

Deregistration Guidelines

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Scottish Water

Non Household Revenues Team (NHRT)

Background

Scottish Water is always looking for ways to improve its customer service, be that directly with a customer or with a Licensed Provider (LP). As part of a series of on-going improvement efforts, Scottish Water has updated the LP guidance documentation for *Process 32 (Deregistration of Supply Point at the request of the Licensed Provider)*. This process is detailed on the Scottish Water website [here](#).

Purpose

This document is intended to;

- give the reader a workable understanding of the deregistration process
- outline the probing questions which could be used to ascertain if a deregistration request is appropriate
- outline the type of evidence required to allow efficient assessment of the request
- broadly outline the activities which Scottish Water will complete to ascertain eligibility of the deregistration request

The document seeks to provide information and guidance in a manner which is relatable and easily consumable, with the ultimate aim of improving service to end user customers. By setting out the document in this clear and more easily consumed format it is expected to enable a customer's deregistration request to be dealt with at the first attempt thus improving service.

Document Approach

The document has been set out to align itself with the existing 'reasons for deregistration' as listed, but not necessarily in this order, below;

1. Demolished	6. Bulk meter
2. Domestic	7. Merged
3. Duplicate	8. Complex
4. No Water	9. Other
5. No Waste	10. No Property Drainage

Each reason will be further detailed in the following areas;

- Definition of the deregistration reason
- Outline of when this reason code should be selected
- Some key questions which can be asked to ensure the deregistration application is appropriate

- Key evidence to be provided by the LP
- Examples & considerations for each reason
- Guidance on the effective dates which will be used for market updates

This approach has been taken to make it as easy as possible for the reader to quickly reference the guidance whilst processing deregistration requests. It is also hoped that the document will result in an improvement in the consistency of the service provided by all contributors to the process.

Demolished

Definition of 'Demolished'

The definition of a demolished property is when a property has been physically and completely torn down, with no eligible premises remaining in its place. To clarify, this means that all SPIDs and meters will be removed from the market permanently.

When this reason code should be selected

The 'Demolished' deregistration reason should only be used when a property or premises has been completely and permanently demolished as well as from 1st April 2017 physically disconnected.

This means that the ground on which the property recently stood will not be used for a similar non-domestic purpose. For example, there are no current development plans (to the best of the customers knowledge) which will continue to utilise the remaining/existing water infrastructure.

Key questions to ask the customer to ensure deregistration application is appropriate

- When was the property demolished?
- Has the local council been advised?
- Has the SAA been updated?
- Do you have a demolition certificate/warrant/invoice?
- Will there be an application to permanently disconnect the supply? [\[see Disconnection Document\]](#)

Key evidence to be provided to SW by LP

- Demolition certificate/warrant/invoice or completion notice
- The SAA website should be updated to reflect a property has been deleted
- Final meter reading

Examples & Considerations

Where a premises has been completely demolished **and** the record has been deleted from the Assessors, then it is reasonable to remove the relevant SPID(s) from the market. There may be instances where the existing supply is retained for building water purposes for a new property, but this would be for the Retail Connections Team to determine.



Where a school, hospital or any other property has been, or is being, demolished and the same site is to be re-used for a new school, hospital or any other property, then the SPID(s) should not be deregistered, as it is likely that services to the Supply Point will be used for the newer premises.

To give a further example a property which is currently derelict and has been removed from the assessors role (whilst it is reassessed) could not be deregistered as 'demolished'. In this scenario, the Licensed Provider would therefore need to apply for a permanent disconnection to remove the SPIDs from the market.

Please note:- From 1st April 2017 all demolished properties will remain in the market unless a physical permanent disconnection occurs. This is a change to the current process detailed above

Effective dates for market updates (CMA transactions)

The effective date of the deregistration would be the date the property was deleted from the Assessors, which should align with the actual date of demolition. **NOTE** - If the effective date is prior to market opening, then the deregistration date would be 01/04/2008.

Bulk Meter

Definition of 'Bulk Meter'

A "bulk meter" is a meter on a water supply to more than one premises. These premises could be independently owned and, therefore, a shared supply scenario or, a Landlord Supply, where there is one owner of several individually rated premises (e.g. a retail park or business centre).

If the deregistration application was successful it would result in the deletion of the WATER SPID(s) from the market and the removal of the foul sewerage charge from the SEWERAGE SPID, as these charges would be recovered through the SPID for the Landlord Supply. Essentially the water SPID is not necessary as the applicant customer receives their water services through an in charge metered supply i.e. the bulk/Landlord supply.

When this reason code should be selected

A bulk meter deregistration application should be submitted by a Licensed Provider where they believe double charging is occurring.

For example, 'Customer A' & 'Customer B' are tenants within a building which has a shared supply and each have a full unmeasured SPID pair, which is charged for water, foul waste and surface water drainage. The building is owned by a Landlord, who is also being charged for water and foul waste, based on the consumption recorded by a bulk meter, which is measuring the consumption for all of the units within the property. In this example duplicate charging exists for the water service and foul sewerage service, which is being recovered both through metered charges associated with the Landlord SPID and unmeasured charges associated with the separate unmeasured SPID pairs. This means the unmeasured water SPIDs and foul sewerage elements on the unmeasured SPID pairs for 'Customer A' and 'Customer B' must be removed from the market.

The next step in the process would be for Scottish Water to confirm that the services to the premises are as stated by the customer. This may require a site visit to physically confirm that the information

provided by the customer is accurate. However, in some circumstances, Scottish Water may already have a record of the supply setup, which may facilitate a quicker response

Key questions to ask the customer to ensure deregistration application is appropriate

- What has led the customer to believe their supply is shared with the metered landlord/neighbouring supply?
- Have they tested shutting the water off at the meter, was their water supply then cut off?
- Have previous visits been completed by Scottish Water? If so, what was the outcome?
- Can the customer guarantee/arrange access to all premises, which are believed to be served by the bulk meter?
- Can the customer provide the bulk meter serial number?
- Does the customer have 'As built' plans of the area of bulk/landlord supply?

Key evidence to be provided to SW by LP

The answers to as many of the questions above as possible, particularly why the customer believes that they are on a bulk supply.

Examples & Considerations

There are instances where individual tenants on a small industrial estate are charged based on the consumption measured by meters installed within each of their units, whilst there is also a bulk meter at the site, which is measuring the consumption within all the units combined, and is being charged to the landlord. In these circumstances, the Landlord SPIDs should remain in charge for water and foul sewerage. To correct the duplicate charging, the individual WATER SPIDs for each of the units should be deregistered and the foul sewerage removed from the associated SEWERAGE SPIDs, leaving surface water drainage only (where applicable).

However, there are supply configurations whereby it cannot be assumed that a metered supply is the only supply which enters the building. It can often be the case that a multi occupancy building could have more than 1 supply entering the building. In such instances, Scottish Water would view the GIS system for information and, if necessary, would complete a site investigation to confirm the supply setup.

Effective dates for market updates (CMA transactions)

Effective dates will be determined in the following way:

- If the connection date of the SPID for 'Customer A' is on the **same day**, or **after** the bulk metered SPID first came into charge, then the SPID(s) for 'Customer A' SPID(s) should be deregistered back to the "connection date" on the CMA.
- If the connection date of the SPID for 'Customer A' is **before** the date that the bulk metered SPID came into charge i.e. no longer flagged as vacant then the SPIDs for 'Customer A' should be deregistered back to the **day** the bulk metered SPID first came into charge. In this example, charges are still due between 'customer A' SPID connection date and it's deregistration date as there was no double charging being experienced.

- **NOTE:** if the effective date is prior to market opening, then the deregistration date should be 01/04/2008.

Domestic

Definition of 'Domestic'

Domestic deregistrations cover circumstances where eligible premises cease to be 'eligible' due to a 'change of use', from a non-domestic entity to a **wholly** domestic dwelling.

NOTE: care must be taken when dealing with "dwellings" which remain part of a commercial enterprise (e.g. farmhouses, care facilities, manager's quarters within hotels, etc.).

When this reason code should be selected

This option should be selected when a property switches status from non-domestic to domestic.

Key questions to ask the customer to ensure deregistration application is appropriate

- When did the property become domestic?
- Are there any commercial activities taking place at the premises?
- Does the customer have a change of use certificate?
- Are the local council aware of the change in use?

Key evidence to be provided to SW by LP

- Detail from customer as to why they believe that the premises is now a wholly domestic "dwelling".
- Confirmation of a change to the rating status at the Assessors (SAA).
- Change of use certificate.

Examples & Considerations

A customer has bought a former B&B and now lives in the property, therefore claiming that it is no longer a business. However, the customer has not contacted the local authority to officially log the change of use, so the property is still rated as non-domestic.

In this instance, a deregistration would not be possible until, either the SAA has been updated to reflect the new use of the property, or until a change of use certificate is provided to Scottish Water.

Farms

Farms do not show as commercial entries on the SAA. Farm dwellings will show as domestic entries on the SAA, but may be exempt from unmeasured water & waste charges via council tax if consumption is captured via a metered supply to the farm. The LP should therefore ask the customer if the site is still a working farm or not. If the premises is still a working farm, the SPID should remain in the market. If not, it is up to the LP/customer to provide evidence which demonstrates when the site ceased to be a working farm. An example of evidence which could be used would be sale documentation, which identifies the premises as a residential dwelling. This type of deregistration will often require a site visit to confirm the status of the premises in question.

Key questions that should be determined

- Does this site have a connection from the public water main?
- Is the connection metered?
- Are there any visible water baths/troughs within the surrounding fields?
- Do the surrounding fields contain livestock or crops?
- Do any of the barns/sheds/stores/steadings house livestock, or hold grain?
- Are any of the barns/sheds/stores/steadings used for the storage of farming machinery?
- Are there any stables (with horses) on site? If so, how are the stables supplied with water?

Care Home/Facilities & Sheltered Housing

There may also be circumstances where the commercial entry for a Care Home, Care Facility, or Sheltered Housing/Assisted Living complex may have been deleted from the SAA and replaced with a domestic entry. However, if the property is still being operated as a business, then the SPIDs should remain in the market.

Section 50 1 (bb) of the Water (Scotland) Act and Section 2 (3) of the Regulation of Care (Scotland) Act relates to properties which should be metered, where there is a care facility (care home), assisted living, or sheltered housing provision. Scottish Water is unable to bill the occupants of these properties, as they are exempt from domestic council tax charges. The Water Industry Commission Scotland (WICS) have recommended these companies/organisations should pay their charges via a LP so that they can benefit from open market rules i.e. they are free to choose which LP provides retail services to them. The company/organisation providing the care service should therefore be billed for metered charges via a LP.

Effective dates for market updates (CMA transactions)

The effective date of the deregistration should align with the effective date recorded on the SAA. In the event that the SPID was created prior to the 'effective date' of the change of use, then charges will still be due on the SPID up to that date.

Duplicate

Definition of 'Duplicate'

The definition of a duplicate property is the existence of 2 or more SPIDs for the same physical supply to an eligible premise.

When this reason code should be selected

This option should be selected when more than 1 SPID exists for a single physical supply to an eligible premise. This could be in various guises such as:

- Where **2 SPIDs** are both in charge for the same property
- Where **1 SPID is in charge** and another is not; or
- Where **both SPIDs are not currently being charged**.

Essentially, 2 SPIDs should not exist for the same property with the same services attached, where only a single supply enters the premises.

Key questions to ask the customer to ensure deregistration application is appropriate

- Has the property/premises been merged in the past?
- Has the property been split in the past?
- How many supplies enter the premises?
- Are meter details for these supplies available?
- The specific reason(s) the customer believes that the SPIDs are duplicates.

Key evidence to be provided to SW by LP

- SAA data to support the SPIDs being duplicates (e.g. not erroneous, or with a vague address)
- CMA data showing why it is believed that the SPIDs are duplicates
- CMA data showing any address changes on SPIDs associated with the deregistration request

Examples & Considerations

Duplicate deregistration requests are often rejected where the address on a SPID has been changed historically, which makes the SPIDs appear as a duplicate. Please note, this address change may not always be evident from looking at the CMA SPID data. To clarify, LPs currently have ownership of the address changes (which cannot be edited by Scottish Water after SPID creation), it may be that the SPID address has changed erroneously over time, leading to the current confusion. Care must therefore be taken to adequately research the history of a SPID, before applying to deregister it.

Other examples where duplicate SPIDs are claimed is where a property has 2 individual supplies physically entering the premises. In this instance the physical existence of the supply pipework must be resolved by way of permanent disconnection of the 'no longer required supply' however there are other potential options that could be explored with the support of NHRT on a case by case basis.

Effective dates for market updates (CMA transactions)

The effective date of the deregistration should be the date on which the SPID, which is to remain in the market, first came into charge. This is to ensure that no duplicate charging exists for the property. If the SPID was created prior to market opening, the deregistration date would be 01/04/2008.

Please note, any periods of vacancy on the retained SPIDs should also be taken in to consideration (e.g. if the SPID, which is to be retained, has always been flagged as vacant, then the status must be set to occupied before the deregistration application for the alleged duplicate SPID can be considered). In complex scenarios NHRT will offer support on a case by case basis.

Services

Before submitting the request Licensed Providers should review the services associated against the two SPIDs. If the premises in question has more than one physical supply and one of the supplies is measured and the other unmeasured, both SPID pairs will need to remain in the market. This is because system limitations mean Scottish Water is unable to levy measured and unmeasured charges on the same SPID set. As previously stated there several ways in which this issue can be resolved which can be dealt with on a case by case basis.

No Water

Definition of deregistration reason

“No Water” is defined as where the customer has no direct or indirect access whatsoever to the public water supply.

When this reason code should be selected

This reason should be selected where the customer has no direct, or indirect access to the public water supply. This may be where the customer claims to have a borehole, spring supply, or some other such private water supply provision. To clarify, the customer must have no access to the public water supply at all (e.g. no back-up connection to the public mains, even where not used). NOTE: if the customer is drawing a supply from a metered bulk/landlord supply, then the appropriate deregistration reason would be ‘Bulk Meter’

Key questions to ask the customer to ensure deregistration application is appropriate

- What is the customer's primary source of water?
- Does the customer have a secondary/back-up supply from the public main (even where this supply is not used)?
- Does the customer have any public pipework within the boundary of their land?
- Is the private water abstraction method registered/ licensed with SEPA?
[\[http://www.sepa.org.uk/regulations/water/abstractions/\]](http://www.sepa.org.uk/regulations/water/abstractions/)
- Is the non-domestic unit supplied by a landlord's metered supply, or is the multi-occupancy building/estate unmetered?
- Has the customer always had a private supply, or no water supply at the property?
- Does the customer have access to tea & coffee making facilities, or communal toilets within the building/estate?
- Does the customer have access to water from a domestic supply, for instance the garage/workshop/unit has no connection, but the customer brings water to the premises from their home, or another domestic source?

Key evidence to be provided to SW by LP

- As built plans, or other appropriate drawings, which clearly document the source of the water supply.
- SEPA license or registration number for the private water supply (if applicable).

Examples & Considerations

It is common for a customer to misunderstand what is meant by a private supply. Often the confusion arises between the understanding of private water supplies and private pipework. For example, there could be many kilometres of private pipework on an estate, but if this pipework connects to the public network at any point, then the water entering the private pipework will be coming from the public network and is therefore chargeable.

Another example, would be customers in individual retail units within a shopping centre, or in a rented office within an office block, who may not have a direct water supply/connection into their

unit, but instead have access to shared/communal facilities such as;

- Kitchen areas
- Toilets, etc.

Customers claiming not to have a water supply in such cases should be able to explain where they make use of such communal facilities e.g. at the end of the corridor, on the landing, etc.

It is important to understand whether or not a building is metered, before determining whether or not charges are being incorrectly levied. If a metered Landlord supply is in place for the shared facilities within the building, then the individual units should **not** be charged separately for water as this would result in duplicate charging. However, if the whole block is **unmetered**, then every unit within the building must pay their share for charges associated with having the benefit of the shared kitchen/toilet facilities which are available to them, regardless of whether the customer claims to use them or not.

Rated entry within domestic sites

By way of clarity, an example of a rated entry within a domestic site would be where a customer is using their garage as a workshop. In this circumstance, the LP should ask where the customer obtains access to water and toilets facilities.

If the customer uses facilities within their domestic property and the commercial entry **does not have** a direct water connection into the body of the rated premises (e.g. the garage/workshop), then the SPID **can** be deregistered from its connection date. **NOTE:** If this premises was rated prior to market opening, the deregistration would be effective from 01/04/2008. However, if the body of the commercial premise **has a direct water connection**, including an outside tap, then the SPID must **remain in the market**.

Effective dates for market updates (CMA transactions)

Effective dates for this type of deregistration will vary based on certain criteria;

- If a customer has **never** had a connection to the public network then the **connection** date of the SPID would be the effective date of the deregistration. If this was prior to market opening, then the deregistration would be effective from **01/04/2008**.
- If the customer previously had a public water connection, which was subsequently replaced by a private supply, the effective date would be identified by the date of the site visit, or any other substantial evidence showing disconnection from the public supply.

No Waste (No foul sewerage)

Definition of deregistration reason

Similarly to the 'No Water' deregistration reason 'No Waste' is defined as where the customer has no access whatsoever to the public sewer network.

When this reason code should be selected

This should be selected, where the customer claims to have no access or connection to the public sewer network. This could be because they could have a private septic tank, or a private waste water treatment works within their property boundary. This private treatment works must not use the public sewer network to transmit its effluent from or to the private treatment works.

Key questions to ask the customer to ensure deregistration application is appropriate

- Where does the customers foul water go?
- Does the customer have a septic tank?
- Who owns the septic tank?
- Does the customer have a SEPA registration number?
- Does the septic tank have an overflow which connects with the public sewer network?
- Who empties the septic tank?
- Does the customer have any connection to the public sewer system for other services, such as surface water drainage?
- If the customer is in a multi occupancy building, can they make use of communal toilet facilities?
- Is the customer served by a bulk metered water supply?

Key evidence to be provided to SW by LP

- Invoice for emptying of septic tank
- SEPA registration number for septic tank
- As built plans showing foul sewerage which is taken to a private treatment facility or septic tank

Examples & Considerations

As with 'No Water' some customers confuse their private pipework, as being a private sewer. For example, there may be many kilometres of private pipework on an estate, but if this pipework connects to the public network at any point, then the effluent will be conveyed and treated by Scottish Water and is therefore **chargeable**.

This again is no different from domestic arrangements where the pipe in the street is public and the pipework within the boundary of the property is private, the sewage from your house running through private drains until it reaches the public sewer provided by Scottish Water.

Consideration must be given to the configuration of the sewerage service arrangements, Licensed Providers should identify whether:

1. It is a one-to-one relationship, such as a pipe from a stand-alone shop/factory/ pub etc.
2. It is a landlord service to a shopping centre/ Retail Park/ office block etc.?
3. It is a shared service to a pub and flat/farm and farmhouse etc.?
4. The supply is metered?

Example of point 1

These are typically more straightforward to assess within urban areas, as Scottish Water can use GIS and other tools, which will help to ascertain the likelihood of a connection to the public sewer

system. This would normally be ascertained with a reasonable degree of certainty by desktop check, however, a site visit may still be required if the customer or LP claims that the premises does not have a foul connection.

Example of point 2 & 4

Customers in retail units within a shopping centre, or a rented office within an office block, may not have a direct sewerage service/connection to the sewer from their unit, but will instead have access to shared/communal facilities (kitchen areas, toilets etc.). In such cases, a customer should be able to explain where they make use of such communal facilities (e.g. at the end of the corridor, on the landing etc.):

- If the property is metered and a landlord service is in place, then the individual unit **should not be charged separately** for foul sewerage services, as this would result in duplicate charges.
- However, if the whole block is **unmetered**, then every unit must pay their share for the charges associated with the shared facilities which are available to them, regardless of whether the customer claims to use them or not.

Effective dates for market updates (CMA transactions)

Effective dates for this type of deregistration will vary based on certain criteria;

- If a customer has **never** had a connection to the public sewer network and they are not part of a multi occupancy building/supply, then the connection date of the SPID would be the effective date of the deregistration. If this date is prior to market opening, then the effective date of the deregistration would be 01/04/2008.
- If a customer has been charged on an unmeasured basis for foul sewerage and a landlord meter has subsequently been installed with charges initiated, then the effective date of the deregistration would be the date the metered landlord SPID was brought into charge.
- If a customer previously had a connection to the sewer network, regardless of charging method, which has subsequently been permanently replaced by private treatment and disposal, then the effective date of the deregistration will be determined by date it can be proved that the use of the service stopped, or the date this was confirmed by site visit, as determined by Scottish Water. If this date is prior to market opening, then the effective date of the deregistration would be 01/04/2008.

No Property Drainage

Definition of deregistration reason

The customer does not have a direct connection to the public sewer for property drainage and does not benefit from a Property Drainage service at all (e.g. through a communal facility such as a private access road, car park, loading bay, service yard, etc.).

When this reason code should be selected

A Licensed Provider should apply for this service to be deregistered, where a customer can provide evidence that demonstrates the surface water which drains from their property, or from any area that provides a benefit to the premises (e.g. loading bay, private access road etc.), does not enter a pipe/sewer that is owned by Scottish Water.

To clarify, under Section 16 of the Sewerage (Scotland) Act 1968 ‘sewers constructed by Scottish Water or its predecessors or which are lawfully connected to these systems, automatically vest in Scottish Water unless agreed otherwise’. This is to say that **all pipes/sewers which are on public land belong to Scottish Water, unless there is a specific and current agreement to the contrary.**

So if a customer can provide evidence that the water draining from within to outwith their boundary does not enter any public pipe or sewer then it is appropriate to raise this with Scottish Water through this deregistration reason.

Key questions to ask the customer to ensure deregistration application is appropriate

- Does the customer's foul sewage enter the Scottish Water network at any point?
- Does the customer have a soakaway, rainwater harvesting provision?
- Where does the customer's surface water drain to (e.g. a local burn, water course, The Sea etc.)?

Key evidence to be provided to SW by LP

- “As built” drainage plan(s) for the property, showing both the foul and surface water drainage arrangements throughout the site
- Copies of the wayleave agreements, or servitude rights, to have their pipes cross third party land
- Plans which identify where private sewers lead and discharge to

Examples & Considerations

Comprehensive guidance on Surface Water Drainage is available on the Scottish water website located [here](#). This guidance contains examples of the different issues arising in this area, which are supported by diagrams and should be reviewed ahead of any discussion with a customer. To give a brief summary of the overarching rule of the guidance, charges are due for all non-household properties as a contribution to the wider Scottish Water sewer network, if **any surface water** leads to or passes through a pipe or sewer, which exists in any public land, **however small** this piece of land may be.

Key areas to be particularly attentive to are where there is the potential for surface water to become contaminated, such as loading bays, service yards, open air bin stores, etc., as these tend to have gullies which are connected to the FOUL SEWER network, thus making the premises liable for Property Drainage charging.

Effective dates for market updates (CMA transactions)

If a property has **never** benefited from a connection to the public sewer system (as defined above), then the effective date of the deregistration would be the connection date of the waste SPID. If this is prior to market opening, then the deregistration date would be 01/04/2008.

Further detailed guidance is published on the [LP Portal](#)

If a property previously benefited from a connection which has now ceased, (e.g. through the introduction of a private on-site treatment works) then the effective date would be determined by Scottish Water on a case by case basis, but would typically be identified as the date it can be

satisfactorily proven that the use of the service had stopped, either through evidence which has been supplied by the customer, or the date this was confirmed through a site visit.

Merged

Definition of deregistration reason

The definition of a merged property is when an eligible premises has been physically merged with another premises, or where two or more premises have been “merged” into one rating assessment by the Assessor, and this has been reflected on the Scottish Assessors non-domestic valuation roll.

When this reason code should be selected

This should be used when more than one premises, has come under the same ownership and has been re-assessed by the local authority and is deemed to have been merged in to one premises.

Key questions to ask the customer to ensure deregistration application is appropriate

This would generally be identified via a rating re-assessment but, if this has been delayed, the following questions may help to identify whether this reason may apply:-

- When did contractual work take place or complete?
- When was the property re-assessed by the local authority?
- Can the revaluation paper work be provided?

Key evidence to be provided to SW by LP

- Revaluation documentation showing that the premises in question are no longer listed individually on the SAA valuation roll

Examples & Considerations

When applying for a SPID to be deregistered for this reason, Scottish Water will accept evidence from the Licensed Provider, which proves that the property is ‘to-be’ removed from the SAA valuation roll. However, if this is not available, Scottish Water will reject the application, until the premises has been deleted/removed from the SAA valuation roll. Please note, this can take several weeks/months and is ultimately determined by the local authority and their record keeping processes. To be clear, without proof that a property has, or is ‘to-be’ removed from the valuation roll, then the premises remains an eligible premises as stated in [\[Appendix 1\]](#)

Before submitting this type of request, Licensed Providers should also check the premises hasn’t been re-rated with a new reference number by the local authority (e.g. where the property remains an eligible premises the supply point remains the same but the Assessor has chosen to deal with the premises differently). In this instance a deregistration would not be required.

Effective dates for market updates (CMA transactions)

The effective date for the deregistration would be determined by the effective date of the change to the rateable value, which should have been amended on the SAA to reflect the merged premises.

The effective date of the rateable value **should be amended** according to the local authority

reevaluation documentation or the SAA website record for the premises, however if the CMA shows a later date then the **CMA date would take precedence** and would be used for deregistration purposes.

Services

If the merged properties have different charging methods, for instance one supply is metered and the other supply is unmeasured, both the measured and unmeasured SPID pairs would need to remain in the market. This would mean that there are two sets of SPID for one rated entry, as the Retail Market is unable to levy a measured and unmeasured charge on the same SPID set. This example would exist if, for example, there were 2 physical supplies entering the same property. Resolutions available here would be to meter the unmeasured SPID set, meaning that both supplies were measured or, to permanently disconnect one of the two supplies to the property and thus deregistering the SPID in the process. Establishing the appropriate SPID to permanently disconnect should be dealt with on a case by case basis supported by NHRT. Other options exist depending on how each SPID/premises is set up and this should be discussed with NHRT.

Other

Definition of deregistration reason

This option is available for reasons which do not fall into any of the above categories.

When this reason code should be selected

It is important that adequate effort is placed upon the selection of the most appropriate reason for deregistration, as this will allow Scottish Water to accurately report on the deregistration process and address any specific areas in need of improvement. Licensed Providers are therefore asked to only select this deregistration reason, where the request does not fall under any of the specified categories.

Complex (Non-standard)

Definition of 'Complex'

A non-standard or difficult to assess deregistration. This type of deregistration is not easy to pigeon hole, as it may involve multiple SPIDS, LPs, customers, or visits to a location. To clarify, this 'reason code' is not present on the Operational Form (Form O), but is detailed below in a similar manner, in order to give a comprehensive coverage of all types of deregistration.

To clarify, when a complex deregistration is identified, it is expected that the LP would select 'Other' but clearly define the deregistration request as either 'complex', or 'potentially complex'. This will allow Scottish Water to approach the request with the requisite rigor from the outset. Again NHRT will support the decision making process on a case by case basis.

When this reason code should be selected

A deregistration request could be identified as complex for any number of reasons. For example;

- In instances where it is difficult to gain access to a site for security reasons (e.g. airports)

- Where several customers from several different LPs are involved and may need to be contacted to co-ordinate access to a site (e.g. multi-occupancy office/industrial areas)
- It could also be a sensitive customer such as a hospital, prison, or other water critical operator

Ultimately these types of deregistrations are inherently difficult to resolve and should be highlighted to Scottish Water at the earliest opportunity, as extra effort may be required to resolve.

Key questions to ask the customer to ensure deregistration application is appropriate

- Can the customer or landlord help co-ordinate access to site?
- Are there any security considerations which would prevent access at specific times?
- If a water switch off is required can this be accommodated?
- Are there any special customer or LP side circumstances that would/could impact Scottish Waters ability to ascertain a definitive outcome?

Key evidence to be provided to SW by LP

- 'As built' plans for the property
- Contact information for the Landlord, or other key contributors to the process

Examples & Considerations

Due to the nature of this type of deregistration, it would not be appropriate to outline examples or issues that are observed, simply due to the infrequent and individual nature of the requests.

Effective dates for market updates (CMA transactions)

It is not possible to give guidance on the effective dates, which would be used for this type of deregistration reason, due to the multitude of potential outcomes. The effective dates should therefore be identified using the expected outcomes of the various deregistrations outlined throughout this document as guidance. Suffice to say, that in such complex scenarios there tends to be elements of pragmatism which must be applied in order to reach a satisfactory conclusion for ALL parties involved.

Appendices

APPENDIX 1 – Water Services (Scotland) Act 2005 Section 27

Meaning of “eligible premises”

(1) In this Part, “eligible premises” means—

(a) in relation to the supply of water, premises which are (or are to be) connected to the public water supply system; and

(b) in relation to the provision of sewerage or the disposal of sewage, premises which are (or are to be) connected to the public sewerage system, but not any dwelling.

(2) In subsection (1), “dwelling” means any dwelling within the meaning of Part II (Council tax: Scotland) of the Local Government Finance Act 1992 (c. 14) except the residential part of part residential subjects within the meaning of that Part of that Act.

(3) The Scottish Ministers may by order modify subsection (2) so as to vary the meaning of “dwelling”.

APPENDIX 2 – examples of non-rated properties

Some types of property are exempt from entry in the Valuation Roll. Examples of exempt properties include:-

- Agricultural land and buildings
- Fish farms, fishing, and sporting rights
- Public parks
- Sites of Automatic Telling Machines(ATMs) in rural settlements
- Oil and Gas Pipelines
- Diplomatic Missions
- Overseas Armed Forces in the UK

The above list is not exhaustive and the local Assessor would be able give advice on whether or not a property is exempt from valuation.

Scottish Water desktop deregistration process

When Scottish Water receives a request for a SPID, or service to be deregistered an SR is raised by the Wholesale Service Desk (WSD), which is passed to the Non-Household Revenue Team (NHRT).

NHRT will then conduct a DESKTOP review of the rationale behind the request and any evidence which has been supplied. They will then consult Scottish Water systems to establish whether the deregistration request should be **accepted**, **rejected**, or referred for a **site visit for verification**. The DESKTOP review will reference multiple systems & websites and will require NHRT to collaborate with internal colleagues as outlined below;

- **GIS – Scottish Water Asset mapping tool**
 - Used to identify assets/public pipework etc. in the vicinity or leading to/from a customer’s site
- **Promise – Scottish Water CRM(Customer relationship management) systems**
 - Used to identify previous/current Service Requests relating to a SPID or location
- **Ellipse – Work order system**
 - Used to identify specific detailed outcomes/notes on previous work relating to an SR and SPID
- **Optimum – Customer Connections CRM(Customer relationship management) system**
 - Used to identify assets and public pipework that may be in the process of being added to the GIS system
- **Publicly available sources of data –**

- Used to identify supplemental evidence that may not have been provided by the LP, e.g.:
 - Google Maps / Street View
 - SAA Website
 - Facebook
 - Trip Advisor
 - Customer Websites
- **Conversations with a Customer or Scottish Water colleagues**
 - Used to gain further details on the 'lay of the land' and allow Scottish Water to validate information gathered from all previous sources
 - Customer Contact by email & telephone
 - Scottish Water internal expertise

Should NHRT agents be unable to definitively establish if a deregistration request is to be approved or rejected, it will then be passed on to be verified by site visit.

This site visit should provide certainty as to the appropriateness of the deregistration request. It is, however, important to understand, that a site visit is not necessary or appropriate in all circumstances and therefore DESKTOP checks are sometimes the only way a decision can be reached.