



**Scottish
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Licensed Provider Notification Site

2021



Document History				
Date	Author	Role	Version	Comments
01/03/2021	Jennifer Teacy	Market Services Analyst	v1.0	

Introduction

This document provides guidance on how to use the Licensed Provider Notification Site, which has been developed to replace the Licensed Provider Notification System (LPNS).

The Licensed Provider Notification Site allows Licensed Providers to access information on planned and unplanned events, which could affect water and sewerage services to their customers. The data is provided via CSV files allowing Licensed Providers to feed the data into their own systems and processes. Further details of the files and their contents are included below.

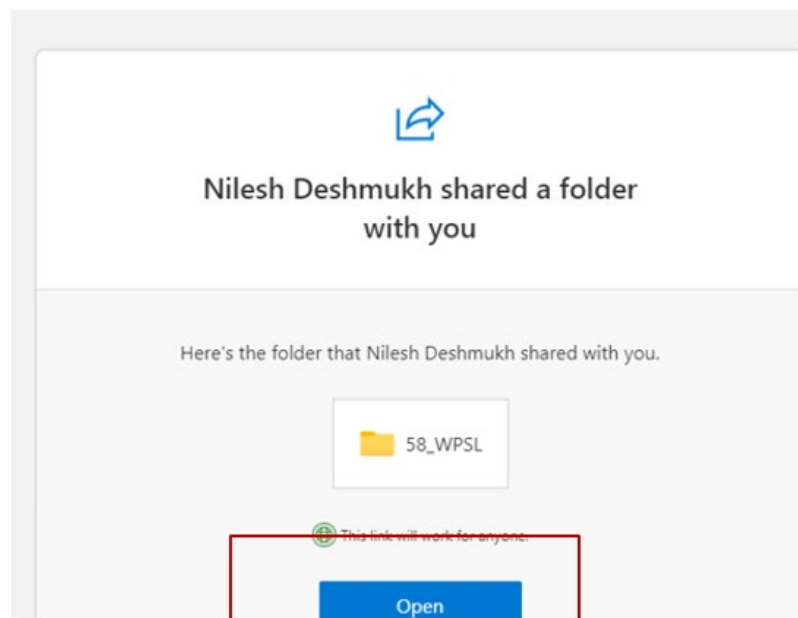
Data on the Site will auto refresh daily at 10:00 am and at 02:00 pm. Scottish Water can also generate further data refreshes for high-impacting unplanned events if deemed necessary.

Accessing Licensed Provider Notification Site

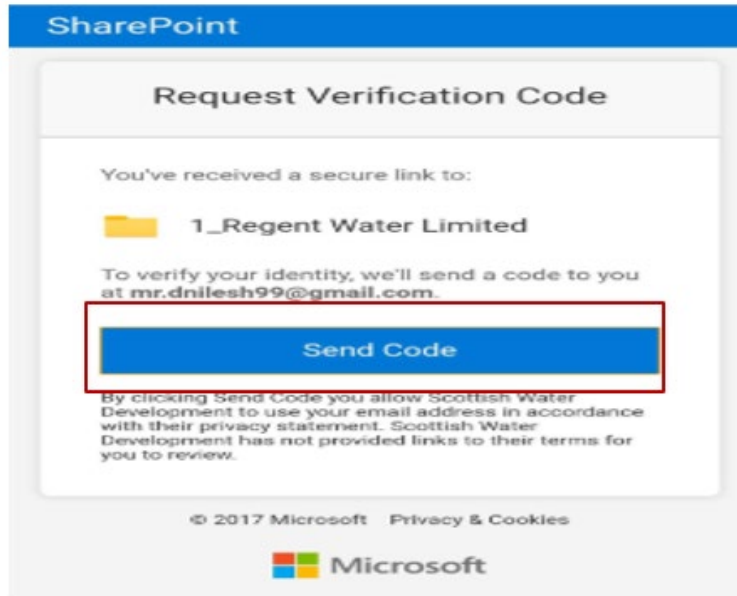
The new LP Notification Site is hosted in SharePoint. If access has been requested an email containing a link will have been sent to you.

Click Open and Sign in with your LP email address registered in SW Azure AD

You should be able to see the folder relevant to your Licensed Provider. If you have not received an email or are unable to access your folder, please contact your Account Manager.




The next step will ask you to verify your identity, to do this please click **Send Code**. You will receive an e-mail with a verification code. The code will expire within 15 minutes.



SharePoint

Request Verification Code

You've received a secure link to:


 1_Regent Water Limited

To verify your identity, we'll send a code to you at mr.dnilesh99@gmail.com.

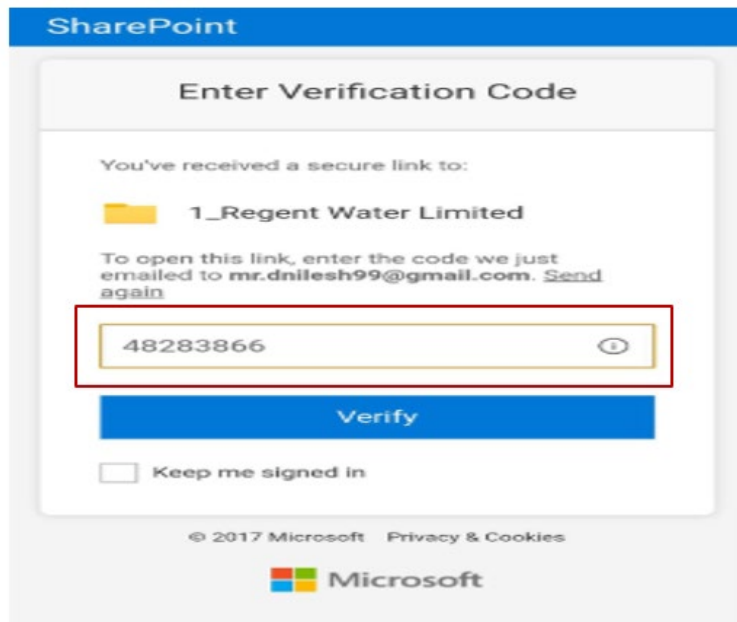
Send Code

By clicking Send Code you allow Scottish Water Development to use your email address in accordance with their privacy statement. Scottish Water Development has not provided links to their terms for you to review.

© 2017 Microsoft Privacy & Cookies




Following please enter the verification code



SharePoint

Enter Verification Code

You've received a secure link to:

 1_Regent Water Limited


To open this link, enter the code we just emailed to mr.dnilesh99@gmail.com. [Send again](#)

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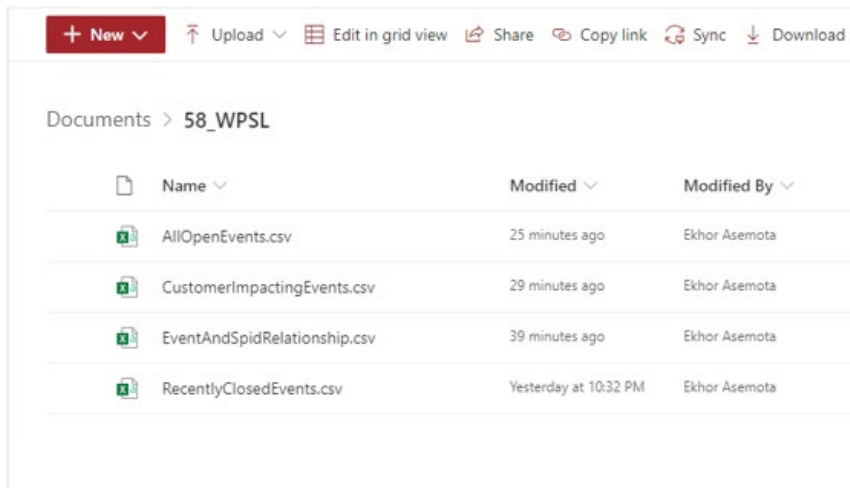
Verify

Keep me signed in

© 2017 Microsoft Privacy & Cookies



After successfully login you will be able to see a folder with your LPs CSV files, as shown in the below example



Name	Modified	Modified By
AllOpenEvents.csv	25 minutes ago	Ekhlor Asemota
CustomerImpactingEvents.csv	29 minutes ago	Ekhlor Asemota
EventAndSpidRelationship.csv	39 minutes ago	Ekhlor Asemota
RecentlyClosedEvents.csv	Yesterday at 10:32 PM	Ekhlor Asemota

The Licensed Provider folder may contain up to five different files with information about ongoing and recently closed events, in the following categories:

- All Open Events
- Customer Impacting Events
- Recently Closed Events
- Recently Closed Events That Have Impacted My Customers
- Event and SPID Relationship

All Open Events

The All Open Events file contains details of all currently ongoing events. This file does not take into consideration LP customer allocation; therefore, it may include events that do not impact your customers.

The following is a list of headings present in the CSV file, and a short description of each headline:

Id – Event ID within the LPNS.

Event Identifier – The event identifier in other Scottish Water systems.

Short Description – A short description of the issue.

Description – Detailed information about the event and any additional information the LP should be aware of.

Notification Type – Events can fall into one of the below categories:

- **Unplanned** – Events that have resulted in lack of water supply or low pressure, which require immediate attention. Scottish Water will make LPs aware of these incidents as soon as possible.
- **Reactive** – Events that require timely attention. Scottish Water aims to notify LPs two days in advance of these events.
- **Short Term** – Events that can be planned in advance, such as laying down a new water connection. Scottish Water aims to notify LPs 22 business days in advance of these events.
- **Long Term** – Events that are usually part of long-term investment plans by Scottish Water. These are usually planned months or years in advance, and Scottish Water will provide timely updates as the planned date gets closer.

Event Address – The address of the event or where the event was first logged. Only one address is stored here, even if the event affects a large area.

Level of Disruption – Ranges from No Impact to High Impact depending on the potential impact on customers.

Alternative Arrangements – Details any specific temporary-remedial arrangements, such as the provision of water tankers or bottled water.

Estimated Time for Repair – The estimated number of hours until the repair will be completed. Please note that it may take longer for the supply to return, particularly in events impacting large areas.

Planned Start Date – The planned start date of the event.

Planned Completion Date – The planned end date of the event.

Last Modified Date – The last date that changes were made to the event notification.

Version – The version number allows LPs to see how many updates have been made to the event notification.

Postcode – A list postcodes impacted by the event.

Customer Impacting Events

The Customer Impacting Events file contains only open events impacting a specific Licensed Providers' customer.

The following is a list of headings present in the CSV file, and a short description of each headline:

Id – Event ID within the LPNS.

Event Identifier – The event identifier in other Scottish Water systems.

Short Description – A short description of the issue.

Description – Detailed information about the event and any additional information the LP should be aware of.

Notification Type – Events can fall into one of the below categories:

- **Unplanned** – Events that have resulted in lack of water supply or low pressure, which require immediate attention. Scottish Water will make LPs aware of these incidents as soon as possible.
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Event Address – The address of the event or where the event was first logged. Only one address is stored here, even if the event affects a large area.

Level of Disruption – Levels of disruption range from No Impact to High Impact depending on the potential impact on customers.

Alternative Arrangements – Details any specific temporary remedial arrangements, such as the provision of tankers, bottled water.

Estimated Time for Repair – The estimated number of hours until the repair will be completed. Please note that it may take longer for the supply to return, particularly in large events.

Planned Start Date – The planned start date of the event.

Planned Completion Date – The planned end date of the event.

Last Modified Date – The last date that changes were made to the event notification.

Version – The version number allows LPs to see how many updates have been made to the event notification.

Postcode – A list postcodes impacted by the event.

Recently Closed Events

The Recently Closed Events file contains events that were completed in the last seven days.

The following is a list of headings present in the CSV file, and a short description of each headline:

Id – Event ID within the LPNS.

Event Identifier – The event identifier in other Scottish Water systems.

Short Description – A short description of the issue.

Description – Detailed information about the event and any additional information the LP should be aware of.

Notification Type – Events can fall into one of the below categories:

- **Unplanned** – Events that have resulted in lack of water supply or low pressure, which require immediate attention. Scottish Water will make LPs aware of these incidents as soon as possible.
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- **Long Term** – Events that are usually part of long-term investment plans by Scottish Water. These are usually planned months or years in advance, and Scottish Water will provide timely updates as the planned date gets closer.

Event Address – the address of the event or where the event was first logged. Only one address is stored here, even if the event affects a large area

Planned Start Date – The planned start date of the event.

Planned Completion Date – The planned end date of the event.

Actual Completion Date – The actual date the repair was completed of the event.

Last Modified Date – The last date that changes were made to the event notification.

Version – The version number allows LPs to see how many updates have been made to the event notification.

Recently Closed Events That Have Impacted My Customers

This file contains events that were completed in the last seven days, where the impacted postcodes affects a given LP's customers.

The following is a list of headings present in the CSV file, and a short description of each headline:

Id – Event ID within the LPNS.

Event Identifier – The event identifier in other Scottish Water systems.

Short Description – A short description of the issue.

Description – Detailed information about the event and any additional information the LP should be aware of.

Notification Type – Events can fall into one of the below categories:

- **Unplanned** – Events that have resulted in lack of water supply or low pressure, which require immediate attention. Scottish Water will make LPs aware of these incidents as soon as possible.
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Event Address – the address of the event or where the event was first logged. Only one address is stored here, even if the event affects a large area

Planned Start Date – The planned start date of the event.

Planned Completion Date – The planned end date of the event.

Actual Completion Date – The actual date the repair was completed of the event.

Last Modified Date – The last date that changes were made to the event notification.

Version – The version number allows LPs to see how many updates have been made to the event notification.

Event and SPID Relationship

The Event and SPID Relationship file shows a list of SPIDs for customers that have been impacted by events.

The following is a list of headings present in the CSV file, and a short description of each headline:

Id – Event ID within the LPNS.

Event Identifier – The event identifier in other Scottish Water systems.

SPID ID – A list of the SPIDs registered to the LP for customer impacted by each event.