New Connections

General Introduction
Processes 1-5 set out the procedures to be followed when applying for either a water or sewerage connection.

New Connections

Process 1 - Application for an individual premises water connection (a "Part 1" Water Connection)

Purpose and Scope of Process 1: -
This Process sets out the operational arrangements where a Non-Household Customer applies for a new individual premises water connection to Scottish Water’s Network. The new connection process applies to new connections to new premises and to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter the Non-Household Customer may seek to use elements of existing infrastructure.

This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (see Process 14). Where a Pre-Development Enquiry (PDE) has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14).

The activities related to the connection and the making of the connection will attract a charge as appropriate and in accordance with the Wholesale Charges Scheme.

The Licensed Provider will be asked to confirm certain details relating to associated sewerage connections or planned sewerage connections in order to clarify the arrangements for the disposal of water and the establishment of data to be supplied to the Central Market Agency.

The Licensed Provider may request that Scottish Water undertake the connection, following Process 1A. Alternatively the Licensed Provider may use an Accredited Entity to undertake the connection, following Process 1B, in accordance with the arrangements governing connections to Scottish Water’s Network and where the Licensed Provider has entered into an agreement with Scottish Water for undertaking such activities. An overview of the accreditation arrangements governing Connections Activity on Scottish Water’s Network is contained in the opening section of this Operational Code.

No formal offer of connection will be made until the new premises has received the appropriate planning consent.

Under this process, a revenue meter is installed at the same time as the connection is made.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the customer or their representatives. To allow Scottish Water to make customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation.
or modelling, unless the modelling is specifically requested in the context of a DIA
under Process 14.

Process:-

Process 1A applies where Scottish Water undertakes the individual premises water
connection (a Part 1 Water connection) and associated meter installation(s)

Step 1
The Non-Household Customer appoints a Licensed Provider.

Step 2
The Licensed Provider, as requested by the Non-Household Customer, submits the application
form (Form A) with supporting information as set out in the Appendix to this Code. The Licensed
Provider is asked to provide relevant cross-references to corresponding enquiries under Process
14 (Pre-Development Enquiry (PDE)), or to applications relating to the proposed building water,
where applicable a Part 2/3 Water Connection, and sewerage services to the site, (cross-
referencing the relevant applications where already submitted or by submitting the relevant
application forms as appropriate). This is to ensure that the technical impacts can be reviewed and
that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant
information is correctly established and aligned. The Licensed Provider is also asked to indicate
whether the meter is intended to supply a multi-tenancy property such that the drainage
arrangements at the sewerage Supply Point(s) can be correctly established.

The application form is recorded by Scottish Water by means of a reference number and
acknowledged promptly by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in
Step 2A below. Alternatively, the Licensed Provider may, using the application form (Form A),
request that Scottish Water assists the Non-Household Customer with the technical aspects of
what is needed to complete the application such that Scottish Water may complete the technical
assessment of the design, in which case this Process continues from Step 2B as set out below.

Step 2A
Scottish Water confirms to the Licensed Provider within 5 Business Days of the date of its receipt
that the application form is complete; provides to the Licensed Provider within 10 Business Days
of the date of receipt an initial response which will include whether there is sufficient capacity
within the Network to enable the provision of the required services along with an estimate of the
conditions and timescales, as relevant, for the proposed connection; and that it will make a
substantive response described at Step 3 below to the Licensed Provider within 20-15 Business
Days of the date of its receipt of the application form. If the application form is materially
incomplete, either:

- Scottish Water requests the relevant information and this Process 1A recommences at
  Step 2 as set out above or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer
  with the technical aspects of what is needed to complete the application such that Scottish
  Water may complete the technical assessment of the design, as set out in Step 2B of this
  Process.

Step 2B
Scottish Water will contact the Non-Household Customer within 5 Business Days of the request
from the Licensed Provider, under Step 2 or 2A above, to assist with the technical aspects of what
is needed to complete the application, and to arrange a site visit, as required. Scottish Water will
promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all
correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of
all the information needed to complete the technical assessment of the application, setting out all
the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider’s receipt of the written confirmation from Scottish
Water that it has all the information needed for the technical assessment of the application for
connection, the Licensed Provider will:

(i) request Scottish Water to proceed with the technical assessment on the basis of the
information set out; or
(ii) request Scottish Water to proceed with the technical assessment using different
technical information, setting out the relevant details, in which case this process
restarts at Step 2B above.
If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water will provide an initial response to the Licensed Provider within 15 Business Days of receipt of all the information needed to complete the technical assessment of the design, which will include whether there is sufficient capacity within the Network to enable the provision of the required services along with an estimate of the conditions and timescales, as relevant, for the proposed connection, and that it will make a substantive response described at Step 3 below to the Licensed Provider within 15 Business Days of the date of the receipt of all the information needed to complete the technical assessment of the application.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

**Step 3**

Scottish Water confirms to the Licensed Provider within 15 Business Days of the date of its receipt of a valid application:

(i) that there is a need for a Development Impact Assessment ("DIAPE"), to be carried out, with reasons given, for example, that there may not be sufficient capacity on the Scottish Water Network. In this case, Scottish Water will forthwith set out to the Licensed Provider the requirements of the DIAPE based on the information provided in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and, in the case of the former, arrange for the DIAPE to be undertaken; or

(ii)(i) that it accepts the proposed connection design, confirming that the application is a standard water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with the associated Technical Approval relating to the premises to be connected and the quotation for the work to be undertaken by Scottish Water; the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or

(ii)(ii) that it accepts the proposed connection design, confirming that the application is a non-standard water connection subject to reasonable cost payment in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with the associated Technical Approval relating to the premises to be connected and the quotation for the work to be undertaken by Scottish Water; the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or

(ii)(iii) that it rejects the proposed connection design giving substantive reasons, in which case Process 1A stops at this point and restarts at Step 2 with the Licensed Provider re-submitting its application at its discretion; or

(ii)(iv) specifying any additional information in support of the application reasonably required from the Licensed Provider to allow it to reach a decision; or

(ii)(v) confirming that the application should be dealt with under Process 3 of the Operational Code (a "Part 2/3" Water Connection) giving substantive reasons for Scottish Water's use of Process 3.

Where the application is accepted by Scottish Water as set out under 3(i) or 3(ii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

**Step 3A**

Where Scottish Water and the Licensed Provider have agreed the requirements of the DIAPE within 20 Business Days of Scottish Water's receipt of Form E (or such later date as shall be agreed due to reasons beyond either parties' reasonable control), Scottish Water will produce the DIA providing details of:

- the work that is required to be undertaken to accommodate the Licensed Provider's development, noting that the DIAPE may suggest that a water impact assessment or drainage impact assessment will be required to be undertaken by the Licensed Provider;

- an estimate of the cost of the work; and

- any specific conditions that would apply in relation to the connection.

On completion of any work required following the DIAPE, the above Steps 1-3 will apply as relevant.

**Step 4**
Within 60 Business Days of the Licensed Provider's receipt of the connection offer from Scottish Water as set out under 3 (ii) or 3 (iii) above, the Licensed Provider will (i) accept the offer, or (ii) reject the offer. If the Licensed Provider does not accept the connection offer within 60 Business Days then the offer is deemed withdrawn by Scottish Water and the use of this Process 1A ends. Following any withdrawal of a connection offer by Scottish Water, the Licensed Provider must re-submit a new application from Step 2 above.

Where the Licensed Provider has accepted the connection offer, the offer will remain valid for a period of one calendar year from the date of the connection offer.

Where there is a material change in an application, the Licensed Provider will be required to make a new application. A material change will typically include any change to the physical design specification for the site or the premises to be connected or changed information relating to the physical characteristics of the site. Where the Licensed Provider is unsure if the change is material, it should contact Scottish Water. A lapsed application should be re-submitted as a new application at Step 2 above and will be treated accordingly, as the lapsed time means that all aspects of the application will need to be reviewed and assessed. In addition, a new DIAPPE may be required.

Scottish Water may inspect sites which were subject to an application and/or connection offer and for which no acceptance confirmation or notification was subsequently received by Scottish Water. Where a connection has been made without notification to Scottish Water, the Licensed Provider may be subject to inspection fees and other charges applying, where liable. Where the connection is considered to be potentially unauthorised, should the matter relate to an act or omission by a Licensed Provider, Scottish Water may pursue appropriate measures.

**Step 4A**
On acceptance of the offer of connection by the Licensed Provider, in the case of non-standard connections the Licensed Provider is invited to make arrangements for a pre-start meeting between Scottish Water and the Licensed Provider. Scottish Water strongly recommends such a meeting prior to the commencement of works on the site, and will otherwise seek to arrange the meeting. The purpose of the meeting is to review the detailed arrangements for the connection and to assist in planning. It is for the Licensed Provider to decide if it wishes such a meeting.

**Step 5**
Where the Licensed Provider accepts the connection offer it will:
- notify Scottish Water of the estimated date of connection which must be no less than 30 Business Days ahead of the estimated date of connection, by notification of a Track Inspection as described below;
- notify Scottish Water that private plumbing and site preparation are complete, that the site works are completed in accordance with the applicable Standards and advise Scottish Water of the date of the Track Inspection, giving 5 Business Days notice of the Track Inspection. The notification of the Track Inspection should also include confirmation of the latest information on the address of the premises to be connected, arrangements for the establishment of the sewerage Supply Point(s) and in the case of multi-tenancy properties, property drainage, as set out in Form A. In this regard the Licensed Provider will also be asked to confirm (where known) whether it is the intention for the meter to supply a multi-tenancy property;
- arrange for a disinfection of the relevant private main if applicable; and
- if applicable arrange a date and time for pressure testing and bacteriological sampling which must be no more than 14 days ahead of the date of connection and inform Scottish Water with a minimum of 5 Business Days prior notice of the times of such testing and sampling.

**Step 6**
Thereafter Scottish Water may attend the Track Inspection, advising the Licensed Provider whether it will attend or not, and will witness the pressure test, noting the results and those of the bacteriological sampling where applicable. Scottish Water may carry out a Water Byelaws inspection, notifying the Licensed Provider further of any failures. Should it be necessary, the Licensed Provider arranges any remedial action and makes arrangements for further tests and inspections as required, and the provisions of Step 5 onwards recommence. During its inspections Scottish Water will review the arrangements made for the drainage and disposal of water from the site.

**Step 6A**
If a sewerage connection(s) is found to have been installed for the disposal of the water supplied to the new premises and for which there is no acceptance confirmation or notification to Scottish Water, Scottish Water will write to the owner/Developer advising that a Licensed Provider needs to be appointed for the sewerage services.
**Step 7**
Scottish Water will issue a request for a new Supply Point(s), related to the water connection, to the Central Market Agency no less than 1 month ahead of the estimated date of connection in accordance with the Market Code. To ensure that market data is correctly established, where the new premises has a matching sewerage application, Scottish Water will pair the relevant water and the sewerage Supply Points. Following Step 6A above, where there is no matching sewerage application and the owner/Developer does not appoint a Licensed Provider within 15 days, Scottish Water will notify the CMA of the sewerage Supply Point at this stage. The CMA will appoint the sewerage Licensed Provider consistent with the Market Code. It should be noted that the sewerage Licensed Provider will be required to complete Form E to ensure the capacity requirements are assessed and to carry out a visual and/or CCTV inspection of the sewerage connection (notifying Scottish Water of any failure), to ensure the connection conforms with relevant standards. Should it be necessary, the Licensed Provider arranges any remedial action agreed to be required and requests Scottish Water to carry out a further inspection.

Scottish Water will advise the Licensed Provider of the Supply Point ID references(s) when confirmed by the Central Market Agency.

**Step 8**
The Licensed Provider confirms to Scottish Water that the sampling and testing have been passed, providing the test results to Scottish Water or by arranging for the results to be sent to Scottish Water from an accredited laboratory. As appropriate, pressure test results and graphs must also be submitted, if an inspection has not been witnessed by Scottish Water, such that Scottish Water is to proceed with the connection on the agreed date.

**Step 9**
Scottish Water installs the meter or meters, makes the connection on the agreed date and notifies the Central Market Agency of this new connection and meter details within 5 Business Days of the date of connection. At the same time, Scottish Water will also notify the Central Market Agency of the technical details of the meter(s) installed and opening meter reading and meter installation details in accordance with the Market Code. The Licensed Provider will also notify the Central Market Agency of the relevant information required to complete the registration of the new Supply Point as set out in the Market Code.

**Step 10**
For non-standard connections over 32mm in diameter, the Licensed Provider will provide to Scottish Water the final ‘as built’ drawings relating to on-site and off-site works at the new premises within 5 Business Days of the date of connection of the new premises.

**Step 11**
Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

**Process 1B applies where the Licensed Provider instructs an Accredited Entity to undertake the individual premises water connection (a Part 1 Water Connection) and associated meter installation(s)**

**Steps 1, 2 and 2A are as set out in Process 1A above.**

**Step 3**
Scottish Water confirms to the Licensed Provider within 1520 Business Days of the date of receipt of a valid application:

- that there is a need for a DIAPDE to be carried out, with reasons given; for example, there may not be sufficient capacity on the Scottish Water network. In this case, Scottish Water will forthwith set out to the Licensed Provider the requirements of the DIAPDE based on the information set out in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arrange for the DIAPDE to be undertaken; or,

- that it accepts the proposed connection design, confirming that the application is a standard water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with the associated Technical Approval relating to the premises to be connected and the quotation for any work to be undertaken by Scottish Water, noting Scottish Water will not be quoting for the connection activity; the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or

- that it accepts the proposed connection design, confirming that the application is a non-standard water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make a connection offer to the Licensed Provider along with
the associated Technical Approval relating to the premises to be connected and the quotation for any work to be undertaken by Scottish Water, noting Scottish Water will not be quoting for the connection activity: the Technical Approval will also contain details regarding the size and location of the meter(s) to be installed to serve the new premises; or

that it rejects the proposed connection design giving substantive reasons, in which case Process 1B stops at this point and restarts at Step 2 with the Licensed Provider re-submitting its application at its discretion; or

specifying any additional information in support of the application reasonably required by Scottish Water from the Licensed Provider to reach a decision; or

confirming that the application is to be dealt with under Process 3 of the Operational Code (a “Part 2/3” Water Connection) giving substantive reasons for Scottish Water’s use of Process 3.

Where the application is accepted by Scottish Water as set out under 3(i) or 3(ii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

The Licensed Provider must ensure that Scottish Water’s Technical Approval and initial DOMS Impact Assessment Form are forwarded unaltered to the Accredited Entity undertaking the Connections Activity.

Steps 3A, 4 and 4A are as set out in Process 1A above.

Step 4B
Where applicable, the Licensed Provider will note that the completed DOMS Impact Assessment Form must be submitted to Scottish Water at this stage by the Accredited Entity undertaking the Connections Activity no less than 30 Business Days in advance of the planned connection date, as required under the accreditation arrangements and the applicable procedures. This will include the information to allow an assessment of the need for a Network shutdown. Scottish Water may reject the request as set out giving reasons and request further information.

Steps 5, 6, 6A, 7 and 8 are as set out in Process 1A above.

Step 9
As instructed by the Licensed Provider, the Accredited Entity installs the meter or meters, makes the connection on the agreed date and the Licensed Provider notifies Scottish Water in accordance with Form A of the connection details, including the meter technical details, opening meter reading and meter installation details within 5 Business Days of the connection having been made.

Scottish Water notifies the Central Market Agency of this new connection and meter details in accordance with the Market Code within 3 Business Days of receipt of the information set out above from the Licensed Provider.

Step 9A
The Licensed Provider will note that at this stage the Accredited Entity undertaking the Connection Activity is required to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Steps 10 and 11 are as set out in Process 1A above.

First time water provision to a community

Process 1C – First time provision of a water connection to a community

Purpose and Scope of Process 1C:-
This process sets out the operational arrangements where Scottish Water is required as part of its regulatory contract to provide a new water system to a community. In these cases, Scottish Water approaches all properties in the area to discuss making a connection to the new water Network at Scottish Water’s expense.
Potential Non-Household Customers within affected communities may accept a connection to the Water Network as part of this project. Should a potential Non-Household Customer not accept a connection within the agreed regulatory timetable for the affected community any connection at a later date would be treated in accordance with Process 1.

Any potential Non-Household Customer which accepts a connection will be asked to appoint a Licensed Provider. When Scottish Water is notified that a Licensed Provider has been appointed, it will from that time forward communicate with the Licensed Provider. Should Scottish Water not be notified that a Licensed Provider has been appointed, a Licensed Provider will be allocated through the Gap Site Process in the Market Code.

**Step 1**
Scottish Water identifies a first time water provision project and notifies all Licensed Providers by electronic means not less than 1 month in advance of the start date chosen to implement the project. The information will specify the communities and geographical areas affected (by full post code) and the nature of the work.

**Step 2**
Scottish Water approaches all affected properties within the community to explain the purpose and structure of the project. In contacting affected properties Scottish Water may carry out mail drops and hold public meetings. In these cases, potential Non-Household Customers will in general be treated similarly to the wider public.

**Step 3**
Scottish Water discusses possible first time water provision with a potential Non-Household Customer, and provides them with a unique reference number.

Where the potential Non-Household Customer declines the connection, no further action is taken.

Where the potential Non-Household Customer agrees to the connection, Scottish Water will ask them to appoint a Licensed Provider.

**Step 4**
Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency in accordance with the Market Code no less than 1 week ahead of the estimated date of connection.

In providing this information to the Central Market Agency, Scottish Water will follow the process in Section 3.4, *Where Scottish Water becomes aware of a Gap Site, in CSD0101, Registration: New Connections & New Supply Points.*

If Scottish Water has been notified of the appointment of a Licensed Provider, the identity of the Licensed Provider will be included in the request to the Central Market Agency. If Scottish Water has not been notified of an appointment, a Licensed Provider will be allocated as set out in Section 5.4.11, *Gap Site Allocation Process,* in the Market Code.

**Step 5**
Scottish Water carries out the connection on an agreed date and notifies the Central Market Agency of this new connection in accordance with the Market Code.

**New Connections**

**Process 2 - Application for an individual premises sewerage connection (a "Part 1" Sewerage Connection)**

**Purpose and scope of Process 2:**
This Process sets out the operational arrangements where a Non-Household Customer applies for a new individual premises sewerage connection to Scottish Water’s Network. The new connection process applies to new connections to new premises and to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter, the Non-Household Customer may be seeking to use some existing infrastructure. Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (SEE Process 14). This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (see Process 14). The connection will attract a charge in accordance with the Wholesale Charges Scheme.

No formal offer of connection will be made until the premises has received the appropriate planning consents.
At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the customer or their representatives. To allow Scottish Water to make customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a DIA/PPD under Process 14.

**Process:**

**Step 1**
The Non-Household Customer appoints a Licensed Provider.

**Step 2**
The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form B) with supporting information as set out in the Appendix to this Code. The application form is recorded by Scottish Water by means of a reference number and acknowledged promptly by Scottish Water. The Licensed Provider is asked to provide confirmation to Scottish Water of corresponding application details relating to any previous enquiries, and to the proposed building water and water services to the site, to ensure that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant information is correctly established and aligned. In the application for a sewerage connection to the new premises, the Licensed Provider is also asked to indicate whether the premises is to be a multi-tenancy premises such that the drainage arrangements at the sewerage Supply Point(s) can be established.

Scottish Water will review the application and respond as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form B), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 2 recommences at Step 2 as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

**Step 2B**
Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 or 2A above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.
Within 5 Business Days of the Licensed Provider’s receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

(i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or

(ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

**Step 3**

Scottish Water confirms to the Licensed Provider within 15 Business Days of the date of its receipt of a valid application form:

(i) that there is a need for a DIAPDE to be carried out, with reasons given, for example, there may not be sufficient capacity on the Scottish Water Network. Scottish Water will forthwith set out the requirements to the Licensed Provider for the DIAPDE based on the information set out in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arranges for the DIAPDE to be undertaken; or

(ii) that the application is a standard sewerage connection in accordance with the Wholesale Charges Scheme. Scottish Water makes a connection offer to the Licensed Provider and issues a permit to connect; or

(iii) that the application is a non-standard sewerage connection subject to a reasonable cost payment in accordance with the Wholesale Charges Scheme. Scottish Water makes a connection offer to the Licensed Provider and issues a permit to connect; or

(iv) that the application is to be dealt with under Process 4 (a “Part 2/3” Sewerage Connection) of the Operational Code giving substantive reasons for Scottish Water’s use of Process 4.

The offer of connection will include the Technical Approvals and conditions applying to the connection.

**Step 4**

Within 60 Business Days of the Licensed Provider’s receipt of the connection offer from Scottish Water the Licensed Provider will either (i) accept the offer, or (ii) reject the offer. If the Licensed Provider does not accept the connection offer within 60 Business Days, then the offer is deemed withdrawn and the use of this Process 2 ends.

Where the Licensed Provider has accepted the connection offer, the offer will remain valid for a period of one calendar year from the date of the connection offer.

**Step 5**

If the Licensed Provider accepts the connection offer it will:

- notify Scottish Water of the estimated date of connection which must be no less than 30 Business Days ahead of the estimated date of connection, by notification of a Track Inspection, described below at Step 6. The notification of the Track Inspection should also include confirmation of the latest information on the expected address of the premises to be connected, arrangements for the establishment of the water Supply Point(s) and whether it is the intention for the premises to become a multi-tenancy property. Scottish Water will advise the Licensed Provider if it will attend the Track Inspection; and

- notify Scottish Water that private works and site preparation are complete and that the site works are completed in accordance with the applicable Standards.

**Step 6**

Scottish Water thereafter may carry out a visual and/or CCTV inspection (notifying the Licensed Provider further of any failure). Should it be necessary, the Licensed Provider arranges any remedial action agreed to be required and requests Scottish Water to carry out a further inspection.

**Step 7**
Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency no less than 1 month ahead of the estimated date of connection in accordance with the Market Code. Scottish Water will advise the Licensed Provider of the Supply Point ID reference(s) when confirmed by the Central Market Agency.

**Step 8**
The Licensed Provider arranges for the connection to be made on the agreed date.

**Step 9**
The Licensed Provider makes the connection on the agreed date and notifies the Central Market Agency of the date of the new connection within 5 Business Days of the connection. The Licensed Provider also confirms to Scottish Water the completion of the connection as set out in Form B, and provides a copy of the 'as built' drawings relating to the on-site and off-site works.

**Step 9A**
On the successful completion of the connection and on receipt of the connection details, Scottish Water will issue a certificate of compliance to the Licensed Provider within 5 Business Days of having received the connection details and completed Form B from the Licensed Provider.

**Step 10**
Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

### First time sewerage provision to a community

#### Process 2A – First time provision of a sewerage connection to a community

**Purpose and Scope of Process 2A:**

This process sets out the operational arrangements where Scottish Water is required as part of its regulatory contract to provide a new sewerage system to a community. In these cases, Scottish Water approaches all properties in the area to discuss making a connection to the new sewerage Network at Scottish Water’s expense.

Potential Non-Household Customers within affected communities may accept a connection to the Sewerage Network as part of this project. Should a potential Non-Household Customer not accept a connection within the agreed regulatory timetable for the affected community any connection at a later date would be treated in accordance with Process 2.

Any potential Non-Household Customer which accepts a connection will be asked to appoint a Licensed Provider. When Scottish Water is notified that a Licensed Provider has been appointed, it will from that time forward communicate with the Licensed Provider. Should Scottish Water not be notified that a Licensed Provider has been appointed, a Licensed Provider will be allocated through the Gap Site Process in the Market Code.

**Step 1**
Scottish Water identifies a first time sewerage provision project and notifies all Licensed Providers by electronic means not less than 1 month in advance of the start date chosen to implement the project. The information will specify the communities and geographical areas affected (by full post code) and the nature of the work.

**Step 2**
Scottish Water approaches all affected properties within the community to explain the purpose and structure of the project. In contacting affected properties Scottish Water may carry out mail drops and hold public meetings. In these cases, potential Non-Household Customers will in general be treated similarly to the wider public.

**Step 3**
Scottish Water discusses possible first time sewerage provision with a potential Non-Household Customer, and provides them with a unique reference number.

Where the potential Non-Household Customer declines the connection, no further action is taken.

Where the potential Non-Household Customer agrees to the connection, Scottish Water will ask them to appoint a Licensed Provider. Should the Non-Household Customer require a trade effluent consent, an application should be made through the relevant Process.

**Step 4**
Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency in accordance with the Market Code no less than 1 week ahead of the estimated date of connection.
In providing this information to the Central Market Agency, Scottish Water will follow the process in Section 3.4, *Where Scottish Water becomes aware of a Gap Site*, in CSD0101, *Registration: New Connections & New Supply Points*.

If Scottish Water has been notified of the appointment of a Licensed Provider, the identity of the Licensed Provider will be included in the request to the Central Market Agency. If Scottish Water has not been notified of an appointment, a Licensed Provider will be allocated as set out in Section 5.4.11, *Gap Site Allocation Process*, in the Market Code.

**Step 5**
Scottish Water carries out the connection on an agreed date and notifies the Central Market Agency of this new connection in accordance with the Market Code.

**New Connections**

**Process 3 - Application for a water mains/trunk main/service reservoir connection (a “Part 2/3” Water Connection) accompanied by application for one or more individual premises water connections (a “Part 1” Water Connection)**

**Purpose and scope of Process 3:**
This Process sets out the operational arrangements which apply where a Non-Household Customer requests a new water main/trunk main/service reservoir connection to the Network accompanied by a water connection to one or several new individual premises, i.e., there must always be an accompanying application for a water connection to an Individual Eligible Premises. The new connection process applies to new connections to new premises and to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter, the Non-Household Customer may be seeking to use some existing infrastructure. Where a PDE has not previously been carried out, Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14).

The timing of the applications for Part 2/3 and Part 1 water connections may be sequential to provide flexibility, but in that case the application for connection to a main/trunk main/service reservoir should be submitted prior to the application for the connection of the individual premises, and the application details cross-referenced. However, the connection to the main/trunk main/service reservoir cannot proceed under this Process until an application for at least one connection of an individual premises has also been received and approved by Scottish Water. The individual premises are required to be ready for connection within two weeks of the connection to the new mains/trunk main/service reservoir for public health reasons. Where the application for connection to the main/trunk main/service reservoir is made separately from the application for the associated premises, the steps of the process may be completed separately as appropriate.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a DIA or PDE under Process 14.

The Licensed Provider may request that Scottish Water undertake the connection, following Process 3A. Alternatively the Licensed Provider may instruct an Accredited Entity to undertake the connection, following Process 3B, in accordance with the arrangements governing connections to Scottish Water’s Network and where the Licensed Provider has entered into an agreement with Scottish Water for undertaking such activities. An overview of the accreditation arrangements governing Connections Activity on Scottish Water's Network is contained in the opening section of this Operational Code.

Under this process, a revenue meter or meters are installed at the same time as the connection is made to each premises.

For all connections to the mains/trunk main/service reservoir, at the enquiry stage and before the formal application is made, Scottish Water strongly recommends that a planning meeting takes
place between Scottish Water and the Licensed Provider or as agreed, with the Developer, and will offer such a meeting. It also similarly recommends a pre-start meeting after formal acceptance of the connection offer and before any works commence on the site.

A formal offer of connection to Scottish Water’s Network will not be made until the development has received the appropriate planning consents.

**Process 3A**

**Process 3A applies where Scottish Water undertakes the connection to the mains/trunk main/service reservoir accompanied by one or more individual premises water connections (a “Part 1” Water Connection) and associated meter installation(s)**

This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (see Process 14). The Licensed Provider will be requested to confirm certain details relating to any associated sewerage connections or planned sewerage connections using the relevant forms in order to clarify the arrangements for the disposal of water from the site. The activities related to the connection such as relevant inspections and the connection will attract a charge as appropriate and as specified in the Wholesale Charges Scheme. Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the customer or their representatives. To allow Scottish Water to make customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

**Process:**

**Step 1**
The Non-Household Customer appoints a Licensed Provider.

**Step 2**
The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form C) with supporting information (including the proposed connection design) as set out in the Appendix to this Code. The application form is recorded by means of a reference number and acknowledged promptly by Scottish Water. The Licensed Provider is asked to provide relevant cross-references to Scottish Water relating to corresponding enquiries under Process 14, or to corresponding applications relating to the proposed building water and sewerage services to the site (cross referencing the relevant applications where already submitted or by submitting the relevant application forms as appropriate). This is to ensure that the technical impacts can be reviewed and that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant information is correctly established. In the application for a water connection to a new premises, the Licensed Provider is also asked to indicate whether the meter is intended to supply a multi-tenancy premises such that the drainage arrangements at the Supply Point(s) can be established.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form C), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 3B as set out below.

**Step 3**
Scottish Water confirms to the Licensed Provider within 5 Business Days of the date of its receipt of the application that the application form is complete; provides to the Licensed Provider within 10 Business Days of the date of its receipt an initial response which will include whether there is sufficient capacity within the Network to enable the provision of the required services along with an estimate of the conditions and timescales, as relevant, for connecting the proposed development;
and that it will make a substantive response described at Step 4 below to the Licensed Provider within 20-15 Business Days of the date of its receipt of the application form. If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process 3A recommences at Step 2 as set out above, or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 3B of this Process.

**Step 3B**

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 or 3 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider’s receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

(i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or

(ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 3B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water will provide an initial response to the Licensed Provider within 15 Business Days of receipt of all the information needed to complete the technical assessment of the design, which will include whether there is sufficient capacity within the Network to enable the provision of the required services along with an estimate of the conditions and timescales, as relevant, for the proposed connection; and that it will make a substantive response described at Step 4 below to the Licensed Provider within 1520 Business Days of the date of the receipt of all the information needed to complete the technical assessment of the application.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

**Step 4**

Within 1520 Business Days of the date of receipt of the application form for each of the connections to both the water mains/trunk main/service reservoir and to individual new premises to be connected, Scottish Water will either:

(i) notify the Licensed Provider that there is a need for a DIARPE to be carried out with reasons given; for example, there may not be sufficient capacity on the Scottish Water Network. In this case, Scottish Water will forthwith set out the requirements to the Licensed Provider for a DIARPE based on the information set out in Form E in the Appendix to the Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former, arrange for the DIARPE to be undertaken; or

(ii) accept the proposed Part 2/3 connection design and the Part 1 connection design(s), confirming that the application for connection to the individual premises is a standard Part 1 water connection in accordance with the Wholesale Charges Scheme. Scottish Water will then make an offer of connection to the Licensed Provider for the Part 2/3 connection, which will be subject to reasonable cost payment in accordance with the Wholesale Charges Scheme, and the Part 1 connection(s) along with the associated Technical Approval(s) and the quotation for the work to be undertaken by Scottish Water; the Technical Approval(s) will contain details with regard to the size and location of meter(s) to be installed to serve the individual new premises to be connected; or

(iii) accept the proposed Part 2/3 connection design and the Part 1 connection design(s), confirming that the Part 2/3 connection and the application to the premises is a non-
standard Part 1 connection(s) and subject to reasonable cost payment in accordance with the Wholesale Charges Scheme. Scottish Water will then make an offer of connection along with the associated Technical Approval(s) and the quotation for the work to be undertaken by Scottish Water; the Technical Approval(s) will contain details with regard to the size and location of meter(s) to be installed to serve the individual new premises to be connected; or

- (iv) reject the proposed connection designs giving substantive reasons, in which case Process 3A stops at this point and restarts with the Licensed Provider re-submitting its application at its discretion; or
- (v) specify any additional information reasonably required from the Licensed Provider to reach its decision.

Where the application is accepted by Scottish Water as set out under 4(ii) or 4(iii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

**Step 5**
Where Scottish Water and the Licensed Provider have agreed the requirements for a DIAPDE, within 20 -15 Business Days of Scottish Water's receipt of Form E (or such later date as shall be agreed due to reasons beyond either parties' reasonable control), Scottish Water will produce the DIAPDE providing details of:

- the work that is required to be undertaken to accommodate the Licensed Provider's development, noting that the DIAPDE may suggest that a water impact assessment or drainage impact assessment will be required to be undertaken by the Licensed Provider;
- an estimate of the cost of the work; and
- any specific conditions that would apply in relation to the connection.

On completion of any work required following the DIAPDE, the above Steps 1-4 will apply as relevant.

**Step 5A**
Within 60 Business Days of Scottish Water making an offer of connection (which shall confirm the cost element of their offer of a reasonable contribution), including any terms required by a DIAPDE, the Licensed Provider responds with either (i) an acceptance of the offer or (ii) a rejection of the offer. If the Licensed Provider accepts the offer, Scottish Water proceeds with construction in accordance with the agreed arrangements, plans, approvals and technical requirements and the applicable Standards.

Where a connection offer is not accepted by the Licensed Provider within 60 Business Days of the connection offer, or the Licensed Provider has not responded to the offer of connection, the connection offer and associated Technical Approval(s) will be deemed to have lapsed. A lapsed application should be re-submitted at Step 2 above; the lapsed time means that all aspects of the application will need to be reviewed and assessed. In addition, a new DIAPDE may be required.

Where the Licensed Provider has accepted the offer for connection as set out above, in the case of the connection to a mains/trunk main/service reservoir accompanied by at least one individual premises water connection, the offer will remain valid for a period of two calendar years from the date of the connection offer.

Where there is a material change in an application, the Licensed Provider will be required to make a new application. A material change will typically include any change to the physical design specification for the site or the premises to be connected or changed information relating to the physical characteristics of the site. Where the Licensed Provider is unsure if the change is material, it should contact Scottish Water.

Scottish Water may inspect sites which were subject to an application and/or connection offer and for which no confirmation was subsequently received by Scottish Water. Where a connection has been made without notification to Scottish Water, the Licensed Provider may be subject to inspection fees and other charges applying, where liable. Where the connection is considered to be unauthorised, should the matter relate to an act or omission by a Licensed Provider, Scottish Water may pursue appropriate measures.

**Step 56**
On acceptance of the offer of connection by the Licensed Provider, the Licensed Provider is invited to make arrangements for a pre-start meeting between Scottish Water and the Licensed Provider. Scottish Water strongly recommends such a meeting should take place prior to the commencement of works on the site or will otherwise seek to arrange the meeting. The purpose of the meeting is to review the detailed arrangements for the connection to the mains/trunk mains/
the sewerage Supply Point(s) and, in the case of multi
sistent with the developer does not appoint a
unk main/service reservoir cannot proceed if the individual
ays after the date of sampling.
rranges any remedial action agreed to be required and requests Scottish
der will be required to complete Form
s
f the Licensed Provider confirms to Scottish Water that the bacteriological analysis has been passed, providing
service reservoir and any non-standard connections to individual premises and to assist planning.
It is for the Licensed Provider to decide if it wishes such a meeting.

**Step 67**
Thereafter the Licensed Provider will:

(i) notify Scottish Water of the estimated date of Part 2/3 connection and Part 1 connection which must be no less than 30 Business Days ahead of the estimated date(s) of connection, by notification of the Track Inspection;

(ii) notify Scottish Water that the preparation of site works and the private plumbing at the premises to be connected are completed in accordance with the applicable Standards and that the connection(s) are ready for Track Inspection. The notification of Track Inspection should also include confirmation of the latest information on the expected address of the premises to be connected and the arrangements for the establishment of the sewerage Supply Point(s) and, in the case of multi-tenancy properties, property drainage. In this regard the Licensed Provider will also be asked to confirm whether it is the intention for the meter to supply a multi-tenancy property. It is suggested that the Track Inspection of the connection to the main/trunk main/service reservoir be conducted at the same time as the Track Inspection of the individual premises to be connected. In any event, for reasons of public health the connection to the main/trunk main/service reservoir cannot proceed if the individual premises is not ready to be connected within two weeks of the connection to the main/trunk main/service reservoir; and

(iii) notify Scottish Water, with a minimum of 5 Business Days advance notification, of the proposed date for pressure testing and chlorination of the new Part 2/3 connection in accordance with the current applicable Standards. The results of these activities are to be provided to Scottish Water a minimum of 7 days before the expiry date, noting that the expiry date is 14 days after the date of sampling. As relevant all test results relating to the new Part 1 connection(s) should similarly be provided to Scottish Water.

**Step 78**
Thereafter Scottish Water may attend the Track Inspection(s), advising the Licensed Provider if it will attend, and will witness the pressure test, noting the results and bacteriological sampling where applicable. In relation to the new Eligible Premises to be connected, Scottish Water may carry out a Water Byelaws inspection, notifying the Licensed Provider of any failures. If required, the Licensed Provider arranges any necessary remedial action, and makes arrangements for further tests and inspections as necessary and Step 7 onwards recommences. The connection(s) cannot proceed until any Water Byelaws contraventions are remedied and approved. During its inspections Scottish Water will review the arrangements made for the drainage and disposal of water from the site.

**Step 78A**
If a sewerage connection(s) is found to have been installed for the disposal of the water supplied to the site and for which there is no confirmation of acceptance or notification to Scottish Water, Scottish Water will write to the owner/Developer advising that a Licensed Provider needs to be appointed for the sewerage services.

**Step 8A**
Following successful completion of Track Inspection(s), Scottish Water will issue a request for a new water Supply Point(s) (in relation to the new Eligible Premises to be connected), to the Central Market Agency no less than 1 month ahead of the estimated date of connection of the new Eligible Premises in accordance with the Market Code. Scottish Water will pair the new Supply Point(s) at the Central Market Agency for both water and the relevant sewerage services at the new Eligible Premises where it has been able to match the relevant water and sewerage applications.

Following the letter referenced at Step 8A above, where the owner/Developer does not appoint a Licensed Provider within 15 days, Scottish Water will notify the CMA of the sewerage Supply Point. The CMA will appoint the Licensed Provider for the sewerage services consistent with the Market Code. The sewerage Licensed Provider will be required to complete Form E to ensure the capacity requirements are assessed and to carry out a visual and/or CCTV inspection of the sewerage connection (notifying Scottish Water of any failure). Should it be necessary, the Licensed Provider arranges any remedial action agreed to be required and requests Scottish Water to carry out a further inspection.

Scottish Water will confirm to the Licensed Provider the Supply Point reference(s) for the new premises on confirmation from the Central Market Agency.

**Step 910**
In relation to both the Part 2/3 connection and as relevant, the Part 1 connection(s), the Licensed Provider confirms to Scottish Water that the bacteriological analysis has been passed, providing
the test results to Scottish Water or by arranging for the results to be sent to Scottish Water from the accredited laboratory. As appropriate, pressure test results and graphs must also be submitted if an inspection has not been witnessed by Scottish Water.

**Step 104**
For Part 2/3 connections, Scottish Water completes the connection on the agreed date and advises the Licensed Provider.

For each Part 1 connection, Scottish Water installs the meter, makes the connection on the agreed date, advises the Licensed Provider and notifies the Central Market Agency within 5 Business Days of the date of this new connection in accordance with the Market Code. This notification will include the relevant associated meter details. The Licensed Provider will also notify the Central Market Agency of the relevant information required to register the new Supply Point as set out in the Market Code.

**Step 112**
The Licensed Provider will provide to Scottish Water for each new connection to the mains/trunk main/service reservoir and each non-standard Part 1 connection over 32mm in diameter, the final ‘as built’ drawings relating to on-site and off-site works at the new premises within 5 Business Days of the connection of the new premises.

**Process 3B**
Process 3B applies where the Licensed Provider instructs an Accredited Entity to undertake the connection to the mains/trunk main/service reservoir accompanied by one or more individual premises water connections (a “Part 1” Water Connection) and associated meter installation(s).

**Steps 1, 2 and 3** are as set out in Process 3A above.

**Step 4**
Within 1520 Business Days of receipt of the application form, for each of the connections, both to the water mains/trunk main/service reservoir and to the individual new premises to be connected, Scottish Water will either:

- notify the Licensed Provider that there is a need for a DIA/PDE to be carried out, with reasons given, for example, there may not be sufficient capacity on the Scottish Water Network. Scottish Water will forthwith set out the requirements to the Licensed Provider for the DIA/PDE based on the information set out in Form E in the Appendix to this Code. The Licensed Provider will then either (i) accept or (ii) reject within an agreed period and in the case of the former arrange for the DIA/PDE to be undertaken; or

- accept the proposed Part 2/3 connection design and the Part 1 connection design(s). Scottish Water will then make an offer of connection for both the Part 2/3 connection and the Part 1 connection, along with the associated Technical Approval(s) and the quotation for any work to be undertaken by Scottish Water, noting this will not include a quotation for the actual connection activity: the Technical Approval(s) will also contain details regarding the size and location of the meter(s) to be installed to serve the individual new premises to be connected; or

- reject the proposed connection designs giving substantive reasons, in which case Process 3B stops at this point and restarts at Step 2 with the Licensed Provider re-submitting its application at its discretion; or

- specify any additional information reasonably required from the Licensed Provider to reach its decision.

Where the application is accepted by Scottish Water, as set out under 4(ii) above, Scottish Water will also provide the Licensed Provider with information relating to the connection by providing an initial DOMS Impact Assessment Form.

The Licensed Provider must ensure that Scottish Water’s Technical Approval(s) and DOMS Impact Assessment Form are forwarded unaltered to the Accredited Entity undertaking the Connections Activity.

**Steps 5, 6 and 6A** are as set out in Process 3A above.

**Step 6B**
Where applicable, the Licensed Provider will note the completed DOMS Impact Assessment Form must be submitted to Scottish Water by the Accredited Entity undertaking the Connections Activity.
30 Business Days in advance of the planned connection date, as required under the accreditation arrangements, including the information to allow an assessment of the need for a Network shutdown. Scottish Water may reject the request in the DOMS Impact Assessment Form as set out giving reasons and request further information. Due to the need for Scottish Water to provide advance notice to all Licensed Providers affected by a planned Network shutdown, the DOMS Impact Assessment Form needs to be provided to and authorised by Scottish Water no less than 22 Business Days in advance of the planned connection. The steps below may be delayed if this stage is not completed in a timely manner.

Steps 7, 8, 8A, 9 and 10 are as set out in Process 3A above.

Step 11
For Part 2/3 connections, as instructed by the Licensed Provider, the Accredited Entity makes the connection on the agreed date. The Licensed Provider notifies Scottish Water, and provides all relevant information regarding the connection as set out in Form C within 5 Business Days of the date of the connection having been made.

The Licensed Provider will note that at this stage of the process the Accredited Entity undertaking the Connections Activity is required to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Step 11A
For each Part 1 connection(s) of new Eligible Premises:
- As instructed by the Licensed Provider, the Accredited Entity installs the meter or meters, makes the connection on the agreed date(s) and the Licensed Provider notifies Scottish Water of the connection details, as set out in Form C, including the associated meter details, within 5 Business Days of the connection having been made;
- Scottish Water notifies the Central Market Agency within 3 Business Days of receipt of the information set out above from the Licensed Provider, in accordance with the Market Code. The Licensed Provider will also notify the Central Market Agency of the relevant information required to register the new Supply Point as set out in the Market Code; and
- the Licensed Provider will note that the Accredited Entity undertaking the Connections Activity is required to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

Step 12 is as set out in Process 3A above.

New Connections

Process 4 - Application for a sewerage mains/trunk sewer/waste water system connection (a “Part 2/3” Sewerage Connection) accompanied by an application for an individual premises sewerage connection (a “Part 1” Sewerage Connection)

Purpose and scope of Process 4:
This Process sets out the operational requirements which apply where a Non-Household Customer requests a new sewerage mains/trunk sewer/waste water system connection to the Network accompanied by a request for a new sewerage connection to at least one new individual premises or several individual premises. A connection to a mains/trunk sewer/waste water system should always be accompanied by an application for at least one connection to a new Eligible Premises. The new connection process applies to new connections to existing premises, at either greenfield sites or brownfield sites, and in the case of the latter, the Non-Household Customer may be seeking to use some existing infrastructure.

The timing of the applications for Part 2/3 and Part 1 sewerage connections may be sequential to provide flexibility but in that case the application for connection to a sewerage mains/trunk sewer/waste water system cannot proceed under this Process until an application for
Connection of an individual premises has also been received and approved by Scottish Water. The individual premises are required to be ready for connection within 28 Business Days of the connection to the sewerage mains/trunk sewer/waste water system.

Where the two elements of the application are made separately, the process steps may be completed separately as appropriate.

Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14). This Process may be preceded by a feasibility enquiry of Scottish Water by the Licensed Provider or the Developer (see Process 14).

For all connections to the sewerage mains/trunk sewer/waste water system, at the enquiry stage and before the formal application is made, Scottish Water strongly recommends that a planning meeting takes place between Scottish Water and the Licensed Provider or as agreed with the Developer, and will offer such a meeting. It also similarly recommends a pre-start meeting after formal acceptance of the connection offer and before any works commence on the site.

The connection will attract a charge as specified in the Wholesale Charges Scheme. Scottish Water invoices the Licensed Provider at the agreed timings in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

No formal offer of connection will be made until the development has received the appropriate planning consents.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the customer or their representatives. To allow Scottish Water to make customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a DIA/PDE under Process 14.

**Process:**

**Step 1**
The Non-Household Customer appoints a Licensed Provider.

**Step 2**
The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form D) with supporting information (including the proposed connection design) as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and acknowledged promptly by Scottish Water. The Licensed Provider is asked to provide confirmation to Scottish Water of corresponding application details relating to the proposed building water and water services to the site, to ensure that when the Supply Point(s) is later submitted to the Central Market Agency, all relevant information is correctly established. In the application for a sewerage connection to the new premises, the Licensed Provider is also asked to indicate whether the premises is to be a multi-tenancy premises such that the drainage arrangements at the sewerage Supply Point(s) can be established.
Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form D), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 3B as set out below.

**Step 3**
Scottish Water confirms to the Licensed Provider within 10 Business Days of the date of its receipt of the application form that the application form is complete and that it will make a substantive response described at Step 4 to the Licensed Provider within 15 Business Days of the date of its receipt of the application. If the application form is materially incomplete, either:
- Scottish Water requests the relevant information and this Process 4 recommences; or
- The Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 3B of this Process.

**Step 3B**
Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 or 3 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:
- request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 3B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

**Step 4**
Within 15 Business Days of the date of Scottish Water's receipt of a valid application, Scottish Water will:
- accept the proposed connection designs for the Part 2/3 and the Part 1 connections and provide a connection offer for both connections incorporating an estimate of reasonable contribution and the relevant permits to connect; or
- reject the proposed connection design giving reasons (Process 4 stops at this point and restarts with Licensed Provider re-submitting its application at its discretion), or
- specify additional information required from the Licensed Provider to reach a decision; or
- notify the Licensed Provider that there may not be sufficient capacity on the Network, and that there is a need for a DIAPE. Scottish Water will quote terms to the Licensed Provider for the DIAPE, based on the information provided in Form E in the Appendix to this Code, within an agreed period. The Licensed Provider either accepts or rejects the quoted terms for the DIAPE and in the case of the former, arranges for the DIAPE to be undertaken.

**Step 5**
Within 20 Business Days of receipt of the DIAPE form, Scottish Water produces (unless due to reasons beyond its reasonable control) the DIAPE, providing details of:
- the work that is required to be undertaken to accommodate the Licensed Provider's development;
- an estimate of the cost of the work; and
- any specific conditions that would apply in relation to the connection.
On completion of any work required following the DIA, the above steps 1-5 will apply as relevant.

The offer of connection will include the relevant costs and Technical Approvals and conditions applying to both the connection to the mains/trunk mains/service reservoir and to the individual premises to be connected.

**Step 56**

Within 60 Business Days of Scottish Water making an offer of connection for the Part 2/3 connection and the Part 1 connection(s) (which shall confirm the cost element of their offer of a reasonable contribution), including any terms required by a DIA, the Licensed Provider responds with (i) an acceptance of the offer or (ii) a rejection of the offer. If the Licensed Provider accepts the offer or arranges for the work to be undertaken separately it or Scottish Water proceeds with construction in accordance with the agreed arrangements, plans, approvals and technical requirements and the applicable Standards.

Where the connection offer is not accepted by the Licensed Provider within 60 Business Days of the offer of connection, or the Licensed Provider has not responded to the offer of connection, the connection offer and associated approvals will be deemed to have lapsed.

Where the Licensed Provider has accepted the offer of connection in the case of a connection to a sewerage mains/trunk sewer/waste water system accompanied by connection to at least one individual premises, the offer will remain valid for a period of two calendar years from the date of the connection offer.

**Step 56A**

On acceptance of the offer of connection, the Licensed Provider is asked to make arrangements for a pre-start meeting between the Licensed Provider and Scottish Water, which Scottish Water strongly recommends should take place prior to the commencement of works on the site. Scottish Water will otherwise seek to arrange the meeting. The purpose of the meeting is to review the detailed arrangements for the connection to the mains/trunk mains/service reservoir and to assist with planning. It is for the Licensed Provider to decide if it wishes such a meeting.

**Step 57**

Thereafter the Licensed Provider will:

- notify Scottish Water of the estimated date of the Part 2/3 connection and the Part 1 connection(s) which must be no less than 30 Business Days ahead of the estimated date of connection and request a Track Inspection(s). Scottish Water may attend the Track Inspection, advising the Licensed Provider if it will attend. The request for Track Inspection should also include confirmation of the latest information on the expected address of the premises to be connected; arrangements for the establishment of the water Supply Point(s); and intentions for the premises to become a multi-tenancy property such that the drainage arrangements at the sewerage Supply Point(s) can be established;

- notify Scottish Water that the site work is complete; and

- provide a minimum of 5 Business Days notice that a connection(s) is required and the date of the proposed connections to the sewerage mains/trunk sewer/waste water system Part 2/3 connection and the separate Part 1 connection, noting that there should be no more than 28 Business Days between the making of the Part 2/3 connection and the first Part 1 connection.

**Step 58**

Scottish Water may carry out a visual and/or CCTV inspection of the connection to the sewerage mains/trunk sewer/waste water system and/or the individual premises to be connected and immediately notifies the Licensed Provider of any failure. Should it be necessary the Licensed Provider arranges any remedial action required.

**Step 59**

Scottish Water will issue a request for a new Supply Point(s), related to the connection to the individual Part 1 connection, to the Central Market Agency no less than 1 month ahead of the estimated date of connection in accordance with the Market Code. Scottish Water will confirm to the Licensed Provider the Supply Point reference(s) for the new premises on confirmation from the Central Market Agency.

**Step 60**

The Licensed Provider arranges for the Part 2/3 connection and the Part 1 connection(s) to be made on the agreed date.

The Licensed Provider notifies the Central Market Agency within 5 Business Days of the date of the new premises being connected in accordance with the Market Code.

**Step 61**
The Licensed Provider confirms to Scottish Water the completion of the Part 2/3 connection and to the Part 1 connection(s) as set out in Form D, and provides a copy of the ‘as built’ drawings showing on-site and off-site works.

**Step 1**

On the successful completion of the Part 2/3 connection and the Part 1 connection, and on receipt of the connection details, Scottish Water will issue a certificate of compliance to the Licensed Provider within 5 Business Days of having received the connection details from the Licensed Provider.

**New Connections**

**Process 5A - Application for an unmetered temporary water connection (unmetered building water)**

**Purpose and scope of Process 5A:**

This Process sets out the operational arrangements which apply where a Non-Household Customer (including here a Developer) requires an unmetered temporary connection to the Network for the purposes of the supply of building water or supply to site accommodation, to the Non-Household Customer. Where the Non-Household Customer has a requirement which includes grouting works (site washing down and preparation), due to the volume of water which will normally in that case be required, Process 1 should be followed as opposed to this Process 5A. Where a PDE has not previously been carried out Scottish Water may, under certain circumstances, request that the relevant PDE is submitted (see Process 14). The connection will attract a charge in accordance with the Wholesale Charges Scheme.

The Licensed Provider may request that Scottish Water undertake the connection following Process 5A1. Alternatively the Licensed Provider may use an Accredited Entity to undertake the Connection Activity, following Process 5A2, in accordance with the arrangements governing connections to Scottish Water’s Network and where the Licensed Provider has entered into an agreement with Scottish Water for undertaking such activities. An overview of the accreditation arrangements governing Connections Activity on Scottish Water’s Network is contained in the opening section of this Operational Code.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the customer or their representatives. To allow Scottish Water to make customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a DIA/PDE under Process 14.

**Process 5A1:**

**Process 5A1 applies where Scottish Water undertakes the connection for the supply of unmetered building water**

**Step 1**

The Non-Household Customer appoints a Licensed Provider.

**Step 2**
The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form J) with supporting information as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and promptly acknowledged by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form J), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:
- Scottish Water requests the relevant information and this Process recommences at Step 2A as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

Step 2B
Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider’s receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:
  (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
  (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

Step 3
Scottish Water issues to the Licensed Provider within 10 Business Days of the date of receipt of a valid application form a connection offer, along with the associated Technical Approval relating to the building water connection. The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

Step 4
If the Licensed Provider accepts the connection offer it will:
- notify Scottish Water that the site preparation is complete, the site works are completed in accordance with the applicable Standards and advise Scottish Water of the date of the Track Inspection, giving 5 Business Days notice of the Track Inspection; and
- provide Scottish Water a minimum of 10 Business Days notice that a connection is required with the proposed date of connection.

Step 5
Scottish Water thereafter may carry out a Track Inspection, advising the Licensed Provider if it will attend, and a Water Byelaws inspection prior to the agreed connection date, notifying the Licensed Provider further if there is a failure and of any remedial action required.

Step 6
Scottish Water makes the connection on the agreed date.

Step 7
Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.
**Step 8**
On cessation of the requirement for supply, the Licensed Provider informs Scottish Water when the connection can be terminated. Scottish Water disconnects the supply within 10 Business Days of receipt of the Licensed Provider's instruction.

**Process 5A2:-**

Process 5A2 applies where the Licensed Provider undertakes the connection for the supply of unmetered building water

**Step 1**
The Non-Household Customer appoints a Licensed Provider.

**Step 2**
The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form J) with supporting information as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and promptly acknowledged by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form J), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:
- Scottish Water requests the relevant information and this Process recommences at Step 2 as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

**Step 2B**
Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider's receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:
- (i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or
- (ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

**Step 3**
Scottish Water issues to the Licensed Provider within 10 Business Days of the date of receipt of a valid application form a connection offer, along with the associated Technical Approval relating to the building water connection. The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

**Step 4**
If the Licensed Provider accepts the connection offer it will:
notify Scottish Water that the site preparation is complete, the site works are completed in
correspondence with the applicable Standards and advise Scottish Water of the date of the
Track Inspection, giving 5 Business Days notice of the Track Inspection; and
provide Scottish Water a minimum of 10 Business Days notice of the proposed date of
connection.

The Licensed Provider must ensure that Scottish Water’s Technical Approval is forwarded
unaltered to the Accredited Entity undertaking the Connections Activity.

**Step 5**
Scottish Water thereafter may carry out a Track Inspection and a Water Byelaws inspection prior
to the agreed connection date notifying the Licensed Provider further if there is a failure and of any
remedial action required.

**Step 6**
As instructed by the Licensed Provider, the Accredited Entity undertakes the Connections Activity
on the agreed date and the Licensed Provider notifies Scottish Water of the connection details
within 5 Business Days of this new connection having been made.

The Licensed Provider will note that the Accredited Entity undertaking the Connections Activity is
required to arrange for a water sample to be taken by an appropriate accredited body and
submitted to a UKAS accredited laboratory within 24 hours of the connection; the results of the
analysis of the sample must be submitted to Scottish Water within 48 hours of the connection,
such that Scottish Water can assess the results and any further measures which may need to be
undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of
public health, Scottish Water may need to stop the supply of water to the connection.

**Step 7**
Scottish Water invoices the Licensed Provider in accordance with the Wholesale Charges Scheme
and the Licensed Provider pays any invoice properly due.

**Step 8**
On cessation of the requirement for supply, the Licensed Provider informs Scottish Water when
the connection can be terminated. Scottish Water disconnects the supply within 10 Business Days
of receipt of the Licensed Provider’s instruction.

**New Connections**

**Process 5B - Application for a metered temporary water connection (metered building
water)**

**Purpose and scope of Process 5B:**
This Process sets out the operational arrangements which apply where a Non-Household
Customer (including here a Developer) requires a metered temporary connection to the Network
for the purposes of the supply of building water or supply to site accommodation, to the Non-
Household Customer. Where the Non-Household Customer has a requirement which includes
grouting works (site washing down preparation), due to the volume of water which will normally in
that case be required, Process 1 should be followed as opposed to this Process 5B. Where a PDE
has not previously been carried out Scottish Water may, under certain circumstances, request that
the relevant PDE is submitted (see Process 14). The connection will attract a charge in accordance
with the Wholesale Charges Scheme.

The Licensed Provider may request that Scottish Water undertake the connection following
Process 5B1. Alternatively the Licensed Provider may instruct an Accredited Entity to undertake
the Connections Activity, following Process 5B2, in accordance with the arrangements governing
connections to Scottish Water’s Network and where the Licensed Provider has entered into an
agreement with Scottish Water for undertaking such activities. An overview of the accreditation
arrangements governing Connections Activity on Scottish Water’s Network is contained in the
opening section of this Operational Code.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed
Provider to be of a technical nature, Scottish Water may liaise directly with the customer or their
representatives. To allow Scottish Water to make customer contact, one of the following steps
should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their customer. In this case
  a Licensed Provider would ask Scottish Water and they would also have to agree to this
  contact; or
- Scottish Water may only liaise with the customer about the technical issue in question;
  there will not be any further discussion on the application. Further discussion would
include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design. The purpose of this assistance is to ascertain information necessary for Scottish Water to issue Technical Approval, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a DIA/PDE under Process 14.

**Process:**

**Process 5B1** applies where Scottish Water undertakes the connection for the supply of metered building water, including the installation of the meter and the subsequent disconnection

**Step 1**
The Non-Household Customer appoints a Licensed Provider.

**Step 2**
The Licensed Provider, as requested by the Non-Household Customer, submits the application form (Form J) with supporting information as set out in the Appendix to this Code. The application is recorded by Scottish Water by means of a reference number and promptly acknowledged by Scottish Water.

Scottish Water will review the application and respond to the Licensed Provider as described in Step 3 below. Alternatively, the Licensed Provider may, using the application form (Form J), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, in which case this Process continues from Step 2B as set out below.

If the application form is materially incomplete, either:

- Scottish Water requests the relevant information and this Process recommences at Step 2 as set out above; or
- the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 2B of this Process.

**Step 2B**
Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 2 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the technical assessment of the application, setting out all the technical details that it will use for the technical assessment.

Within 5 Business Days of the Licensed Provider’s receipt of the written confirmation from Scottish Water that it has all the information needed for the technical assessment of the application for connection, the Licensed Provider will:

(i) request Scottish Water to proceed with the technical assessment on the basis of the information set out; or

(ii) request Scottish Water to proceed with the technical assessment using different technical information, setting out the relevant details, in which case this process restarts at Step 2B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with the technical assessment of the design.
Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the application in accordance with the Wholesale Charges Scheme.

**Step 3**
Scottish Water issues to the Licensed Provider within 10 Business Days of the date of receipt of a valid application form a connection offer, along with the associated Technical Approval relating to the building water connection and the details regarding the location and sizing of the meter(s). The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

**Step 4**
If the Licensed Provider accepts the connection offer it will:
- notify Scottish Water that the site preparation is complete, the site works are completed in accordance with the applicable Standards and advise Scottish Water of the date of the Track Inspection; and
- provide Scottish Water a minimum of 10 Business Days notice that a connection is required with the proposed date of connection.

**Step 5**
Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency no less than 5 Business Days ahead of the estimated date of connection in accordance with the Market Code.

**Step 6**
Scottish Water thereafter may carry out a Track Inspection, advising the Licensed Provider if it will attend and a Water Byelaws inspection prior to the agreed connection date notifying the Licensed Provider further if there is a failure and of any remedial action required.

**Step 7**
Scottish Water makes the connection on the agreed date and notifies the Central Market Agency of this new connection within 5 Business Days of the connection and in accordance with the Market Code.

**Step 8**
Scottish Water will install a meter either concurrently with Step 7 or within 2 Business Days of the date of connection.

**Step 9**
Within 5 Business Days of completion of the meter installation, Scottish Water will promptly notify the Central Market Agency of the opening meter reading and meter installation details in accordance with the Market Code.

**Step 10**
Scottish Water invoices the Licensed Provider in accordance with the amount specified in the connection offer and the Licensed Provider pays any invoice properly due.

**Step 11**
On cessation of the requirement for supply, the Licensed Provider informs Scottish Water when the connection can be terminated. Scottish Water removes the meter and disconnects the supply within 10 Business Days of receipt of the Licensed Provider's instruction.

**Step 12**
Within 5 Business Days of completion of the works, Scottish Water will notify the Central Market Agency of the meter removal and meter readings in accordance with the Market Code.

**Process 5B2:**

Process 5B2 applies where the Licensed Provider instructs an Accredited Entity to undertake the connection for the supply of metered building water and the subsequent disconnection.

**Steps 1 and 2** are as set out in Process 5B1 above.

**Step 3**
Scottish Water issues to the Licensed Provider within 10 Business Days of the date of receipt of the application form a connection offer, along with the associated Technical Approval relating to the building water connection and the details regarding the location and sizing of the meter(s). The connection offer remains open for acceptance by the Licensed Provider for 60 Business Days from the date of the offer.

The Licensed Provider must ensure that Scottish Water’s Technical Approval is forwarded unaltered to the Accredited Entity undertaking the Connections Activity.

**Step 4**
If the Licensed Provider accepts the connection offer it will:
• notify Scottish Water that the site preparation is complete, the site works are completed in accordance with the applicable Standards and ready for a Track Inspection, giving Scottish Water 5 Business Days notice of the Track Inspection; and
• provide Scottish Water a minimum of 10 Business Days notice that a connection is required, with the proposed date of connection.

**Step 5**
Scottish Water will issue a request for a new Supply Point(s), related to the connection, to the Central Market Agency no less than 5 Business Days ahead of the estimated date of connection in accordance with the Market Code.

**Step 6**
Scottish Water thereafter may carry out a Track Inspection, advising the Licensed Provider if it will attend, and a Water Byelaws inspection prior to the agreed connection date notifying the Licensed Provider further if there is a failure and of the remedial action required.

**Step 7**
As instructed by the Licensed Provider, the Accredited Entity undertakes the connection on the agreed date and the Licensed Provider notifies Scottish Water of the connection details within 5 Business Days of the connection having been made. Scottish Water notifies the Central Market Agency of this new connection in accordance with the Market Code within 3 Business Days of receipt of the information from the Licensed Provider.

The Licensed Provider will note that the Accredited Entity undertaking the Connections Activity may be required, as applicable, to arrange for a water sample to be taken by an appropriate accredited body and submitted to a UKAS accredited laboratory within 24 hours of the connection. Where a sample is taken, the results of the analysis of the sample must be submitted to Scottish Water within 48 hours of the connection, such that Scottish Water can assess the results and any further measures which may need to be undertaken by the Licensed Provider. Depending on the results of the analysis, for reasons of public health, Scottish Water may need to stop the supply of water to the connection.

**Step 8**
As instructed by the Licensed Provider, the Accredited Entity will install a meter either concurrently with Step 7 or within 2 Business Days of the date of connection and the Licensed Provider will notify Scottish Water of the meter reading and meter installation details within 5 Business Days of completion of the meter installation.

**Step 9**
Within 3 Business Days of receipt of the meter installation details, Scottish Water will notify the Central Market Agency of the opening meter reading and meter installation details in accordance with the Market Code.

**Step 10**
Scottish Water makes any payments due the Licensed Provider in accordance with the Wholesale Charges Scheme.

**Step 11**
On cessation of the requirement for supply, the Licensed Provider notifies Scottish Water of the intention to terminate the supply along with the planned date of termination. The Licensed Provider instructs the Accredited Entity to remove the meter and disconnect the supply within 10 Business Days of the notification to Scottish Water.

**Step 12**
Within 5 Business Days of completion of the works, the Licensed Provider will notify the Scottish Water of the disconnection details, the meter removal and the meter readings; Scottish Water will update the Central Market Agency in accordance with the Market Code within 3 Business Days of the receipt of the information from the Licensed Provider.
Enquiries, Complaints and Contacts
Process 14 - Developer enquiries

Purpose and scope of Process 14: -
This Process sets out the operational arrangements which apply where a Developer enquires of Scottish Water as to the provision of Water or Sewerage Services for a proposed development. A Developer may appoint a Licensed Provider at any time during this Process 14. When Scottish Water is notified that a Licensed Provider has been appointed, it will from that time forward communicate with the Licensed Provider and use the appropriate Process.

At any time during the process where a query is raised by Scottish Water deemed by a Licensed Provider to be of a technical nature, Scottish Water may liaise directly with the customer or their representatives. To allow Scottish Water to make customer contact, one of the following steps should be taken:

- A Licensed Provider asks Scottish Water to liaise directly with their customer. In this case a Licensed Provider would ask Scottish Water and they would also have to agree to this contact; or
- Scottish Water may only liaise with the customer about the technical issue in question; there will not be any further discussion on the application. Further discussion would include comments on the timescales of the application or any other commercial issues relating to the application or Licensed Provider.

The Licensed Provider may request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the DIA/PDE. The purpose of this assistance is to ascertain information necessary for Scottish Water to complete the DIA/PDE, and may include, as required, technical discussions about the location and/or size of the connection design being proposed; a visit to the site for such purposes; discussions about the nature and/or quality of documentation to support the application (such as on site and off-site drawings, the location of the proposed main, plumbing schematics etc.) For the avoidance of doubt, this assistance will not include design or consultancy services such as the production of drawings and/or documentation or modelling, unless the modelling is specifically requested in the context of a DIA/PDE under this Process 14.

Process:

Step 1
Developer submits a PDE in relation to the provision of Water or Sewerage Services to a proposed development, Scottish Water will make an initial substantive response within 15/10 Business Days of receipt of the enquiry.

Step 2
The initial response by Scottish Water, based on the information provided by the Developer, will include provision of a reference number for the enquiry, and will either:
- confirm that there is sufficient capacity within the Network to enable provision of the required services and give an estimate of the conditions, cost and timescale for connecting the proposed development to the Network; or
- advise of the need to require a DIA/PDE using the form (Form E) set out in the Appendix to this Code.

Step 3
When a Developer requests Scottish Water to carry out a DIA/PDE using Form E, Scottish Water will do so within 20/15 Business Days of receipt of the request (unless due to reasons beyond its reasonable control).

Where the Licensed Provider requests Scottish Water to carry out a DIA/PDE using Form E, Scottish Water will respond to the Licensed Provider within 20/15 Business Days of receipt of a valid request. The Licensed Provider may, using the application form (Form E), request that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the DIA/PDE, in which case this Process continues from Step 3 as set out below.

If the application form is materially incomplete, either:
- Scottish Water requests the relevant information and this Process 14 recommences at Step 3 as set out above; or
the Licensed Provider requests that Scottish Water assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that Scottish Water may complete the technical assessment of the design, as set out in Step 13B of this Process.

**Step 13B**

Scottish Water will contact the Non-Household Customer within 5 Business Days of the request from the Licensed Provider, under Step 13 above, to assist with the technical aspects of what is needed to complete the application, and to arrange a site visit, as required. Scottish Water will promptly confirm the details of any discussion in writing to the Licensed Provider and will copy all correspondence with the Non-Household Customer to the Licensed Provider.

Scottish Water will confirm in writing to the Licensed Provider within 2 Business Days of receipt of all the information needed to complete the DIAPDE, setting out all the technical details that it will use for the DIAPDE.

Within 5 Business Days of the Licensed Provider’s receipt of the written confirmation from Scottish Water that it has all the information needed for the DIAPDE, the Licensed Provider will:

(i) request Scottish Water to proceed with the DIAPDE on the basis of the information set out; or

(ii) request Scottish Water to proceed with the DIAPDE using different technical information, setting out the relevant details, in which case this process restarts at Step 24B above.

If the Licensed Provider does not respond to Scottish Water within 5 Business Days of the written confirmation from Scottish Water, Scottish Water will proceed with DIAPDE.

Scottish Water will respond to the Licensed Provider within 20-15 Business Days of receipt of all the information needed to complete the DIAPDE.

Scottish Water may invoice the Licensed Provider for any additional costs associated with the completion of the DIAPDE in accordance with the Wholesale Charges Scheme.

**Step 24**

The DIAPDE will identify:

- any Network reinforcement or;
- the other work that is required before the proposed development can be connected, noting that the PDE may suggest that a water impact assessment or drainage impact assessment will be required to be undertaken by the Licensed Provider;
- any specific conditions that would apply in relation to the connection.