _____

What was the previous use of this site:

- Greenfield or agriculture
- Housing
- Industry
- Landfill
- Other

If other please specify: _____

Are there any potential contaminated land issues relating to your site? (Tick appropriate box)

- Yes
- No

If yes, please indicate investigation measures adopted:

Additional Information in relation to the site:

Type of development

Number of Units

- Commercial _____
- Industrial _____
- Area of Site (ha) _____

Planning Permission

Date detailed planning permission received _____

Local Authority Area: _____

Planning reference: _____

3.2 Land Owner and Development Details

3.2.1 Land Owner

Name of company: _____

Contact name (if company name entered above): _____

Address: _____

Postcode: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

3.2.2 Developer for the site

Name of company: _____

Contact name (if company name entered above): _____

Address: _____

Postcode: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

3.2.3 Lead Contractor for the site

Name of company: _____

Contact name (if company name entered above): _____

Address: _____

Postcode: _____
 Phone number: _____
 Mobile phone number: _____
 Email address: _____
 Preferred contact method: _____

3.2.4 Consultant / Agent for the site

Name of company: _____
 Contact name (if company name entered above): _____
 Address: _____

 Postcode: _____
 Phone number: _____
 Mobile phone number: _____
 Email address: _____
 Preferred contact method: _____

3.3 Phasing Information

Phasing information for installation of water main *(please show extent of each phase on the site plan.*

Continue on a separate sheet if necessary)

Number of phases _____

Phase	1	2	3	4
Total number of plots	_____	_____	_____	_____
Plot numbers	_____	_____	_____	_____
Date works due to start	_____	_____	_____	_____
Date water mains being installed	_____	_____	_____	_____
Anticipated date for first occupation	_____	_____	_____	_____
Anticipated date of phase completion	_____	_____	_____	_____
Number of Part 2/3 connections	_____	_____	_____	_____

Anticipated date for final completion _____

3.4 Building Water Supply

Have you applied for building water or has there been a previous application by a third party for this site? (please tick appropriate box)

Yes

Provide reference from previous application (where available) _____

No

Please submit Form J or provide confirmation below

If water from Scottish Water's Network was and will not be used for building purposes, please confirm by ticking the box below and state the source of water to be used for building purposes:

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.

3.5 Health and Safety Details

3.5.1 Client Details:

Name: _____

Phone Number: _____

Mobile Phone Number _____

Email: _____

Preferred contact method: _____

Address: _____

Postcode: _____

3.5.2 Planning Supervisor:

Name: _____

Phone Number: _____

Fax Number: _____

Mobile Phone Number _____

Email: _____

Preferred contact method: _____

Address: _____

Postcode: _____

3.5.3 Principal Contractor:

Name: _____

Phone Number: _____

Fax Number: _____

Mobile Phone Number _____

Email: _____

Preferred contact method: _____

Address: _____

Postcode: _____

4. Part 2/3 Connection Details

4.1 Accredited Entity for the Trunk/Mains/Service Reservoir Connection ("Part 2/3")

Please complete this section where the Part 2/3 connection to the Network will be made by an Accredited Entity following instruction from of the Licensed Provider.

Accredited Entity (full name of company): _____

Contact name: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

4.2 Total demand for Part 2/3 Connection

Domestic purposes Non-domestic purposes

A mixture of both

What will the combined daily consumption be? _____ (litres)

How many fire supplies do you need? _____

Please indicate the number of staff/residents associated with your development? _____

4.3 Proposed Size of Part 2/3 Connection

Please indicate the proposed size of the Part 2/3 connection in your design:

- 30mm (32mm outside diameter)
- 50mm (63mm outside diameter)
- 80mm (90mm outside diameter)
- 100mm (110/125mm outside diameter)
- 150mm (160/180mm outside diameter)
- 200mm (225mm outside diameter)
- Other

If other please specify: _____

4.4 Additional Information in Support of the Part 2/3 Connection Application

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) _____
- On-site design proposals (within property boundary)
- Off-site design proposals (from property boundary to the Scottish Water Network)
- Health and safety statement
- Local fire authority approval
- Roads adoption letter
- Soil investigation report
- Scottish Water DIA reference number _____
- Scottish Water reference for related building water application _____

5. Individual Premises to be Connected:

Number of premises to be connected _____

5.1 Individual Premises Details

Please provide details for each individual premises to be connected. Continue on a separate sheet if necessary.

Phase of development _____

Address of new premises

Plot/Unit _____

Building Number _____

Building Name _____

Site _____

Street _____

Town _____

Postcode (or area code) _____

Unique property reference number (if available): ¹⁰ _____

Owner of the premises

Name or company name _____

Address _____

Postcode _____

Is the premises intended to be multi-tenancy?

No

Yes

Don't know

If yes, please provide any additional information, such as number of units and unit addresses.

Type of premises (please tick appropriate box)

Hospital Prison

School Care Home

Warehouse Factory

Agriculture Shop

Holiday Chalets Hotel

Office Other

If other, please specify: _____

If an existing temporary connection for building water/site accommodation is intended to be converted to a permanent water connection, please indicate by ticking the box below, and provide

¹⁰ 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.

the Scottish Water reference for the building water/site accommodation application

Scottish Water reference for the building water/site accommodation connection application:

Number of water connections required at the premises:

Single water connection

More than one water connection Please provide any additional information relating to the connections required and complete the remaining questions for each connection

Do you require water to be supplied at three storeys or above (or equivalent height)?

Yes

No

Anticipated annual water consumption _____ m³

Proposed date for water connection: _____

Size of connection required for normal/business use (excluding fire fighting):

25mm 32mm

63mm 90mm

Other

If other please specify: _____

Size of connection required for fire fighting element:

90mm Other

If other please specify: _____

Meter Details

(Please also fill in Appendix A – Meter Size Data Assessment Sheet)

Proposed physical size of the meter to be installed:

- | | | | | | |
|-----------|--------------------------|------------|--------------------------|-------|--------------------------|
| 15mm | <input type="checkbox"/> | 20mm | <input type="checkbox"/> | 25mm | <input type="checkbox"/> |
| 30mm | <input type="checkbox"/> | 40mm | <input type="checkbox"/> | 50mm | <input type="checkbox"/> |
| 80mm | <input type="checkbox"/> | 100mm | <input type="checkbox"/> | 150mm | <input type="checkbox"/> |
| 200mm | <input type="checkbox"/> | 250mm | <input type="checkbox"/> | 300mm | <input type="checkbox"/> |
| 80 - 20mm | <input type="checkbox"/> | 100 - 20mm | <input type="checkbox"/> | Other | <input type="checkbox"/> |

If other please specify:

Type of meter to be installed (from the Scottish Water Meter Menu)

Standard Non-standard

Scottish Water Meter Menu reference

Proposed date of installation

Please indicate the proposed location of the new meter

- Inside the property/building
- Outside the property/building but within the premises/property boundary
- Outside the premises/property boundary
- To be determined on survey

Please provide a description of the proposed location (where available)

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)

Additional information in relation to the connection:

5.2 Accredited Entity for individual Premises (“Part 1”) 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: _____

5.3 Accredited Entity for the installation of the revenue meter at the premises

Where the installation of meters on site will be carried out 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: _____

5.4 Special Requirements

In making this application Scottish Water will by default create a SPID pair with all relevant Sewerage Services attached. Do you wish to continue with this default position?

- Yes, a SPID pair is required
- No, a SPID pair is **not** required

If a SPID pair is not required, please tick the appropriate box below and provide relevant information:

- Only a Water SPID is required because an existing sewer connection (and SPID) is already in place.

Please provide the existing SPID reference: _____

Where no SPID is available, please provide any further information to assist in cross-referencing the application, eg. Scottish Water Service Request number or any other application reference, date of application, Licensed Provider reference etc.

- Only a Water SPID is required because the Non-Household Customer is using another Licensed Provider for their Sewerage SPID.
- Only a Water SPID is required because the Non-Household Customer will only use Water Services.
- a SPID pair with Water and Waste but no Roads and Property Drainage is required.
- Other (please explain below):

Please provide any additional information relating to the application as appropriate:

5.5 Additional Information in Support of the Part 1 Connection Application

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 _____

6. Request for Track Inspection/s, pressure testing or bacteriological sampling

6.1 Track Inspection/s

Please indicate the type of Track Inspection required:

- Track Inspection for Part 2/3 connection only
- Track Inspection/s for Part 1 connection/s only Please indicate the number of Part 1 connections ready for Track Inspection _____
- Track Inspection/s for both Part 2/3 and Part 1 connection/s Please indicate the number of Part 1 connections ready for Track Inspection _____

Please provide the following details for all Track Inspections requested

Connection ID _____

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 _____

Additional Information for Part 1 Connection/s

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: _____

Unique property reference number (if available): ¹¹ _____

6.2 Pressure test

Please indicate the connection/s on which the pressure test is to be carried out:

- Pressure test for Part 2/3 connection only
- Pressure test for Part 1 connection/s only Please indicate the number of Part 1 connections ready for pressure testing _____
- Pressure tests for both Part 2/3 and Part 1 connection/s Please indicate the number of Part 1 connections ready for pressure testing _____

Please provide the following details for all pressure tests requested

Connection ID _____

Contact for pressure testing

Name _____

Company _____

Job title _____

Telephone number _____

¹¹ 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.

Mobile telephone number _____

Email _____

Preferred contact method: _____

Preferred date(s) for pressure test _____

Proposed date of connection _____

6.3 Bacteriological sampling

Please indicate the connection/s on which the bacteriological sampling is to be carried out:

- Bacteriological sampling for Part 2/3 connection only
- Bacteriological sampling for Part 1 connection/s only Please indicate the number of Part 1 connections ready for bacteriological sampling _____
- Bacteriological samplings for both Part 2/3 and Part 1 connection/s Please indicate the number of Part 1 connections ready for bacteriological sampling _____

Please provide the following details for all bacteriological samplings requested

Connection ID _____

Contact for 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 _____

7. 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
- Site Details
- Part 2/3 Connection Details
- Individual Premises Connection Details
- Request for Track Inspection
- Confirmation of Connection

Please provide any additional information in relation to the change.

8. Confirmation of Completion of Connection/s

This section should only be completed where notice of intent to carry out connection works using an accredited third party has already been provided to Scottish Water.

Please indicate the type of connection which has been completed and provide details in the relevant section:

- Part 2/3 connection Please complete section 8.2.1
- Part 1 connection Please complete section 8.2.2

8.2.1 Part 2/3 Connection Completion Details

Please confirm the date the connection was carried out _____

Please confirm the Accredited Entity who carried out the connection:

Accredited Entity (full name of company): _____

- Please provide "as built" drawings with this form.
- Please provide the Technical Approval reference number _____

8.2.2 Part 1 Connection Completion Details

Please complete these details upon completion of each Part 1 connection at the site.

Please confirm the number of completed Part 1 connections to be updated _____

Connection ID _____

Supply Point ID (SPID) _____

Are all the details of the connection the same as those provided in section 5.1 of this form?

- Yes
- No

Where details have changed please update the relevant detail in section 5.1 and resubmit the form.

Please confirm the actual date of connection _____

Please confirm the Accredited Entity who carried out the connection:

Accredited Entity (full name of company): _____

Confirmation of Address

Please provide the postal address details below. Please provide as much detail as possible.

Supply Point ID (SPID) _____

Unique property reference number (if available): ¹² _____

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

¹² 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.

Postcode: _____

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 _____

9. **Declaration:**

9.1 **Declaration upon application for approval to connect to the Scottish Water Network**

I/We hereby make application to for the provision of water to serve the above development.

I/We understand that construction of the water main 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.

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'

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'

9.2 Declaration upon application for Track Inspection, pressure testing or bacteriological sampling

I/We declare that the connections indicated are 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.

9.3 Declaration upon confirmation 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	<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</i> <i>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	<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):				

Form D



Application for a Sewerage Mains/Trunk Sewer/Waste Water System Connection (a “Part 2/3” Sewerage Connection) accompanied by Application for one or more Individual Premises Sewerage Connections (a “Part 1” 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 a Part 2/3 sewerage connection accompanied by application for one or more Part 1 sewerage connection(s). The form is divided into sections, as follows:

- 1) Licensed Provider Details
- 2) Reason for the Request
- 3) Site Details
- 4) Part 2/3 Connection Details
- 5) Individual Premises to be Connected
- 6) Request for Track Inspection/s
- 7) Change/Resubmission of Application Details
- 8) Confirmation of Completion of Connection/s
- 9) 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 Part 2/3 connection to the Public Sewerage System – sections 1-4; which may be submitted with or followed by,
2. an application for approval for one or more Part 1 connection/s to the Public Sewerage System – section 5; then,
3. providing a minimum of 5 Business Days advance notice, a request for one or more Track Inspection/s – section 6; then, where applicable,
4. where applicable, following any change to the details of the application for connection – section 7; then,
5. following a connection to the Public Sewerage System, Confirmation of Completion of Connection/s – section 8.

The Licensed Provider must complete a declaration (section 9) 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 one third-party (non-Licensed Provider) 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 Part 2/3 sewerage connection. Please complete section 3 and 4.

- Request for approval to carry out one or more Part 1 sewerage connection/s. Please complete section 5.

- Request for Scottish Water to carry out a Track Inspection. Please provide the previous Scottish Water reference for the connection application _____ Please complete section 6

- Change to an application for a Part 2/3 sewerage connection followed by one or more Part 1 sewerage connection/s. Please provide the previous Scottish Water reference for the connection application _____ Please complete section 7.1. Please note that where there is a material change to an application will be deemed as a new application.

- Re-submission of an application to carry out a Part 2/3 sewerage connection followed by one or more Part 1 sewerage connection/s, following a rejected or lapsed application or completion of a DIA. Please provide the previous Scottish Water reference for the connection application _____ Please complete section 7.1.

- Notice of completion of connection for a Part 2/3 connection followed by one or more Part 1 connection/s. Please provide the previous Scottish Water reference for the connection application _____ Please complete section 7.2.

2.1 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 is 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: _____

3. Site Details:

3.1 Main Details

Please provide any Scottish Water DIA reference previously given to your site

Please provide any Scottish Water reference for a Part 2/3 connection application previously given to your site

Site or project name: _____

Site address: _____

Postcode(s): _____

Phone number: _____

Mobile phone number _____

Email: _____ Ordnance Survey ref (10 fig)

Are there any potential contaminated land issues relating to your site?

Yes

No

If yes, please indicate investigation measures adopted:

Additional information in relation to the site:

Type of development

	<i>Number of Units</i>
Commercial <input type="checkbox"/>	_____
Industrial <input type="checkbox"/>	_____
Area of Site (ha)	_____

Planning Permission

Date detailed planning permission received _____
Local Authority Area: _____
Planning reference: _____

3.2 Land Owner and Development Details

3.2.1 Land Owner

Name of company: _____
Contact name (if company name entered above): _____
Address: _____

Postcode: _____
Phone number: _____
Mobile phone number: _____
Email address: _____
Preferred contact method: _____

3.2.2 Developer for the site

Name of company: _____

Contact name (if company name entered above): _____
Address: _____

Postcode: _____
Phone number: _____
Mobile phone number: _____
Email address: _____
Preferred contact method: _____

3.2.3 Lead Contractor for the site

Name of company: _____
Contact name (if company name entered above): _____
Address: _____

Postcode: _____
Phone number: _____
Mobile phone number: _____
Email address: _____
Preferred contact method: _____

3.2.4 Consultant / Agent for the site

Name of company: _____
Contact name (if company name entered above): _____
Address: _____

Postcode: _____
Phone number: _____
Mobile phone number: _____
Email address: _____
Preferred contact method: _____

3.3 Phasing Information

Phasing information for installation of waste water infrastructure

(please show extent of each phase on the site plan. Continue on a separate sheet if necessary)

Phase	1	2	3	4
Total number of plots	_____	_____	_____	_____
Plot numbers	_____	_____	_____	_____
Date works due to start	_____	_____	_____	_____
Date sewer being installed	_____	_____	_____	_____
Anticipated date for first occupation	_____	_____	_____	_____
Anticipated date of phase completion	_____	_____	_____	_____
Number of Part 2/3 connections	_____	_____	_____	_____
Anticipated date for final completion	_____			

3.4 Building Water Supply

Have you applied for building water or has there been a previous application by a third party for this site? (please tick appropriate box)

Yes

Provide reference from previous application (where available) _____

No

Please submit Form J or provide confirmation below

If water from Scottish Water's Network was and will not be used for building purposes, please confirm by ticking the box below and state the source of water to be used for building purposes:

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.

3.5 Health and Safety Details

3.5.1 Client Details:

Name: _____

Phone Number: _____

Mobile Phone Number _____

Email: _____

Preferred contact method: _____

Address: _____

Postcode: _____

3.5.2 Planning Supervisor:

Name: _____

Phone Number: _____

Mobile Phone Number _____

Email: _____

Preferred contact method: _____

Address: _____

Postcode: _____

3.5.3 Principal Contractor:

Name: _____

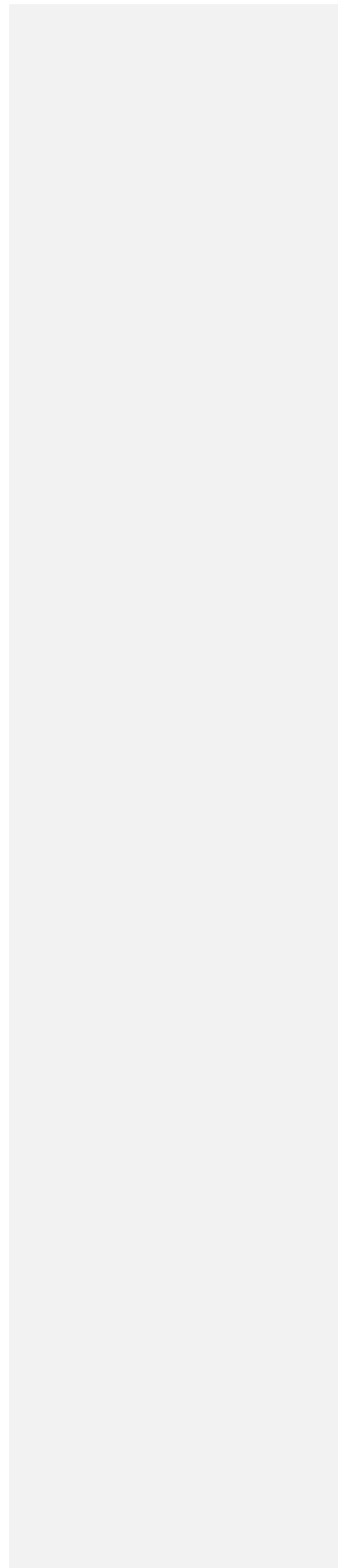
Phone Number: _____

Mobile Phone Number _____

Email: _____

Preferred contact method: _____

Address: _____



Postcode: _____

4. Part 2/3 Connection Details

4.1 Contractor for the Sewerage Mains/Trunk Sewer/Waste Water System Connection (“Part 2/3”)

Accredited Entity Name: _____
Name of company: _____
Contact name (if company name entered above): _____
SNIPEF registration reference (if available): _____
Address: _____

Postcode: _____
Phone number: _____
Mobile phone number: _____
Email address: _____
Preferred contact method: _____

4.2 Total demand for Part 2/3 Connection

Domestic purposes Non-domestic purposes
A mixture of both

What will the combined daily consumption be? _____ (litres)
How many fire supplies do you need? _____
Please indicate the number of staff/residents associated with your development? _____

4.3 Proposed Size of Part 2/3 Connection

Please indicate the proposed size of the Part 2/3 connection in your design:

- 30mm (32mm outside diameter)
- 50mm (63mm outside diameter)
- 80mm (90mm outside diameter)
- 100mm (110/125mm outside diameter)
- 150mm (160/180mm outside diameter)
- 200mm (225mm outside diameter)
- Other

If other please specify: _____

4.4 Surface Water

How are you dealing with surface water:

- Private soak-away system within plot
- Watercourse
- Surface Water sewer
- Combined sewer (only dealt with in exceptional circumstances)

Do you propose a gravity discharge to connect to an existing foul/combined sewer?

Yes

No

If No, please provide justification for your pump solution with this application. Please also specify the pump flow rate: _____ litre/second.

Please specify the type of Sustainable Urban Drainage System (SUDS) to be used by completing the following table:

Type of SUDS	_____	_____	_____
Discharge Rate (litre/second)	_____	_____	_____
Storage Volume (m ³)	_____	_____	_____

4.5 Additional Information in Support of the Part 2/3 Connection Application

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 _____)
- On-site design proposals (within property boundary)
- Off-site design proposals (from property boundary to the Scottish Water Network)
- Health and safety statement
- Local fire authority approval
- Roads adoption letter
- Drainage layout proposal
- Construction detail drawings
- Proposal longitudinal sections
- Soil Investigation (SI) report (if applicable)
- Written permission to carry out work on third party land (if applicable)
- Mechanical and Electrical (M&E) information (if applicable)
- Scottish Water DIA reference number _____
- Scottish Water reference for related building water application _____

5. Individual Premises to be Connected:

Number of premises to be connected _____

5.1 Individual Premises Details

Please provide details for each individual premises to be connected. Continue on a separate sheet if necessary.

Phase of development _____

Anticipated date of public sewer connection: _____

Address of new premises

Plot/Unit _____

Building Number _____
 Building Name _____
 Site _____
 Street _____
 Town _____
 Postcode (or area code) _____
 Unique property reference number (if available): ¹³ _____

Type of connection proposed:

	Foul	Surface water	Combined
Number of connections:	_____	_____	_____
Diameter of connection:	_____	_____	_____
Type of connection (Manhole, Saddle, Branch, etc.)	_____	_____	_____
Please specify pipe material of your proposed connection	_____	_____	_____
Anticipated annual water consumption from the site in _____ m ³ cubic metres			

Owner of the premises

Name or company name _____
 Address _____

 Postcode _____

Is the premises intended to be multi-tenancy?

¹³ 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.

No

Yes

Don't Know If yes, please provide any additional information, such as number of units and unit addresses.

Type of premises (please tick appropriate box)

Hospital Prison

School Care Home

Warehouse Factory

Agriculture Shop

Holiday Chalets Hotel

Office Other

If other, please specify: _____

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) _____

Additional information in relation to the connection:

5.2 Contractor for individual Premises (“Part 1”) Connection

Please provide details of the Accredited Entity who will be carrying out the connection.

Accredited Entity Name: _____

Name of company: _____

Contact name (if company name entered above): _____

SNIPEF registration reference (if available): _____

Address: _____

Postcode: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

5.3 Special Requirements

In making this application Scottish Water will by default create a SPID pair with all relevant Water Services attached. Do you wish to continue with this default position?

- Yes, a SPID pair is required
- No, a SPID pair is **not** required

If a SPID pair is not required, please tick the appropriate box below and provide relevant information:

- Only a Sewerage SPID is required because an existing water connection (and SPID) is already in place, this should become a SPID pair.

Please provide the existing SPID reference: _____

Where no SPID is available, please provide any further information to assist in cross-referencing the application, e.g. Scottish Water Service Request number or any other application reference, date of application, Licensed Provider reference etc.

- Only a Sewerage SPID is required because the Non-Household Customer is using another Licensed Provider for their Water SPID.
- Only a Sewerage SPID is required because the Non-Household Customer will only use Sewerage Services.
- Other (please explain below):

Please provide any additional information relating to the application as appropriate:

5.4 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)
 - Flow control device calculations (if applicable)
 - Soil Investigation (SI) report (if applicable)
 - Scottish Water DIA reference number _____
 - Scottish Water reference for related building water application _____

6. Request for Track Inspection/s

Please indicate the type of Track Inspection required:

- Track Inspection for Part 2/3 connection only
- Track Inspection/s for Part 1 connection/s only Please indicate the number of Part 1 connections ready for Track Inspection _____
- Track Inspection/s for both Part 2/3 and Part 1 connection/s Please indicate the number of Part 1 connections ready for Track Inspection _____

Please provide the following details for all Track Inspections requested

Connection ID _____

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 _____

Additional Information for Part 1 Connection/s

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: _____

Unique property reference number (if available): ¹⁴ _____

7. 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
- Site Details
- Part 2/3 Connection Details
- Individual Premises Connection Details
- Request for Track Inspection
- Confirmation of Connection

Please provide any additional information in relation to the change.

8. Confirmation of Completion of Connection/s

This section should only be completed where notice of intent to carry out connection works using an Accredited Entity has already been provided to Scottish Water.

Please indicate the type of connection which has been completed and provide details in the relevant section:

- Part 2/3 connection Please complete section 8.2.1
- Part 1 connection Please complete section 8.2.2

8.2.1 Part 2/3 Connection Completion Details

Please confirm the date the connection was carried out _____

¹⁴ 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.

Please confirm the contractor who carried out the connection:

Name of company: _____

Contact name (if company name entered above): _____

Address: _____

Postcode: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

- Please provide "as built" drawings with this form.
- Please provide the Technical Approval reference number _____

8.2.2 Part 1 Connection Completion Details

Please complete these details upon completion of each Part 1 connection at the site.

Please confirm the number of completed Part 1 connections to be updated _____

Connection ID _____

Supply Point ID (SPID) _____

Are all the details of the connection the same as those provided in section 5.1 of this form?

- Yes
- No

Where details have changed please update the relevant detail in section 5.1 and resubmit the form.

Please confirm the actual date of connection _____

Please confirm the contractor who carried out the connection:

Accredited Entity ID: _____

Name of company: _____

Confirmation of Address

Please provide the postal address details below. Please provide as much detail as possible.

Supply Point ID (SPID) _____
Unique property reference number (if available): ¹⁵ _____
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 _____

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 _____

¹⁵ 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.

9. Declaration:

9.1 Declaration upon application for approval to connect to the Public Sewerage System

I/We hereby make application to Scottish Water for the provision of waste water infrastructure to serve the above development.

I/We undertake to abide by the terms and conditions set out in the current version of Sewers for Scotland.

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.

I/We have enclosed all the necessary supporting documentation.

9.2 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.

9.3 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: _____

Form E



**Application for a Development Impact Assessment
For Use by Licensed Providers**

1. Licensed Provider Details:

Licensed Provider _____

Licensed Provider ID: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

2. Development Details:

Please indicate type of development

Industrial

Commercial

School

Hospital

Hotel

Other

If other, please state type of development: _____

Number of units

Commercial _____

Industrial _____

Area of Site (ha) _____

Please advise start date of development: _____

Please quote any Scottish Water reference previously given to your site _____

Site or project name: _____

Site address: _____

Ordnance Survey ref (10 fig) _____

Location of development: _____

3. Planning Information

In which local authority area _____
will the development take place? _____

- (i) Is the development included in the current local plan? Yes No
(please tick appropriate box)
- (ii) Has outline planning permission been granted? Yes No
- (iii) Has detailed planning permission been granted? Yes No
- (iv) If relevant, date detailed planning permission received _____
- (v) If either outline or detailed planning permission received
please provide your planning reference number. _____

4. Site Servicing Details

The following information is used to assess the impact of your development on Scottish Water's existing assets.

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: -----

4.1 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

Proposed highest water fitting on site (to ordnance datum) _____ metres

4.2 Waste Water Details

*Pre-development waste water design: (please tick one of the following boxes):

*Totally separate foul and surface water

*Combined

*Partially combined

If partially combined or combined, please indicate quantity

of surface water draining to combined system _____ litres / second

Pre-development peak foul discharge _____ litres / second

Pre-development average foul discharge _____ litres / second

*Post-development waste water design: (please tick one of the following boxes):

*Totally separate foul and surface water

*Combined

*Partially combined

If partially combined or combined, please indicate quantity

of surface water draining to combined system _____ litres / second

Post-development peak foul discharge _____ litres / second

Post-development average foul discharge _____ litres / second

4.3 Surface Water Drainage

Pre-development surface water discharge _____ litres / second

Please indicate where the surface water is currently discharging to:

Surface water sewers

Combined Sewer

Soakaway

Direct to watercourse Please specify: _____

Other Please specify: _____

Post-development pre-attenuated surface water discharge _____ litres / second

Post-development attenuated surface water discharge _____ litres / second

Where do you propose to discharge surface water to?

Surface water sewers

Combined Sewer

Soakaway

Direct to watercourse Please specify: _____

Other Please specify: _____

Please provide plans and calculations to support the information in this section.

4.4 Surface Water Design (please tick appropriate boxes)

What SUDS (Sustainable Urban Drainage System) measures are being used to manage surface water, if any:

Detention Pond

Detention Basin

Underground Storage

Infiltration Trench

Other Please specify: _____

4.5 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

4.6 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.

Is there expected to be trade effluent discharge at the development?

Yes No

If yes, please provide the following below (if known).

Description of 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):

5. Special Requirements

Please outline special needs 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 DIA

Where an application form and the necessary technical information is deemed to be materially incomplete by Scottish Water, the DIA 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 DIA, by indicating below.

I hereby request that Scottish Water assists the Non-Household Customer to complete the technical details required for the DIA.

Please provide the primary Non-Household Customer contact details to assist with the technical aspects of what is needed to complete the DIA:

Company name: _____

Contact name: _____

Contact number: _____

Contact e-mail: _____

6. 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).

Location plan

Drawings (if available)

Calculations (where applicable)

7. Your details

Signature: _____

Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

Form F (1)



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 *Please complete section 3.2*

Meter Accuracy Test *Please complete sections 3.1 and 3.3*

Meter Repair or Replacement due to fault *Please complete sections 3.1 and 3.4*

Change of meter *Please complete sections 3.1 and 3.5*

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 | <input type="checkbox"/> | 20mm | <input type="checkbox"/> | 25mm | <input type="checkbox"/> |
| 30mm | <input type="checkbox"/> | 40mm | <input type="checkbox"/> | 50mm | <input type="checkbox"/> |
| 80mm | <input type="checkbox"/> | 100mm | <input type="checkbox"/> | 150mm | <input type="checkbox"/> |
| 200mm | <input type="checkbox"/> | 250mm | <input type="checkbox"/> | 300mm | <input type="checkbox"/> |
| 350mm | <input type="checkbox"/> | 400mm | <input type="checkbox"/> | 450mm | <input type="checkbox"/> |
| 500mm | <input type="checkbox"/> | 600mm | <input type="checkbox"/> | 80 - 20mm | <input type="checkbox"/> |
| 100-20mm | <input type="checkbox"/> | Other | <input type="checkbox"/> | | |

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</i> <i>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	<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):				

Form F (2)



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 | <input type="checkbox"/> | Please complete Section 4.2
(Notifications in advance only) |
| Meter Accuracy Test | <input type="checkbox"/> | Please complete Section 4.1 and Section 4.3 |
| Meter Repair or Replacement due to fault | <input type="checkbox"/> | Please complete Section 4.1 and Section 4.4 |
| Change of meter | <input type="checkbox"/> | Please complete Section 4.1 and Section 4.5 |

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	<input type="checkbox"/>	20mm	<input type="checkbox"/>	25mm	<input type="checkbox"/>
30mm	<input type="checkbox"/>	40mm	<input type="checkbox"/>	50mm	<input type="checkbox"/>
80mm	<input type="checkbox"/>	100mm	<input type="checkbox"/>	150mm	<input type="checkbox"/>
200mm	<input type="checkbox"/>	250mm	<input type="checkbox"/>	300mm	<input type="checkbox"/>
350mm	<input type="checkbox"/>	400mm	<input type="checkbox"/>	450mm	<input type="checkbox"/>
500mm	<input type="checkbox"/>	600mm	<input type="checkbox"/>	80 - 20mm	<input type="checkbox"/>
100-20mm	<input type="checkbox"/>	Other	<input type="checkbox"/>		

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

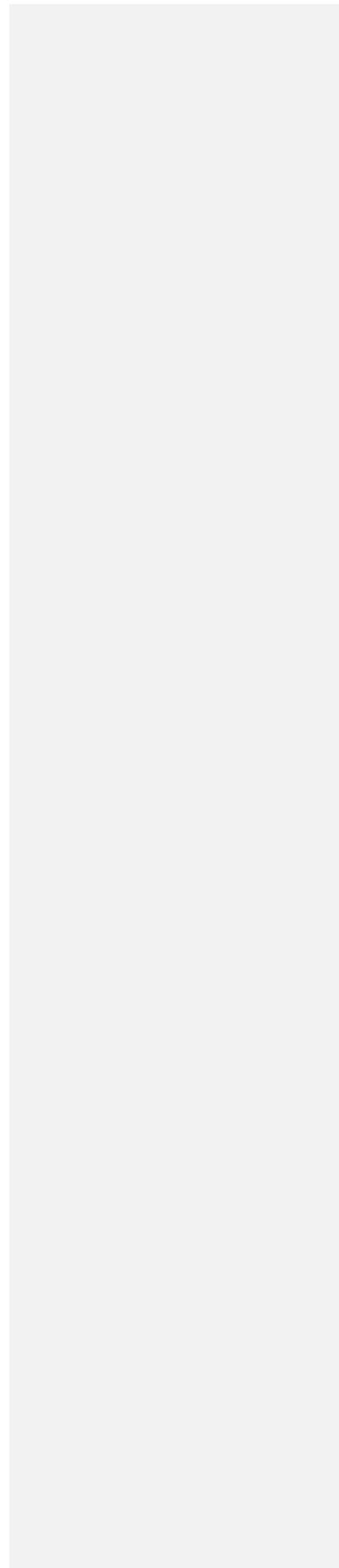
If urgent, please explain below:

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 | <input type="checkbox"/> | <i>Please complete section 10.1</i> |
| Meter Accuracy Test | <input type="checkbox"/> | <i>Please complete section 10.1, 10.2 and section 10.5 if appropriate</i> |
| Meter Repair or Replacement due to fault | <input type="checkbox"/> | <i>Please complete section 10.3 and sections 10.1 and 10.5 if appropriate</i> |
| Change of meter | <input type="checkbox"/> | <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	<input type="checkbox"/>	20mm	<input type="checkbox"/>	25mm	<input type="checkbox"/>
30mm	<input type="checkbox"/>	40mm	<input type="checkbox"/>	50mm	<input type="checkbox"/>
80mm	<input type="checkbox"/>	100mm	<input type="checkbox"/>	150mm	<input type="checkbox"/>
200mm	<input type="checkbox"/>	250mm	<input type="checkbox"/>	300mm	<input type="checkbox"/>
350mm	<input type="checkbox"/>	400mm	<input type="checkbox"/>	450mm	<input type="checkbox"/>
500mm	<input type="checkbox"/>	600mm	<input type="checkbox"/>	80 - 20mm	<input type="checkbox"/>
100-20mm	<input type="checkbox"/>	Other	<input type="checkbox"/>		

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</i> <i>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	<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):				



**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 | <input type="checkbox"/> |
| Legal liability | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| None | <input type="checkbox"/> |

If Other, please specify

3. Premises Details (if relevant):

Supply Point ID

Premises Type:

- | | | | |
|--------------------|--------------------------|---------|--------------------------|
| Warehouse | <input type="checkbox"/> | Factory | <input type="checkbox"/> |
| Agriculture | <input type="checkbox"/> | Shop | <input type="checkbox"/> |
| Holiday Chalets | <input type="checkbox"/> | Hotel | <input type="checkbox"/> |
| Site Accommodation | <input type="checkbox"/> | Office | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | | |

If Other, please specify

- Meter fitted:
- | | |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

4. Your Details:

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____



Trade Effluent Notice

Application for a New or Modification to an Existing Consent to Discharge

Trade Effluent to the Public Sewerage System

(in accordance with the Sewerage (Scotland) Act 1968)

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

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: _____

After hours contact:

Name: _____

Phone number: _____

Registered office address (if different from Trade Premises Address)

Company name: _____

Company address: _____

Postcode: _____

Phone number: _____

Fax number: _____

Company registration no: _____

2.2 Details of site owner (if different from Trade Premises Address)

Name: _____

Address: _____

Phone number: _____

3. Type of Application

This application relates to:

- a) Proposed discharge for which no consent exists
- b) Modification to an existing consent
- c) Renewal of existing consent
- d) Change of occupier
- e) Discontinuation of Trade Effluent Services
- f) Termination of consent

4. Trade Effluent Description

Trade conducted at the premises: _____

Describe in detail the processes from
which the Trade Effluent arises

Effluent treatment to be given at site:
(e.g. Oil separation, Balancing,
pH correction, Chemical or
Biological treatment

Nature, composition and temperature
of Trade Effluent draining to
public sewer:

Chemicals stored on site:
(list on a separate sheet if necessary)

Maximum quantity to be discharged
(m³ per 24 hours)

Maximum rate of discharge
(litres per second)

Period(s) of discharge _____
(normal working hours during day)

Method of measuring discharge flow _____
(please indicate if there is a flow meter
and give details of type, make and
model if appropriate) _____

Proposed starting date for discharge _____
(or approximate starting date for
an existing discharge)

5. Drawings

Please enclose drainage drawings showing point of entry into public sewer, appropriately coloured as follows:

- | | |
|------------------------|------------------------|
| Red – Public sewer | Blue – Surface water |
| Green – Trade Effluent | Brown – Domestic waste |

6. Water consumption

Average water consumption (m^3 per day) _____

Average consumption from sources other than public supply (e.g. borehole, river, sea etc.) (m^3 per day) _____

Average number of days worked per week and weeks per year _____

Any regular or seasonal closure _____

Number of full time equivalent employees _____
working at the premises.

Number of shifts worked per day _____

7. Water Loss

Estimated water used on site and not discharged to sewer –
e.g., ice making or water used in products such as soft drinks

(i) by evaporation _____ (*m³ per day*)

(ii) in product _____ (*m³ per day*)

(iii) other:

Volume lost: _____ (*m³ per day*)

and specify how lost: _____

8. Declaration by the Occupier or Prospective Occupier

The occupier/prospective occupier must complete and sign this Section for Application types (a) to (d) and (f) – see Section 3

I believe the information given above is true and accurate.

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

9. Declaration by the Licensed Provider:

The Licensed Provider must complete and sign this Section for Application types (b) to (f) and for Application type (a) when applying on behalf of the occupier or prospective occupier – see Section 3.

I believe the information given above is true and accurate.

Signature: _____ Date: _____

Full name (in capitals): _____



**Application for a Water and/or Sewerage Connection for Building Work/Site
Accommodation from a Licensed Provider**

This form sets out the details required to request an offer of connection to the Network from Scottish Water for the supply of water and/or sewerage services for the purpose of building work and/or site accommodation. The form may be submitted in conjunction with an application for a permanent connection to the Scottish Water Network (using forms A/B/C/D) or as an independent application. The form is divided into sections, as follows:

- 1) Notes on provision of water for Building Work purposes
- 2) Licensed Provider Information
- 3) Site where water for Building Work is required
- 4) Reason for the Request
- 5) Type of Connection required
- 6) Water Source Information
- 7) Building Water Supply Information – Metered Supply
- 8) Building Water Supply Information – Unmeasured (non-metered) Supply
- 9) Work to be undertaken
- 10) Additional Information
- 11) Accredited Entity Details
- 12) Request for Track Inspection
- 13) Confirmation of Completion of Building Water/Site Accommodation Connection
- 14) Request for Scottish Water to Disconnect Building Water/Site Accommodation supply
- 15) Notice of Disconnection of Building Water/Site Accommodation supply to be carried out by an Accredited Entity
- 16) Confirmation of Disconnection of Building Water/Site Accommodation supply by an Accredited Entity
- 17) 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 for Building Work and/or Site Accommodation – sections 2-11;
2. providing a minimum of 5 Business Days advance notice, a request for Track Inspection – section 12;

3. only where a connection has been carried out by an Accredited Entity following instruction from the Licensed Provider, Confirmation of Completion of Temporary Connection – section 13;
4. on cessation of the requirement for supply, a request for Scottish Water to disconnect – section 14 – or notification of the intention to disconnect a metered supply using an Accredited Entity – section 15:
5. only where a disconnection has been carried out by an Accredited Entity following instruction from the Licensed Provider, Confirmation of disconnection of Temporary supply – section 16

The Licensed Provider must complete a declaration (section 17) 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. Notes on provision of water for Building Work purposes

Charges for water used on building work will be charged in accordance with the Scottish Water Wholesale Charges Scheme.

Where the site is already provided with a meter, water for Building Work purposes may be charged at metered water rates in accordance with the Scottish Water Wholesale Charges Scheme. Where there is no existing meter on the site, a meter may be installed or otherwise the appropriate unmeasured charge in the Scottish Water Wholesale Charges Scheme will apply.

Where a temporary communication pipe is installed solely for a supply for Building Work and is not required to be a permanent supply, the cost of removing the pipe, valve, branch and any other fittings and of restoring the surface of the road and any other necessary work will be charged to the customer.

2. Licensed Provider Information

Licensed Provider's own Reference: _____

Licensed Provider: _____

Licensed Provider ID: _____
Contact name: _____
Contact number: _____
Contact e-mail: _____

Nominated contact for access to Scottish Water’s customer portal

Licensed Providers may nominate one third-party (non-Licensed Provider) 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: _____

3. Site where water for Building Work is required

Please supply one or more of three location methods listed below

Postal Address (if available, or site address)

Plot/Unit _____
Building Number _____
Building Name _____
Site _____
Street _____
Town _____
Postcode (or area code) _____
Unique property reference number (if available): ¹⁶ _____

Ordnance Survey Grid Reference _____

GIS Easting and Northing (x, y, coordinates) _____

¹⁶ 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.

Scottish Water Reference number associated with this development. _____

What was the previous use of this site:

- Greenfield or agriculture
- Housing
- Industry
- Landfill
- Other

If other please specify: _____

Planning reference: _____

Date: _____

Local Authority Area: _____

4. 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 for Building Water/Site Accommodation. Please complete sections 3-10

- Request for the Licensed Provider to carry out a connection to the Network for Building Water/Site Accommodation. Please complete sections 3-11

- 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 12.

- Confirmation of completion of a connection to the Network for Building Water/Site Accommodation. Please provide the previous Scottish Water reference for the connection application _____. Please complete section 13.

- Request for Scottish Water to disconnect the Building Water/Site Accommodation supply from the Network. Please provide the previous Scottish Water reference for the connection application _____ . Please complete section 14.

- Notice of disconnection of the Building Water/Site Accommodation supply from the Network to be carried out by an Accredited Entity. Please provide the previous Scottish Water reference for the connection application _____ . Please complete section 15.

- Confirmation of completion of a disconnection of the Building Water/Site Accommodation supply from the Network carried out by an Accredited Entity. Please provide the previous Scottish Water reference for the connection application _____ . Please complete section 16.

4.1 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 is 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: _____

5. Type of Connection required

Please advise of the types of temporary connections that you require:

Building Water: Yes No

Site Accommodation: Yes No

For Site Accommodation, please specify required services below.

Water Only: Sewerage Only: Both:

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) _____

Do you require water to be supplied at three storeys or above (or equivalent height)?

Yes

No

Additional information in relation to the connection:

Do you intend to use a Scottish Water revenue meter (new or existing) for the Building Water/Site Accommodation supply?

Yes (please complete section 7 of this form)

No (please complete section 8 of this form)

6 Water Source Information

Are you intending to use an existing supply? Yes No

If you intend to use an existing supply please detail where and what the supply is below.

If you are intending to use a standpipe, please provide your Scottish Water Standpipe reference number. _____

If a temporary connection is required, please provide a location plan, design drawings, etc.

7 Building Water Supply Information – Metered Supply

Please complete section 7.1 where a new meter is to be installed for the Building Water/Site Accommodation supply, or section 7.2 where an existing metered supply is to be used.

7.1 New Meter Installation

Where a meter is to be installed, please fill in the Appendix A – Meter Size Data Assessment Sheet and indicate the size of meter required:

15mm	<input type="checkbox"/>	20mm	<input type="checkbox"/>	25mm	<input type="checkbox"/>
30mm	<input type="checkbox"/>	40mm	<input type="checkbox"/>	50mm	<input type="checkbox"/>
80mm	<input type="checkbox"/>	100mm	<input type="checkbox"/>	150mm	<input type="checkbox"/>
200mm	<input type="checkbox"/>	250mm	<input type="checkbox"/>	300mm	<input type="checkbox"/>
80 - 20mm	<input type="checkbox"/>	100 - 20mm	<input type="checkbox"/>	Other	<input type="checkbox"/>

If other please specify: _____

Type of meter to be installed (from the Scottish Water Meter Menu)

Standard Non-standard

Scottish Water Meter Menu reference _____

Proposed date of installation _____

7.2 Existing Metered Supply

If an existing metered supply is to be used, please provide details of all meters that will be used for building water/site accommodation.

	Meter 1	Meter 2	Meter 3	Meter 4	Meter 5
Meter make:	_____	_____	_____	_____	_____
Meter size:	_____	_____	_____	_____	_____
Meter serial number:	_____	_____	_____	_____	_____
Meter location:	_____	_____	_____	_____	_____
x,y co-ordinates:	_____	_____	_____	_____	_____

8. Building Water Supply Information – Unmeasured (non-metered) Supply

Number of commercial units _____

Description of Traditional Building work if applicable _____

Description of Non-traditional Building work if applicable _____

Description of Modernisation / Rehabilitation if applicable _____

Estimated cost of building works £ _____

Value of ready mixed concrete used in construction £ _____

9. Work to be undertaken

9.1 Building Water

Date Building Water is required: _____

How long do you require a Building Water supply: _____ (weeks)

Size of connection required: 25mm 32mm
 Other (please specify) _____

Number of connections required: _____

If the supply is temporary then a disconnection fee will apply; is the supply temporary or permanent _____

9.2 Site Accommodation – Water

Date temporary water supply is required: _____

How long do you require a temporary water supply: _____ (weeks)

Number of people that will use the site accommodation _____

Number of weeks that people will be on site during the building water phase _____

Please indicate all the facilities at the site accommodation:

- Toilets Showers
 Canteen Other (please specify) _____

Size of connection required: 25mm 32mm
 Other (please specify) _____

Number of connections required: _____

Size of meter required: 15mm 20mm 25mm
 Other (please specify) _____

If the supply is temporary then a disconnection fee will apply; is the supply temporary or permanent _____

9.3 Site Accommodation – Sewerage

Date Sewerage connection is required: _____

How long do you require a temporary Sewerage connection: _____

Number of people that will use the site accommodation _____

Number of weeks that people will be on site during the building water phase _____

Please indicate all the facilities at the site accommodation:

- Toilets Showers
 Canteen Other (please specify) _____

	Foul	Surface Water	Combined
Number of connections:	_____	_____	_____
Diameter of connections:	_____	_____	_____

Type of connections: _____

10 Additional Information

Please provide any other relevant information that may assist in the application:

-

11. Accredited Entity Details

Where the temporary connection will be made an Accredited Entity following instruction from the Licensed Provider, please provide details of the Accredited Entity who will be carrying out the work.

11.1 Accredited Entity for Temporary Connection

Accredited Entity (full name of company): _____

Contact name: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

11.2 Accredited Entity for the installation of the Scottish Water revenue meter at the premises

Accredited Entity (full name of company): _____

Contact name: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

12. Request for 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.

Supply Point ID (SPID) _____
Unique property reference number (if available): ¹⁷ _____
Company Name: _____
Building Number: _____
Building Name: _____
Address line 1: _____
Address line 2: _____
Address line 3: _____
Town: _____
Postcode: _____

13. Confirmation of Completion of Building Water/Site Accommodation Connection

Are all the details of the connection the same as those provided in this form?

- Yes
 No

¹⁷ 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.

Where details have changed please update the relevant details and resubmit the form.

Please confirm the date when the connection was carried out _____

Supply Point ID (SPID) _____

Please confirm the contractor who carried out the connection:

Accredited Entity (full name of company): _____

Details of Meter Installed

Where a Scottish Water revenue meter has been installed, please provide the details below.

Meter serial number: _____

Meter type: _____

Meter make: _____

Meter size: _____

No. of Dials: _____

Date of meter installation _____

Opening Meter Read _____

Photograph of meter included:

Installer details:

Accredited Entity (full name of company): _____

x,y co-ordinates: _____

Please provide a description of the location of the meter

14. Request for Scottish Water to Disconnect Building Water/Site Accommodation supply

Where the requirement for the temporary supply has ceased, please indicate by ticking the box below and resubmitting the form to Scottish Water.

Please note that Scottish Water will disconnect the supply within 10 Business Days of receipt of this instruction. If you wish for the disconnection to take place on a particular date please indicate by ticking the box below and provide the preferred date of disconnection.

Preferred date of disconnection _____

15. Notice of Disconnection of Building Water/Site Accommodation supply to be carried out by an Accredited Entity

Where the requirement for the temporary supply has ceased and will be disconnected by an Accredited Entity following instruction from the Licensed Provider, please indicate by ticking the box below and resubmitting the form to Scottish Water.

Accredited Entity (full name of company): _____

Contact name: _____

Phone number: _____

Mobile phone number: _____

Email address: _____

Preferred contact method: _____

Proposed date of disconnection _____

16. Confirmation of Disconnection of Building Water/Site Accommodation supply by an Accredited Entity

Please confirm the date of the disconnection _____

Supply Point ID (SPID) _____

Please confirm the contractor who carried out the disconnection:

Accredited Entity (full name of company): _____

Meter Details

Please provide details of the Scottish Water revenue meter that has been removed below.

Meter serial number: _____

Meter type: _____

Meter make: _____

Meter size: _____

No. of Dials: _____

Date of meter removal _____

Final Meter Read _____

Photograph of meter included:

Remover details:

Accredited Entity (full name of company): _____

17 Declaration

17.1 Declaration upon application for approval to connect to the Scottish Water Network for a supply of Building Water and/or Site Accommodation

I/We hereby make application to Scottish Water for a supply of Building Water and/or Site Accommodation as detailed above; the details given are correct.

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.

I/We have read and understood the supporting guidance notes.

I/We have enclosed all the necessary documentation

17.2 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.

17.3 Declaration upon completion of connection to or disconnection from the Scottish Water Network for a supply of Building Water and/or Site Accommodation

I/We have enclosed all the necessary supporting documentation, including meter details as appropriate.

17.4 Declaration upon Request to Disconnect the Temporary Supply

I/We have filled in all the relevant sections of this form. The details I/we have given with this application are accurate.

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	<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</i> <i>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	<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):				



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. Supply Points to be Verified:

3.1 Services to be verified:

Please indicate all services provided at the premises:

Water Connection:	<input type="checkbox"/>	Roads Drainage:	<input type="checkbox"/>
Sewerage Connection:	<input type="checkbox"/>	Property Drainage:	<input type="checkbox"/>
Services to Caravans:	<input type="checkbox"/>	Metered Water:	<input type="checkbox"/>
Troughs and Drinking Bowl Connections:	<input type="checkbox"/>	Metered Sewerage:	<input type="checkbox"/>

Outside Taps: Other:
 if other, please specify: _____

Please indicate all services required to be verified:

Water Connection:	<input type="checkbox"/>	Roads Drainage:	<input type="checkbox"/>
Sewerage Connection:	<input type="checkbox"/>	Property Drainage:	<input type="checkbox"/>
Services to Caravans:	<input type="checkbox"/>	Metered Water:	<input type="checkbox"/>
Troughs and Drinking Bowl Connections:	<input type="checkbox"/>	Metered Sewerage:	<input type="checkbox"/>
Outside Taps:	<input type="checkbox"/>	Other:	<input type="checkbox"/>

if other, please specify: _____

3.2 Services at metered premises:

For verification of meter details, 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 services are thought to differ from records held):

4. Additional Information:

Please provide any additional information where appropriate:

5. 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:

6. Your Details:

Signature: _____ Date: _____

Full name (in capitals): _____

Role in the company or job title: _____

7. 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.

Findings of Inspection	Response	Mandatory/Optional
Date of visit		Mandatory
Meter read on date		Mandatory
x/y coordinate		(Mandatory, if different from market data)
Meter make		(Mandatory, if different from market data)
Meter serial		(Mandatory, if different from market data)
MeterID at CMA		(Mandatory, if different from market data)
Digits (black and red) e.g. 5, 2		(Mandatory, if different from market data)
Location		(Mandatory, if different from market data)
Meter physical size		(Mandatory, if different from market data)

Where optional information has changes please note if visit will lead to:

Update in market data set (Yes/No)	
If yes (expected date of transaction, 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 Equivalent¹⁸: _____

Footnote ¹⁸

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:

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 _____

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

Average Annual Full-Time Equivalent =
Total hours worked per annum for all employees at Supply Point
1800

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:

SAA property reference number¹⁹: _____
Company name: _____
Banner Name²⁰ _____
Building number: _____
Building name: _____
Address line 1: _____
Address line 2: _____
Address line 3: _____

¹⁹ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

²⁰ 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.

Town: _____

Postcode: _____

Contact name at site²¹: _____

Contact number at site²¹: _____

Rateable Value of property: _____

Was the Gap Site Supply Point identified via the CMA Portal?:

Yes

No

If Yes please provide the UARN: _____

²¹ 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:	_____		

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: _____

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</i> <i>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):				

Form O



**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:

SAA property reference number: ²²	_____
Company Name:	_____
Building Number:	_____
Building Name:	_____
Address line 1:	_____
Address line 2:	_____
Address line 3:	_____
Town:	_____

²² SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

Postcode: _____

Contact name at site (if available): _____

Contact number at site (if available): _____

3. Services at the premises to be deregistered:

3.1 Supply Point (SPID)²³

Water SPID: _____

Water SPID connection date: _____

Please tick here if Water SPID is to be deregistered:

Date deregistration should be effective from: _____

Sewerage SPID: _____

Sewerage SPID connection date: _____

Please tick here if Sewerage SPID is to be deregistered:

Date deregistration should be effective from: _____

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:

²³ 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.

	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)*
- 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 demolition²⁴: _____

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: _____

SAA property reference number:²⁵ _____

Company Name: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

²⁴ 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.

²⁵ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

Market Rateable Value of property²⁶: _____

SAA Rateable Value of property²⁷: _____

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:

Sewerage SPID

T003.0 submitted

Date submitted: _____

Water SPID

T003.0 submitted

Date submitted: _____

²⁶ Market Rateable Value refers to the value as held in central systems.

²⁷ SAA Rateable Value refers to the latest value held against the property on the SAA register.

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		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

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. _____

9.2A 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		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

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

SAA property reference number:²⁸ _____
Company Name: _____
Building Number: _____
Building Name: _____
Address line 1: _____
Address line 2: _____
Address line 3: _____
Town: _____
Postcode: _____
Market Rateable Value of property²⁹: _____
SAA Rateable Value of property³⁰: _____

10.3 Bulk Meter Details

Meter ID: _____
Physical meter size: _____
Number of Dials: _____
Meter serial number: _____

²⁸ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

²⁹ Market Rateable Value refers to the value as held in central systems.

³⁰ SAA Rateable Value refers to the latest value held against the property on the SAA register

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 property reference number:³¹ _____

Company Name: _____

Unit Number: _____

Building Number: _____

Building Name: _____

Address line 1: _____

Address line 2: _____

Address line 3: _____

Town: _____

Postcode: _____

Market Rateable Value of property³²:

³¹ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

³² Market Rateable Value refers to the value as held in central systems.

SAA Rateable Value of property³³: _____

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:	_____
SAA property reference number: ³⁴	_____
Company Name:	_____
Building Number:	_____
Building Name:	_____
Address line 1:	_____
Address line 2:	_____
Address line 3:	_____
Town:	_____
Postcode:	_____
Market Rateable Value of property ³⁵ :	_____
SAA Rateable Value of property ³⁶ :	_____

Meter ID:	_____
Physical meter size:	_____
Number of Dials:	_____

³³ SAA Rateable Value refers to the latest value held against the property on the SAA register.
³⁴ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk
³⁵ Market Rateable Value refers to the value as held in central systems.
³⁶ SAA Rateable Value refers to the latest value held against the property on the SAA register.

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:

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:	_____	_____
SAA property reference number: ³⁷	_____	_____
Company Name:	_____	_____
Building Number:	_____	_____
Building Name:	_____	_____
Address line 1:	_____	_____
Address line 2:	_____	_____

³⁷ SAA (Scottish Assessors Association) property reference number can be obtained from the Scottish Assessor's website – www.saa.gov.uk

Address line 3: _____

Town: _____

Postcode: _____

Market Rateable Value of property³⁸: _____

SAA Rateable Value of property³⁹: _____

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

³⁸ Market Rateable Value refers to the value as held in central systems.
³⁹ SAA Rateable Value refers to the latest value held against the property on the SAA register.

Version 232 Operational Code
Page 273 of 288

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:	_____

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".

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: <ul style="list-style-type: none"> (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 Session**and 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.