



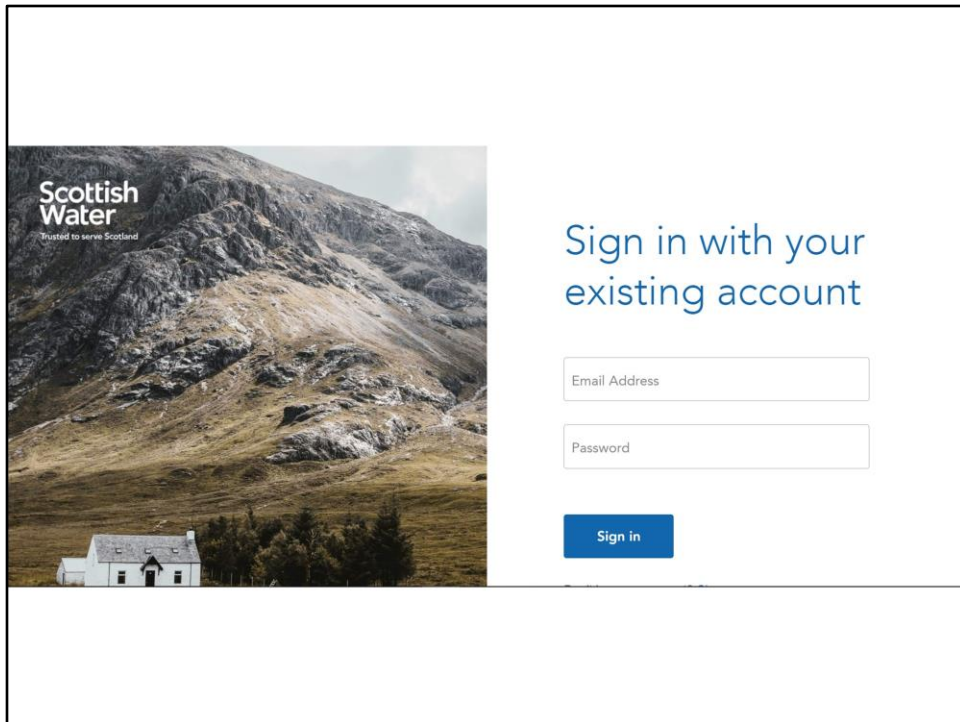
**Indicative Portal Screenshots – September 2019**  
Project Astro – Development Services Transformation Project



Astro is a technology transformation project that will deliver customer service improvements in Development Services (New Connections), including the ability for Licensed Providers to submit and track requests via the online portal. The project is due to go live in autumn 2019.

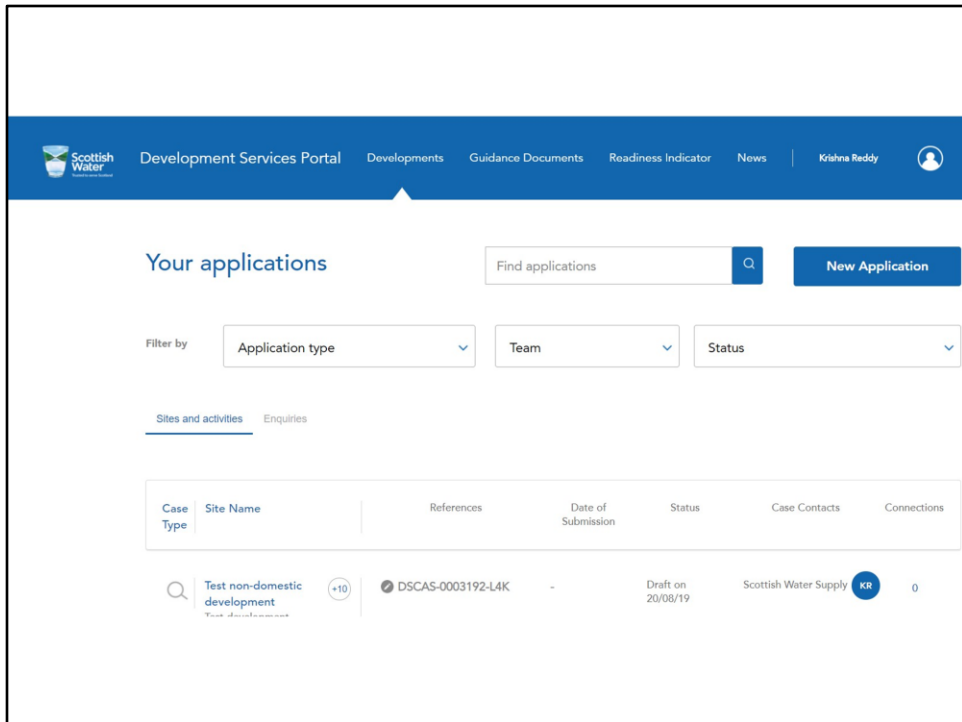
The portal functionality for Licensed Providers has now been developed and will be tested throughout September and October to resolve any defects. This document contains a series of indicative screenshots. If LPs would like to provide any feedback to Scottish Water, please send these to your Account Manager by mid-October.

Scottish Water is happy to offer LPs an overview of the portal in person, which you can also arrange via your Account Manager.



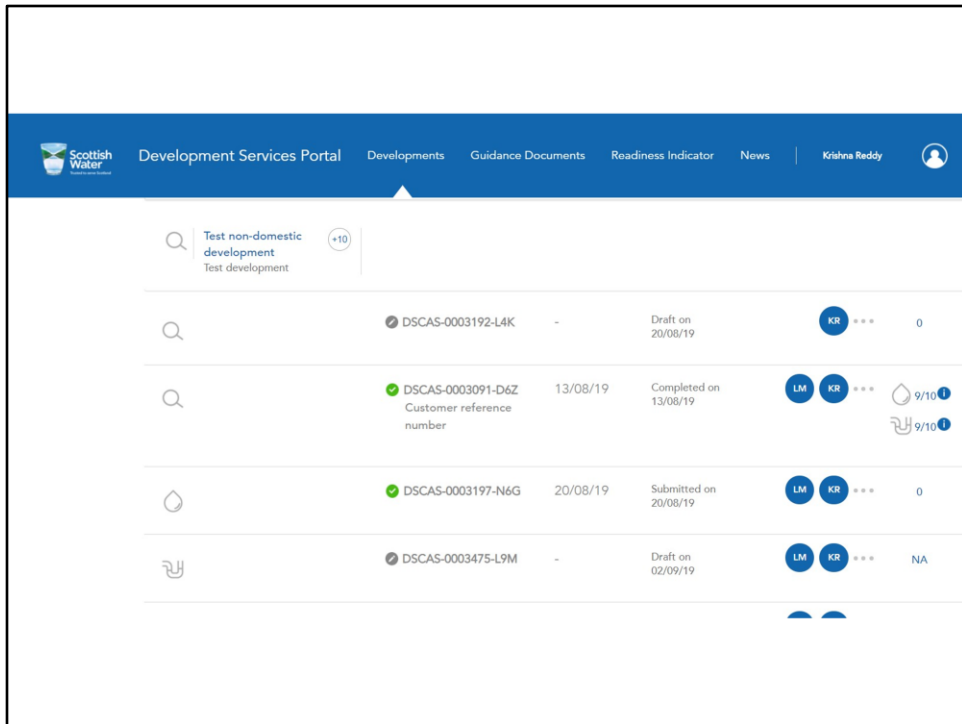
The portal will be accessible via the Scottish Water website and the existing LP Customer Portal (Ascend). Customers will then be requested to enter their email address and password in order to sign in. Customers who already have user accounts for the existing portal do not need to re-register, as the new portal will integrate with it via a single sign-on procedure.

The 'Manage LP Users' function on the existing portal should be used by administrators for creating and deactivating user accounts in the usual manner – any profile changes made here will apply to both portals.

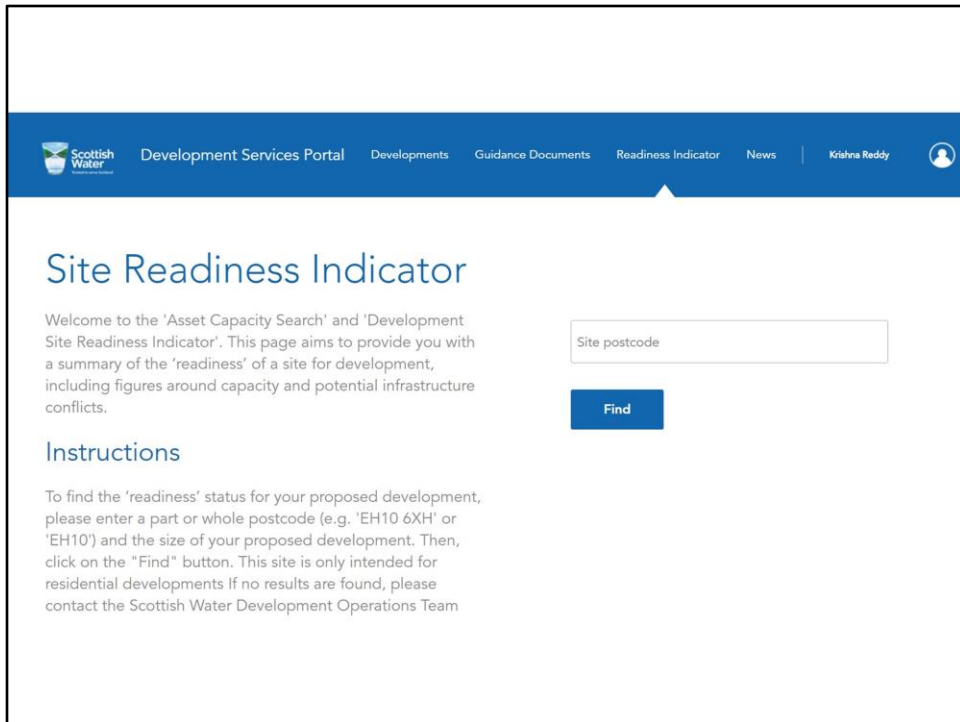


The new portal allows LPs to track the progress of any applications they have made to Scottish Water. This dashboard page will contain a list of the sites for which the user has submitted applications. Customers can use the search bar and filters to find the appropriate information.

Customers can use the portal for tracking any applications that they themselves have submitted to Scottish Water, as well as anyone else in their organisation.



When a user clicks on one of the sites, the portal will show a list of applications that they or their organisation have submitted. The application with the most recent update will appear at the top of the list.



The portal will also be home to the readiness indicator, which can be used to assess capacity in an area before an application is submitted.

Customers can enter a full or partial postcode to query the water and waste water availability in the specified location.

The screenshot shows the top navigation bar of the Scottish Water Development Services Portal. The navigation menu includes: Scottish Water logo, Development Services Portal, Developments, Guidance Documents, Readiness Indicator, News, and a user profile for Krishna Reddy. The main content area features a heading "Multiple sites found" and a message: "Your search criteria of 'G1' has returned multiple site specific results, please select the site you are interested in from the list below:". Below this is a table with three columns: SITE, POSTCODE, and NO. OF HOUSES. The table lists three sites: Readiness Indicator Full Test Site (g14 1ar, 300), Dover Heights (G1 3bd, 100), and City Merchant 333 (G1 1NP). Each row has a radio button to its left for selection.

SITE	POSTCODE	NO. OF HOUSES
<input type="radio"/> Readiness Indicator Full Test Site	g14 1ar	300
<input type="radio"/> Dover Heights	G1 3bd	100
<input type="radio"/> City Merchant 333	G1 1NP	

There may be multiple sites within a search area – if so the portal will list these so that the correct option can be selected.

Scottish Water Development Services Portal | Developments | Guidance Documents | Readiness Indicator | News | Krishna Reddy

## Test Site

Postcode: g14 1ar | Range of units assessed: 300 – 600

	300	450	600
<b>Water availability</b>			
Current water treatment works	✗	✗	✗
Current water network capacity	✓	✓	✗
<b>Waste water availability</b>			
Current waste water treatment Works	✗	✗	✗
Current waste water Network Capacity	✗	✓	✗

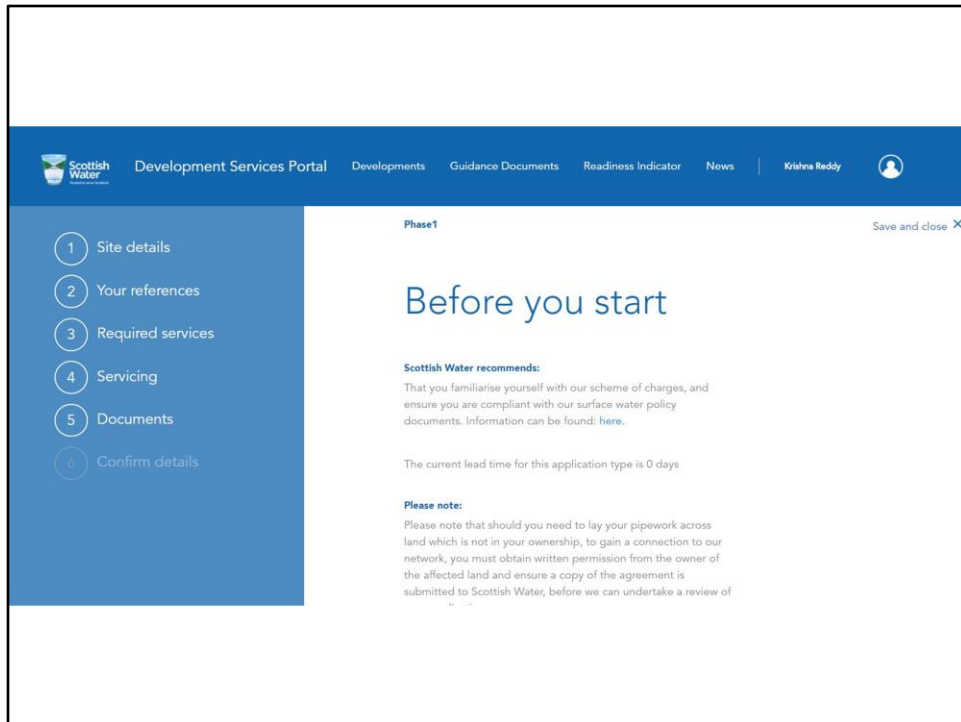
Any assessment of the development site assumes a gravity drainage connection for 'foul-only' flows. Potential pumped connections have not been assessed. If a waste water pumping station is required to service the site, please submit a Pre-Development Enquiry (PDE) via the Scottish Water web portal detailing proposed pass-forward flows to the existing Scottish Water drainage network.

All assessments assume no surface water discharge to the Scottish Water foul or combined network in line with Scottish Water's surface water policy.

Would you like to proceed and make a full pre development enquiry based on your results?

[Create PDE](#)

The portal will then display the water and waste water availability in the area. The PDE submission project can be started from here.



When it comes to submitting an application to Scottish Water the portal will contain guidance on what users should do before beginning, such as obtaining a planning validation reference or reviewing any technical standards and specifications.

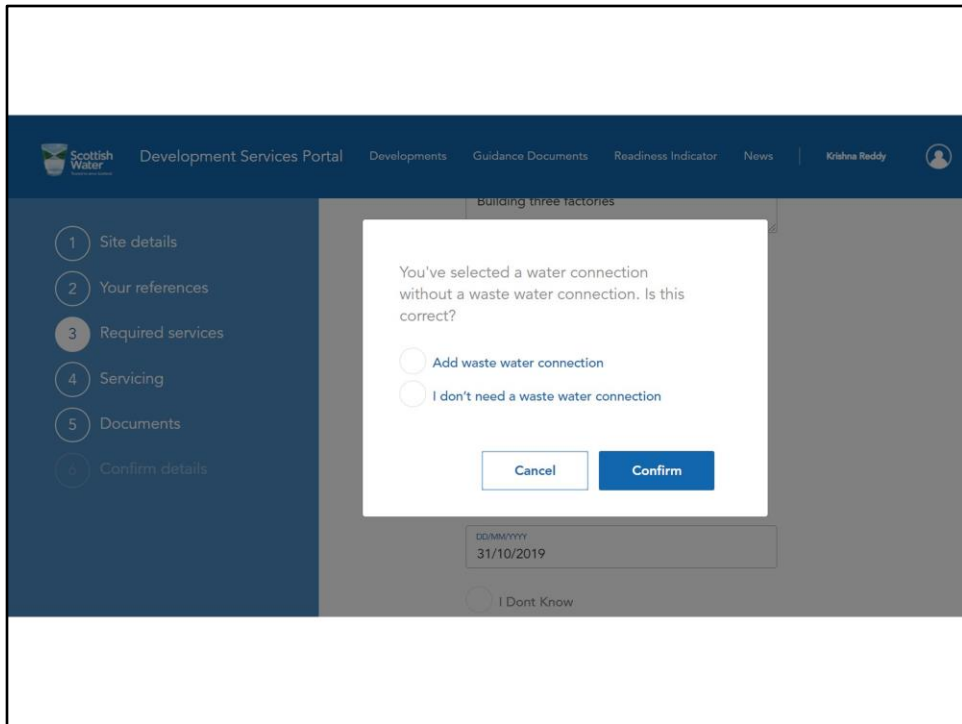
The key stages of the application process appear down the left hand side.



The screenshot displays the 'Development Services Portal' for Scottish Water. The navigation bar includes links for 'Developments', 'Guidance Documents', 'Readiness Indicator', and 'News', along with a user profile for 'Krishna Reddy'. A left-hand sidebar lists the steps of the process: 1 Site details, 2 Your references, 3 Required services, 4 Servicing, 5 Documents, and 6 Confirm details. The main content area shows step 3: 'What is the name of your site?'. Below this question is a text input field with the value 'Factory town development'. Step 4 asks 'Is this a multiphased site for which you are the lead developer?' with radio buttons for 'Yes' (selected) and 'No'. Step 5 asks 'What are your plans for the site?' with radio buttons for 'New build' (selected) and 'Conversion of existing build'. A final question, 'What was the previous use of the site?', is partially visible at the bottom.

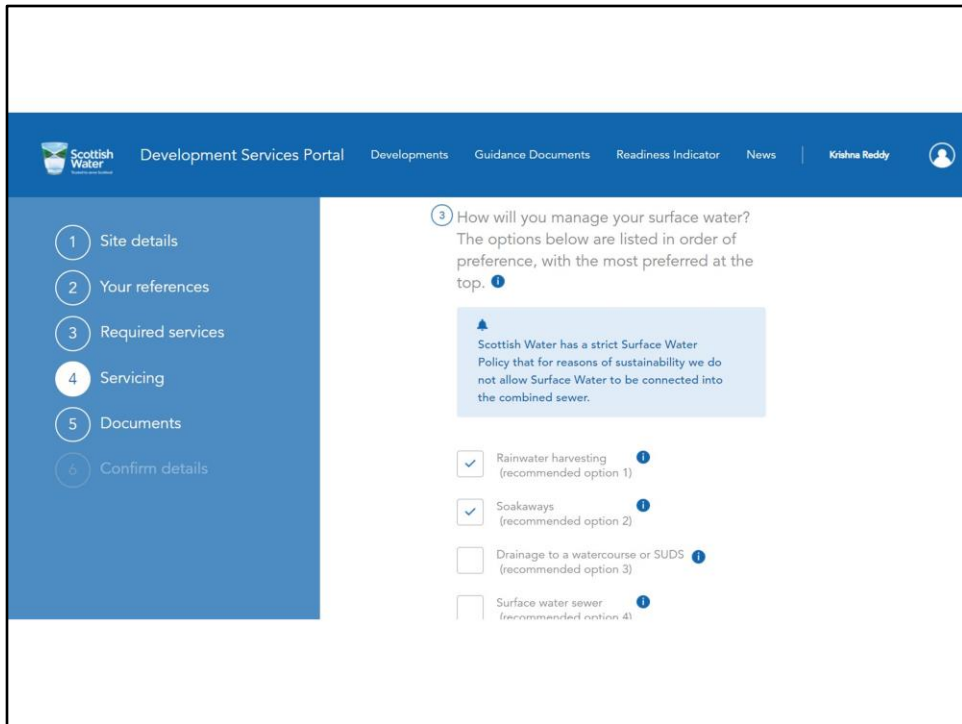
The portal forms are dynamic, meaning that subsequent questions will be tailored accordingly based on answers to previous questions. This page shows some of the questions for submitting a Pre-Development Enquiry to Scottish Water.

A corresponding change proposal will be made to the October Technical Panel to simplify the Operational Code forms for New Connections processes.

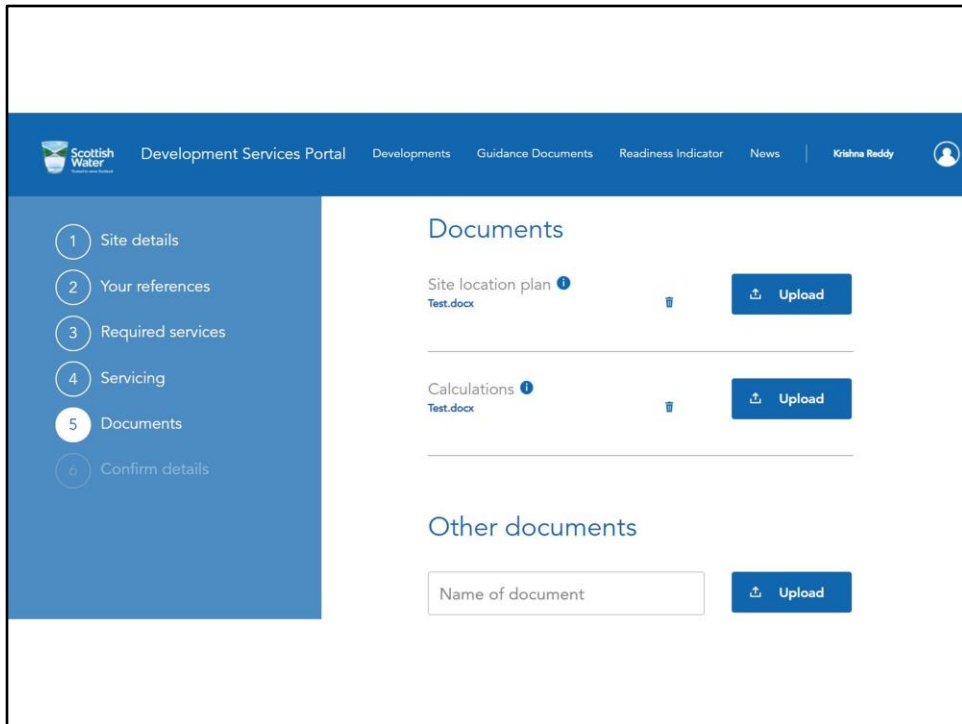


The portal will contain tooltips and prompts for throughout, in order to guide the user through the application process in a simple manner.

This page is prompting the user to submit a corresponding waste water application, if it is required.



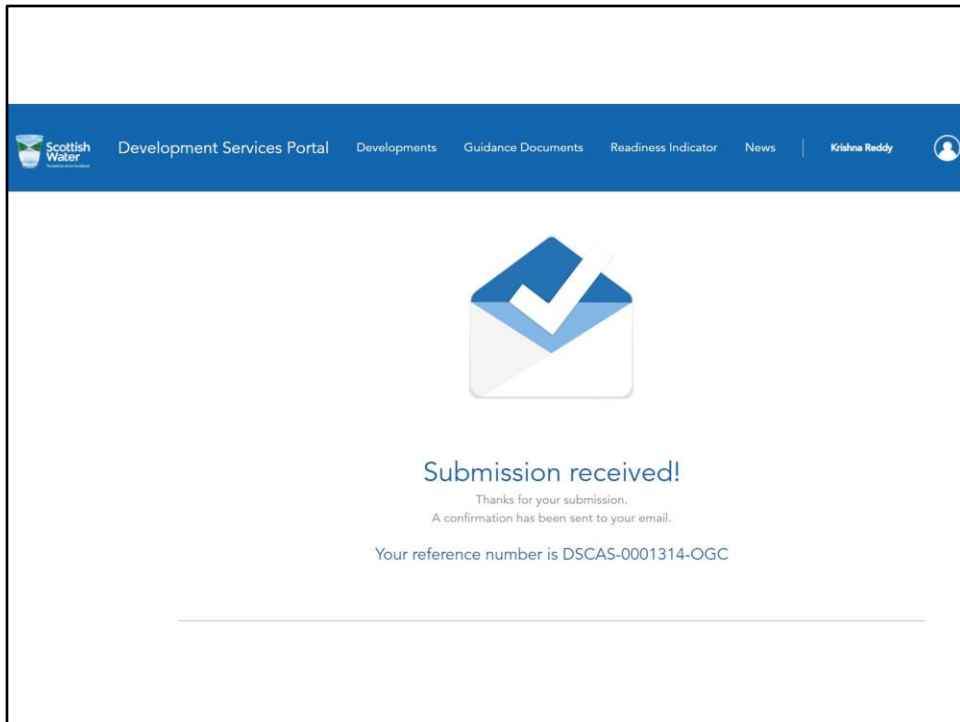
Customers will be asked to confirm how they intend to manage surface water. The portal helps to guide customers by listing the recommended options in order of preference, in accordance with Scottish Water’s Surface Water Policy.



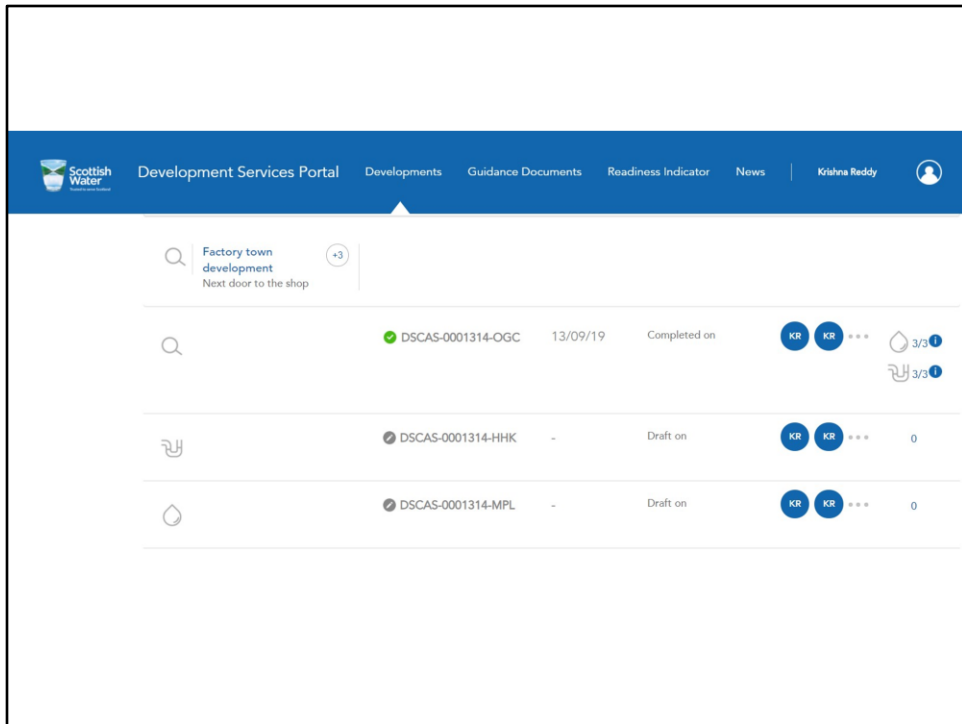
The portal allows Licensed Providers to upload documents to support their application. A list of required documents will be displayed based on your previous answers.

The screenshot displays the 'Development Services Portal' interface. The top navigation bar includes the Scottish Water logo, the portal name, and links for 'Developments', 'Guidance Documents', 'Readiness Indicator', 'News', and a user profile for 'Krishna Reddy'. A left-hand sidebar contains a numbered menu with six items: '1 Site details', '2 Your references', '3 Required services', '4 Servicing', '5 Documents', and '6 Confirm details'. The main content area is titled '2 Please provide the developer's details' and features a light blue notification box at the top stating: 'If you need to update your details then you will need to use the Licensed Provider portal to do this.' Below this, there are two radio button options: 'I am the developer use my details' (unselected) and 'I am not the developer' (selected). A text input field labeled 'Email address' is provided for the user to enter their contact information. At the bottom of the form, there are two buttons: a blue 'Validate' button and a white 'Reset' button.

Customers will be asked to provide their developer’s details in this section. There is also the option to give consent for Scottish Water to liaise directly with the developer for the purpose of arranging site visits or assisting with the technical aspects of the application.

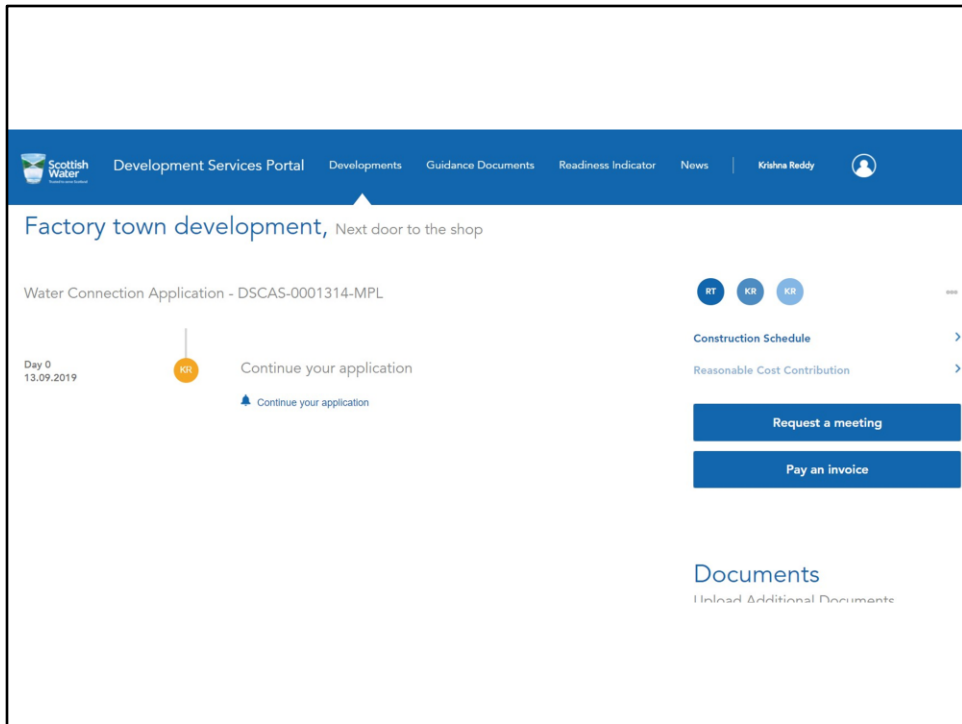


On submission of an application, the information provided will be validated and routed to the relevant team in Scottish Water. At this stage the application will be assigned a reference number.



Once a Pre-Development Enquiry has been submitted and approved by Scottish Water, the system will generate draft water and waste applications as appropriate.

This page shows a list of applications for a particular site (in this case 'factory town development'), with the draft water and waste applications at the bottom.



Select the draft to complete the application process for water and/or waste. Key information from the Pre-Development Enquiry will transfer across to the water and waste applications, therefore reducing the amount of information required at this stage.



Scottish Water Development Services Portal | Developments | Guidance Documents | Readiness Indicator | News | Krishna Reddy

1 Site details  
2 Phasing  
3 Facilitation  
4 Connection details  
5 Documents  
6 Confirm details  
7 Indicative quote

5 Do you have a SAA registration number

Yes  No

Please provide the SAA reference number:

Please provide the SAA reference number

6 Do you have a UPRN reference number?

Yes  No

Please a valid supporting reason(s) why the UPRN reference number is not available:

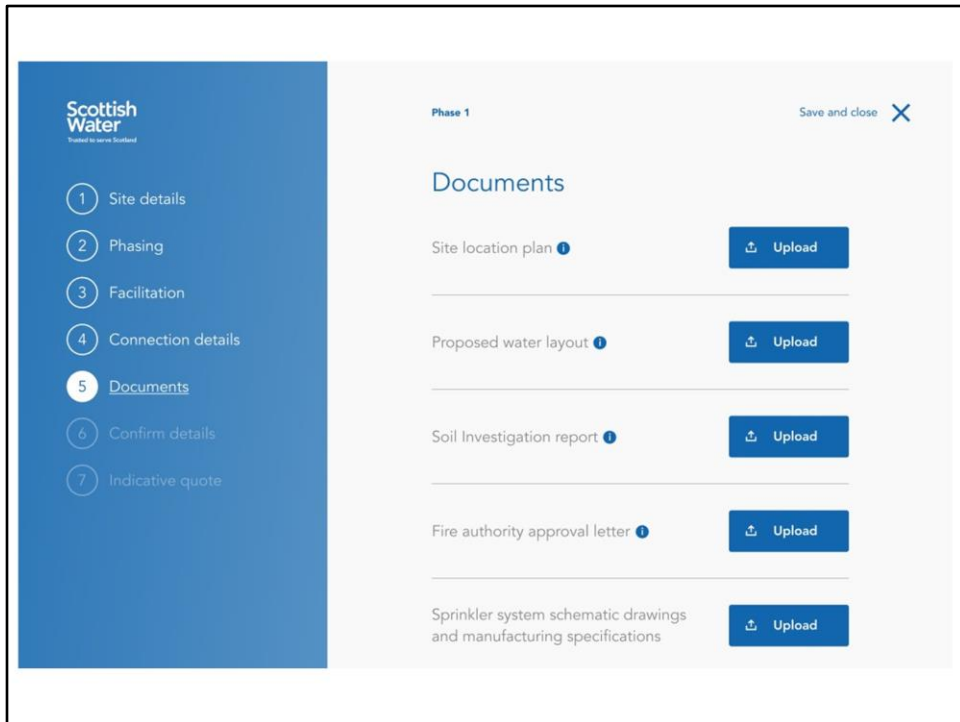
- Missing entry from the OSG.
- Not yet issued by planning.
- Agricultural including troughs.
- Fish farms, fishing, and sporting rights.
- Parks, Allotments and Sports Ground.
- Property is multi-tenancy.
- Infrastructure Project.

This section of the application process asks customers to confirm whether there are any SAA and UPRN reference numbers to support their application.

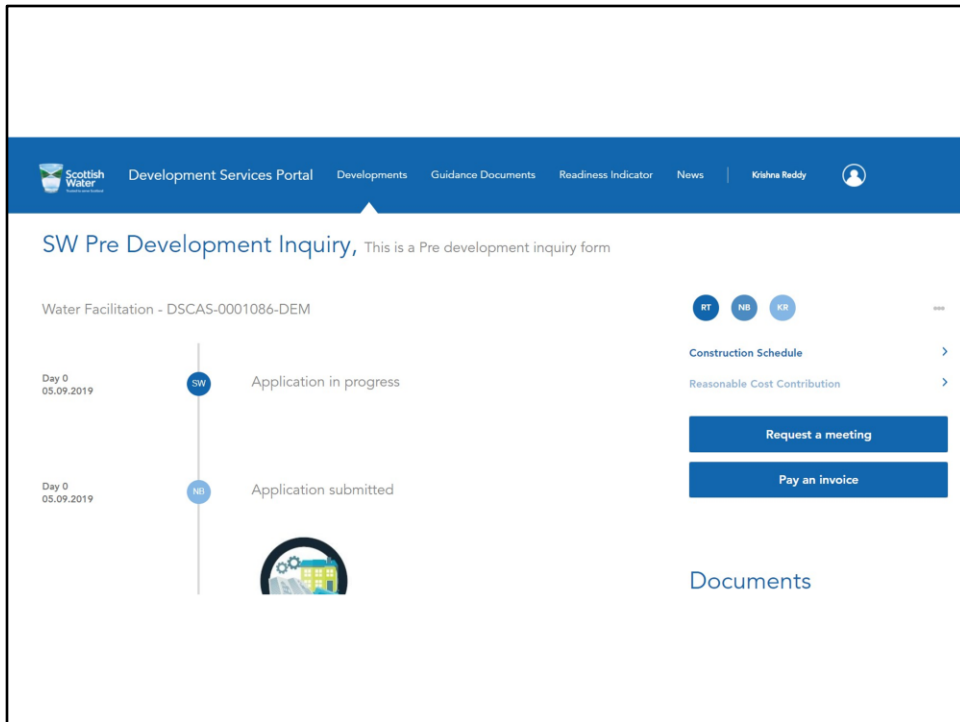
The screenshot displays the 'Development Services Portal' for Scottish Water. The navigation menu includes 'Developments', 'Guidance Documents', 'Readiness Indicator', and 'News'. A sidebar on the left lists seven steps: 1 Site details, 2 Phasing, 3 Facilitation (highlighted), 4 Connection details, 5 Documents, 6 Confirm details, and 7 Indicative quote. The main content area is titled 'Facilitation' and contains three questions:

- 1 Is this a facilitation application?  Yes  No
- 2 Is this phase an advanced infrastructure?  Yes  No
- 3 How many properties will this advanced infrastructure serve?

A single application form is now used to cater for both standard and facilitation applications. Based on the customer's answers to this section the appropriate questions will be prompted and application type will be created.



After completing the required questions, the customer is prompted to upload documents to support their application. This section of the form is also dynamic, so only requires certain documentation based on the answers given to the previous questions. After the application is submitted, additional documents can also be uploaded via the 'timeline screen'.



Once an application has been submitted via the portal, users can access all of the related information by clicking on the record within the dashboard screen.

You'll find a progress bar on the left showing the steps taken and progress to date. This is a chronological timeline with the most recent action appearing at the top.

Documents that were uploaded for the application will be available to download, and any required documents that are yet to be submitted will be made visible to customers on this screen.

On this page Case Owners at Scottish Water and the Licensed Provider will be displayed. LPs can nominate a case manager at their organisation who would be the key point of contact for any email updates. This can be changed if required, e.g. for holiday cover.

Scottish Water Development Services Portal | Developments | Guidance Documents | Readiness Indicator | News | Krishna Reddy

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

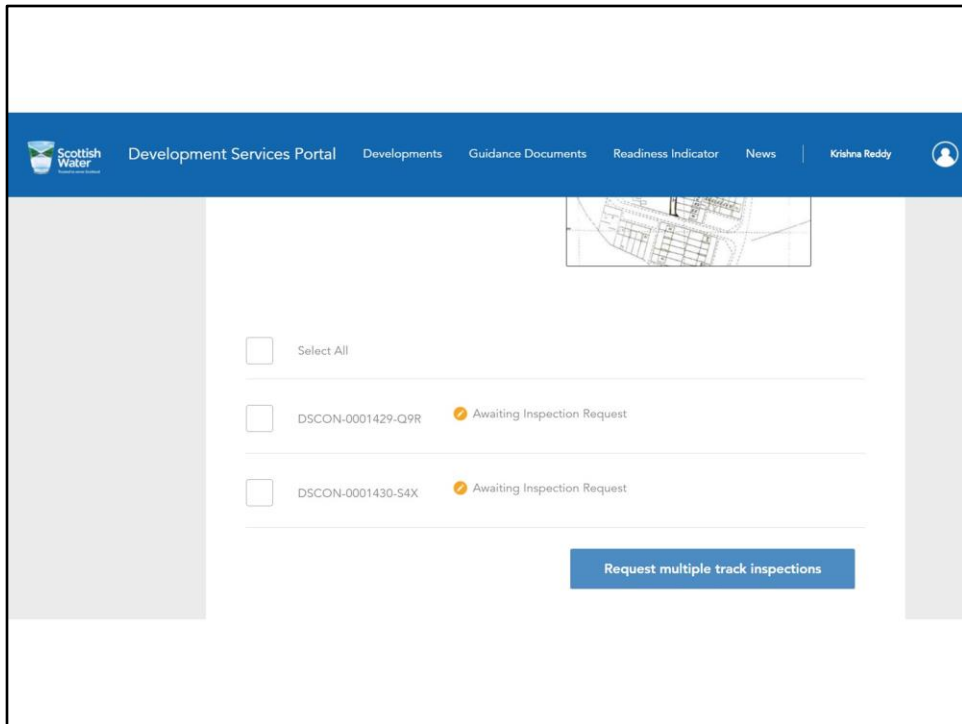
- DATE 1  
Sep 25, 2019
- DATE 2  
Sep 26, 2019
- DATE 3  
Sep 27, 2019

3 Provide additional information (optional):

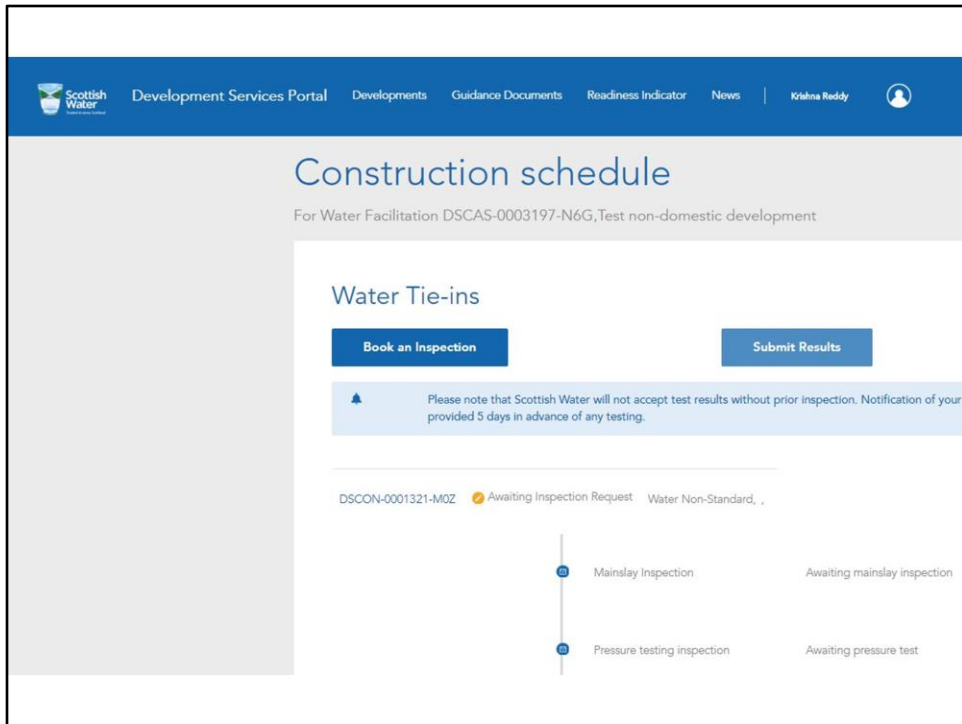
Please also provide contact details (email address and phone number) if there is a site contact who we may need to speak to.

(e.g. I have already started ground works.)

The portal should also be used for requesting meetings with Scottish Water. When requesting a pre-start meeting for example, customers will be asked to provide their preferred dates. Scottish Water will then plan the meeting accordingly.

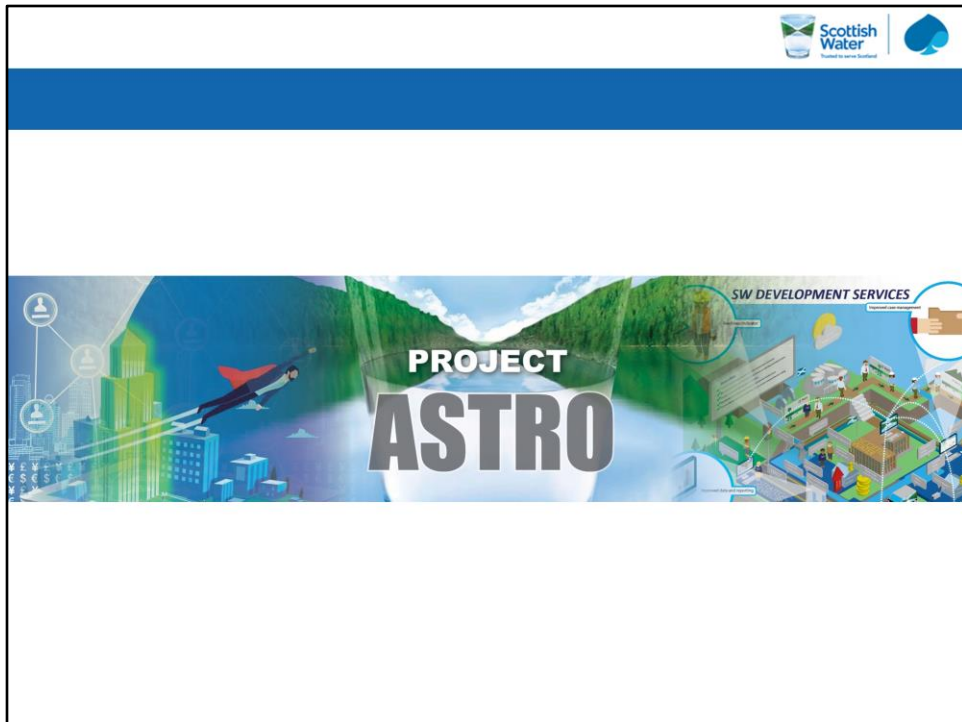


A list of connections for each application will be visible to users of the portal on this page. The general status of each connection will be displayed.



Select a connection to find out more information about the status of any required inspections – such as mainslay or pressure testing.

While customers will be encouraged to make use of the remote inspections app, the portal can also be used for requesting Scottish Water to carry out a track inspection on site.



Thank you for reviewing these indicative screenshots of the new portal.

If you would like to provide any feedback to Scottish Water, please send these to your Account Manager by mid-October.

Scottish Water will continue to provide updates to LPs on Project Astro via the monthly newsletter and via the Account Management Team.