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**Number of saved transactions**  
**3**  
*Partially completed forms that haven't been submitted yet*

**Number of cases requiring action**  
**9**  
*Cases that are open which are awaiting a response from your organisation*

**Number of cases failing SLA**  
**2**  
*Cases that where a response has been missed by your organisation*

**Cases submitted last calendar month**  
**6**  
*Number of new processes started last month*

**Cases submitted this month**  
**3**  
*Number of new processes started so far this month*

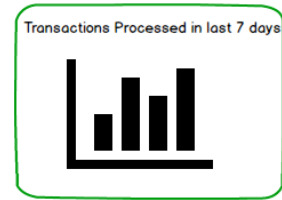
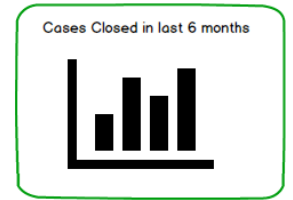
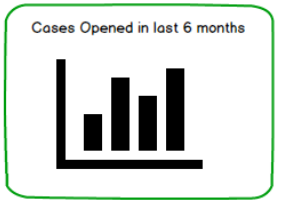
**Number of open cases**  
**48**  
*Number of cases that are open which are associated to your organisation*

Users will be able to position the widgets where they want.

**Number of site visits in next 14 days**  
**8**  
*View upcoming site visits*

This widget could help SW / LPs with their site visits. We can provide a map & calendar view. Do we want the system to manage appointments - so engineers can be assigned to an inspection?

### BOH System Statistics



Catrina Craig (SWBS)

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**Search for existing cases**

Case reference:  SPID:   Cases with saved, pending transactions

Case status:  Meter serial #:   Cases that require action for my organisation

Post code:   Cases that have failed SLA by my organisation

Process:   Cases that require action within  BD

Submitted After:   Submitted Before:   Submitted by:

Completed After:   Completed Before:   Trading Party:

Process Status:

The Process Status drop down will be disabled until an individual process has been selected

UR12: Trading Party will only be available for Scottish Water and CMA Users  
 Will limit cases if they are the current LP for the SPID? Or by who submitted the request?

Do the search results need to be filtered, so only if a LP is the current LP for the SPID we show results? Is it not better to have an open system?

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**Search for existing cases**

Case reference:  SPID:

Case status:  Meter serial #:

Open  
Withdrawn  
Closed

Post code:

Process:

Process Status:

Cases with saved, pending transactions  
 Cases that require action for my organisation  
 Cases that have failed SLA by my organisation  
 Cases that require action within  BD

Submitted After:

Submitted Before:

Submitted by:

Completed After:

Completed Before:

Trading Party:

...

- Created
- Accepted
- Withdrawn
- Alternative site inspection date proposed
- Site inspection date agreed
- Provisional Site inspection findings provided
- Site inspection findings provided
- LP Rejects inspection findings / recommendations
- LP Accept inspections finding / recommendations
- Awaiting agreement from all LPs
- Agreement from all impacted LP(s)
- Data Correction / Rectification Pending
- Closed
- Rejected
- Site inspection date proposed

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**Search for existing cases**

Case reference:  SPID:

Case status:  Meter serial #:

Post code:

Process:

Process Status:

Cases with saved, pending transactions  
 Cases that require action for my organisation  
 Cases that have failed SLA by my organisation  
 Cases that require action within  BD

Submitted After:

Submitted Before:

Submitted by:

Completed After:

Completed Before:

Trading Party:

Case Reference	Case Status	Process	Process Status	SPID	Submitted on	Completed on
<a href="#">C0000</a>	Open	B028 - Verification of Meter Details	Site inspection findings provided	<a href="#">10084261010</a>	03/02/2023 @ 10:16	
<p>Clicking on a row, will navigate users to the Case Detail page for that particular case</p>						
<p>When a search has been completed and it returns results, a 'save' search icon will appear, for UR112</p>						
<p>Do we want to provide export functionality from this page? Perhaps we might want to limit this to a user type (CMA / SW)?</p>						

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## Case Details: C00001

Case Information | **SPID Details: 100842610108** | Related Cases (2)

Case reference: C00001      Submitting trading party: SWBS  
 Case status: Open      Submitting user: Catriona Craig  
 Process: B028 - Verification of Meter Details      Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Process Status: Site inspection findings provided      SPID: 100842610108  
 Current LP for SPID: SWBS

Active SLA: Accept / Reject site inspection findings

Pure  10 BD      [Export Case Information](#)

SWBS  10 BD

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Reverse timeline order (oldest first)

Primary LP (SWBS)	Scottish Water	Associated LPs (PURE)	BOH
<p><a href="#">Accept Findings</a> <span>Open saved form</span></p> <p><a href="#">Reject Findings</a></p> <p><a href="#">Withdraw Case</a></p>	<p>Site inspection findings provided (2 days ago)</p> <p>Date Agreed (9 days ago)</p> <p>Inspection Date Proposed (12 days ago)</p> <p>Case Accepted (15 days ago)</p>	<p><a href="#">Accept Findings</a></p> <p><a href="#">Reject Findings</a></p>	<p>Case Created (16 days ago)</p>
<p>Alternative Date Proposed (11 days ago)</p> <p>Created (16 days ago)</p>			

Timeline direction: Start (bottom) to Current time (top)

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## Case Details: C00001

Case Information | SPID Details: 100842610108 | Related Cases (2)

Case reference: C00001      Submitting trading party: SWBS  
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Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Inspection Date Proposed:	✓						
Inspection Date:	2023-02-05	Date agreed by LP	✓	Date agreed by SW	✓	Consent Provided by Customer	✓
Inspection Findings Provided:	Provisional	✓	Final	✓			
+ View inspection findings							
Will there be a change to the market data set:	✓						
LP acceptance of findings:	SWBS	✗					
	PURE (Associated LP):	✗					
Has the market data set been updated:	✗						
Has the case been closed:	✗						
Case closure date:							

The "Key Facts" tab will display information that is relevant to the process type. So in the case of verification of meter details, we can extract key information from the process / transactions to provide a consolidated view for stakeholders

Catriona Craig (SWBS)

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Case Information | SPID Details: 100842610108 | Related Cases (2)

Case reference: C00001      Submitting trading party: SWBS  
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 Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Add new note

Show my messages     Show read messages

Reverse order (oldest first)

02/02/2023 @14:52  
 Catriona Craig (SWBS)  
 Many thanks Briain, we will let the customer know that Mark will be performing the site inspections. We will send Keith Matthews from our side.  
 Thanks, Catriona

Edit note



02/02/2023 @13:08  
 Brian O'Driscoll (SWW)  
 The 9th works for our engineer, so we will get that booked in for you Catriona. Mark Williams will be attending site to complete the meter inspection.  
 Thanks, Brian

Reply to note

If a note has been added by a different organisation, then a reply to note option will be available which will allow the user to provide a response

02/02/2023 @12:04  
 Catriona Craig (SWBS)  
 We have spoken with our customer, and they have a conference on the 8th Feb, therefore could the site visit take place on the 9th instead?  
 Thanks, Catriona

Edit note

Users will be able to edit a note after creating it, until it has been marked as 'read' by somebody or until it has been responded to

Catriona Craig (SWBS)

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Case Information | SPID Details: 100842610108 | Related Cases (2)

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 Active SLA: Accept / Reject site inspection findings      Current LP for SPID: SWBS  
 Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Upload file

Choose a file or drop it here

Once a file has been selected, the selected file name will be displayed above the button - the button text will change to 'Upload'  
 A checkbox will be displayed above the button, 'inform case stakeholders about this file submission', which if selected (as it will be by default) will send an email to the LP, SW and Associated LPs (if any) for the case

- Customer contact details  
Simon Berghan - a minute ago
- Photo of Broken Meter dial   
Catriona Craig (SWBS) - 16 days ago
- Photo of Meter Location   
Catriona Craig (SWBS) - 16 days ago
- Fire risk assessment   
Catriona Craig (SWBS) - 16 days ago
- Site Access Details   
Catriona Craig (SWBS) - 16 days ago

Reverse order (oldest first)



If you have uploaded a file, then you will be able to delete it (the link will be de-activated and others won't be able to download it).  
 Somebody else from your organisation will also be able to delete a file that you have uploaded.

If a customer has permission to upload a file, only they will be able to delete it



Catriona Craig (SWBS)

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Case reference: C00001      Submitting trading party: SWBS  
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Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | (Org ID) case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

The current LP for the SPID which this case relates or Scottish Water can specify if other Licenced Providers should be associated to the case. In some process flows associated LPs can provide information in order to progress a case.

Associate new LP to this case

Trading Party:

...

Submit

This section of the form will only be available to the primary LP / CMA / SW users.

An associated LP will have a different tab entirely, where they can say if they want to subscribe to email updates for the case or be excluded from the case entirely.

The following LPs have been associated to this case:

Org ID	Organisation Name	Subscribed to case email updates	Has Accepted Case findings	Excluded from case updates
PURE	Pure (CGV) Ltd	Y	N/A	N

Trading Parties will have defined email contacts who will receive any emails that are generated

If a process requires input from an associated LP, and they have accepted the findings 'Y' will be displayed, if they reject the findings 'N' will be displayed, otherwise N/A will be displayed

If an LP has been assigned by either SW / the primary LP, they can say that they don't wish to be involved. If they choose not to be involved, they won't get any further email notifications or need to submit forms (it system will assume a positive response and accept any obligations on their behalf).

Catriona Craig (SWBS)

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Case Information | **SPID Details: 100842610108** | Related Cases (2)

Case reference: C00001      Submitting trading party: SWBS  
 Case status: Open      Submitting user: Catriona Craig  
 Process: B028 - Verification of Meter Details      Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Process Status: Site inspection findings provided      SPID: 100842610108  
 Active SLA: Accept / Reject site inspection findings      Current LP for SPID: SWBS

Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | (Org ID) case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Your organisation (PURE) has been associated to this case. The following settings are for your organisation in relation to this case:

### Associated LP case settings

- Subscribe to case updates; if this setting is toggled off then (PURE) will no longer be required to participate in this case
- Send email updates to active email contacts for {PURE} when there is activity for this case

Update

This tab will only be displayed for an Associated LP if SW or the primary LP has specified any associated LPs. CMA users will be able to see this tab, if there is an associated LP

### Active email contacts for your organisation

Fraser Brown - FraserBrown@lponc.co.uk  
 Shared mailbox - Process28mailbox@lponc.co.uk

Would there be a case, where individuals from an associated LP would want to subscribe to email updates - who weren't an email contact?

### The following other LPs have been associated to this case:

Org ID	Organisation Name
--------	-------------------

No results found...

Catriona Craig (SWBS)

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Case Information | **SPID Details: 100842610108** | Related Cases (2)

Case reference: C00001      Submitting trading party: SWBS  
 Case status: Open      Submitting user: Catriona Craig  
 Process: B028 - Verification of Meter Details      Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Process Status: Site inspection findings provided      SPID: 100842610108  
 Active SLA: Accept / Reject site inspection findings      Current LP for SPID: SWBS

Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Message Type: B028.08.WC - Provisional or Final findings following site visit      Submitted date: 2023-02-05 08:54:32 (3 days ago)  
 MID: SW234363456      Message content:      Submitted by: Dave Cherry

Data Item	Description	Value
U0017_DateOfVisit	Date of visit	02/02/2023
U0018_MeterReadOnDate	Meter read on date	48756
M0006_GISX	x coordinate	281007.1
M0007_GISY	y coordinate	692882.2
M0002_MeterMake	Meter make	ELSTER
M0004_MeterId	Meter serial	06ELSTER18M677873
U0019_MeterIdCMA	Meter ID at CMA	06ELSTER18M677873
U0020_DigitsBlack	Digits (black)	5
U0021_DigitsRed	Digits (red)	2
M0008_MeterLocationCode	Location	M1

Response Notification(s):  
 Message Type: B500.CW - Notification      Message content:   
 MID: BOH00001233214  
 Return code: OK

Reverse order (oldest first)



Catriona Craig (SWBS)

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Case Information | SPID Details: 100842610108 | Related Cases (2)

Case reference: C00001      Submitting trading party: SWBS  
 Case status: Open      Submitting user: Catriona Craig  
 Process: B028 - Verification of Meter Details      Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Process Status: Site inspection findings provided      SPID: 100842610108  
 Active SLA: Accept / Reject site inspection findings      Current LP for SPID: SWBS  
 Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Message Type: B028.08.WC - Provisional or Final findings following site visit MID: SW234363456      Message content: +	Submitted date: 2023-02-05 08:54:32 (3 days ago) Submitted by: Dave Cherry
Response Notification(s):	
Message Type: B500.CW - Notification MID: BOH00001233214 Return code: OK	
Message Type: B028.07.WC - Notification that proposed site visit date and time have been accepted MID: SW234363455      Message content: +	Submitted date: 2023-01-17 10:56:32 (14 days ago) Submitted by: Dave Cherry
Response Notification(s):	
Message Type: B500.CW - Notification MID: BOH00001233213 Return code: OK	
Message Type: B028.6.LC - Proposing alternative site visit date and time MID: SWBS00000756      Message content: +	Submitted date: 2023-01-16 11:52:19 (14 days ago) Submitted by: Catriona Craig
Response Notification(s):	
Message Type: B500.CL - Notification MID: BOH00001233213 Return code: OK	

Reverse order (oldest first)

We need to decide if messages should be limited to an organisation, or if anyone who can access the case can see messages.

What do we allow 'customers' to see?

Deliberately not showing SPID / Case ID in the Message Activity boxes, to save screen real-estate - as all of these messages relate to this case / SPID

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 Pure 10 BD  
 SWBS 10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Impacted Party	SLA Description	SLA Start time	SLA End time	SLA Target	SLA Performance
Pure	Accept / Reject site inspection findings	20/02/2023 @ 10:14		10 BD	8 BD
SWBS	Accept / Reject site inspection findings	20/02/2023 @ 10:14		10 BD	8 BD
SW	Provide site inspection findings	18/02/2023 @ 10:14	02/02/2023 @ 10:14	10 BD	6 BD
SW	Accept / Provide alternative site inspection date	14/02/2023 @ 10:14	02/02/2023 @ 10:14	10 BD	1 BD
SWBS	Accept / Provide alternative site inspection date	08/02/2023 @ 10:14	02/02/2023 @ 10:14	10 BD	8 BD
SW	Propose site inspection date	05/02/2023 @ 10:14	02/02/2023 @ 10:14	10 BD	15 BD
SW	Respond to new process request	02/02/2023 @ 10:14	05/02/2023 @ 10:14	10 BD	2 BD

Reverse order (oldest first)

- Key
- Passed SLA Target
  - Failed SLA Target
  - In Progress

Do we want an overall performance chart for each trading party on this page?

Catriona Craig (SWBS)

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Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

Emails that related to this case are shown below:

- BOH: Process 28 - Site inspection findings provided
 

Dear Catriona,

The site inspection for case C00001 has now been completed. In order to view the findings and any supporting information, please use the link below:

<https://boh.cmascotland.co.uk/Case/C00001>

BOH Administrator
- BOH: Process 28 - Date Agreed
- BOH: Process 28 - Inspection Date Proposed
- BOH: Process 28 - Case Accepted
- BOH: Process 28 - Notification of new case
 

Mark as read

Reverse order (oldest first)



Emails that have been sent to email contacts for the users organisation / or to them personally will be displayed on this tab

Catriona Craig (SWBS)

Case Details: C00001

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Case Information | SPID Details: 100842610108 | Related Cases (2)

Case reference: C00001      Submitting trading party: SWBS  
 Case status: Open      Submitting user: Catriona Craig  
 Process: B028 - Verification of Meter Details      Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Process Status: Site inspection findings provided      SPID: 100842610108  
 Active SLA: Accept / Reject site inspection findings      Current LP for SPID: SWBS  
 Pure  10 BD  
 SWBS  10 BD

Export Case Information

Status Timeline | Key Facts | Notes (3) | Attachments (5) | Associated LPs (1) | {Org ID} case settings | Message Activity (14) | Service Level Agreements | Email History | Customer Access

External access can be provided to individuals so that they can follow any updates to a case. Complete the form below and decide what level of access the individual should have. Access can be revoked by any trading party associated to the case.

**Provide external access to this case for:**

Email Address:

First name:

Last name:

Issue email updates when there are status changes

**Submit**

**Allow this person to perform the following for this case:**

Customer Stage Summary       View status timeline  
 View Key Facts       View SPID details  
 View Service Level Agreements       View messages for this case

**Case Notes**

View notes that have been submitted       Add notes

**Attachments**

View uploaded attachments       Upload files

The customer will be able to override the 'email update' option, once they login and view the case, if they want to

The following individuals have access to view this case:

Status	Name	Email Address	Last accessed	Email Updates	Status Timeline	SPID Details	SLAs	Message Activity	View Notes	Add Notes	View Attachments	Upload files
Active	Ewan Ashman	Ewan.Ashman@companyone.co.uk	3 days ago	Y	Y	Y	N	Y	Y	Y	N	N
Revoked	Josh Bayliss	Josh.Bayliss@companyone.co.uk	6 days ago	Y	Y	Y	N	Y	Y	Y	N	N
Active	Simon Berghan	Simon.Berghan@companyone.co.uk	1 day ago	Y	Y	Y	Y	Y	Y	Y	Y	Y
Active	Jamie Bhatti	Jamie.Bhatti@companytwo.co.uk		Y	Y	Y	Y	Y	Y	Y	Y	Y

Clicking on a row, will allow authorised users to revoke access / change the permissions that the individual has

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## Case Details: C00001

Case Information | SPID Details: 100842610108 | Related Cases (2)

Water SPID: You are viewing the details for the Water SPID 100842610108. This Supply Point has an Associated Sewerage SPID [100842610205](#). [View SPID in Central Systems](#)

Create new case

General SPID Info | Charging Info | Active Service Elements

SPID Information		SPID Address	
SPID	100842610108	Free Descriptor	
Customer Name	Asda Alloa Superstore	Sub Building Name	
LP	Scottish Water Business Stream	Building Name	1st Floor
Service	Water Service	Building Number	252
Status	Tradable	Dependent Thoroughfare Name	
Created On	19/02/2008	Dependent Thoroughfare Descriptor	
Connection Date	19/02/2005	Thoroughfare Name	Union Street
Disconnection/Deregistration Date		Thoroughfare Descriptor	
SW Connection Ref	120/ /09830/67892	Double Dependent Locality	
LP Connection Ref		Dependent Locality	
Connection Type	NEW	Post Town	ABERDEEN
Metered Building Water	False EFD 01/04/2011	County	
T012.0 Comment	Property vacant from 30/04/2021	Post Code	AB10 1TN
		SAA Reference Number	VR51379
		SAA Reference Number Absence Code	
		UPRN	
		UPRN Absence Code	TS - To Be Supplied

We need to decide how much functionality from CS we want to replicate in BOH. With Azure single signon, it should be nice and easy for users to switch between both systems..



Catriona Craig (SWBS)

## Case Details: C00001

Case Information | SPID Details: 100842610108 | Related Cases (2)

Water SPID: You are viewing the details for the Water SPID 100842610108. This Supply Point has an Associated Sewerage SPID [100842610205](#). [View SPID in Central Systems](#)

Create new case

General SPID Info | Charging Info | Active Service Elements

Most recent charging information: Effective From 30/04/2021

Rateable Value (£)	20,000.00	RV Transition Flag	True
Live Rateable Value (£)	32,250.00	Settlement Exempt 29e (%)	0.00
Surface Area (m2)	0.00	Vacant	True
Customer Classification	NA	Schedule 3	0.00
SIC Code	74840	Croft / Farm	NA
Comments			
9180A29737			

We need to decide how much functionality from CS we want to replicate in BOH. With Azure single signon, it should be nice and easy for users to switch between both systems..

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Catriona Craig (SWBS)

Case Details: C00001

Case Information | SPID Details: 100842610108 | Related Cases (2)

Water SPID: You are viewing the details for the Water SPID 100842610108. This Supply Point has an Associated Sewerage SPID [100842610205](#). [View SPID in Central Systems](#)

Create new case

General SPID Info | Charging Info | Active Service Elements

- Metered Water
- Unmeasurable Water
- Troughs And Drinking Bowls
- Outside Taps
- Metered Sewerage
- Unmeasurable Sewerage
- Road Drainage
- Property Drainage
- Foul Water
- Trade Effluent

Active and Pending Water Meters		
Meter Serial No	Effective From	Effective To
06PSEUDO09000176	27/07/2009	

Meter Details | Meter Location

Meter Serial No 06PSEUDO09000176 | Current Status Active [View Meter in Central Systems](#)

We don't need to show all of the CS tabs in BOH - Meter Details and Location should be sufficient?

This tab will only show 'Active' Service Elements for the SPID

Effective From	27/07/2009
Effective To	
Meter Make	PSEUDO
Manufacturer Serial No	09000176
Meter Treatment	Pseudo Water
Physical Meter Size(mm)	20
Chargeable Meter Size(mm)	20
Sewerage Chargeable Meter Size(mm)	20
No of Digits	4
Read Frequency	N
State	Active
Return To Sewer Allowance (%)	95.00
Yve	200.00
Meter Comments	
Meter Read Comments	

Meter Swap Chain		
Meter Serial No	Effective From	Effective To
No Meter Swap Chain		

Meter Status	
Effective From	Status
27/07/2009	Active

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Catriona Craig (SWBS)

## Case Details: C00001

Case Information | SPID Details: 100842610108 | Related Cases (2)

Create new case

Case Reference	Case Status	Process	Process Status	Submitted on	Completed on
<a href="#">C00002</a>	Withdrawn	B031 - Deregistration of Supply Point at the request of Scottish Water	Withdrawn	03/02/2023 @ 10:16	09/02/2023 @ 12:18
<a href="#">C00003</a>	Closed	B032 - Deregistration of Supply Point at the request of the Licensed Provider	Closed	08/02/2022 @ 11:19	16/06/2022 @ 16:16

If there are any related cases for the SPID, then this tab will be displayed and will contain each case. Clicking on a row will load the 'Case Information' tab for the corresponding case.

We need to think about the security model, can all LPs / SW users see all cases or should cases be limited to the current LP / historic LP for the SPID?

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Catriona Craig (SWBS)

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### SPID Search

SPID	SPID Address
<input type="text"/>	<input type="text"/>
SAA Reference	
<input type="text"/>	
UPRN	Post Code
<input type="text"/>	<input type="text"/>
Meter ID	Customer Name
<input type="text"/>	<input type="text"/>
DPID	<input type="checkbox"/> Use exact match on Customer Name
<input type="text"/>	
	<input type="button" value="Search"/> <input type="button" value="x Clear"/>

Provides the same search fields / functionality as CS

If there are any matching results, clicking on a row will display the 'Cases' detail page, with the SPID Details tab selected

Catriona Craig (SWBS)

- Home →
- Cases →
- SPID Search →
- Submit Transaction →**
- Upcoming Site Visits →
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- Help →

**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

As we will have lots of transactions in this system, to improve usability we will use two drop downs which will be linked. Once a process has been selected, the transactions for that process will then be populated in a separate drop down. If no process has been selected, the transaction drop down will be disabled.

Catriona Craig (SWBS)

- Home →
- Cases →
- SPID Search →
- Submit Transaction →**
- Upcoming Site Visits →
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- Help →

## Transaction Type

Process \*

Transaction \*

B029 - Gap Site Supply Point Registration for Gap Sites identified by Scottish Water

B030 - Gap Site Supply Point Requests and Registration for Gap Sites identified by a Licensed Provider

B031 - Deregistration of Supply Point at the request of Scottish Water

B032 - Deregistration of Supply Point at the request of the Licensed Provider

B500 - Notification Message

B501 - Supporting Information

B502 - Notes

After submitting this transaction, what would you like to do? \*

Home Page  Cases  SPID Search  Message Activity  Submit Another

Catriona Craig (SWBS)

- Home →
- Cases →
- SPID Search →
- Submit Transaction →
- Upcoming Site Visits →
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- Help →

**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

- B028.00.LC - Submit Meter Verification Request
- B028.05.LC - Acceptance of Proposed site visit date and time details
- B028.06.LC - Proposing alternative site visit date and time
- B028.09.LC - Rejection or Acceptance of findings
- B028.12.LC - Withdraw request for Meter Verification Request
- B028.11.LC - Complete Case - No further action needed
- B501.00.LC - Supporting Information
- B502.00.LC - Notes

Catriona Craig (SWBS)

- Home →
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- Help →

**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:



**Section 1: Licensed Provider Details**

**Populate with my organisations details**

LP Organisation Name \*  The organisation ID \*

LP Reference

*When the form is loaded the Data Item reference code will be the 'hint'*

**Contacts**

**Populate with my details**

Contact First Name	Contact Last Name	Contact Contact Number	Contact Email Address
<input type="text" value="C0001_FirstName"/>	<input type="text" value="C0002_LastName"/>	<input type="text" value="C0003_TelNum"/>	<input type="text" value="C0004_Email"/>

**Add additional contact**



Catriona Craig (SWBS)

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- Help →

**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:

**Section 2: Premises Details**

Supply Point ID (SPID) \*

Button will be disabled until a valid SPID has been provided

Sub Building Name <input type="text" value="A0001_SubBuildingName"/>	Thoroughfare Descriptor <input type="text" value="A0007_ThoroughfareDescriptor"/>
Building Name <input type="text" value="A0002_BuildingName"/>	Double Dependent Locality <input type="text" value="A0008_DoubleDependentLocality"/>
Building Number <input type="text" value="A0003_BuildingNumber"/>	Dependent Locality <input type="text" value="A0009_DependentLocality"/>
Dependent Thoroughfare Name <input type="text" value="A0004_DependentThoroughfareName"/>	Post Town <input type="text" value="A0010_PostTown"/>
Dependent Thoroughfare Descriptor <input type="text" value="A0005_DependentThoroughfareDescriptor"/>	County <input type="text" value="A0011_County"/>
Thoroughfare Name <input type="text" value="A0006_ThoroughfareName"/>	Postcode <input type="text" value="A0012_Outcode"/> <input type="text" value="A0013_Incode"/>

Catriona Craig (SWBS)

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**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:

1
  2
  3
  4
  5
  6
  7
  8
  9

**Section 3: Verification Details**

Please indicate which details are required to be verified:

Meter Attributes (U0003\_MeterAttributes)  
 Supply Arrangements (U0006\_SupplyArrangements)

Catriona Craig (SWBS)

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- Help →

**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:



**Section 4: Meter Details**

**Populate with active meters from Central Systems**

Meter Treatment	Meter Make	Meter Make	Physical Meter Size	Meter serial number	Meter pit number	GIS X	GIS Y	Meter Location Code
<input type="text" value="M0001_MeterTreatment"/>	<input type="text" value="M0002_MeterMake"/>	<input type="text" value="M0003_PhysicalMeterSize"/>	<input type="text" value="M0003_PhysicalMeterSize"/>	<input type="text" value="M0004_MeterId"/>	<input type="text" value="M0005_MeterPitNumber"/>	<input type="text" value="M0006_GISX"/>	<input type="text" value="M0007_GISY"/>	<input type="text" value="M0008_MeterLoc"/>

**Add additional meter**

Catriona Craig (SWBS)

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**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:



**Section 5: Reasons for request**

Please provide the reason(s) for the request or any information to assist the query (i.e., why details are thought to differ from records held):

Catriona Craig (SWBS)

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- Help →

**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:



**Section 6: Additional Information**

Please provide any additional information where appropriate:

U0008\_AdditionalInformation

Catriona Craig (SWBS)

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- Help →

**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:



**Section 7: Shared Supply Details**

Please provide any additional information where appropriate:

Supply Point ID (SPID)	D2037 SAA Reference Number	Shared supply available configuration details
<input type="text" value="U0002_SPID"/>	<input type="text" value="U0009_SAAReferenceNumber"/>	<input type="text" value="U0010_ConfigurationDetails"/>

**Add additional premises**

Any available background information about how the shared supply arose (e.g., changes to property configuration or installation of a meter on an existing shared supply):

Details of the customer's preferred outcome if known (please note that whether this outcome is achievable will depend on the specific nature and background of the shared supply):

Catriona Craig (SWBS)

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**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:



**Section 8: Consent to contact non-household customer**

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. In such circumstances Scottish Water will inform the Licensed Provider of the arrangements prior to any visit. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes  
 No

Catriona Craig (SWBS)

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**Transaction Type**

Process \*

Transaction \*

After submitting this transaction, what would you like to do? \*

Home Page
  Cases
  SPID Search
  Message Activity
  Submit Another

Display style:  Separate sections  Single Page

Section navigator:



**Section 9: Submitting user details**

Date of completing form	Full name	Role in the company or job title
<input type="text" value="U0014_YourDetailsDate"/>	<input type="text" value="U0015_FullName"/>	<input type="text" value="U0016_RoleInCompanyOrJobTitle"/>

Not sure we need this section in BOH.. It made sense in the paper form versions, but the system will audit most of this information (apart from Job Title)



Catriona Craig (SWBS)

Calendar View Map View

Site Visits

- Proposed by SW
- Proposed by LP
- Agreed by LP & SW
- Confirmed by customer

March 2023



Clicking on a day will show the proposed site inspections for that given date

Selected Date: 1st March 2023

Case	Site Visit Status	SPID	LP	Postcode
C00001	Proposed by SW	201289000100	SWBS	DD11 1DX
C00002	Proposed by LP	201294600201	CBW	DD11 1NN
C00003	Proposed by SW	201294600104	SWBS	PH3 1AD
C00004	Proposed by LP	201294440206	SWBS	PH8 0DR
C00005	Proposed by SW	201289000250	CBW	PH10 6BD
C00006	Proposed by LP	20129110151	SWBS	PH12 8RG
C00007	Proposed by SW	20129110208	SWBS	DD9 7DW
C00008	Agreed by LP & SW	201292380109	BBW	DD5 1JB

Do we want the system to manage appointments - so engineers from the trading party can be assigned to an inspection?

- Home
- Cases
- SPID Search
- Submit Transaction
- Upcoming Site Visits
- Message Activity
- HVI Activity
- Reports
  - Monthly Report
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- Help

Catriona Craig (SWBS)

Calendar View | Map View

### Site Visits

- Key:
- Proposed by SW
  - Proposed by LP
  - Agreed by LP & SW
  - Confirmed by customer

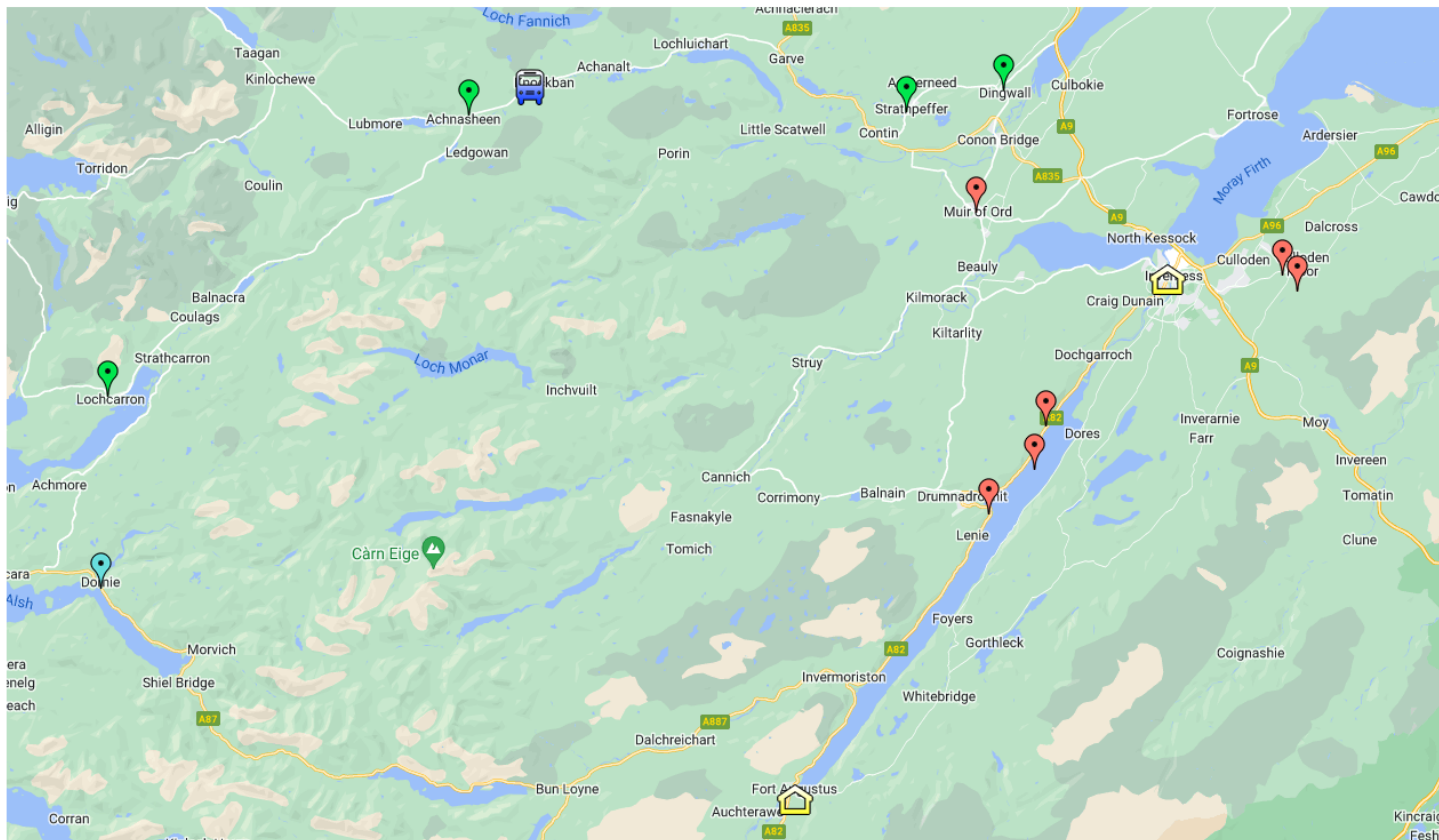
#### Map Filters

Date period:

This month

Visit Status:

- Proposed by SW
- Proposed by LP
- Agreed by LP & SW
- Confirmed by customer



Clicking on a map pin will display the case information for that site

- Home →
- Cases →
- SPID Search →
- Submit Transaction →
- Upcoming Site Visits →
- Message Activity →
- HVI Activity →
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Catriona Craig (SWBS)

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**Filters**

SPID	Case ID	MID	User	Processed	Trading Party
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Any	All
Date From	Date To	Flow Type			
dd/mm/yyyy	dd/mm/yyyy	Any	<input type="checkbox"/> Only My Messages		

**Search** **x Clear**

**Activity on 05/02/2023**

<input type="checkbox"/>	<p>SPID: <a href="#">100842610108</a></p> <p>Message Type: B028.08.WC - Provisional or Final findings following site visit</p> <p>MID: SW234363456</p>	<p>Case ID: <a href="#">C00001</a></p> <p>Submitted date: 2023-02-05 08:54:32 (3 days ago)</p> <p>Submitted by: Dave Cherry</p>
<p>Response Notification(s):</p> <p>Message Type: B500.CW - Notification</p> <p>MID: BOH00001233214</p> <p>Return code: <b>OK</b></p>		
<input type="checkbox"/>	<p>SPID: <a href="#">100842610108</a></p> <p>Message Type: B028.07.WC - Notification that proposed site visit date and time have been accepted</p> <p>MID: SW234363455</p>	<p>Case ID: <a href="#">C00001</a></p> <p>Submitted date: 2023-01-17 10:56:32 (14 days ago)</p> <p>Submitted by: Dave Cherry</p>
<p>Response Notification(s):</p> <p>Message Type: B500.CW - Notification</p> <p>MID: BOH00001233213</p> <p>Return code: <b>OK</b></p>		
<input type="checkbox"/>	<p>SPID: <a href="#">100842610108</a></p> <p>Message Type: B028.6.LC - Proposing alternative site visit date and time</p> <p>MID: SWBS00000756</p>	<p>Case ID: <a href="#">C00001</a></p> <p>Submitted date: 2023-01-16 11:52:19 (14 days ago)</p> <p>Submitted by: Catriona Craig</p>
<p>Response Notification(s):</p> <p>Message Type: B500.CL - Notification</p> <p>MID: BOH00001233213</p> <p>Return code: <b>OK</b></p>		

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**HVI**

Request Type:  Inbound  Outbound

Trading Party:

IP Address:

Processed:

Request Started:

Request Finished:

GUID:

Retransmission GUID:

Trading Party	IP Address	Request Started	Request Finished	Message Processed	GUID	Retransmission GUID
SWW	194.75.50.5	16/02/2023 17:55	16/02/2023 17:55	TRUE	f14e951d-65fd-47a4-af24-52a9ea7987e0	
CBW	109.111.204.222	16/02/2023 17:33	16/02/2023 17:33	TRUE	ecb219ee-163e-4f58-a9c0-82178b671f3c	
SWW	194.75.50.5	16/02/2023 17:27	16/02/2023 17:27	TRUE	c676f35f-63ca-466c-9600-686c2d6a93eb	
SWW	194.75.50.5	16/02/2023 17:23	16/02/2023 17:23	TRUE	9b077e8d-9d9a-4b59-a797-dc1f323eae3	
SWW	194.75.50.5	16/02/2023 17:23	16/02/2023 17:23	TRUE	3f76a03d-e646-4663-b087-7531e437c6f4	
CBW	109.111.204.222	16/02/2023 17:21	16/02/2023 17:21	TRUE	d1bd5eda-1b4f-4109-947b-53996350a803	
SWW	194.75.50.5	16/02/2023 17:19	16/02/2023 17:19	TRUE	ba986545-9b74-446d-a96d-ec8c166a0414	
SWW	194.75.50.5	16/02/2023 17:15	16/02/2023 17:15	TRUE	427f3c86-76c3-439b-80bc-5c4514ea2272	
CBW	109.111.204.222	16/02/2023 17:15	16/02/2023 17:15	TRUE	03873d9f-8ef7-4263-87e1-e415014ae3fc	
IBW	51.14.183.29	16/02/2023 16:59	16/02/2023 16:59	TRUE	6c19eaf5-9a9d-4f11-af2e-644900e45a10	
IBW	51.14.183.29	16/02/2023 16:59	16/02/2023 16:59	TRUE	48e810a0-4009-420e-ba3f-3e830eb5f4d4	
SWW	194.75.50.5	16/02/2023 16:59	16/02/2023 16:59	TRUE	1809c40c-f5d4-4ccc-a3b6-57cc9d15a7b5	
IBW	51.14.183.29	16/02/2023 16:53	16/02/2023 16:53	TRUE	0ac8cb6c-ebad-4928-bd7c-0858208554a7	
IBW	51.14.183.29	16/02/2023 16:53	16/02/2023 16:53	TRUE	b90cb5ad-2f92-4d89-b23c-96c6be7fac7d	
SWW	194.75.50.5	16/02/2023 16:51	16/02/2023 16:51	TRUE	cbf5511f-75c2-44f3-ade8-80dada9bc329	
SWBS	18.134.58.241	16/02/2023 16:47	16/02/2023 16:47	TRUE	d243ba50-725c-474b-9e24-69fd7cfd2dc	
SWW	194.75.50.5	16/02/2023 16:47	16/02/2023 16:47	TRUE	a1eee345-e382-43e6-b456-3eb67d18f56a	
SWW	194.75.50.5	16/02/2023 16:47	16/02/2023 16:47	TRUE	4d7489d2-c21c-4e4f-b39d-b2f3a1362cd0	
SWW	194.75.50.5	16/02/2023 16:43	16/02/2023 16:43	TRUE	488676ea-7de2-4b2c-b014-667955851338	
SWW	194.75.50.5	16/02/2023 16:39	16/02/2023 16:39	TRUE	8a241ede-0b01-4534-9a03-1df9bb6dccc90	

Showing Page 1 of 50 and Items 1 to 20 of more than 1000

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### Monthly Report

Process \*

Transaction \*

2023  
Tue, Mar 14

MARCH 2023						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

[CANCEL](#) [OK](#)

**User Requirement:**

UR 11.1.2 Monthly report. This report shall cover all cases within the relevant calendar month. For LP Users it shall show only that LP's open cases. For Scottish Water Users and CMA Users it shall show all cases.

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User Requirement:  
UR 11.1.3 Open cases. This report shall show all open cases. For LP Users it shall show only that LP's open cases. For Scottish Water Users and CMA Users it shall show all cases.

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User Requirement:

UR 11.1.4 Performance. This report shall show the number and list of cases within start and end dates specified by the User that are/were:

- overdue / completed late
- completed within timescales
- still within timescales

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User Requirement:  
UR 11.2 User reports. Users shall be able to create and save reports based on any, or any combination, of the search criteria available in the search screen (see UR12 Search facility).



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User management page - similar to the CS user management pages.

We need to decide what we are going to do with the security model and if users need to go through an approval process if their privileges are alter by a 'DA'.

We should try and limit access to Microsoft accounts if we can, given the direction of travel in this area within CS.

We should have a granular security model like we do in CS, so we can control what functionality is available to each user - e.g. can all users create new cases?

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CMA management page to determine which BOH Processes should be active. It will be possible to add new processes via these management pages.

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The transactions & meta data (data items) that are used by BOH Process

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This page will be used by authorised CMA users to lock down a BOH release & view historical releases.

This process will lock down all of the BOH processes, transactions and data items and will drive the BOH API (HVI), workflows and transactions

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This page will list all of the trading parties - this data will be read-only and will come from Central Systems

The page will have the following columns:

- Org ID
- Org Name
- Org Type
- Status

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Email contact page - where CMA users can view all of the email contacts that have been setup for each organisation.

I would think its possible that different teams within a company would deal with different processes, therefore we should provide functionality to create email contacts that will get notifications for all process types, or individual processes.

Catriona Craig (SWBS)

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This page will be used by CMA users & will provide functionality to view all external users (customers) who have been granted access to BOH.

CMA users will be able to:  
Revoke access  
View information about the user, what cases they have access to, site stats (number of times visited and when they last accessed) number of notes added, number of files uploaded

Catriona Craig (SWBS)

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This page can be used by an authorised user, to manage the settings which are specific for their organisation - for example:

An authorised LP user, would be able to manage email contacts for their organisation which can be process specific, for example - process 28 goes to one mailbox, and process X goes to a different mailbox



Catriona Craig (SWBS)

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## Outlook

Bilateral Operations Hub - Case C00001 - Customer Access

From: BOH@cmascotland.co.uk

Fri 10/03/2023 16:49

To: David Flower

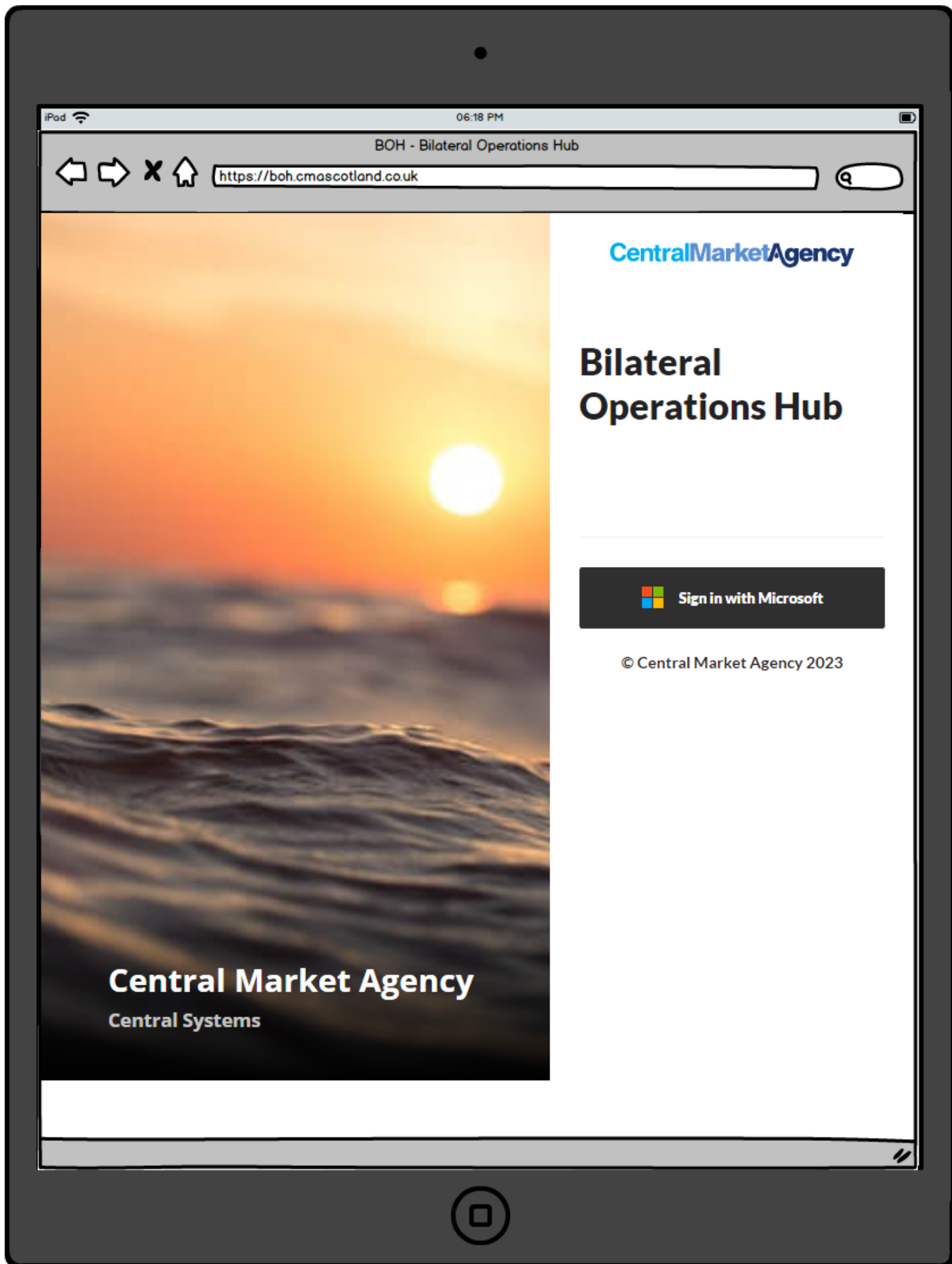
Dear David,

You can now see the latest information for Case C00001 in the CMA's Bilateral Operations Hub. This case relates to water Supply Point: 100682340208 which is for the following site: Asda Alloa Superstore, Whins Rd, Alloa FK10 3SD

Your access has been provided by Scottish Water Business Stream.

The Bilateral Operations Hub can be accessed via: <https://boh.cmascotland.co.uk> you will need to sign in using your email address David@FlowerofScotland.co.uk

Regards, BOH Administrator



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BOH - Bilateral Operations Hub

https://boh.cmascotland.co.uk

**CentralMarketAgency** David Flower

[Customer Cases](#) >

Welcome to the Bilateral Operations Hub (BOH).  
 You can view information related to the cases listed in the table below. To view more information about a particular case, click on a case number which will show the details of the case.  
 You can return to this page at any point by clicking on the 'Customer Cases' link in the top left of the page.

Case Ref	Status	Process	SPID	Address
<a href="#">C00025</a>	Open	Verification of Meter Details	100842610108	Asda Alloa Superstore, Whins Rd, Alloa FK10 3SD
<a href="#">C00023</a>	Open	Verification of Meter Details	201291110152	Asda Perth Superstore, 89 Dunkeld Rd, Perth PH1 5AP
<a href="#">C00021</a>	Open	Verification of Meter Details	201286790153	Asda Edinburgh Supercentre, 100 Brunstane Rd, Edinburgh EH15 3AR

If a customer only has access to one case, they won't see this page - instead they will automatically see the Customer Case Details page

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BOH - Bilateral Operations Hub

https://boh.cmascotland.co.uk

# CentralMarketAgency


David Flower


[Customer Cases](#) > Case Details: C00001

Case reference: C00001	Process: B028 - Verification of Meter Details
Case status: Open	Submitted at: 03/02/2023 @ 10:16 (16 days ago)
Supply Point ID: 100842610108	Current water supplier for Supply Point ID: SWBS
Address: Asda Alloa Superstore, Whins Rd, Alloa FK10 3SD	


Case Progress: 3 stages completed 2 stages remaining


**Current Process Status:**

 Site inspection findings provided

 The relevant personnel have now visited the site and completed the inspection. The findings from the site visit have been provided to the water supplier.

**What should happen next?**

 The water supplier should either accept or reject the inspection findings if they agree on the proposed outcome. They have 10 business days to complete this process and sometimes multiple water suppliers can be involved, for example if there is a shared supply.

See more detailed information 

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BOH - Bilateral Operations Hub

https://boh.cmascotland.co.uk

# CentralMarketAgency

David Flower

[Customer Cases](#) > Case Details: C00001

Case reference: C00001 Process: B028 - Verification of Meter Details  
 Case status: Open Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Supply Point ID: 100842610108 Current water supplier for Supply Point ID: SWBS  
 Address: Asda Alloa Superstore, Whins Rd, Alloa FK10 3SD  
 Case Progress: 3 stages completed 2 stages remaining

**Current Process Status:**

>> Site inspection findings provided

**i** The relevant personnel have now visited the site and completed the inspection. The findings from the site visit have been provided to the water supplier.

**What should happen next?**

**i** The water supplier should either accept or reject the inspection findings if they agree on the proposed outcome. They have 10 business days to complete this process and sometimes multiple water suppliers can be involved, for example if there is a shared supply.

Hide detailed information

Key Facts [Supply Point ID Details](#) [Notes](#)

Inspection Date Proposed: ✔

Inspection Date: 2023-02-05 Date agreed by LP ✔ Date agreed by SW ✔ Consent Provided by Customer ✔

Inspection Findings Provided: Provisional ✔ Final ✔ View inspection findings

Will there be a change to the market data set: ✔

Water supplier acceptance of findings:

SWBS: TBC

PURE (Associated water company): TBC

Has the market data set been updated: TBC

Has the case been closed: TBC Case closure date: TBC

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BOH - Bilateral Operations Hub

https://boh.cmascotland.co.uk

# CentralMarketAgency

David Flower

[Customer Cases](#) > Case Details: C00001

Case reference: C00001 Process: B028 - Verification of Meter Details  
 Case status: Open Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Supply Point ID: 100842610108 Current water supplier for Supply Point ID: SWBS  
 Address: Asda Alloa Superstore, Whins Rd, Alloa FK10 3SD  
 Case Progress: **3 stages completed** 2 stages remaining

**Current Process Status:**

>> Site inspection findings provided

**i** The relevant personnel have now visited the site and completed the inspection. The findings from the site visit have been provided to the water supplier.

**What should happen next?**

**i** The water supplier should either accept or reject the inspection findings if they agree on the proposed outcome. They have 10 business days to complete this process and sometimes multiple water suppliers can be involved, for example if there is a shared supply.

Hide detailed information

Key Facts Supply Point ID Details Notes

SPID Information	
SPID	100842610108
Customer Name	Asda Alloa Superstore
LP	Scottish Water Business Stream
Service	Water Service
Status	Tradable
Created On	19/02/2008
Connection Date	19/02/2005
Disconnection/Deregistration Date	
SW Connection Ref	120/ 109830/67892

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BOH - Bilateral Operations Hub

https://boh.cmascotland.co.uk

# CentralMarketAgency

David Flower

[Customer Cases](#) > Case Details: C00001

Case reference: C00001 Process: B028 - Verification of Meter Details  
 Case status: Open Submitted at: 03/02/2023 @ 10:16 (16 days ago)  
 Supply Point ID: 100842610108 Current water supplier for Supply Point ID: SWBS  
 Address: Asda Alloa Superstore, Whins Rd, Alloa FK10 3SD  
 Case Progress: **3 stages completed** 2 stages remaining

**Current Process Status:**

>> Site inspection findings provided

**i** The relevant personnel have now visited the site and completed the inspection. The findings from the site visit have been provided to the water supplier.

**What should happen next?**

**i** The water supplier should either accept or reject the inspection findings if they agree on the proposed outcome. They have 10 business days to complete this process and sometimes multiple water suppliers can be involved, for example if there is a shared supply.

Hide detailed information

Key Facts | Supply Point ID Details | Notes

**02/02/2023 @14:52**  
Catriona Craig (SWBS)  
Many thanks Briain, we will let the customer know that Mark will be performing the site inspection. We will send Keith Matthews from our side.  
Thanks, Catriona

Mark as read

**02/02/2023 @13:08**  
Brian O'Driscoll (SWW)  
The 9th works for our engineer, so we will get that booked in for you Catriona. Mark Williams will be attending site to complete the meter inspection.  
Thanks, Brian

**02/02/2023 @12:04**  
Catriona Craig (SWBS)  
We have spoken with our customer, and they have a conference on the 8th Feb, therefore could the site visit take place on the 9th instead?  
Thanks, Catriona