

# MARKET CODE / OPERATIONAL CODE CHANGE PROPOSAL

Form  
version 3.0

Change Proposal reference  
(To be completed by the TP Sec.)

**OCCP073**

Version No.

**B.1**

## PART A — SUBMISSION

### A.1. GENERAL DETAILS

A.1.a. TITLE Customer Requested Temporary Disconnection

A.1.b. COMPANY Scottish Water

Change Proposals must be authorised by the person designated by the signatory to the Market Code Framework / Accession Agreement

A.1.c. AUTHORISED SIGNATURE NAME Richard Lavery

A.1.d. CONTACT NAME richard.lavery@scottishwater.co.uk CONTACT EMAIL; TEL/MOB. 07875 873845

A.1.e. ASSOCIATED MCCP / OCCP

A.1.f. ASSOCIATED DOCS.

A.1.g. PROPOSED URGENCY NON-URGENT

A.1.h. REASONS FOR URGENCY

The CMA CEO will review this information and make a decision as to whether to take this MCCP / OCCP forward as urgent as defined under Market Code Part 8.9.1

**A.2. MCCP / OCCP DETAILS**

A.2.a. ISSUE OR DEFECT WHICH THIS MCCP / OCCP SEEKS TO ADDRESS  
Required under Market Code Parts 8.7.1 (ii) (b) and 8.8.1 (ii) (b)

Following public consultation and subsequent confirmation by Scottish Government in its charging principles for 2015-2021, charges for the availability of water, sewerage and drainage services were introduced for vacant non-household premises from 2017. The availability of services is determined by the presence of a physical connection to SW’s mains, regardless of the presence or status of any intermediate valves. Therefore, only a permanent disconnection of the water supply could be requested by the customer would be deemed a suitable solution in cases where the availability of services was no longer required at a vacant premises.

In the 2020/21 Wholesale Charges Scheme, a number of changes were made in respect of disconnections:

- Fixed charges for water and foul sewerage would no longer apply during temporary disconnection
- In parallel, the ability for an LP to request a temporary disconnection on behalf of their customer was removed, to avoid creating a mechanism for non-household premises to suspend charges during vacancy whilst retaining the availability of the service, which would conflict with the policy intentions of the 2017 change.
- Non-primary charges for customer-requested Permanent Disconnection were removed so that a customer could have the water supply to their premises permanently disconnected free-of-charge

Corresponding changes were to be made to the Operational Code but were never progressed due to other priorities following the outbreak of the COVID pandemic. The purpose of this change request is to amend the Operational Code to align with the Wholesale Charges Scheme and the previous changes introduced in 2020.

No customer requested temporary disconnections have been carried out since 2020. Between 2017 and 2019 there were only 3 such requests.

A.2.b. DESCRIPTION OF THE NATURE AND PURPOSE OF THE MCCP / OCCP AND HOW IT MEETS THE MARKET CODE / OPERATIONAL CODE OBJECTIVES AND PRINCIPLES FOR THE MARKET DOCUMENTS  
Required under Market Code Parts 8.7.1 (ii) (c) and 8.8.1 (ii) (c)

**General Description**

The proposed changes include:

- Updates to the general principles for the disconnections section to remove references to customer-requested temporary disconnection and to quotations for this activity.
- Updates to processes 37A and 37B (disconnection requested by the customer) to cover only permanent disconnection.
- Removal of processes 41A and 41B (reconnection following customer-requested disconnection) which are now redundant.
- Amendments to Form T and V to remove references to customer-requested disconnection.

Principles and Objectives affected  
CMA Guidance Note GN009 may be referred to for assistance with this section

| PRINCIPLE       | AFFECTED (Y/N) | DESCRIPTION                                               |
|-----------------|----------------|-----------------------------------------------------------|
| Proportionality | Y              | The change aligns market documentation to improve clarity |

|                                              |   |                                                           |
|----------------------------------------------|---|-----------------------------------------------------------|
| Transparency                                 | Y | The change aligns market documentation to improve clarity |
| Simplicity, Cost-effectiveness, and Security | Y | The change aligns market documentation to improve clarity |
| Non-exclusivity                              |   |                                                           |
| Barriers to Entry                            |   |                                                           |
| Customer Contact                             |   |                                                           |
| Non-discrimination                           |   |                                                           |
| Non-detrimental to SW Core Functions         |   |                                                           |
| MC / OC OBJECTIVES                           |   |                                                           |

| A.2.c. IMPACT<br>Required under Market Code Parts 8.7.1 (ii) (d), (f) and (g), and 8.8.1 (ii) (d) and (f) |                |                                                                |
|-----------------------------------------------------------------------------------------------------------|----------------|----------------------------------------------------------------|
| CONFIGURED ITEM                                                                                           | IMPACTED (Y/N) | DESCRIPTION                                                    |
| MC / OC                                                                                                   | Y              | Change to Operational Code. No changes required to Market Code |
| CSDs                                                                                                      | N              |                                                                |
| Wholesale Services Agreements                                                                             | N              |                                                                |
| Licenses                                                                                                  | N              |                                                                |
| CMA Central Systems                                                                                       | N              |                                                                |
| CMA business processes                                                                                    | N              |                                                                |
| Trading Party systems                                                                                     | N              |                                                                |
| Trading party business processes                                                                          | N              |                                                                |

**A.2.d. DRAFT LEGAL TEXT**  
Required under Market Code Parts 8.7.1 (ii) (d) and 8.8.1 (ii) (d)

The changes required to the Operational Code are set out in an Annex attached to this form.  
No changes are required to the Market Code.

If changes are identified for CSD0301 Data Transaction Catalogue Annex, these will not be provided in this MCCP, but will be provided following the deployment of the associated system updates. This is because the majority of CSD0301 Annex is system generated automatically and can only be updated after associated changes have been incorporated into the relevant system.

**A.3. IMPLEMENTATION DETAILS**

**A.3.a. PROPOSED IMPLEMENTATION DATE OR LEAD TIME**  
Timescale must not overlap with the period of consultation with the Commission and should take account of the impacts identified in Section A.2.c. Any quoted lead time should commence from date of Approval.

The next publication of the Operational Code.

**A.3.b. ANY LIMITATIONS OR DEPENDENCIES FOR IMPLEMENTATION**

N/A

**A.4. ANY OTHER COMMENTS**

N/A

## PART B — TP ASSESSMENT

### B.1. ASSESSMENT PROCESS

|                                              |                              |                     |            |
|----------------------------------------------|------------------------------|---------------------|------------|
| B.1.a. ASSESSMENT START DATE                 | 2021-04-18                   | ASSESSMENT END DATE | 2024-04-18 |
| B.1.b. IMPACT ASSESSMENT REQUIREMENT         | IA NOT REQUIRED              |                     |            |
| B.1.c. CONSULTATION REQUIREMENT              | TP CONSULTATION NOT REQUIRED |                     |            |
| B.1.d. ASSOCIATED DOCUMENTS (TO THIS PART B) |                              |                     |            |

### B.2. ASSESSMENT DETAILS

B.2.a. CHANGE SPEC AND IMPACT (IF DIFFERENT FROM THAT ORIGINALLY SUBMITTED)

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B.2.b. CMA INTERNAL SYSTEMS IMPACT

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B.2.c. DRAFT LEGAL TEXT (IF DIFFERENT FROM THAT ORIGINALLY SUBMITTED)

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B.2.d. CUSTOMER IMPACT (TO BE COMPLETED BY LPS)

The proposal aligns the Operational Code with the Scheme of Charges and provides clarity of those scenarios where a disconnection can be requested.

Non-household customers will not be able to request a temporary disconnection going forward.

B.2.e. TP ASSESSMENT

Taking into account complexity, importance and urgency, and having regard to whether or not such proposal is within the relevant Objectives and Principles as required under Market Code Parts 8.7.1 (v) and 8.8.1 (iv)

Impact on Principles and Objectives  
(if different from that originally submitted)

Cost Estimate

Benefit Estimate  
(L: < 10k, M: £10k to £100k, H: > £100k)

B.3. TP DECISION

TP APPROVED

B.4. FINAL TP VIEWS

Unanimously approved by the meeting with the recognition that the OCCP was simply bringing the Operational Code in line with current practice.

B.5. PLANNED IMPLEMENTATION DATE

TBC

|                        |    |
|------------------------|----|
| WITHDRAWN BY PROPOSER? | No |
| COMMENTS               |    |
| DATE OF WITHDRAWAL     |    |

### PART C — COMMISSION APPROVAL

|                                                    |                            |
|----------------------------------------------------|----------------------------|
| <b>C.1. DATE FINAL REPORT ISSUED TO COMMISSION</b> | 2024-05-08                 |
| <b>C.2. APPROVAL STATUS</b>                        | APPROVED CHANGE / REJECTED |
| <b>C.3. DATE OF APPROVAL STATUS</b>                | yyyy-mm-dd                 |
| <b>C.4. COMMISSION RESPONSE REFERENCE</b>          |                            |

### PART D — IMPLEMENTATION

|                                                                                                            |            |
|------------------------------------------------------------------------------------------------------------|------------|
| <b>D.1. IMPLEMENTATION DATE</b>                                                                            | yyyy-mm-dd |
| <b>D.2. IMPLEMENTATION DETAILS</b><br>(MC version, CSD versions, CMA Central Systems release number, etc.) |            |
|                                                                                                            |            |