

Compliance query raised by Satec Limited December 2007

On 15 November 2007, Satec Limited, a licensed provider of water and sewerage services, raised a potential compliance issue with Scottish Water.

Satec had been informed by a non-household customer that Scottish Water had attended meetings held between that customer and Business Stream where retail and wholesale trade effluent charges were discussed.

By way of background, Scottish Water is required under statute to regulate all trade effluent consents. It is also responsible for trade effluent charges at a wholesale level. However, all retail charging for trade effluent is currently the responsibility of Scottish Water's retail arm, Business Stream.¹ Business Stream and Scottish Water are separate companies and must interact at arm's length.

Scottish Water has carried out an internal investigation of Satec's complaint. Having discussed the outcome of its investigations with the Commission, Scottish Water has agreed that to avoid any confusion in the future it will only attend meetings with a customer to discuss trade effluent consent management.

Customer-facing activities are the responsibility of licensed providers of retail services. As such, there is no need for Scottish Water to discuss charging (either wholesale or retail) with a customer. Any discussions with customers about charging should therefore involve the customer's licensed provider and not Scottish Water. Accordingly, the Commission expects Scottish Water to discuss trade effluent charging with licensed providers and trade effluent consent management with customers (and their licensed providers if requested to do so). However, Scottish Water will never need to discuss charging with a licensed provider where that provider's customer is present.

Contact

Katherine Russell
Director of Corporate Affairs and Customer Service
T: 01786 430200
E: enquiries@watercommission.co.uk

¹ From April 2008 all licensed providers holding a sewerage services licence will be able to offer trade effluent services to non-household customers.