

DECISION ON ADMINISTRATIVE AMENDMENTS

To the Water Services (Wholesale
Charges at Vacant Premises Reform)
Directions 2018 and the
Disconnections Document

25 September 2026

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Decision on administrative amendments to the Water Services (Wholesale Charges at Vacant Premises Reform) Directions 2018 and the Disconnections Document

As part of its regular monitoring of published documents and other material, the Commission has identified two minor amendments to the Water Services (Wholesale Charges at Vacant Premises Reform) Directions 2018 and the Disconnections Document. While both amendments are administrative in nature and will not change the functioning of the market, the Commission considers that addressing them will further strengthen the orderly participation of the market and improve the transparency of the regulatory arrangements for water services in Scotland.

On 6 August 2026, the Commission published a [consultation](#) on these amendments. This document summarises the responses received and sets out the Commission's decision.

This decision has the following Annexes:

- The Water Services (Wholesale Charges at Vacant Premises Reform) (Amendment) Directions 2026
- The Water Services (Codes and Services) Directions 2007 (as amended by the 2026 Directions)
- The Disconnections Document

This document has been sent to:

- All licensed providers;
- Scottish Water;
- Scottish Government;
- The Drinking Water Quality Regulator;
- Consumer Scotland;
- The Central Market Agency Limited; and
- Scottish Public Services Ombudsman.

This decision document is also available on the WICS website:
<https://wics.scot/consultations/retail-market-consultations/decisions>

1. Context

1.1. Amendment to the Water Services (Wholesale Charges at Vacant Premises Reform) Directions 2018

In March 2018, the Commission introduced the Water Services (Wholesale Charges at Vacant Premises Reform) 2018 Directions (**the 2018 Directions**). These Directions, among other things, made amendments to the Water Services (Codes and Services) Directions 2007 (**the 2007 Directions**) for the purposes of introducing the Temporary Transfer Document.

The 2018 Directions inserted a paragraph entitled 13A into the 2007 Directions, which already included a paragraph with the same name. The 2018 Directions were however not intended to replace the already existing paragraph 13A – in other words, the paragraph 13A that was inserted by the 2018 Directions should have been numbered paragraph 13B. On this basis, the consolidated version of the 2007 Directions published on the Commission's website could not be updated to reflect the changes made by the 2018 Directions.

1.2. Amendment to the Disconnections Document

Section 19 of the 2005 Act requires the Commission to create a disconnections code (**the Disconnections Document**). This describes the context in which the disconnection of a water supply or trade effluent services may occur and sets out the conditions which must be adhered to and actions which must be followed in the situation where a licensed provider is seeking to disconnect the water supply or supplies to a customer's premises or the discontinuation of the trade effluent service applying at a customer's premises.

As part of the 2020-21 Wholesale Charges Scheme, Scottish Water removed the ability of customers to request a temporary disconnection. Consistent with the Commission's role in approving changes made to the Wholesale Charges Scheme, these changes were approved by the Commission on 17th December 2019. Whilst the changes to the Wholesale Charges Scheme came into effect immediately after approval, the Disconnections Document was however not updated at that time to align with the Wholesale Charges Scheme.

1.3. Consultation

On 6 August 2026, the Commission published a consultation on the above administrative amendments, within which it proposed the next steps it would take to rectify these.

This included the proposed issuance of the Water Services (Wholesale Charges at Vacant Premises Reform) (Amendment) Directions 2026 and a proposed revision to the Disconnections Document. Drafts of both these documents were included in the consultation.

2. Representations Received

The Commission received a single response to the consultation published on the 6 August 2026. The respondent confirmed its understanding of the proposed changes and expressed support for the proposed amendments.

3. Next steps

In the absence of any material responses or concerns raised, the Commission is confirming its decision to implement the proposed changes as set out in the consultation document.

As such, the Commission will be issuing the Water Services (Wholesale Charges at Vacant Premises Reform) (Amendment) Directions 2026 to Scottish Water and all licenced providers (also included in Appendix 1). The Commission will also update our website to display the Water Services (Codes and Services) Directions 2007 resulting from these amendments (Appendix 2).

Similarly, the Commission will update its website to reflect the revised Disconnections Document (available in Appendix 3).

4. Appendices

4.1. The Water Services (Wholesale Charges at Vacant Premises Reform) (Amendment) Directions 2026.

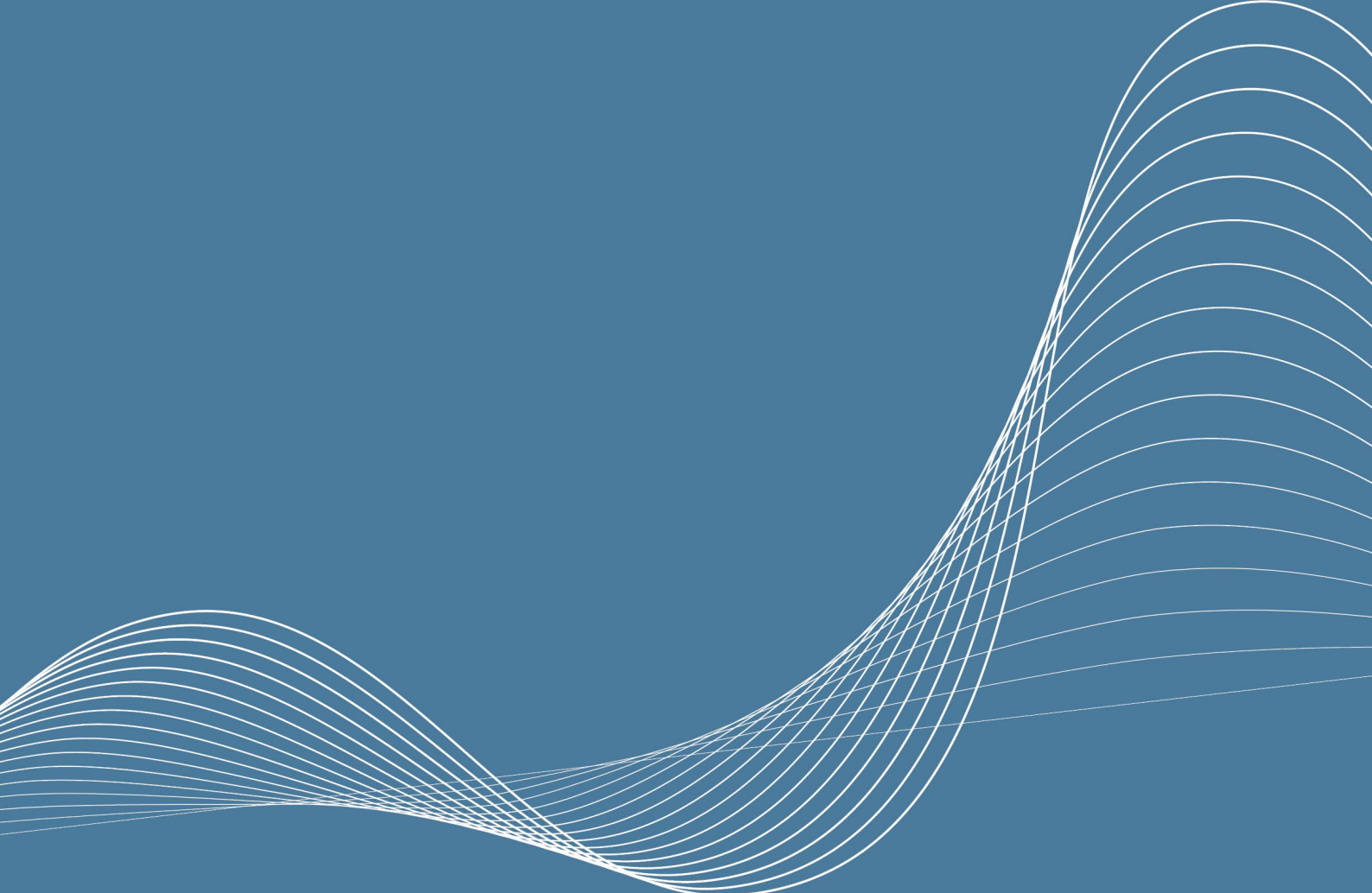
Attached below. These Directions will also be issued directly to Scottish Water and all Licenced Providers.

4.2. The Water Services (Codes and Services) Directions 2007 (as amended by the 2026 Directions)

Attached below. This document is also available on our website: <https://wics.scot/publications/retail-market/retailer-information/operating-market/codes-directions>

4.3. Disconnections Document

Attached below. This document is also available on our website: <https://wics.scot/publications/retail-market/retailer-information/operating-market/disconnections-document>



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