

Process Pointer - Deregistration / Verification of Meter Details / Meter Fault & Repair

Query Category	Specific Request / Instruction	Process	Process No. (Op.Code)	Form (Op.Code)	LP Checks / Validation Required	Additional Data Required
Demolished	Building has been demolished and no longer exists.	Deregistration	32	O	Confirm no customer attached to property / property status. Permanent disconnection required?	Certificate of demolition
Domestic (change of use)	Property is no longer trading as a business and is domestic only.	Deregistration	32	O	Appropriate checks on property status (Council / Assessors). Confirm if property is being billed Measured / Unmeasured	Council Tax reference number/bill
Duplicate SPID	More than 1 SPID has been identified for the same site.	Deregistration	32	O	Confirm no meters attached to SPID to be removed, or meter attached is a duplicate and can be removed.	All SPIDS, Site details
No Water Connection	Property not connected to the public water supply system/network.	Deregistration	32	O	SPID status/history. SR history. Form K/field visit?	
No Sewerage Connection	Property not connected to the public sewer.	Deregistration	32	O	SPID status/history. SR history. Where does drainage go? Form K/field visit? Check septic tank register.	Septic tank registration evidence.
No Property Drainage	No rainwater from the property drains to the public sewer.	Deregistration	32	O	Reason - type of premises/site. SR history. Form K/field visit?	
Bulk/Landlord Meter	Water services are supplied through a bulk/parent/landlord meter.	Deregistration	32	O	Property drainage? All details of tenant/sub meters and addresses at site	Details of bulk meter and all sub meters/addresses
Merged Property	Formerly individual property has merged with a neighbouring property and is supplied through a different supply/SPID.	Deregistration	32	O	Correct current address. Physical supplies disconnected? Permanent disconnection?	Details of merged and current property.
Confirm Meter	Which meter serves this property? Which property does this meter serve? More than one meter on site. No meter on site.	Verification of Meter Details	28	K	Market Data Set. Location notes. Internal Systems check. Date and findings of last physical read / visit.	Serial No.s, All sites/SPIDs where meters exist. LP findings/reasons for request.
Duplicate Meter	This meter serial number exists against more than one site / SPID.	Verification of Meter Details	28	K	Market Data Set.	Serial No, All sites/SPIDs where meter exists.
Can't read Serial No.	Meter reader unable to read or identify meter serial number (NOT due to ACCESS).	Verification of Meter Details	28	K	Date and findings of last physical read / visit.	Supporting information. E.g 1st read, reason cannot be read
Different Serial No.	A serial number different from that provided has been found on site.	Verification of Meter Details	28	K	Check correct location. Check serial number is not at another site.	Serial Number provided / serial number found
Confirm Serial No.	The meter serial provided is invalid, incomplete or inaccurate, please provide valid serial number.	Verification of Meter Details	28	K	Meter serial number is invalid.	Invalid Serial Number
Confirm No Dials	Number of dials relating to this meter different from central records.	Verification of Meter Details	28	K	Internal Systems check. Desk / manufacturer check.	Correct No of Dials
Can't read Dials	Unable to read dials due to issue such as damage to dials / meter facing wall (NOT due to Access).	Verification of Meter Details	28	K	Date and findings of last physical read / visit.	Supporting information. E.g 1st read, reason cannot read
Meter Removed	No meter to be found at the property / location specified. E.g. chamber located with no meter.	Verification of Meter Details	28	K	Ensure meter reader has good location notes. Read history / Visit history. Consult customer for history. Reason known? Responsibility - in/out boundary?	Location notes X,Y coordinates
Meter Location	Unable to locate the meter / meter location.	Verification of Meter Details	28	K	Check for X,Y coordinates. Read history / Visit History. Consult Customer for location	X,Y Coordinates
Location Update	Meter location is different from that specified.	Verification of Meter Details	28	K	Old / New Location. Old / New X,Y Coordinates provided	Old / New Location details & X,Y Coordinates
Meter Damaged	Meter is damaged e.g. smashed, leaking, stopped.	Meter Fault & Repair	10	F	Nature/extent of damage. Meter operational - registering flow? Reason known? Responsibility - in/out boundary? Follow Meter Fault & Repair process.	Nature/extent of damage. Internal/External? Cause of damage known?
Health & Safety Issue	Meter installed in a location that makes it impossible/unsafe to read (NOT customer issues, property closed, internal furniture or >1 man required etc.)	Meter Fault & Repair	10	F	Validate reasons	Actual Reason: i.e.: Animals; Height; Confined Spaces; Lifting Equipment Req; Rural; Other
Meter Buried	Meter has been buried / tarred over (should only be where sure the meter used to be at location but now buried)	Meter Fault & Repair	10	F	Correct meter location. Reason known? Responsibility - in/out boundary?	Supporting information. E.g. Internal/external. Reason/responsible for buried meter. Location (X,Y Coordinates)

Requests should only be submitted to Scottish Water as a last resort for the following:

Meter lid jammed	Not able to read meter due to jammed lid.	Not a valid request - LP's responsibility	N/A	N/A	(Meter reader should have tools to access)	Supporting information. E.g. internal/external, attempts to open/tools used
Chamber flooded	Not able to read meter due to water in the meter chamber.	Not a valid request - LP's responsibility	N/A	N/A	(Meter reader should have tools / pump to resolve)	Supporting information. E.g. internal/external, source of water, pump used?, suggested relocation
Overgrown / Covered	Not able to find/read meter due to ground conditions.	Not a valid request - LP's responsibility	N/A	N/A	(SW not responsible for local ground conditions, need to speak to customer / relevant authority)	Supporting information. E.g. internal/external, contact with customer/land owner
No access	Not able to access site to read meter.	Not a valid request - LP's responsibility	N/A	N/A	(Customer issues)	Supporting information. E.g. internal/external, reason for no access
Chamber full of debris	Not able to read meter due to debris in chamber.	Not a valid request - LP's responsibility	N/A	N/A	(Meter reader should have tools / shovel etc to resolve)	Supporting information. E.g. internal/external, attempts to clear, material in chamber