

# MARKET CODE / OPERATIONAL CODE CHANGE PROPOSAL

Form  
version 2.3

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

**MCCP243**

Version No.

**D.1**

## PART A — SUBMISSION

### A.1. GENERAL DETAILS

A.1.a. TITLE Critical Sites

A.1.b. COMPANY Wave

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

A.1.c. AUTHORISED  
SIGNATURE

NAME

A.1.d. CONTACT NAME

Tony March

CONTACT EMAIL;  
TEL/MOB.

[tmarch@wave-utilities.co.uk](mailto:tmarch@wave-utilities.co.uk)

07525734521

A.1.e. ASSOCIATED  
MCCP / OCCP

A.1.f. ASSOCIATED  
DOCS.

A.1.g. PROPOSED  
URGENCY

NON-URGENT

A.1.h. REASONS FOR  
URGENCY

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

A.2. MCCP / OCCP DETAILS

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

Wave, with the support of Scottish Water, are seeking an additional marker to be placed on the Central Systems to flag the presence of a Scottish Water Emergency Water Plan.

Such premises (currently designated by Scottish Water as all NHS Hospitals, HM Prisons and Hospices) are not presently identified on the Central Systems database. Without the proposed flag it is difficult for Scottish Water and Licensed Providers to maintain an accurate alignment between their respective systems.

Currently, the Operational Code (Non-Household Customer Classification section) provides a framework for the Wholesaler (Scottish Water) to determine which Non-Household Customer sites are designated sensitive and places certain obligations on Licensed Providers to maintain this list as follows:

**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.**

All sensitive sites meeting the above criteria are afforded a 'Sensitive Site' marker on the Central System database to clearly distinguish their sensitive status.

In addition to sensitive site status, certain critical sites as determined and interpreted by Scottish Water under the Operational Code are afforded an Emergency Water Plan; to be implemented by Scottish Water in the event of an issue with the public water network which may affect the supply to such sites. In such an instance, Scottish Water would provide additional alternative supplies, mainly in the form of tankered or bottled water.

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

General Description

The provision of an additional flag, in particular, an additional valid entry for the existing D2005 Customer Classification, will assist in providing more accurate records and in the maintenance of the associated emergency plans, their revision and auditing on a regular basis. This forms part of the statutory duties of Wholesaler, Licensed Provider and Customer under the current legislative process and would provide a welcome enhancement to current arrangements.

[This proposal also includes an additional notification to Scottish Water, to ensure that SW is in a position to confirm or query the allocation of this new 'Critical Site' status.](#)

The proposal, raised by the Wave Emergency and Contingency Manager, has the full support of Scottish Water.

Principles and Objectives affected CMA Guidance Note GN009 may be referred to for assistance with this section		
PRINCIPLE	AFFECTED (Y/N)	DESCRIPTION
Proportionality	Y	Providing the new flag will make it quicker to identify Emergency Plans from the Central System in the event of an Emergency and provide greater transparency in the alignment of data between participants systems and the Central System.
Transparency	Y	Adding this flag provides complete transparency to all market participants where a Scottish Water Emergency Water Plan is in place for the SPID.
Simplicity, Cost-effectiveness, and Security	Y	<p>This proposed change provides for a simple, yet effective marker system that improves the accuracy of record keeping and enhances the ability of Wholesaler and LP to manage, audit and update emergency plans for vulnerable customers. Benefits outweigh the costs when considering the extent of work currently required to establish an accurate account of such customers.</p> <p>Cost to change should be minimal and the change proposal should be seen as continuous improvement, providing greater efficiency in the management of the sensitive customer dataset.</p>
Non-exclusivity	N	Not Applicable
Barriers to Entry	Y	This change will make it easier for a new Licensed Provider transferring a SPID with an Emergency Plan.
Customer Contact	Y	The proposed change should enhance the customer relationship with the LP and thereafter the Wholesaler's ability to match resource to meet customer requirements.
Non-discrimination	N	Not Applicable
Non-detrimental to SW Core Functions	Y	The proposed change enhances SW processes and plans and matching their resources to respond to vulnerable customers
MC / OC OBJECTIVES	Y	

A.2.c. IMPACT Required under Market Code Parts 8.7.1 (ii) (d), (f) and (g), and 8.8.1 (ii) (d) and (f)		
CONFIGURED ITEM	IMPACTED (Y/N)	DESCRIPTION
MC / OC	Y	A new defined term will be required.
CSDs	Y	CSD0301. A new valid entry should be defined for the D2005 Customer Classification. <u>Also, two new notification transactions should be added, to inform SW of when this classification is allocated.</u>
Wholesale Services Agreements	N	
Licenses	N	
CMA Central Systems	Y	A new valid entry is required for the D2005. Two new transactions are required (T006.8 and T012.9) to notify SW of this entry.
CMA business processes	N	
Trading Party systems	Y	LP's will have to enhance their internal CRM systems to include a mirrored flag as per CMA Central Systems. LP's will also have to retain the authority to update the CMA systems for on-boarding and off boarding of customers in a similar manner as they currently manage for sensitive customers.
Trading Party business processes	Y	LP's will have to understand the additional requirements in keeping the CMA Central System updated and cascade training to appropriate staff. <u>SW may have to update their internal processes to accommodate the new notification transactions.</u>

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

A new definition should be added to the **Market Code**:

Critical Customer

A Sensitive Customer identified in the Operational Code as being subject to an Emergency Water Plan.

**CSD0301** should be modified:

- To include an additional valid entry for the D2005 Customer Classification: 'Critical Customer' – CRT.
- To include the following notification transactions;

<b>Transaction Number</b>	<b>T006.8</b>	
<b>Transaction Name</b>	Notify WS SPID Data	
<b>From</b>	CMA	
<b>To</b>	SW	
<b>DI #</b>	<b>Name</b>	<b>FLAG</b>
<b>D2001</b>	SPID	RQ
<b>D2005</b>	Customer Classification	OP
<b>D2008</b>	SIC Code	OP
<b>D2011</b>	Rateable Value	OP
<b>Description</b>	Notify SW of the data received in T006.0 or T006.1	

<b>Transaction Number</b>	<b>T012.9</b>	
<b>Transaction Name</b>	Notify SPID Data	
<b>From</b>	CMA	
<b>To</b>	SW	
<b>DI #</b>	<b>Name</b>	<b>FLAG</b>
<b>D2001</b>	SPID	RQ
<b>D4006</b>	Effective From	RQ
<b>D2005</b>	Customer Classification	OP
<b>D2008</b>	SIC Code	OP
<b>D2043</b>	LP Connection Reference	OP
<b>D4003</b>	Text Comment Field	RQ
<b>D5001</b>	Free Descriptor	OP
<b>D5002</b>	Sub Building Name	OP
<b>D5003</b>	Building Name	OP
<b>D5004</b>	Building Number	OP
<b>D5005</b>	Dependent Thoroughfare Name	OP
<b>D5006</b>	Dependent Thoroughfare Descriptor	OP
<b>D5007</b>	Thoroughfare Name	OP
<b>D5008</b>	Thoroughfare Descriptor	OP
<b>D5009</b>	Double Dependent Locality	OP
<b>D5010</b>	Dependent Locality	OP
<b>D5011</b>	Post Town	OP
<b>D5012</b>	County	OP
<b>D5013</b>	Postcode	OP

<b>Description</b>	Notify SW of the update of non-chargeable SPID data by the LP, or by SW for TTRAN SPIDs	
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**A.3. IMPLEMENTATION DETAILS**

**A.3.a. PROPOSED IMPLEMENTATION DATE OR LEAD TIME**  
 Timescale must not overlap with the period of consultation with the Commission and should take account of the impacts identified in Section A.2.c. Any quoted lead time should commence from date of Approval.

March 2020.

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

**A.4. ANY OTHER COMMENTS**

Indicative User Requirements are:

**UR 1 Data Item Changes.** A new valid entry should be established for the D2005 (Customer Classification) of CRT – Critical Customer.

**UR 2 New Transactions.** Two new transactions should be established:

- T006.8 (Notify WS/SS SPID Data) and
- T012.9 (Notify SPID Data)

**UR 2.1 T006.8 (Notify WS/SS SPID Data) Content.** The content of the T006.8 should be as follows:

<b><u>Transaction Number</u></b>	<b><u>T006.8</u></b>	-
<b><u>Transaction Name</u></b>	<u>Notify WS/SS SPID Data</u>	
<b><u>From</u></b>	<u>CMA</u>	
<b><u>To</u></b>	<u>SW</u>	
<b><u>DI #</u></b>	<b><u>Name</u></b>	<b><u>FLAG</u></b>
<b><u>D2001</u></b>	<u>SPID</u>	<u>RQ</u>
<b><u>D2005</u></b>	<u>Customer Classification</u>	<u>OP</u>
<b><u>D2008</u></b>	<u>SIC Code</u>	<u>OP</u>
<b><u>D2011</u></b>	<u>Rateable Value</u>	<u>OP</u>
<b><u>Description</u></b>	<u>Notify SW of the data received in T006.0 or T006.1</u>	

**UR 2.2 T006.8 (Notify WS/SS SPID Data) Processing.** A T006.8 should be issued, via the Notification Helper, applying the following logic to the T006.0 and to the T006.1;

- Wholesaler to LP – N
- LP to Wholesaler – Y
- Reflexive – N
- Associated SS LP – N
- Associated WS LP – N
- Incoming LP – N

**UR 2.3 T012.9 (Notify SPID Data) Content.** The content of the T012.9 should be as follows:

<b><u>Transaction Number</u></b>	<b><u>T012.9</u></b>	-
<b><u>Transaction Name</u></b>	Notify SPID Data	
<b><u>From</u></b>	CMA	
<b><u>To</u></b>	SW	
<b><u>DI #</u></b>	<b><u>Name</u></b>	<b><u>FLAG</u></b>
<b><u>D2001</u></b>	SPID	<u>RQ</u>
<b><u>D4006</u></b>	Effective From	<u>RQ</u>
<b><u>D2005</u></b>	Customer Classification	<u>OP</u>
<b><u>D2008</u></b>	SIC Code	<u>OP</u>
<b><u>D2043</u></b>	LP Connection Reference	<u>OP</u>
<b><u>D4003</u></b>	Text Comment Field	<u>RQ</u>
<b><u>D5001</u></b>	Free Descriptor	<u>OP</u>
<b><u>D5002</u></b>	Sub Building Name	<u>OP</u>
<b><u>D5003</u></b>	Building Name	<u>OP</u>
<b><u>D5004</u></b>	Building Number	<u>OP</u>
<b><u>D5005</u></b>	Dependent Thoroughfare Name	<u>OP</u>
<b><u>D5006</u></b>	Dependent Thoroughfare Descriptor	<u>OP</u>
<b><u>D5007</u></b>	Thoroughfare Name	<u>OP</u>
<b><u>D5008</u></b>	Thoroughfare Descriptor	<u>OP</u>
<b><u>D5009</u></b>	Double Dependent Locality	<u>OP</u>
<b><u>D5010</u></b>	Dependent Locality	<u>OP</u>
<b><u>D5011</u></b>	Post Town	<u>OP</u>
<b><u>D5012</u></b>	County	<u>OP</u>
<b><u>D5013</u></b>	Postcode	<u>OP</u>
<b><u>Description</u></b>	Notify SW of the update of non-chargeable SPID data by the LP, or by SW for TTRAN SPIDs	-

**UR 2.4 T012.9 (Notify SPID Data) Processing.** A T012.9 should be issued, via the Notification Helper, applying the following logic to the T012.0;

- Wholesaler to LP – N
- LP to Wholesaler – Y
- Reflexive – N
- Associated SS LP – N
- Associated WS LP – N
- Incoming LP – N

## **PART B — TP ASSESSMENT**

### **B.1. ASSESSMENT PROCESS**

<b>B.1.a. ASSESSMENT START DATE</b>	2019-06-26	<b>ASSESSMENT END DATE</b>	2019-08-22
<b>B.1.b. IMPACT ASSESSMENT REQUIREMENT</b>	IA NOT REQUIRED		



B.1.c. CONSULTATION REQUIREMENT	TP CONSULTATION NOT REQUIRED
B.1.d. ASSOCIATED DOCUMENTS (to this Part B)	
B.2. ASSESSMENT DETAILS	
B.2.a. CHANGE SPEC AND IMPACT (IF DIFFERENT FROM THAT ORIGINALLY SUBMITTED)	
B.2.b. CMA INTERNAL SYSTEMS IMPACT	
B.2.c. DRAFT LEGAL TEXT (if different from that originally submitted)	
B.2.d. TP ASSESSMENT Taking into account complexity, importance and urgency, and having regard to whether or not such proposal is within the relevant Objectives and Principles as required under Market Code Parts 8.7.1 (v) and 8.8.1 (iv)	
Impact on Principles and Objectives (if different from that originally submitted)	
Cost Estimate	CMA Cost modelling suggests £9k.
Benefit Estimate (L: < 10k, M: £10k to £100k, H: > £100k)	
B.3. TP DECISION	TP APPROVED / <del>REJECTED</del>
B.4. FINAL TP VIEWS	Unanimously approved on 17 <sup>th</sup> October 2019
B.5. PLANNED IMPLEMENTATION DATE	March 2020

WITHDRAWN BY PROPOSER?	No
COMMENTS	
DATE OF WITHDRAWAL	

## **PART C — COMMISSION APPROVAL**

C.1. DATE FINAL REPORT ISSUED TO COMMISSION	2019-11-14
C.2. APPROVAL STATUS	APPROVED CHANGE /
C.3. DATE OF APPROVAL STATUS	2019-12-13
C.4. COMMISSION RESPONSE REFERENCE	CMACP131219

## **PART D — IMPLEMENTATION**

D.1. IMPLEMENTATION DATE	26 March 2020
D.2. IMPLEMENTATION DETAILS (MC version, CSD versions, CMA Central Systems release number, etc.)	
Market Code v43 CSD0301 v22	