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Dynamics 365

Shared Supply Guidelines

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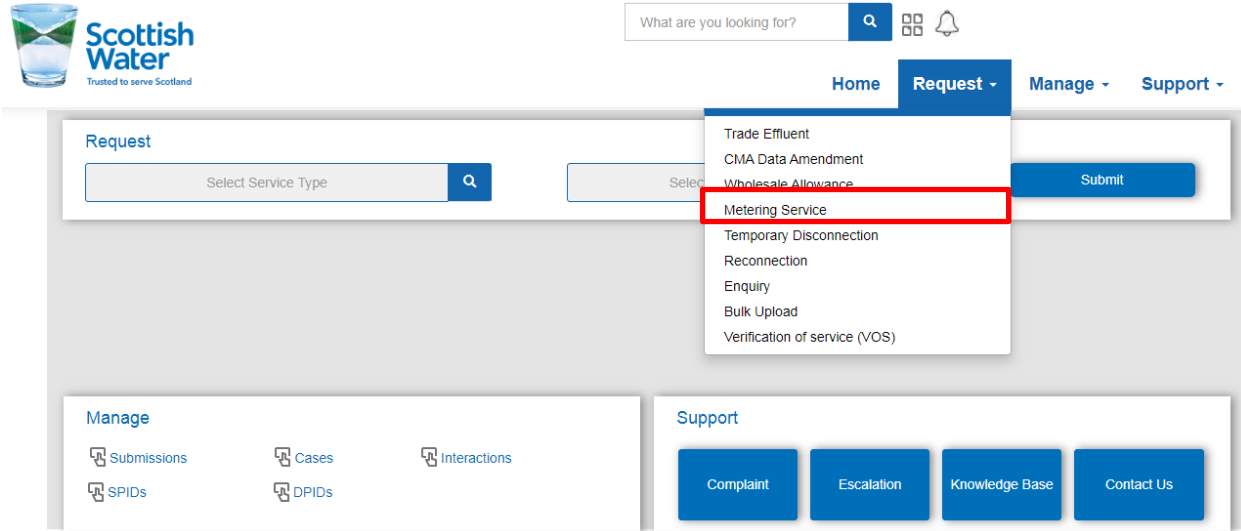
Document Overview

Scottish Water has provided the LP Customer Portal for Licensed Providers to register, gain access, and communicate with Scottish Water with ease. It provides users with access to multiple types of information and applications through a standard interface.

This guide is for LP Users to assist with submitting Shared Supply Requests.

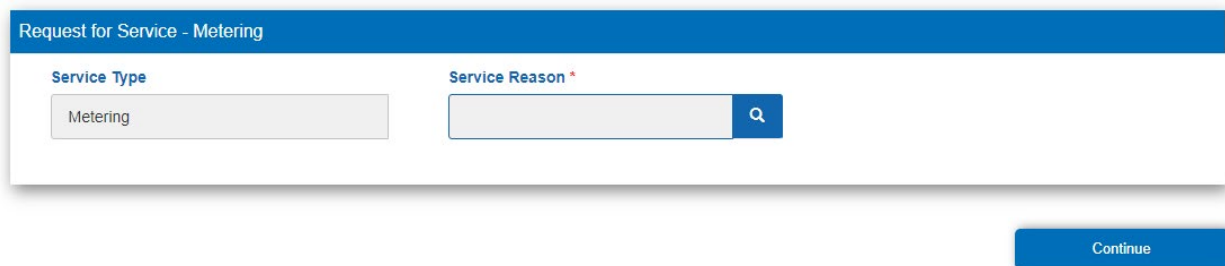
Shared Supply Process

To submit a Shared Supply Request, select the Request menu and select Metering Services from the drop down menu.



The screenshot shows the Scottish Water Dynamics 365 user interface. At the top left is the Scottish Water logo. A search bar at the top center contains the text "What are you looking for?". The navigation menu includes "Home", "Request", "Manage", and "Support". The "Request" menu is open, displaying a list of service types: Trade Effluent, CMA Data Amendment, Wholesale Allowance, Metering Service (highlighted with a red box), Temporary Disconnection, Reconnection, Enquiry, Bulk Upload, and Verification of service (VOS). Below the navigation menu, there are sections for "Manage" (with links for Submissions, Cases, Interactions, SPIDs, and DPIDs) and "Support" (with buttons for Complaint, Escalation, Knowledge Base, and Contact Us). The "Request" section features a "Select Service Type" dropdown menu and a "Submit" button.

Click on the Service Reason drop down.



The screenshot shows the "Request for Service - Metering" form. It has a blue header bar with the text "Request for Service - Metering". Below the header, there are two input fields: "Service Type" and "Service Reason *". The "Service Type" field contains the text "Metering". The "Service Reason *" field is empty and has a search icon. A "Continue" button is located at the bottom right of the form.

A pop up window will appear. Select Shared Supply.

Lookup records x

▼

Q

✓

Service Reason ↑

Datalogger Notification

Meter Verification

Pending Permanent Disconnection

Shared Supply

SW Meter Accuracy Test

SW Meter Exchange for LP

SW Meter Exchange for SW

SW Meter Fault and Repair

↑
↓

Select

Cancel

Remove value

The user should fill out the SPID details, along with the address. They should also answer the questions regarding the address of the meter and if there is a sensitive customer. They should then select continue to populate further questions.

Premise Details

Supply Point ID (SPID) *

Q

Address of Premises to be visited

Address Line 1

Address Line 3

Address Line 2

Postcode

Is the address of meter at which activity is to be carried out the same as address provided above?

Yes ▼

Is there a Sensitive Customer at this Supply point?

No ▼

Continue

Users should provide the details of the connections provided at the property and those that require verification. These fields are mandatory.

Supply Points to be Verified

Please indicate all services provided at the premises *

- Water Connection
- Metered Water

Please indicate all services required to be verified *

- Water Connection
- Metered Water

Reasons for request

Please provide the reason(s) for request or any information to assist the query (i.e. why services are thought to differ from records held)

Additional Information

Please provide any additional information where appropriate

Licensed Providers should also provide meter details for as many meters as possible. Additional Meters can be added using the “Add New” Button.

Meter Details

For verification of meter details, please provide any meter details that you have on your records

Add New

Meter Id	Number of Dials	Meter Serial Number ↑	Physical Meter Size	Meter Installation Date	Most Recent Meter Reading	Meter Pit Number	Reading Date	Location
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There are no records to display.

The user should then complete the three questions. These should be completed as fully as possible to show which properties are served under the shared supply, background showing how the shared supply arose and the customer's desired outcome.

Shared Supply Details

List all premises which are known or suspected to be served by the shared supply and any available details of the supply configuration. Where possible SPID or SAA reference should be provided for each of the other premises in the shared supply?

Any available background information about how the shared supply arose (e.g. changes to property configuration or installation of a meter on an existing shared supply)?

Details of the customer's preferred outcome if known (please note that whether this outcome is achievable will depend on the specific nature and background of the shared supply)?

If the Licensed Provider gives consent for Scottish Water to contact the customer directly, they should provide Contact details. They should also indicate if they would like to book an appointment where feasible.

Consent to Contact the Non-Household Customer

Scottish Water may wish to contact the Non-Household Customer to arrange a visit to the premises. In such circumstances Scottish Water will inform the Licensed Provider of the arrangements prior to any visit. Please indicate whether you give consent for Scottish Water to contact the Non-Household Customer directly to arrange a visit to the premises?

Consent to contact Non-Household Customer *

Yes

Contact name at premises *

Contact number *

Appointment Booking

If a site visit is required, would you like to book an appointment where feasible?

No Yes