

# Implementing Retail Competition in Scotland

Workshop 13 June 2012  
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Operational Code



# Operational Code

## Wholesale Service to Licensed Providers

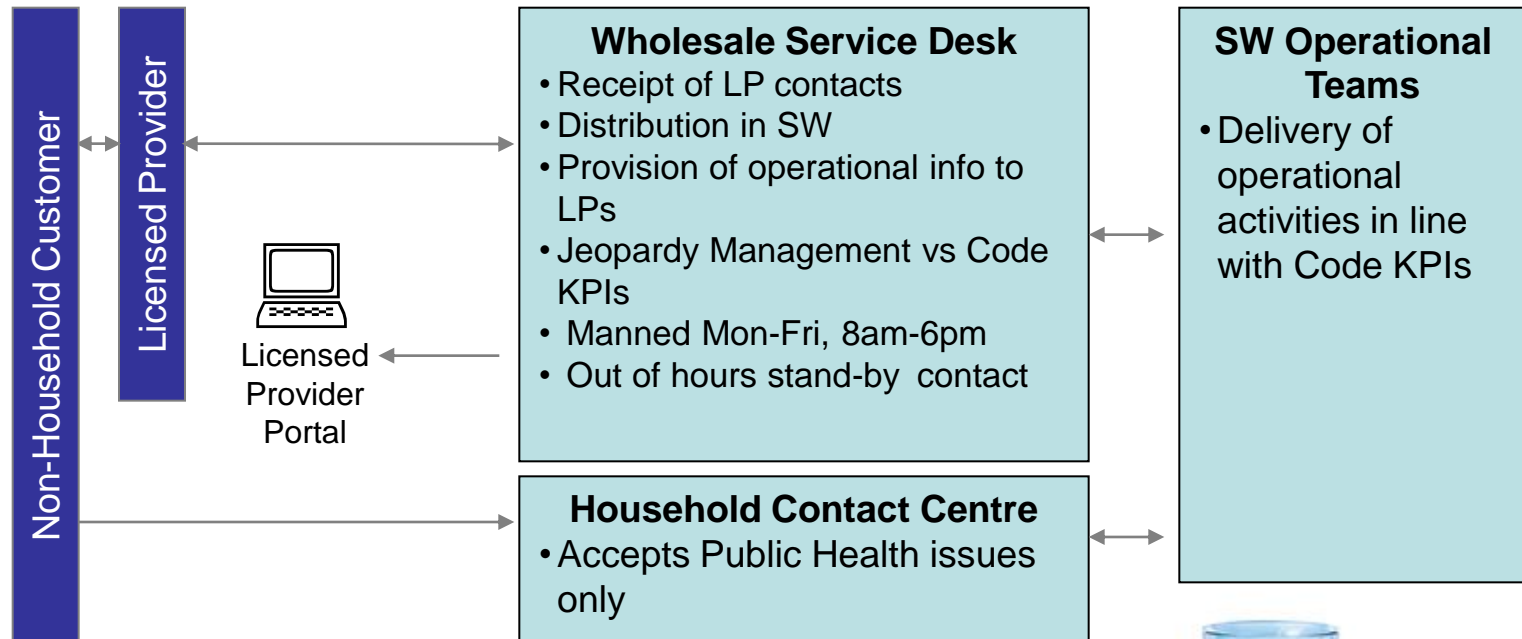
- Practical implementation of Operational Code
  - Managing service requests and levels
  - Information for Licensed Providers
  - To allow Licensed Providers to meet needs of their customers



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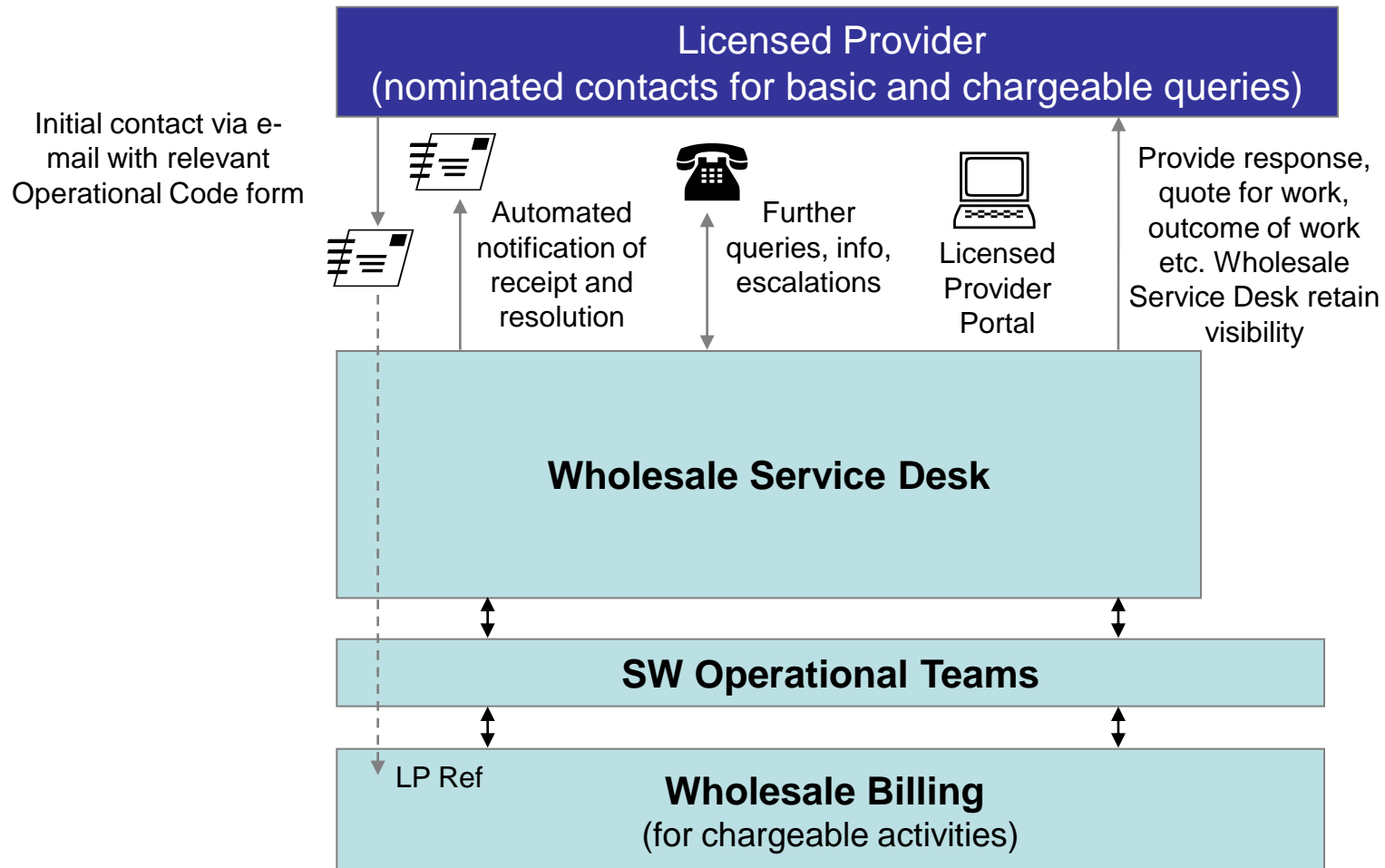
# Wholesale Service Desk

- Wholesale Service Desk receives most operational requests (except New Connections, Gap Sites) from LPs
- Maintains overall visibility of delivery against obligations in the Codes, escalates where necessary to ensure compliance
- Provides information to LPs via portal and direct contact on SW operational activities



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# Wholesale Service Desk



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# Operational contacts

## Other contacts

- New connections and gap sites applications handled directly by relevant team due to specialist activity
- Wholesale billing for all billing, payment and settlement queries
- Wholesale Account Manager, relationship and wider policy issues



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# Information for Licensed Providers

## Licensed Provider portal

- Secure area of Scottish Water website for Licensed Providers
- Contains reference material on wholesale service including
  - Decision trees for operational customer contacts (e.g. water quality and supply interruptions)
  - Escalation process and contact points
- Master copies of all Code application forms for requests to Scottish Water
- Licensed Provider Notification System (LPNS)
  - Visibility of planned and unplanned work on network affecting services to customers

# Information for Licensed Providers

- Trade Effluent portal
  - Consents, sampling plan, sample results
- Developer connections portal
  - Information to allow a connection application to be tracked
  - Web forms for household applications
- Features under development/ review
  - Incentive scheme improved handling
  - Vacancy admin scheme
  - Reviewing use of web services for high volume processes
- Scottish Water website holds information on accreditation arrangements



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# Managing Service Levels

- Escalation process published on LP portal
- Report on SW's Operational KPI performance provided monthly to each LP with supporting detailed reports
  - Developed marts for tracking KPIs
  - Significant resource
- Regular operational meetings with Wholesale Service Desk offered
- Standing agenda item at Account Management Meeting
- SW conducts regular LP survey



**Scottish  
Water**

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# Operational Code

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- Has changed over time with benefit of experience
- SW has developed practical arrangements for working with LPs