

## **OCCP073 Annex**

### **Introduction**

*These are the changes to the Operational Code required to fulfil the change proposal “OCCP073: Customer Requested Temporary Disconnection”. The following sections require to be changed:*

- *Summary: the first bullet on page 11, Disconnections and reconnection following Temporary Disconnection;*
- *Use of accredited entities: the last bullet on page 12, which is in the list of activities that a Licensed Provider may instruct an Accredited Entity to carry out;*
- *Disconnections and reconnection following Temporary Disconnection: changes to be made throughout this section from page 82 onwards; and*
- *Form T and Form V.*

#### **1. Change to be made in the Summary – page 11**

*The following change needs to be made:*

- **Disconnections and reconnection following Temporary Disconnection** (Processes 34-404) which shall include the procedures by which Scottish Water and the Licensed Provider should interact in making either Temporary Disconnections or Permanent Disconnections of the Water Services to Eligible Premises and any subsequent reconnections. These processes also include the process to be followed for gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water’s powers of entry;

#### **2. Changes to be made in the use of accredited entities – page 12**

Licensed Providers may instruct Accredited Entities to carry out Connections Activity and/or Metering Activity and/or Disconnections Activity, as defined in this Code. The relevant processes are:

- ...
- Process 34B – Disconnection requested by the Licensed Provider and performed by an Accredited Entity, such as in relation to Non-Household Customer non-payment;
- Process 37B – Disconnection requested by the Non-Household Customer and performed by an Accredited Entity;
- Process 38 – Gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water’s powers of entry at Licensed Provider Request;
- Process 39B – Reconnection requested by the Licensed Provider and performed by an Accredited Entity; and
- ~~Process 41B – Reconnection performed by an Accredited Entity following a Disconnection requested by the Non-Household Customer.~~

### **3. Changes to be made to “Disconnections and reconnection following Temporary Disconnection” – page 82 *ad seq.***

This section is reproduced in full, with relevant changes marked-up.

#### **General Introduction**

Processes 34 – 410 set out the procedures which Scottish Water and Licensed Providers should follow in making either Temporary Disconnections or Permanent Disconnections of the Water Services to Eligible Premises, and any subsequent reconnections. This section also sets out the process to be followed for gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water's powers of entry.

In addition to following the processes set out here, Licensed Providers and Scottish Water shall observe any statutory or other requirements, in particular the provisions of the Disconnections Document, or any requirements to inform any relevant authority such as the Drinking Water Quality Regulator where required to do so.

#### **The Disconnections Document**

Non-Household Customers may request ~~a Temporary or~~ a Permanent Disconnection of some or all of the Water Services to their premises. Additionally, Licensed Providers may request a Disconnection of the supply, for example for non-payment. The Disconnections Document sets out the circumstances under which a Disconnection may be made at the request of a Licensed Provider, the provisions which must apply and the limitations on Disconnection. In such cases, prior to requesting a Disconnection from Scottish Water or instructing an Accredited Entity to undertake the Disconnection, Licensed Providers must observe and follow the relevant provisions of the Disconnections Document.

Under the limitations set out in the Disconnections Document, certain Non-Household Customers at Occupied Eligible Premises cannot be Disconnected for non-payment, namely those covered by the Non-Household Customer Classification section in the introduction to this Code (“Sensitive Customers”).

Where the Licensed Provider is required under the Disconnections Document to send a copy of the Disconnection Warning Notice to Scottish Water or another Licensed Provider, it is expected that if Scottish Water considers the Disconnection should not proceed, for example due the classification of the Non-Household Customer, they should inform the requesting Licensed Provider as soon as possible. As applicable and in such cases, the Sewerage Licensed Provider if different should also inform Scottish Water as soon as possible.

#### **Use of Accredited Entities**

These processes shall also apply where Accredited Entities (including any Licensed Provider who holds any necessary accreditations) can undertake the Disconnection.

#### **Temporary and Permanent Disconnections**

Permanent Disconnections are those where a connection to the Network is removed or otherwise made unworkable such that the supply of Water Services at that point could only resume if a new connection was made (which should be done in accordance with the New Connections processes). All other Disconnections are Temporary Disconnections, which may subsequently be reconnected without a new connection being made. Once a Temporary Disconnection has been made in accordance with the provisions set out in the relevant process, Scottish Water may at a later date discontinue the supply by means of a Permanent Disconnection where deemed necessary for reasons relating to water quality. There is no requirement for a Temporary Disconnection to be made prior to a Permanent Disconnection and Disconnections may be undertaken at Eligible Premises which are either Occupied or Vacant.

#### **Standard and non-standard Disconnections**

Throughout these processes, references to 'standard' Disconnections includes those which are charged by reference to a specified standard price in Scottish Water's Wholesale Charges Scheme. References to 'non-standard' Disconnections includes those for which Scottish Water's Wholesale Charges Scheme sets out a price point other than the standard price or it provides for a quotation for the work to be done. If the Disconnection is a non-standard one, the Licensed Provider must confirm its acceptance of any quotation of the non-standard charge before the Disconnection may proceed and it is required to pay that non-standard wholesale charge. These processes also allow for a standard Disconnection on first visit where requested by the Licensed Provider and feasible. If the Disconnection is not feasible, other charges may apply as relevant such as survey charges.

## Overview of Disconnection processes

Table 1: Overview of Disconnection processes

Number	Process
34A	Disconnection requested by the Licensed Provider and performed by Scottish Water
34B	Disconnection requested by the Licensed Provider and performed by an Accredited Entity
35	Disconnection performed by Scottish Water for illegal use
36	Disconnection performed by Scottish Water for breach of the Water Byelaws
37A	Disconnection requested by the Non-Household Customer and performed by Scottish Water
37B	Disconnection requested by the Non-Household Customer and performed by an Accredited Entity
38	Gaining entry to an Eligible Premises for the purposes of Disconnection using Scottish Water's powers of entry at Licensed Provider request
39A	Reconnection requested by the Licensed Provider and performed by Scottish Water
39B	Reconnection requested by the Licensed Provider and performed by an Accredited Entity
40	Reconnection performed by Scottish Water following rectification of a breach of the Water Byelaws
41A	<del>Reconnection performed by Scottish Water following a Disconnection requested by a Non-Household Customer</del>
41B	<del>Reconnection performed by an Accredited Entity following a Disconnection requested by a Non-Household Customer</del>

## Disconnection timescales

Table 2 below sets out the timescales for the different steps in these processes, and these shall apply unless otherwise stated in the text.

Table 2: Permitted timescales for Temporary and Permanent Disconnections

Action	Permitted Timescales	
	Temporary Disconnection	Permanent Disconnection
Visit site to check viability and work required and to make a standard Disconnection (where requested and the Licensed Provider has not asked for advance notice of the Disconnection visit)	Up to twelve (12) Business Days from receipt of request notice	N/A

Action	Permitted Timescales	
Report findings to the Licensed Provider (including quotation for non-standard Disconnections) and notify Customer in the case of Permanent Disconnections.	Up to three (3) Business Days from the visit to site or receipt of request if no site visit required	Up to twenty (20) Business Days from Scottish Water's receipt of completed application form
Making of Disconnection	Up to: <ul style="list-style-type: none"> <li>• Six (6) Business Days from providing its report to the Licensed Provider (unless Scottish Water made the Disconnection on the initial site visit) for standard Disconnections; or</li> <li>• Twelve (12) Business Days from the date on which the Licensed Provider accepts any quotation for non-standard Disconnections.</li> </ul>	Up to thirty (30) Business Days from date on which the Licensed Provider confirms that the Disconnection should proceed <del>accepts</del> —any quotation.

...

## Process 37 - Disconnection requested by the Non-Household Customer

---

### Purpose and scope of Process 37: -

Non-Household Customers may request that Water Services to their Eligible Premises are Permanently Disconnected for a number of reasons. ~~In some cases, a Temporary Disconnection may be required, for example, when a property is being refurbished. In others, a Permanent Disconnection may be required,~~ for example, when a building is demolished.

~~It must always be made clear on the relevant form which type of Disconnection is being sought.~~ The relevant form to be used for this process is Form T, Non-Household Customer disconnection request.

The Disconnection may be undertaken by Scottish Water following Process 37A or by an Accredited Entity, accredited to undertake the Disconnection Activity, following Process 37B.

### Process 37A: Disconnection requested by the Non-Household Customer and performed by Scottish Water

---

#### Process: -

#### Step 1

The Licensed Provider shall arrange for notice of the Non-Household Customer's request for Disconnection to be served on Scottish Water using Form T, ~~clearly indicating whether it requires a Temporary Disconnection or Permanent Disconnection.~~

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of the Disconnection request to the other Licensed Provider.

#### Step 2

Within the relevant timescale set out in table 2 in the introduction to the Disconnections processes above, Scottish Water may visit the Eligible Premises to investigate what would be required to effect the Disconnection.

~~Where Scottish Water determines that a standard Disconnection is possible, Scottish Water shall make the Disconnection during this first site visit where requested and as applicable, and this process shall continue at Step 6 below.~~

#### Step 3

~~Unless the Disconnection has already taken place,~~ within the relevant timescale set out above in table 2 in the introduction to the Disconnections processes above, Scottish Water shall report its findings to the Licensed Provider, specifying:

- ~~that if a Disconnection is viable, Scottish Water shall advise the Licensed Provider of any survey charge and a quotation for the Disconnection where it is non-standard, in accordance with its Wholesale Charges Scheme;~~ or
- ~~that if a Disconnection is not viable,~~ in which case Scottish Water shall explain why the Disconnection is not viable. Where the services provided to a Non-Household Customer are shared with another Non-Household or a household Customer, Scottish Water must advise the Licensed Provider of the cost of effecting a Disconnection by way of splitting the shared services, when requested by the Licensed Provider and in situations where this would be feasible, at all times consistent with the provisions of the Disconnections Document and in particular the limitations on Disconnections as set out in that Document.

#### Step 4

~~In the case of a Temporary Disconnection, within five (5) Business Days~~ Within three (3) months of its receipt of that report from Scottish Water ~~and within three (3) months for a Permanent Disconnection~~, the Licensed Provider may confirm that Scottish Water should proceed to make the Disconnection. If the Licensed Provider provides that confirmation, Scottish Water shall arrange a date and time slot with the Non-Household Customer to visit and make the Disconnection, arranged either via the Licensed Provider or directly with the Non-Household Customer where the Licensed Provider has consented on Form T. Unless otherwise agreed with the Licensed Provider or Non-Household Customer, the Disconnection shall be within the applicable time slot set out in table 2 in the introduction to the Disconnections processes above.

#### **Step 5**

On the scheduled date and in the scheduled time slot, Scottish Water shall attend the Eligible Premises and make the Disconnection. The Licensed Provider may attend the Disconnection.

#### **Step 6**

~~Where the Disconnection was a Temporary Disconnection, Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within two (2) Business Days of completing the Disconnection, in accordance with the Market Code.~~

~~Where the Disconnection was a Permanent Disconnection, Scottish Water shall notify the Central Market Agency of the Disconnection and other information required within five (5) Business Days of completing the Disconnection, in accordance with the Market Code.~~

### **Process 37B – Disconnection requested by the Non-Household Customer and performed by an Accredited Entity**

---

The relevant form to be used for this process is Form T, Non-Household Customer disconnection request.

**Process: -**

#### **Step 1**

Following a request from its Non-Household Customer, the Licensed Provider may arrange for the Accredited Entity to visit the Eligible Premises in order to check that the proposed Disconnection would not adversely affect the Water Services and/or Sewerage Services provided to any other premises or water provided for public use. The Accredited Entity shall do so in accordance with any applicable accreditation scheme and shall perform such other checks and validations as may be set out in that scheme.

#### **Step 2**

~~The Licensed Provider shall, in the case of a Temporary Disconnection at least two (2) Business Days in advance of the proposed Disconnection, issue a Disconnection information notice to Scottish Water using Form T, together with confirmation from the Accredited Entity that the Disconnection may proceed.~~

~~In the case of a Permanent Disconnection, Scottish Water will provide approval to Disconnect within twenty (20) Business Days of receipt of a completed application from the Licensed Provider.~~

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of the Disconnection request to the that Licensed Provider.

#### **Step 3**

~~Scottish Water may within two (2) Business Days of its receipt of any materially complete Form T from the Licensed Provider under Step 2, advise the Licensed Provider and/or the Accredited Entity if the Disconnection may not proceed, in which case this process ends, or of any objections or stipulations to be applied in advance of the proposed Disconnection date.~~

~~In the case of a Permanent Disconnection, w~~Where the application is approved by Scottish Water, it will also provide the Licensed Provider with information relating to the Disconnection by providing an initial DOMS Impact Assessment Form within 20 Business Days of receipt of the completed form from the Licensed Provider. The Licensed Provider must ensure that the approval to disconnect and the initial DOMS Impact Assessment Form are forwarded unaltered to the Accredited Entity undertaking the Disconnection.

#### **Step 4**

As and when the Disconnection can proceed, the Licensed Provider may instruct the Accredited Entity to proceed with the Disconnection.

~~In the case of a Permanent Disconnection, t~~The Licensed Provider will inform Scottish Water of the proposed disconnection at least **thirty (30)** Business Days in advance of the planned Disconnection date, as required under the accreditation arrangements and applicable procedures. This notification will include the information necessary to allow an assessment of the need for a Network shutdown. Scottish Water may reject the notification as set out giving reasons and request further information.

#### **Step 5**

The Licensed Provider shall inform Scottish Water that the Disconnection has taken place by submitting ~~a Form T (or an updated Form T where advance notice was given) either:~~

- ~~within two (2) hours of a Temporary Disconnection having been made and shall thereafter submit a Form T (or an updated Form T where advance notice was given) within one (1) Business Day of the Temporary Disconnection having been made; or~~
- within **five (5)** Business Days of ~~a Permanent~~ the Disconnection having been made.

#### **Step 6**

~~Where the Disconnection was a Temporary Disconnection, Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within two (2) Business Days of being informed by the Licensed Provider of the Disconnection, in accordance with the Market Code.~~

~~Where the Disconnection was a Permanent Disconnection,~~ Scottish Water shall notify the Central Market Agency of the Disconnection and other information required within **three (3)** Business Days of being informed by the Licensed Provider of the Disconnection, in accordance with the Market Code.

...

### **Process 39 - Reconnection following Temporary Disconnection**

---

#### **Purpose and scope of Process 39: -**

Temporary Disconnections may be reconnected, for example, where a Non-Household Customer settles any outstanding amounts.

Permanent Disconnections cannot be reconnected. Water Services and/or Sewerage Services could only be resumed where a new connection is made to the Eligible Premises, in which case the relevant New Connections process should be followed (Process 1 or 3).

The relevant form to use for Processes 39 to 40~~4~~ is Form V, Request for reconnection of a supply which has been temporarily disconnected.

#### **Process 39A – Reconnection requested by the Licensed Provider and performed by Scottish Water**

---

**Process: -**

### **Step 1**

The Licensed Provider shall submit a Form V to Scottish Water clearly indicating whether Scottish Water is to undertake the reconnection.

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of the reconnection request to that Licensed Provider.

### **Step 2**

If Scottish Water receives the Form V before **3pm** on a Business Day, it must use reasonable endeavors to reconnect the relevant Water Services on that Business Day.

If Scottish Water receives the Form V after **3pm** on a Business Day, it must use reasonable endeavors to reconnect the relevant Water Services on the next Business Day.

### **Step 3**

Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **two (2)** Business Days of the reconnection, in accordance with the Market Code.

## **Process 39B – Reconnection requested by the Licensed Provider and performed by an Accredited Entity**

---

**Process: -**

### **Step 1**

The Licensed Provider shall notify Scottish Water of the reconnection by an Accredited Entity by submitting a Form V (or an updated Form V where advance notice was given) to Scottish Water within **one (1)** Business Day of the reconnection having been made.

### **Step 2**

Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within **one (1)** Business Day of its receipt of Licensed Provider's notification under Step 1, in accordance with the Market Code.

## **Process 40 – Reconnection performed by Scottish Water following rectification of a breach of the Water Byelaws regulations**

---

**Process: -**

### **Step 1**

When it is satisfied that the breach has been resolved, the Licensed Provider shall pass a completed Form V to Scottish Water.

If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of that Form V to that Licensed Provider.

### **Step 2**

If contacted before **3pm** on a Business Day, Scottish Water shall use reasonable endeavors to visit to inspect that the breach has been remedied and, if appropriate, to make the reconnection on the next Business Day.



If contacted after **3pm** on a Business Day, Scottish Water shall use reasonable endeavors to visit to inspect that the breach has been remedied and, if appropriate, to make the reconnection within **two (2)** Business Days.

**Step 3**

Following inspection, Scottish Water shall inform the Licensed Provider and any other Licensed Provider within **one (1)** Business Day of the visit whether or not Water Services have been restored.

**Step 4**

Where a reconnection has been made, Scottish Water shall notify the Central Market Agency of the change in connection status within **two (2)** Business Days of the date of the reconnection, in accordance with the Market Code.

~~Process 41—Reconnection requested by the Non-Household Customer~~

---

~~Process 41A:—Reconnection performed by Scottish Water following a Disconnection requested by the Non-Household Customer~~

---

~~Process:—~~

~~Step 1~~

~~The Licensed Provider shall submit a Form V to Scottish Water clearly indicating whether Scottish Water is to undertake the reconnection.~~

~~If the Non-Household Customer has another Licensed Provider providing Sewerage Services to the Eligible Premises, the Licensed Provider must also send a copy of that Form V to that Licensed Provider.~~

~~Step 2~~

~~Scottish Water shall reconnect the relevant Water Services as soon as practicable or as otherwise agreed.~~

~~Step 3~~

~~Scottish Water shall notify the Central Market Agency of the change in connection status within two (2) Business Days of the reconnection, in accordance with the Market Code.~~

~~Process 41B—Reconnection performed by an Accredited Entity following a Disconnection requested by the Non-Household Customer~~

---

~~Process:—~~

~~Step 1~~

~~The Licensed Provider shall instruct the Accredited Entity to make the reconnection.~~

~~Step 2~~

~~The Licensed Provider shall inform Scottish Water by submitting a Form V (or an updated Form V where prior notice or approval is required) within one (1) Business Day of the reconnection having been made.~~

~~Step 3~~

~~Scottish Water shall notify the Central Market Agency of the change in connection status within one (1) Business Day of its receipt of the Form V under Step 2, in accordance with the Market Code.~~

## 4. Changes in Form T

### Form T



### Non-Household Customer disconnection request For use by Licensed Providers

---

This form allows Licensed Providers to request a permanent disconnection on behalf of a non-household customer.

If Scottish Water is to perform the disconnection, all sections are mandatory except sections 6 and 8. If an Accredited Entity is to perform the disconnection, then information marked with an asterisk (\*) is mandatory for initial submission, and section 8 is mandatory following disconnection (whether this is on first or subsequent submission).

Mandatory means that the Licensed Provider must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Licensed Provider must note this and, where relevant, provide a reason why it is not applicable.

#### 1 Licensed Provider details\*

Licensed Provider name: \_\_\_\_\_

Licensed Provider ID: \_\_\_\_\_

Licensed Provider's own reference: \_\_\_\_\_

Contact name: \_\_\_\_\_

Contact number: \_\_\_\_\_

Contact e-mail: \_\_\_\_\_

#### 2 Supply Point details\*

Supply Point ID (SPID): \_\_\_\_\_

SAA Ref (if not available please provide a reason): \_\_\_\_\_

UPRN (if not available please provide a reason): \_\_\_\_\_

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

Property not yet rated

Missing entry from the SAA

Agricultural land, buildings and troughs

Where the UPRN is not available, please provide a valid supporting reason(s) below:

Missing entry from the OSG

Fish farms, fishing, and sporting rights

Property is multi-tenancy

Fish farms, fishing, and sporting rights            Infrastructure Project     

Parks, Allotments and Sports Ground            Agricultural including troughs     

Property is multi-tenancy            Not yet issued by planning     

Other (please provide details):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other (please provide details):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Premises address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode:

\_\_\_\_\_

Customer Name:

\_\_\_\_\_

### 3 Owner details\*

Please provide the following information about the owner, ~~where the premises is vacant and/or where the disconnection type is permanent:~~

Full name of owner: \_\_\_\_\_

Address for correspondence: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact name: \_\_\_\_\_

Contact number: \_\_\_\_\_

Contact e-mail: \_\_\_\_\_

### 4 Disconnection details\*

~~Type of disconnection~~

~~Permanent disconnection of the water supplies: \_\_\_\_\_~~

~~Temporary disconnection of the water supplies: \_\_\_\_\_o~~

~~If the disconnection is a standard temporary disconnection, do you wish the disconnection to be conducted at the first visit, where feasible?~~

~~Yes: \_\_\_\_\_o~~

~~No: \_\_\_\_\_o~~

~~If disconnection is not to be undertaken or is not undertaken at first visit, please indicate if the application is for 'survey only' or 'survey and quotation':~~

~~Survey only: \_\_\_\_\_o~~

~~Survey and quotation: o~~

Please indicate below the supplies which are to be disconnected:

Unmetered water supply or supplies to be disconnected:

Number of supplies to be disconnected: \_\_\_\_\_

Metered water supply or supplies:

Number of supplies to be disconnected: \_\_\_\_\_

	Meter 1	Meter 2	Meter 3
Meter serial number:	.....	.....	.....
Meter manufacturer:	.....	.....	.....
Meter size:	.....	.....	.....

Where the meter is part of a combination meter, please provide the serial number of the associated meter: \_\_\_\_\_

~~Please indicate if an out of hours disconnection is requested, i.e., after 3 pm on a weekday or after noon on a Friday in the case of a Temporary Disconnection: \_\_\_\_\_~~

## 5 Information regarding the viability of the disconnection\*

To the best of your knowledge and belief, and subject to any Scottish Water survey findings, will water services for any purpose to any other premises or water services for public use (e.g., for fire-fighting) be adversely affected by the disconnection yes/no: \_\_\_\_\_

Is the occupier also the owner of the eligible premises of which the supply is to be disconnected yes/no: \_\_\_\_\_

If No, has the owner of the eligible premises consented to the disconnection of the service?  
\_\_\_\_\_

## 6 Use of Accredited Entity\*

Do you intend to use an Accredited Entity to perform the disconnection yes/no: \_\_\_\_\_

If yes, please indicate the name of the Accredited Entity who will undertake the work:  
\_\_\_\_\_

## 7 Consent to contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes:           o

No:            o

Customer Contact Details: \_\_\_\_\_

Contact name at premises: \_\_\_\_\_

Contact number: \_\_\_\_\_

**Pease indicate if you wish to be notified of the visit:**

Yes:           o

No:            o

**8    Update following disconnection by an Accredited Entity**

	Meter 1	Meter 2
Meter 3		

~~Temporary disconnection Y/N: .....~~

Permanent disconnection Y/N: .....

Date of disconnection: .....

Closing meter read: .....

**9    Declaration on behalf of the Licensed Provider\***

By submitting this form, I accept the standard terms for disconnection in accordance with Scottish Water’s Wholesale Charges Scheme. ~~For disconnection by Scottish Water, if the requirement is for a standard disconnection in standard circumstances, as set out in Scottish Water’s Wholesale Charges Scheme, then it will take place without a quotation being issued and may take place on the first visit.~~

I hereby acknowledge and declare that the information provided in this form is correct and up-to-date at the date of submission.

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**Request for reconnection of a supply which has been temporarily disconnected**

**For use by Licensed Providers**

---

This form should be used where temporary disconnections of the water supply or supplies are to be reconnected. Please note that where a previous supply was permanently disconnected, a new supply or supplies is required following the New Connections processes.

If Scottish Water is to perform the reconnection, all sections are mandatory except sections 5 and 6. If an Accredited Entity has performed the disconnection, then information marked with an asterisk (\*) is mandatory (whether this is on first or subsequent submission).

Request for reconnection by Scottish Water:

Notice following reconnection by an Accredited Entity:

**1. Licensed Provider Details\***

Licensed Provider: \_\_\_\_\_

Licensed Provider ID: \_\_\_\_\_

Licensed Provider's own Reference: \_\_\_\_\_

Contact name: \_\_\_\_\_

Contact number: \_\_\_\_\_

Contact e-mail: \_\_\_\_\_

**2. Supply Point details\***

Supply Point ID (SPID): \_\_\_\_\_

SAA Ref (if not available please provide a reason): \_\_\_\_\_

\_\_\_\_\_

UPRN (if not available please provide a reason): \_\_\_\_\_

\_\_\_\_\_

Premises address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Customer Name: \_\_\_\_\_



**3. Disconnection details:\***

Reasons for disconnection

Non-payment:

Refusal to access a meter:

~~Non-Household Customer requested disconnection:~~

Illegal use of water services:

Breach of the Water Byelaws:

**4 Reconnection details:**

Proposed date and time for reconnection: \_\_\_\_\_

Please note that where a reconnection is being undertaken following illegal use of water, or a breach of the Water Byelaws, Scottish Water may need to undertake appropriate inspections prior to making the reconnection.

**5 Update following reconnection by an Accredited Entity\***

Where the reconnection was carried out by an Accredited Entity, please confirm the name of the Accredited Entity and provide the details requested below:

Accredited Entity (full name of company): \_\_\_\_\_

---

Meter 3	Meter 1	Meter 2	
Date of reconnection:	.....	.....	.....
Date of meter reading:	.....	.....	
.....			
Meter read:	.....	.....	.....
Photograph of meter included	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6 Consent to contact the Non-Household Customer**

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. 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:

Customer Contact Details: \_\_\_\_\_

Contact name at premises: \_\_\_\_\_

Contact number: \_\_\_\_\_

Please indicate if you wish to be notified of the visit:

Yes:

No:

**7 Declaration on behalf of the Licensed Provider\***

By submitting this form, I accept the standard terms for reconnection in accordance with Scottish Water's Wholesale Charges Scheme.

I hereby acknowledge and declare that the information provided in this form is correct and up-to-date at the date of submission.

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_