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 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 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 meter ¹; 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.

¹ With regard to the installation of a meter, Step 1 assumes if 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.
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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
On receiving the request from the Licensed Provider, Scottish Water will confirm the information supplied with its records and Scottish Water will undertake a 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 meter; 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 15 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.

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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.

If access is granted and no exceptional circumstances exist (e.g. requirement for road closures / significant digs etc), if not achievable a meter will be installed at a later date but always before registration into the market.