

OPERATIONAL CODE CHANGE PROPOSAL				Draft Form Version 1.2
Operational Code Change Proposal Ref (Assigned by CMA)		<b>OCCP 018</b>	Version Number (Assigned by CMA)	<b>Version 1.1</b>
Title of the change		<b>Amendments to Meter Service Request Form F</b>		
1. GENERAL DETAILS		Proposers are reminded that Change Proposals must be countersigned by the Proposer's Contract Manager or the person designated by the signatory to the Market Code Framework /Accession Agreement		
Company:	Scottish Water		Org ID if assigned:	
Signature:			Date:	
		Name:	Jessie McLeman	
Contact details for the Proposal - the contact should be able to deal with queries regarding this Operational Code Change Proposal and need not be the same person who has countersigned the Change Proposal				
		Name:	Jessie McLeman	
		Email Address:	Jessie.mcleman@scottishwater.co.uk	
		Telephone and or Mobile:	07875 872123	
Number of Associated Documents	<b>2</b>	Name or link to documents	OCCP018 Amended Form F_v2.0.1.xls OCCP018 Amended Form F_v2.0.1.doc	
If the OCCP will also affect the Operational Code, an MCCP must also be raised				
Indicate if there is an associated MCCP			MCCP Ref: CMA use only	
URGENT – IF PROPOSER HAS INDICATED THIS OCCP IS URGENT, STATE REASONS HERE				
The CMA Chief Executive will review this information and make a decision as to whether to take this OCCP forward as urgent as defined as under Market Code Part 8.8.1 (ii) (e)				
2. OPERATIONAL CODE CHANGE PROPOSAL DETAILS				
A	ISSUE or DEFECT WHICH THIS OPERATIONAL CODE CHANGE PROPOSAL SEEKS TO ADDRESS required under Market Code Part 8.8.1 (ii) (b)			
<p>Licensed Providers use Form F of the Operational Code to submit requests for certain metering services, namely accuracy tests, repairs, installations &amp; exchanges. A number of practical difficulties have been encountered with the existing form. The purpose of this proposal is to remedy these.</p> <p>The absence of Supply Point address information on the form is causing operational difficulties. The address information retained by Scottish Water may not be consistent with that held by Licensed Providers and the information may be ambiguous. (The market data flows have no provision for SW to be updated on premises addresses so this issue cannot remedy itself through the market flows, as currently designed). To ensure work is carried out at the correct location, and to avoid unnecessary work or abortive visits, Scottish Water is proposing that the full Supply Point address is provided on the form. It is also important to know the name of the nominated contact on site as the person at reception will not always have this information.</p>				

As a short term measure to deal with these issues, Scottish Water's current practice is to request additional information from Licensed Providers when submitting metering service requests to confirm location details. This arrangement has worked effectively and it is proposed that form F is amended accordingly for reasons of transparency and consistency.

There is also a need to capture the Licensed Provider's reference at the start of a process, making subsequent interactions easier to resolve. Absence of a unique LP reference from the start has led to confusion and makes billing validation difficult.

The current form F does not allow Licensed Providers to provide the premises address, contact details at the premises or consent to contact their customer. In addition, the current form does not allow the Licensed Provider's reference to be captured.

Additions to form F are proposed, in line with the content of other Operational Code application forms, to ensure appropriate information is consistently provided with requests for metering services.

Scottish Water considers that the proposed amendments would improve the efficiency of the process and reduce operating costs for all market participants.

B	DESCRIPTION OF NATURE AND PURPOSE OF THE CHANGE AND HOW IT MEETS THE OPERATIONAL CODE OBJECTIVES AND PRINCIPLES FOR THE MARKET DOCUMENTS required under Market Code Part 8.8.1 (ii) (c)
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The Proposer should indicate which principles the change supports and whether there is any adverse effect on any principle(s).

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|--|---|
| a) Proportionality                             | e) Barriers to entry                                  |
| b) Transparency                                | f) Customer contact                                   |
| c) Simplicity, cost-effectiveness and security | g) Non-discrimination                                 |
| d) Non-exclusivity                             | h) Not detrimental to Scottish Water's core functions |

Amendments to form F are proposed. An amended version of the form F, with changes highlighted is provided as an appendix to this form. The amendments will enable the following information to be captured:

- Licensed Provider's own reference;
- Address of premises;
- Contact name at premises;
- Contact number;
- Licensed Provider consent to contact the customer directly where desired.

The purpose of the amendments is to facilitate the operational processes in respect of metering services. This is proposed in support of the principal of simplicity, cost-effectiveness and security. The amendments will assist in making the process as straight forward and economical as possible.

The Licensed Providers own reference is included for the purpose of cross-referencing, to assist Licensed Providers in identifying the source request and in validating invoices from Scottish Water where non-primary charges are incurred.

The address of the premises is included to enable verification of the premises address with the Supply Point data and to assist in the correct location of premises in the event of incomplete or inaccurate address data.

A contact name and number at the premises is to assist with arranging access to carry out work on site, reducing time and costs. A nominated contact at the premises is helpful for Scottish Water and the site occupier and enhances security at the premises. The person at reception may not be aware of the work request or the correct person to call to confirm arrangements. Additionally, Scottish Water may encounter situations where, unforeseen until arrival on site, access to a premises is required to complete the work.

Where access to the premises can be foreseen in advance and a time needs to be arranged to undertake the work, in some cases Licensed Providers prefer Scottish Water to contact the customer in advance directly to make the arrangements. Scottish Water will only contact the non-household customer with the approval of the Licensed Provider, and only for the purpose of arranging access to a site. Licensed Providers are not currently afforded the opportunity to indicate whether they consent to Scottish Water contacting the customer directly for this purpose.

An amendment to the form is proposed so that Licensed Providers may indicate whether they consent to Scottish Water contacting the customer for the purpose of arranging access to the site in connection with this request only. This is considered to be an advantage to all parties and in support of the principles of simplicity and efficiency.

The proposed amendments to Form F are consistent with the content of existing Operational Code forms, for example, Form K.

C	IMPACT – required under Market Code Part 8.8.1 (ii) (f)				
<p>The Proposer should indicate the sections of the Market Code affected, whether the Operational Code or CSDs, Wholesale Services Agreement or License is impacted and whether there are likely to be implications on:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">a) Central Systems</td> <td style="width: 50%;">c) CMA Interfaces/ Processes</td> </tr> <tr> <td>b) Trading Party's systems</td> <td>d) Trading Party's business processes</td> </tr> </table>		a) Central Systems	c) CMA Interfaces/ Processes	b) Trading Party's systems	d) Trading Party's business processes
a) Central Systems	c) CMA Interfaces/ Processes				
b) Trading Party's systems	d) Trading Party's business processes				
<p>The amendments will not impact on Central Systems or CMA Interfaces or Processes.</p> <p>There may be some impact on Licensed Provider's business processes to provide additional information when requesting services.</p> <p>New versions of the application forms will need to be adopted.</p> <p>No changes are required to the Operational Code processes associated with the modified forms.</p> <p>The implementation of this proposal would not affect any other areas of the Operational Code or the Market Code.</p>					
D	DRAFT LEGAL TEXT – required under Market Code Part 8.8.1 (ii) (d)				
<p>An amended version of form F is provided as an appendix with the changes highlighted – please refer to OCCP018 Amended Form F.doc</p>					
<b>3. IMPLEMENTATION DETAILS - PROPOSED IMPLEMENTATION DATE OR LEAD TIME</b>					
<p>Timescale must not overlap with the period of consultation with the Commission and should take account of the impacts identified in Section C. Any quoted lead time should commence from date of approval.</p>					
<p>The implementation date would be the date of the next release of the Operational Code assuming approval by the Commission.</p>					
<b>4. ANY OTHER COMMENTS</b>					

The full text of the objectives and principles for the Operational Code are set out in The Water Services (Codes and Services) Directions 2007 which can be downloaded from the Commission's website (<http://www.watercommissioner.co.uk/Comp/ServiceDirections.asp>)