Supply Point Registration, Verification and Deregistration

**General Introduction**
Processes 28-30 set out the procedures to be followed by the Licensed Provider and Scottish Water when there is a requirement to verify the details of a physical Supply Point in relation to the corresponding details held on record, when registering a new Supply Point as a Gap Site in the Supply Point Register, and when deregistering a Supply Point with no corresponding physical disconnection.

Supply Point Registration, Verification and Deregistration

**Process 28 – Verification of Meter Details**

**Purpose and scope of Process 28:**
The physical inspection of meters for the purpose of verifying records is the responsibility of Scottish Water. This Process sets out the operational arrangements that apply where either a Licensed Provider or Scottish Water consider that the meter details differ from the details held on their records. These details can be attributes of the meter or supply arrangements of the meter.

**Process:**

**Step 1**
Either:-
(i) the Licensed Provider makes a request to Scottish Water to verify meter details by submitting a verification of meter details form (Form K) as set out in the Appendix to this Code. The Licensed Provider’s request will detail the following:
- the Non-Household Customer’s Supply Point ID; and
- the Licensed Provider’s reasons for the request and any supporting information; or
(ii) Scottish Water, where records are deemed inaccurate, will notify the Licensed Provider that it intends to make a physical verification of meter details.

**Step 2**
Scottish Water will make a planned visit to the Non-Household Customer’s Premises on a date and time agreed with the Licensed Provider to physically inspect the meter details. The Licensed Provider may be present at the time of the planned visit.

**Step 3**
Where the Licensed Provider has requested the verification, Scottish Water shall notify the Licensed Provider of findings of the inspection\(^1\) within 10 Business Days of the Licensed Provider’s request.

Where Scottish Water identifies that data corrections are required affecting additional Supply Points either not listed in the Licensed Provider’s initial request or registered to another Licensed Provider, it will notify all affected Licensed Providers of the initial findings and proceed to Step 5. Otherwise, this process will continue from Step 7 below.

**Step 4**
Where Scottish Water has requested the verification, Scottish Water will notify the Licensed Provider of the findings of the inspection within 5 Business Days of the visit taking place.

Where Scottish Water identifies that data corrections are required affecting additional Supply Points either not listed in the Licensed Provider’s initial request or registered to another Licensed Provider, it will notify all affected Licensed Providers of the initial findings and proceed to Step 5. Otherwise, this process will continue from Step 7 below.

**Step 5**
Where necessary, Scottish Water will undertake additional desk analysis and site surveys as required and will develop a plan of data corrections to all affected Supply Points which will be issued to all affected Licensed Providers within 10 Business Days of the completion of Step 3.

**Step 6**
The affected Licensed Providers will review the proposed data corrections and will notify Scottish

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\(^1\) ‘findings of inspection’ – the findings of the inspection are defined by the responses Scottish Water is required to make as per Section 7 of Form K
Water within 10 Business Days with any comments, queries or objections. If no response is provided within 10 Business Days, the Licensed Provider will be assumed to have agreed with the proposed data corrections.

If any Licensed Provider raises queries, comments or objections to the proposed data corrections, Scottish Water will either:
- revise the proposed data corrections in line with the Licensed Provider’s suggestions and, if the revised data corrections do not affect Supply Points registered to any other Licensed Provider, proceed to Step 7;
- repeat Step 5 and propose revised data corrections to all affected Licensed Providers; or
- repeat Step 5 and respond to the Licensed Provider with details of why the original data corrections are still believed to be correct.

**Step 7**
Scottish Water may recover its reasonable cost of the visit from the Licensed Provider in accordance with the Wholesale Charges Scheme.

**Step 8**
Where records of meter details differ from the findings of the inspection, Scottish Water shall notify the Central Market Agency according to the relevant process for the nature of the change or within 5 Business Days of completion of the investigation.
Verification of Meter Details Form
For Use by Licensed Providers

1. **Licensed Provider Details:**
   - Licensed Provider: __________________________
   - Licensed Provider’s own Reference: __________________________
   - Licensed Provider ID: __________________________
   - Contact name: __________________________
   - Contact number: __________________________
   - Contact e-mail: __________________________

2. **Premises Details:**
   - Supply Point ID (SPID): __________________________
   - Address of premises: __________________________
     __________________________
     __________________________
   - Postcode: __________________________
   - Contact name at premises: __________________________
   - Contact number: __________________________

3. **Supply Points to be Verified/Verification Details:**

3.1 **Meter Details**

Please indicate which details are required to be verified:

- **Water Connection**
  - Meter Attributes: [ ]

- **Roads Drainage**
  - Supply Arrangements: [ ]
Sewerage Connection:  □  □  Property Drainage:  □
Services to Caravans:  □  □  Metered Water:  □
Troughs and Drinking Bowl Connections:  □  □  Metered Sewerage:  □
Outside Taps:  □  □  Other:  □
if other, please specify:  ________________________________

Please indicate all services required to be verified:  ________________________________
 __________________________________
Water Connection:  □  □  Roads Drainage:  □
Sewerage Connection:  □  □  Property Drainage:  □
Services to Caravans:  □  □  Metered Water:  □
Troughs and Drinking Bowl Connections:  □  □  Metered Sewerage:  □
Outside Taps:  □  □  Other:  □
if other, please specify:  ________________________________

3.2 Services Meter details at metered premises:

For verification of meter details, please provide any meter details that you have on your records:

<table>
<thead>
<tr>
<th></th>
<th>Meter 1</th>
<th>Meter 2</th>
<th>Meter 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter type:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meter make:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meter size:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meter serial number:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meter pit number:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>x,y coordinates:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Meter 1 Location:  __________________________________________________________

Meter 2 Location:  __________________________________________________________
3.3 Reasons for request:

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

________________________________________________________________
________________________________________________________________
________________________________________________________________

4. Additional Information:

Please provide any additional information where appropriate:

________________________________________________________________
________________________________________________________________
________________________________________________________________

5. Consent to Contact Non-Household Customer:

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

Yes: ☐
No: ☐

6. Your Details:

Signature: _______________________________ Date: ___________________
Full name (in capitals): ________________________________

Role in the company or job title: ________________________________

7. **Scottish Water – Response to Investigation (Findings of Inspection)**

This section is to be completed following the site investigation and ensures the requisite information is captured at the site visit and passed to the Licensed Provider.

**All fields are mandatory**

<table>
<thead>
<tr>
<th>Findings of Inspection</th>
<th>Response</th>
<th>Mandatory/Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of visit</td>
<td></td>
<td>Mandatory</td>
</tr>
<tr>
<td>Meter read on date</td>
<td></td>
<td>Mandatory</td>
</tr>
<tr>
<td>x/y coordinate</td>
<td></td>
<td>(Mandatory, if different from market data)</td>
</tr>
<tr>
<td>Meter make</td>
<td></td>
<td>(Mandatory, if different from market data)</td>
</tr>
<tr>
<td>Meter serial</td>
<td></td>
<td>(Mandatory, if different from market data)</td>
</tr>
<tr>
<td>MeterID at CMA</td>
<td></td>
<td>(Mandatory, if different from market data)</td>
</tr>
<tr>
<td>Digits (black and red) e.g. 5, 2</td>
<td></td>
<td>(Mandatory, if different from market data)</td>
</tr>
<tr>
<td>Location</td>
<td></td>
<td>(Mandatory, if different from market data)</td>
</tr>
<tr>
<td>Meter physical size</td>
<td></td>
<td>(Mandatory, if different from market data)</td>
</tr>
</tbody>
</table>

**Where optional information has changed please note if visit will lead to:**

<table>
<thead>
<tr>
<th>Update in market data set (Yes/No)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If yes, what transaction/s were sent to CMA, (e.g. location update / meter exchange)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>If yes___— (expected date of transaction/s, (dd/mm/yy)</strong></td>
<td></td>
</tr>
<tr>
<td>Charge to Licensed Provider for visit (Yes/No)</td>
<td></td>
</tr>
</tbody>
</table>