



SHEPHERD+ WEDDERBURN

# Codes, Tariffs and the Scottish Timeline

## *Template Wholesale Services Agreement*

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# Agenda

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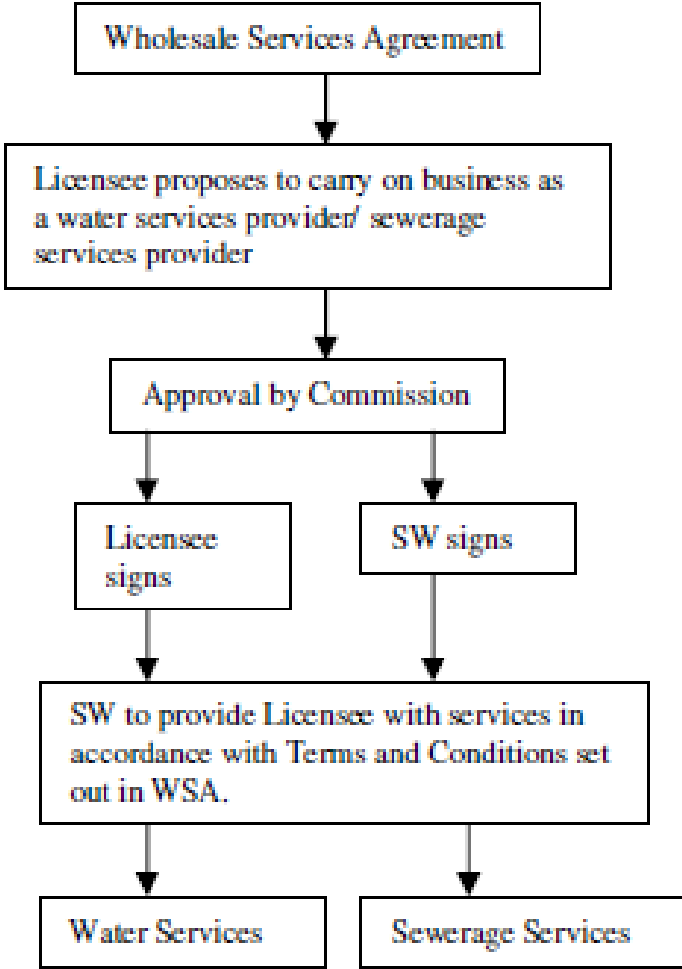
- Background
- What does the WSA cover?
- Payment/Service Standards
- Developments since market opening
- Lessons Learned

# Wholesale Services Background

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- Section 16 of the 2005 Water Services Act
- Commission consultation in 2005
- Commission's 2007 Direction to Scottish Water

# Wholesale Services Agreement



# WSA Content

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- Water Services – supply of water
- Sewerage Services – foul sewerage, surface water drainage and trade effluent
- Metering Services
  - the “Scottish question”
  - install, remove, maintain, repair, accuracy test and replace
- Wholesale charges scheme

# Payment/Service Standards

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- Payment
  - no detriment to SW's core functions
  - pre-payment
- Service Standards
  - Negotiable “base” case for level of service
  - Complaint response times, interruptions to supply, water pressure etc.

## Developments since market openings

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- Payment methods
- Contestable services – metering, new connections and trade effluent
- Improved services.

# Retailers Improved Services

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- Leak repairs arranged and meters replaced at night for minimum business disruption
- Regular management information to check consumption anomalies e.g. leaks
- Advice on consumption reduction/bill reduction e.g. rainwater harvesting
- Waste efficiency e.g. greywater recycling
- Consolidated e-billing
- Automated meter reading.



# Lessons Learned

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- Importance of prepayment but flexible payment methods
- Build in scope for change
- Light touch re supervision of detail of Agreement/negotiation

## Contact Details

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