



# Scottish Water Meter Code of Practice

**Prepared by**

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## 1 Glossary of Terms

Term	Description
ADI	Accredited Data Installer – A company accredited by Scottish Water to undertake data logging activities.
Business Day	Any day other than a Saturday, a Sunday or a bank holiday in Scotland under the Banking and Financial Dealings Act 1971.
CMA	Central Market Agency, the body which undertakes certain responsibilities in relation to the administration of the non-household retail market.
Complex network shut Off	In relation to Scottish Water's Network, a complex shut off is one where any of the following criteria apply; a) any main 200m or above in size; b) affects a strategic or critical main; c) involves a multiple valve change requiring Scottish Water personnel, (generally 5 valves or more); d) requires back feeding; e) involves the operation or change of a District Metering Area (DMA) or affects a boundary valve; f) affects sensitive end user customers, such as hospitals or prisons.
Curtilage	Boundary of a customer's property.
Customer	A non-household customer of a Licensed Provider, who is supplied with Water Services and/or Sewerage Services by that Licensed Provider or any household customer receiving water services from Scottish Water.
DOMS	Distribution, Operations and Maintenance Strategy – Scottish Water's operational requirements for managing the water network distribution system.
IAF	A DOMS Impact Assessment Form which is the control method for Scottish Water to authorise access to all parties onto its water distribution network. This form must be completed for all planned and unplanned intervention on the water distribution network.
ITS	Interruption to supply – Planned or unplanned stoppage of a continuous supply of water.
Lloyd's Register	Entity appointed by the WIRS Advisory Panel to administer the Water Industry Registration Scheme
LP	Licensed Provider – A company licensed to provide Water Services and/or Sewerage Services to non-household customers under the Water Services etc. (Scotland) Act 2005.
Non-Complex Network Shut Off	In relation to Scottish Water's network, a shut-off that does not meet the criteria of a complex network shut off.
Non-Standard Connection	A water service connection that is greater than a 32mm diameter pipe.
Standard Connection	A water service connection which is less than or equal to a 32mm diameter pipe.
SPID	Supply Point Identifier – unique reference for non-household premises registered at the Central Market Agency
Technical Approval	The approval document provided by Scottish Water to any entity (along with the connection offer to the Licensed Provider or

	Developer) when approving an application for a new connection to the Scottish Water Distribution Network. This approval provides any requirements to be adhered to or constraints placed by Scottish Water relating to the design and construction of the connection and the associated revenue meter.
UCP	Utility Connection Provider – a company meeting the requirements for accreditation and which has been assessed as competent in accordance with the WIRS scheme requirements. For the purposes of this document, the UCP may also be known as an Accredited Entity.
Vesting	The formal ownership transfer of water and wastewater assets from a private entity to Scottish Water. A legal process to achieve this state is defined in Water for Scotland – A design and Construction Guide for Developers in Scotland.
WICS	Water Industry Commission for Scotland with statutory responsibilities to provide a regulatory framework governing the Scottish water industry. .
WIRS	Water Industry Registration Scheme – scheme established to accredit and regulate Utility Connection Providers.
WIRS Requirements Document	Water Industry Registration Scheme (WIRS) Requirements Document – sets out all requirements applying under the WIRS accreditation scheme.
WRAS	Water Registration Advisory Scheme
WIRSAP	Water Industry Registration Scheme Advisory Panel, the body responsible for the governance of the WIRS accreditation scheme.
WSA	Wholesale Service Agreement – Contract which exists between Scottish Water and Licensed Providers for the wholesale supply of water and sewerage services

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## 2 Foreword

### 2.1 Background

Arrangements have been established to allow suitably accredited entities (UCPs) to undertake certain metering activities and new connections activities in Scotland.

The scope of activities that may be carried out by UCPs is set out in the WIRS Requirements Document. That document sets out the requirements, which must be followed by UCPs wishing to operate in Scotland. It also contains the main references that govern the activities. The scheme is administered by Lloyd's Register on behalf of the WIRS Advisory Panel.

The WIRS Requirements Document requires UCPs to comply with Scottish Water's more detailed local requirements as set out in its relevant code of practice. This document and its companion, sets out those requirements applying in Scotland, namely:

- Water Connections Code for Scotland – a code outlining the requirements which apply to UCPs who undertake new connection activities for the supply of water to new premises in Scotland:
- Scottish Water Meter Code of Practice (This Code) – outlining the requirements that apply to accredited UCPs who undertake defined metering activities in relation to non-household premises in Scotland.

In addition to being accredited under WIRS, UCPs must also have signed an agreement with Scottish Water before they are able to undertake activities under the scheme. A template version of the agreement between Scottish Water and the Accredited Entity can be found at Appendix 7 of this document.

Under the arrangements, participating Licensed Providers (LPs) may instruct suitably accredited companies to undertake certain metering activities in Scotland. A participating Licensed Provider is one that has signed a Wholesale Services Agreement (WSA) with Scottish Water. A list of such Licensed Providers is available on Scottish Water's website.

To undertake the scope of activities allowed in Scotland, prospective UCPs or UCPs currently accredited for other areas of work will need to apply to Lloyd's Register who administers the scheme on behalf of Scottish Water. UCPs will be required to adhere to all of the requirements, scope and governance conditions of the scheme and continue to remain accredited under WIRS in order to undertake metering services activities.

This Code:

- Provides the framework for UCPs undertaking non household metering activities and covers all stages of the permitted metering activities in Scotland, from the planning stage through to notifications, physical installations, exchanges and reporting of the completed works to the LP:
- Allows for UCPs to commence metering activities whilst they are seeking full accreditation under the WIRS scheme. The WIRS Requirements Document allows companies, who can evidence competence with WIRS requirements, the

ability to progress through a staged accreditation process. There are also mechanisms built into the accreditation process that will allow Scottish Water to provide written authority for UCPs to commence metering activities. These arrangements will allow a smooth implementation and facilitate progression to full accreditation status,

- This Code is not intended to replace or take precedence over legislation and its requirements but instead is a mechanism to facilitate an understanding of the main obligations and responsibilities of a UCP. It is aimed at the management level of UCPs in order to facilitate and enable the development, management and cascade of the methodologies and requirements throughout their organisation. It is not designed to give explicit work instructions to UCPs nor should it be interpreted as a way of avoiding legislative and regulatory requirements. UCPs will need to have their own internal detailed working procedures, training and practices in order to comply with the accreditation requirements of WIRS and to ensure that all requirements are met when operationally delivering meter services activity.

UCPs will be able to carry out new meter installations at newly connected supplies; install a meter on an existing unmetered supply; exchange a meter to facilitate a meter accuracy test; repair a faulty meter and exchange a faulty meter; exchange a meter as requested by the LP where there is a change to the physical size and or location or type of meter; and undertake a temporary disconnection and subsequently re-connect supplies associated with non-household revenue meters or on a unmeasured supply.

UCPs must understand the detailed processes associated with each of the activities; the procedures to be followed; the supporting documentation and data requirements that are expected in different circumstances; the information they must provide in support of work undertaken; and the notifications to be followed where customers receiving services are affected by the activity to be undertaken. This Code provides Scottish Water's minimum requirements with regard to the processes that need to be complied with when undertaking metering services activities under the scope.

In all cases the ownership of meters which are installed under this scope, will, subject to full process compliance, transfer to Scottish Water.

UCPs should endeavour to align their activities delivered under the scope of this scheme with both, Scottish Water's corporate vision of "Always delivering a positive customer experience", and the requirements of the instructing LP as it relates to the customer experience.

Within This Code reference is made to the protection of public health, health and safety, the protection of Scottish Water's infrastructure and the service to existing and future users of the network. Safety, public health and consumer satisfaction are paramount in carrying out any metering activities. The incorrect disconnection or incorrect interruption of water supply to any customer without having followed the correct notification procedures will be reported to Lloyd's Register.

Scottish Water will continue to carry out any metering services that it deems necessary for the performance of its statutory duties and, where necessary, intervene in work initiated by UCPs in order to ensure that its statutory duties are fulfilled. Scottish Water is required to supply a safe, secure and reliable supply of water to customers in Scotland.

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### 3 The Code of Practice and Accreditation

Certain defined work previously undertaken by Scottish Water or its contractors may now be undertaken by UCPs on the instruction of a participating LP, as set out within the scope of the WIRS Requirements Document.

#### **Background note to the operation of the retail market for provision of services to non-household customers in Scotland**

The provision of water and sewerage services to non-household customers in Scotland is open to competitive supply. The list of companies licensed by the Commission is available at the [www.scotlandontap.gov.uk](http://www.scotlandontap.gov.uk). Scottish Water provides wholesale water and sewerage services to LPs who in turn retail these services to non-household customers. Scottish Water owns and will continue to own the network, including all revenue meters.

The competitive market arrangements are governed by a set of formal documents or codes. The market participants are party to these documents, being Scottish Water and LPs. The UCPs working under the scope of this scheme will not be a party to those market documents but their activities are critical in supporting the market arrangements, including for example the timely provision of accurate data. The market documents relevant to metering activities are:

- the Operational Code (available at [www.scottishwater.co.uk](http://www.scottishwater.co.uk)); this sets out the processes which govern the interactions between Scottish Water and LPs.
- the Disconnections Document (available at [www.watercommission.co.uk](http://www.watercommission.co.uk)).
- the Market Code (available at [www.cmascotland.co.uk](http://www.cmascotland.co.uk)) sets out the arrangements whereby market participants provide information to the Central Market Agency, the body which keeps a central register of all non-household eligible premises, or supply points. Information on metering activity and premises connected needs to be provided by UCPs to the instructing LPs, for onward provision to Scottish Water. This will need to be undertaken within the strict timelines set out in the Codes. All revenue meters are required to be registered with the Central Market Agency.

Absence of any required information or other non-compliance with any of the market arrangements may result in a penalty to market participants and the LPs may seek to pass any incurred fines on to UCPs. This is a matter between the UCP and the LP.

Scottish Water is particularly concerned about data quality and ensuring that all premises and revenue meters are correctly registered. If information provided by an LP from a UCP operating under the scope of WIRS is later found by Scottish Water to be incorrect, then, dependent upon the issue, Scottish Water will advise Lloyd's Register of the non-conformance so that it can be properly investigated and assessed under the accreditation scheme.

Other than set out in the Agreement between Scottish Water and the UCP, Scottish Water will not instruct the UCP in relation to the carrying out of connections or related metering activities falling under the scope of WIRS. UCPs will normally operate under the instruction of the LP. For the purposes of clarity and illustration, This Code includes references to the LPs' obligations in accordance with the retail market framework, such as



the Operational Code. The purpose of this is to assist UCPs in understanding how their activities may impact on the operation of the Scottish retail market for water and sewerage.

To participate in providing any element of metering services activity under the scope of the schemes, UCPs will need to comply with the arrangements set out in the WIRS Requirements Document and in This Code.

### **3.1 Joining the Scheme**

Accreditation to the scheme must be obtained by applying for, and obtaining, accreditation under WIRS. Details for applying to join the scheme can be found on the Lloyd's Register website at [www.lloydsregister.co.uk](http://www.lloydsregister.co.uk)

In addition to achieving accreditation status, UCPs will also be required to sign and have a current agreement with Scottish Water, a template of which is at Appendix 7 of this document and on [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

Work undertaken under this scheme must be instructed by a participating LP (Metering and Connections). The current list of participating LPs is available on Scottish Water's website.

### **3.2 Scope of Work**

The scope of work is - only work defined within Section 3 of the WIRS Requirements Document, and described further in This Code, where instructed by an LP who holds a current agreement with Scottish Water.

The activities that are allowed under the scope of WIRS include:

- Installation of a revenue meter in association with a new connection to a new non-household premises:
- Installation of a non-household revenue meter at a previously unmetered supply point:
- Removal and exchange of a non-household revenue meter for an accuracy test to be undertaken on the removed meter:
- Repair of a faulty non-household revenue meter and removal and exchange of a faulty non-household meter:
- Removal and exchange for reasons other than a fault of an existing non-household revenue meter.
- Temporary disconnection and subsequent reconnection of a metered or unmetered non-household premises:

In all cases where a meter is removed then this must be exchanged with another meter. The circumstances surrounding these activities are set out in greater detail in This Code. In no circumstances can a meter be removed without being replaced by another meter. A meter may only be removed without being replaced with the explicate approval of Scottish Water.

In some circumstances the LP will require the prior approval of Scottish Water for the work to be undertaken. The information the UCP can expect to receive from the instructing LP in relation to a job is outlined in This Code, along with the detailed minimum set of information the UCP is required to provide to the LP in respect of the work undertaken.

In Scotland the operational processes which govern the interactions between Scottish Water and LPs are set out in both the Operational Code and the Disconnections Document. These metering activities are in support of:

Process Reference	Process Area
1B	Application for an individual premises water connection (a "Part 1" Water Connection) and associated meter installation
3B	Application for a water mains/trunk main/service reservoir connection (a "Part 2/3" Water Connection) accompanied by application for one or more individual premises water connections (a "Part 1" Water Connection) and associated meter installation
5B2	Application for a metered temporary water connection (metered building water)
8B	Installation of a meter at a supply point
9B	Meter accuracy test
10B	Meter fault and repair
11B1	Application for a change of the physical size or location of the meter at the request of the Licensed Provider
11B2	Exchange of the meter where there is no change to the physical size or location of the meter
Disconnection Document	Temporary disconnections and subsequent reconnections of a non household metered supply
	Temporary disconnections and subsequent reconnections of a non-household unmetered supply

### 3.3 Limits of the Scheme

Work that is outside of this scope as set out in the WIRS Requirements Document and or This Code cannot be undertaken by a UCP, even if instructed by a LP or another entity. Additionally, this scheme does not extend in any way to other accredited schemes that may exist in Scotland such as the Self-lay Scheme, which will continue to operate alongside WIRS.

### **3.4 How the Accreditation Scheme works**

Lloyd's Register has been engaged to manage accreditation on behalf of Scottish Water and this will be undertaken through WIRS.

The WIRS Requirements Document sets out how a company obtains and maintains its status as a UCP.

The WIRS scheme administrator will continually assess the competence of the UCP as detailed in the scheme. UCPs are expected to be competent in the activity of metering activities being undertaken and to be capable of maintaining this competency over time through appropriate staff training and development programmes. Competency requirements are fully outlined in the WIRS Requirements Document.

In outline UCPs must:

- Meet all WIRS accreditation requirements:
- Have a signed contractual agreement with Scottish Water:
- Be instructed by a participating LP:
- Comply with all regulatory and legislative frameworks as they apply in Scotland:
- Comply with This Code including the appendices which contain metering guidelines:
- Comply with the Water Connections Code for Scotland as applicable:
- Operate in a way that supports the Operational Code and the Disconnection Document:
- Keep the required level of records appropriate for the audit process.

### **3.5 Auditing**

Auditing of the scheme will be set out in accordance with the WIRS Requirements Document and will be carried out by the administrators of the scheme, being Lloyd's Register.

Scottish Water and/or its agents will carry out inspections and will continue to monitor all elements of the UCP's performance, to ensure compliance with all required technical standards and specifications. These inspections will also include supporting processes relating to transactions that have a financial implication and ensuring that full data compliance is being achieved. Any identified non-conformances with Scottish Water's minimum requirements will be advised to Lloyd's Register immediately as the administrators of the WIRS scheme.

To ensure the smooth running of these checks, UCPs will be required to keep appropriate records for audit purposes in line with the WIRS Requirements Document and in any event, under This Code detailed records for inspection purposes shall be maintained for a period of five years. Any meters removed under the scope of This Code must be kept and made available when required by Scottish Water for a minimum period of three months from the date of removal.

Scottish Water and / or its agents intend to carry out a planned inspection of both current and completed work and may also review the work of UCPs in the course of its normal operations. Any identified non-conformances will be reported to Lloyd's Register.

### **3.6 The Meter Code of Practice**

This Code is for use by all UCPs and supports the WIRS accreditation scheme along with a number of other documents and codes. This framework of documents governs all the activities in the metering services environment. The key references, which support WIRS, may be found within section 10 of the WIRS Requirement Document.

This Code is not intended to detail every element of the required day-to-day working practices and UCPs will be required to have documented working instructions in line with their duties under WIRS, This Code and all legislative requirements.

There shall be no departure from the provisions of the WIRS Requirements Document or This Code except where it has been formally confirmed in writing by Scottish Water's Head of Metering Services. Such a departure will only be approved where it's either technically justifiable and or represents an advance in knowledge.

UCPs have an obligation to comply with all national legislation and other relevant codes of practice, the provisions of which may take precedence over This Code where a conflict arises.

This Code makes reference to compliance with Scottish Water's Distribution, Operation and Maintenance Strategy (DOMS) and Scottish Water's metering requirements as specified in Appendices 1 to 7 of This Code. DOMS provides Scottish Water's requirements relating to the actions a UCP should take when dealing with a metering activity that has an impact on the network during the meter activity process. For example, the DOMS process is relevant in cases where the supply to other premises may be affected or if a network shutdown is required. This Code assumes that UCPs are fully familiar, competent and compliant with the latest version of DOMS when undertaking any metering services activity. A set of full set of DOMS documentation is available for UCPs at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

The metering guidelines within This Code and its appendices set out the principles relating to all elements of metering within Scottish Water. These are to be fully complied with when dealing with matters such as:

- The meter locations:
- Meter Sizing:
- Chamber / pit design and construction:
- Purchasing Meters
- Information capture, data submissions and reports.

These guidelines should always be adhered with when considering or undertaking a meter activity at any new meter installation or changing the size or location of an existing meter at non-household premises.

### **3.7 Asset Transfer and Payment**

Meters to be installed under the scope of the WIRS Requirements Document can only be purchased through Scottish Water's current distribution store(s) as detailed on Scottish Water's website and in the Scottish Water contact table located within This Code. UCPs will be responsible for purchasing meters as specified by the LP directly from that distribution store. The decision as to what meter to fit at a property, other than sizing will

be based on the meter choice which is defined in the Scottish Water Meter Menu and found at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

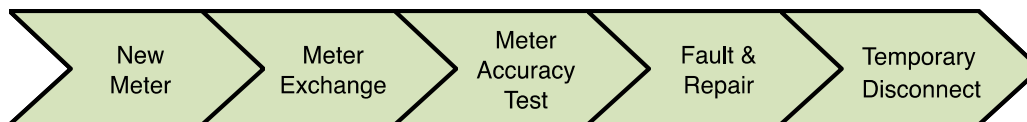
Payment to UCPs for any meters installed and associated activities undertaken under this scope will be the responsibility of the instructing LP.

Ownership of an asset provided under this scope will remain with UCPs until accepted by Scottish Water. Subject to full compliance with This Code, Scottish Water will take ownership of the asset once all the required information relating to the activity undertaken is received by Scottish Water from the LP. Where any non-compliance is identified then Scottish Water will communicate with UCPs via the LP to enable appropriate corrective actions to be taken.

Where a UCP creates a metering defect or causes damage to a third party's property, due to non-compliance with This Code, negligence, defective parts, or poor workmanship then the UCP may be required to rectify the issue at its own cost. Subject to a formal process Scottish Water may rectify the issue directly and look to recover from the LP any reasonable costs incurred.

## 4 Overview of the Metering Services Activities

This Code provides guidance and support for UCPs in relation to the permitted areas of water metering activities. These are to support the following high-level activity areas:



Each of these activities will be separately dealt with in This Code and Scottish Water's expectations and requirements will be defined for each.

This Code provides Scottish Water's requirements for each separate activity, as outlined below:

Section	Section Title
Sections 4 & 5	Installation of a new water meter at a new supply point including a meter at a temporary building supply
Sections 4 & 5	Installation of a new water meter at an existing unmetered supply point
Sections 4, 6 & 7	Exchanging an existing meter
Sections 4, 6 & 7	Removal of an existing meter and changing the size or location of the new meter
Sections 4, 6 & 7	Removal and exchange of an existing meter to allow an accuracy test on the removed meter
Sections 4, 6 & 7	Repair of faulty meters and removal and exchange of faulty meters
Sections 4 & 8	Temporary disconnection and subsequent reconnection of a metered or unmetered supply

### 4.1 Key Objectives

The key objectives of a new meter installation or other metering related activity is to:

- Enable the UCP to undertake a compliant metering activity on Scottish Water's network or our customer's supply pipe:
- Ensure that meters are correctly installed in line with Scottish Water's approval and that they comply with Scottish Water's metering policies and processes:
- Ensure the meter, once installed, records accurately and meets all applicable cold water and measurement legislation:
- Undertake metering activities in a safe manner and in full compliance with all current legislation and regulations:
- Ensure that all data captured during the metering activity meets Scottish Water's requirements and is clear, precise and adequately supports all market requirements.

## **4.2 Enabling the Market Data Requirements to be met**

The UCP is critical to ensuring and validating that meter and premises data is both of a high quality and has integrity. It is imperative that the UCP acts consistently and in alignment with the market data requirements that are described in This Code. The LP may seek additional information from the UCP but that is a matter between the UCP and the LP.

### **4.2.1 Information the UCP must obtain from the LP when undertaking metering activities**

The commercial arrangements between LPs and UCPs are not a matter for This Code. However, the UCP must ensure that they obtain and receive the following information from the LP when they are instructed to undertake metering activities:

#### **Installation of a new meter on a new supply, at a non-household premise**

- For new meters installed on a new connection, the UCP must ensure that they obtain from the LP a copy of Scottish Water's Technical Approval and where appropriate, other supporting information, including the DOMS IAF.

#### **Installation of a new meter on an existing supply, at a non-household premise**

- For a new meter to be installed at previously unmetered non-household premises, the UCP must obtain from the LP a copy of the meter size and location details advised by Scottish Water prior to proceeding. It should be noted that in such circumstances Scottish Water may issue technical approval for the size and location of the meter. The UCP must ensure it obtains a copy of this approval, where issued and undertake planning and work in strict adherence to this approval prior to commencing activity.

#### **Exchanging a meter at a non-household premise**

- For a repair of a faulty meter, or exchange of an existing meter with no changes to either meter size or the location, the UCP can expect to receive details of the premises address, meter location, the serial number and size of the meter to be repaired, or replaced.
- For the exchange of an existing meter to either change the size of the meter and or the meters location, then Scottish Water will always have to have issued technical approval for the change in size or the relocation or both. The UCP must ensure it obtains a copy of this approval and undertake work in strict adherence to this approval prior to activity commencement.
- Meters removed during exchange must never be re-used in another location. In addition no meter should be removed without being replaced unless explicit instructions are given by Scottish Water.

#### **Temporary Disconnection of a non-household metered or unmetered premise**

Where the UCP receives an instruction to temporarily disconnect the supply they can expect to receive accurate data including a fully completed temporary disconnection form, SPID information, customer details, address, meter details (including size and serial number), meter location and reason for disconnection.

In all scenarios if any of the details on attendance at the site are found to be different from the information that has been provided to the UCP, e.g. site or supply details are different from those given in the technical approval and associated instructions or technical drawings, or the details of the meter in the ground do not correspond to the details provided by the LP (which should be the same information as is registered at the CMA) the UCP should not proceed with the work and should always revert back to the LP.

In any of the scenarios where the UCP identifies that any of the data does not match the data expected then the job should be immediately stopped and reported to the instructing LP for further instructions to be obtained.

#### 4.2.2 Information the UCP must provide to the Licensed Provider

The instructing LP is, in certain circumstances, required under the Operational Code to submit an application form to Scottish Water to support the metering activity, prior to commencement of the activity. In all cases activities must be notified to Scottish Water after completion.

The LP may seek support from the UCP in compiling information to support an application or advance notification. For example, in preparing an application form for a new connection the LP may seek input to the meter sizing section of the new connections application form. The information in the metering guidelines, which are embedded in the Appendices to This Code, will assist the UCP in this activity.

In all cases the UCP must provide job completion data to the LP to allow the LP to advise Scottish water of the work that has been undertaken. The job completion data is summarised in the table below and is detailed and specified in Appendices 5 and 6 for each activity area.

For each job undertaken the UCP will be required to validate, capture and submit data to the LP.

The key data requirements are listed below. However, please note that the LP may ask for additional information.

<b>Key Data Requirements</b>
<b>Property</b>
Supply Point ID (SPID)
Company Name
Building Number
Building Name
Address line 1
Address line 2
Address line 3
Town
Postcode
<b>New Meter / Old Meter</b>
Meter Serial number
Meter Make
Physical Meter Size
Number of Dials
Date of Installation
Date of removal
Opening / closing Meter Read



Photographs
Location of meter, description
If an Internal fit, Byelaws Certificate
Location Code (M1,M2,M3 or M4)
X, Y coordinates of the meter
Data Logger Serial number

When providing data to Scottish Water we would ask the UCP to adhere to the guidance set out below;

**Location of meter - description**

Scottish Water recognises that there is an industry working group looking at the use of abbreviations and acronyms and will adopt appropriate recommendations. In any event all meter location notes are to be provided in full English language notes where possible, with a maximum number of characters being 255.

For clarity the only time that abbreviations will be accepted by Scottish Water is when:

- The character length of 255 cannot be adhered to other than by using abbreviations.
- Where abbreviations and acronyms are in common official usage such as those on OS street maps
- Abbreviations are commonplace in everyday use, such as approx. for approximately.

The location description must always start with the Scottish Water meter location code (M1, M2, M3 or M4 as explained in Appendix 1)

The starting point for the meter location point should be from the front door or main entrance to the premises or the main reception of a site, and it must provide a clear route description from the starting point to the meter location.

Examples of suitable notes are:

- “M1 10m straight out from front door, turn left, 4m along Chestnut Road”
- “M4 take lift to top floor, turn left, the meter is located through the door facing you, mounted on the right hand side of the wall”

Please do not make any reference to identifiers that may not be constant i.e. “beside yellow door”.

Please note:- Do not use 0.5m within location notes please use full umbers only.

**Meter X, Y Co-ordinates**

As a result of benchmarking activities across the industry we now require for the accuracy of X, Y co-ordinates being provided by UCPs to be identical as for activities undertaken with reference to the New Roads and Street works Act. We now require that accuracy of the meter location be no more than +/- 0.3m.

This required accuracy of +/- 0.3m must be relative to background OS mapping and will apply to both external and internal meter locations. This can be achieved by triangulation of the meter from 2 fixed points onto either a suitable specified Mobile GIS tool or paper GIS Plan.

### **Meter Photographs / Byelaws Certificates**

Photographs supplied should be “fit for purpose” i.e. in focus, show a cleaned meter face, or where an unmetered supply has been disconnected show the stopcock or valve used to disconnect and have adequate brightness / contrast, un-obscured by reflections and meter markings being visible in the photograph.

Photographs should only be taken using a GPS enabled camera with the Latitude & Longitude of where the photo was taken embedded into the photograph properties. Byelaws certificates should be returned to the LP electronically in PDF format for onward transmission to Scottish Water. Please refer to appendix 6.

## **4.3 Communications under the Scheme**

### **4.3.1 Communicating with Scottish Water**

All communication to and from the UCP will normally be through the LP except in the following circumstances:

- Emergency situations where immediate operational assistance is required by the UCP (e.g. a risk to public health or a contamination issue). In these circumstances communication should be through the [Scottish Water’s Wholesale Service Desk] – please see the contact list at the end of This Code:
- Where a DOMS IAF is required the UCP will be required to contact Scottish Water in line with the DOMS process. UCPs will be required to communicate with Scottish Water to allow the update of the operational log in accordance with DOMS.
- Where a temporary disconnection is proposed, if the UCP is unsure if the affected non-household customer is a sensitive customer, you must revert to the LP who may seek clarification from Scottish Water. (Note, this is in addition to where any other customer may be affected by a disconnection and in which case the proposed temporary disconnection cannot proceed).
- In regard to the contract between the UCP and Scottish Water or where Scottish Water needs to serve notice of a rectification for defective service or damage to property.

### **4.3.2 Communicating with Customers affected by an interruption to supply**

A critical element of DOMS processes, Operational Code and the Agreement between Scottish Water and Accredited Entities is to ensure that appropriate customer notifications are undertaken. In particular there are very clear rules as to how much notice should be given to all customers who are going to be affected by a planned network shut down resulting in an interruption to their supply.

The responsibilities for dealing with the customer communications under the scheme are:

- UCPs are responsible for notifying all customers that are affected by an interruption to their supply. The DOMS Impact Assessment process will identify all customers affected. For the avoidance of doubt these customers are both non-household and household premises:
- Scottish Water will update the LP portal with information on the network shut-down. LPs are responsible for identifying and advising their own non-household customers using the information on the portal.

Failure to notify customers in line with DOMS may result in a customer claim and a payment to the customer by Scottish Water. Where the work being undertaken under the scope of this scheme incurs such a payment, then Scottish Water will seek to recover this payment from the UCP that failed to provide the appropriate notice.

As part of its role it's imperative that a UCP's work is undertaken strictly in accordance with This Code and the WIRS Scheme. It is not appropriate for a UCP to make comment or opinion in regard to policies, processes or current instructions when communicating with customers. Customers should always be advised to contact the relevant LP where the customer seeks any opinion.

#### **4.4 Preferred Meter Locations**

In the case of a new meter or a change of location of an existing meter the location must always have been approved by Scottish Water.

Where Scottish Water has issued Technical Approval, then the meter must be fitted in full compliance with this. If there is no approval document setting out where the meter should be located, then this must be obtained by the UCP from the LP.

Scottish Water's current policy is that wherever possible the meter should be installed externally at the boundary of the premises. However, where it is impossible or impracticable to install the meter externally at the boundary, Scottish Water has developed a hierarchy of preferred locations.

These preferred location guides, for use when assessing and determining the final meter location, are located in Appendix 1 to This Code.

Where Scottish Water identifies that meters have been installed outside of its preferred location rules, then rectification may be required in line with the agreement between Scottish Water and the Accredited Entity, at no cost to Scottish Water.

Where any meter is identified as having been incorrectly located through either audits or general metering activities then this non-compliance will be notified to Lloyd's as part of the WIRS Scheme.

#### **4.5 Meter Sizing**

Scottish Water must always approve the sizing of the meter.

Meter sizing will be facilitated by the completion of Scottish Water's Meter Sizing Data Capture Sheet in Form F for instructions on completion please refer to appendix 2. This data capture sheet will be used to determine the meter size. It is the responsibility of the LP to have completed the meter sizing data capture sheet. This sheet will be passed to Scottish Water before the submission of an application / notification form to Scottish Water for either process 8 or process 11b of The Operational Code. Scottish Water will use the

data sheet to determine the meter size and confirm this to the LP as part of the approval process.

Where a meter size change is requested by the LP, as part of the meter right sizing process, then the following supporting data will be required:

Option 1 – Being where a meter may have a logger device fitted.

The LP is required to provide:

- Three months logging data to enable Scottish Water to correctly assess the meter sizing requirements.
- Full details of the current meter fittings.
- A completed Meter Sizing Data Capture Sheet will also need to be completed by the LP for guidance (see Appendix 2).

The logged data should be provided at 15 minute intervals with the flow rate data being provided in litres per second. This data should be provided in a spread sheet matching the required format as defined in Appendix 2 and 5 and provided at the time of submission of the associated Form F.

Option 2 – Being where a meter for a technical reason cannot have a logger device fitted.

The LP is required to provide:

- Full details of the current meter fittings.
- A completed Meter Sizing Data Capture Sheet will also need to be completed by the LP for guidance (see Appendix 2).
- Appropriate and accepted industry data relating to the manufacturing or industrial process being undertaken on site

All of the above information must be provided at the time of submission of the associated Form F.

Where Scottish Water has issued Technical Approval including the meter size, then the meter installation must be in full compliance with this approval.

## **4.6 Meter Selection**

Scottish Water has provided LPs with a distribution process and a meter menu to ensure that all meters fitted by UCPs are appropriate for the Scottish Water network. This meter menu is designed to ensure full process compliance coupled with ensuring consistency of equipment installed on the network. The key elements of the meter purchase process are as follows:

### **4.6.1 Issue of meter from Scottish Water's Distributor**

Scottish Water has made provision for the purchase and distribution of the metering stock through its distributor. Only meters listed by Scottish Water in its Meter Menu are to be used. This list can be found at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

UCPs will be responsible for purchasing the meters required by the LP directly from Scottish Water's distributor. Only meters that are specified on the Scottish Water meter

menu, and purchased from its distributor, may be installed under the scope of this scheme.

Scottish Water has defined within its Meter Menu a standard meter which meets its minimum requirements. The Meter Menu will detail additional non-standard meters available and these may be selected by the LP. It should be noted by UCPs that meters which are not defined as non-standard meters and meters above 80mm in size may not necessarily be a stock item held by the distributor and a manufacturer's lead time and delivery period may be need to be taken into account. UCPs must take this into account when planning metering activity.

#### **4.6.2 Meter Warranties**

Each mechanical meter has a 24 month warranty period commencing from when the meter reaches the distributor. However, UCPs should therefore avoid holding large stocks of meters because this will shorten the warranty period.

To avoid the potential issues that may occur through delayed storage of meters Scottish Water will no longer accept the installation of meter that have a meter serial number denoting a year other than the same or previous year to the date of the installation. For example a meter fitted in 2013 may only contain an indicator of 2013 or 2012 in the meter serial number. Any meters fitted that do not adhere to this rule will be considered as non-compliant and as such the LP will at their cost be required to replace the non-compliant meter.

#### **4.6.3 Faulty Meters**

Any meters purchased and found to be faulty within warranty should be returned to the distributor for replacement. Scottish Water will not be involved in any warranty discussions held, but will, as a matter of course, be continually monitoring all early failure rates.

### **4.7 Commissioning & Testing of the Meter**

Where a new meter is being installed on a new connection, this will always be undertaken in alignment with the Water Connections Code for Scotland.

All meters will be commissioned and tested as follows and should include, but is not limited to, the following high level steps:

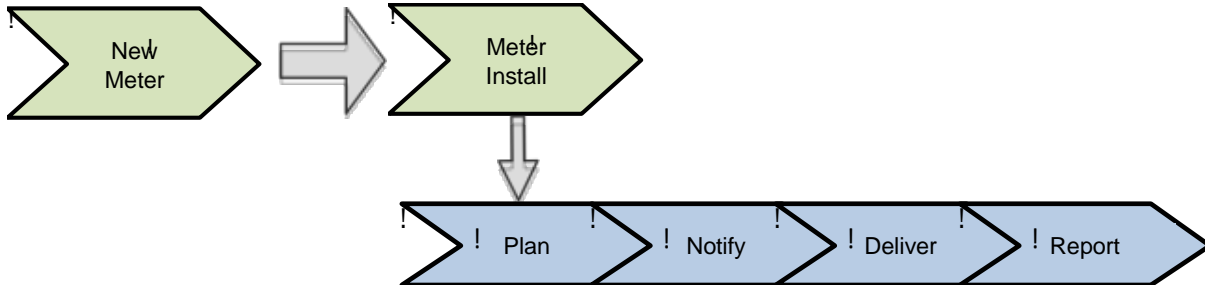
- Ensure all internal supply points (where present) are closed to prevent flooding and damage:
- Slowly turn on the water supply to the new installation once correctly fitted:
- Bleed air from customer's system slowly to avoid damage:
- Check that the meter is recording and check for any leaks in associated pipe work / fittings:
- Disinfection of pipe work and meter fittings – must be in line with DOMS and Scottish Water's Hygiene Code of Practice:
- Manufactures guidance and instructions must always be followed exactly.

When on site if the UCP identifies that they are not able to install the meter in full conformance with Scottish Water's Technical Approval then this should be immediately reported to the instructing LP for guidance.

Reference should be made, but not limited to, the following DOMS's documentation for all meter exchanges;

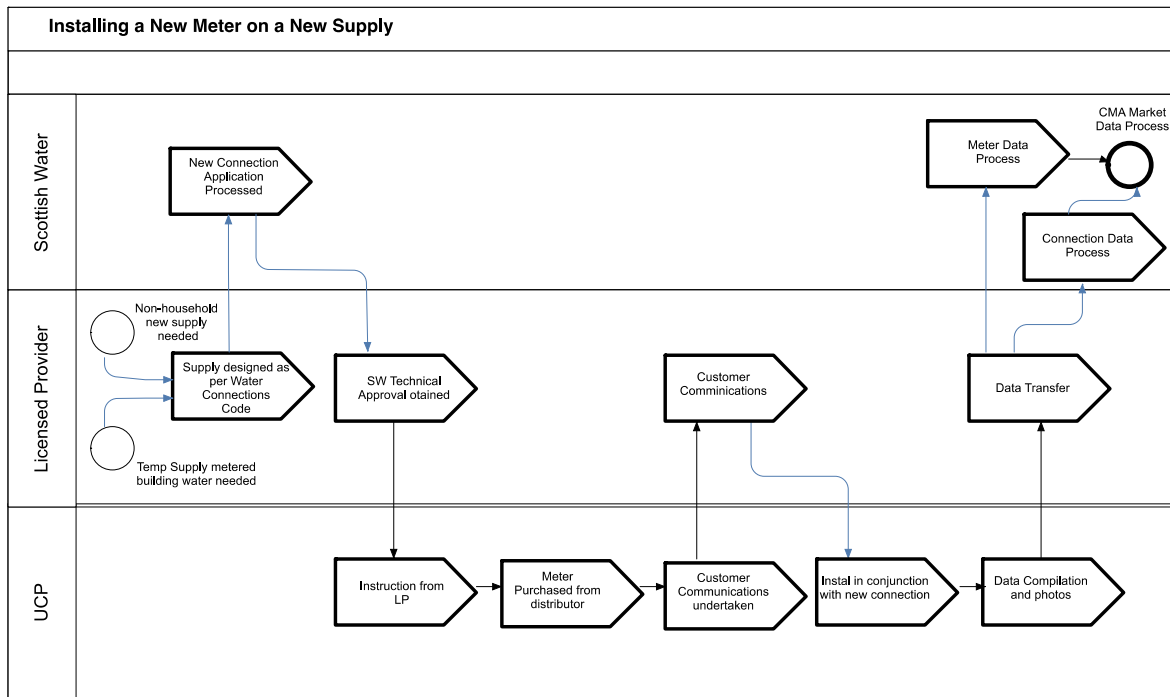
<b>Document Reference Number</b>	<b>Title</b>
Scottish Water DOM-WN-PRC-00000101	General Requirements for Hygiene
Scottish Water DOM-WN-PRC-00000102	Hygiene Requirements for the use of Multi-Functional Resources
Scottish Water DOM-WN-PRC-00000104	Materials in Contact with Treated Water
Scottish Water DOM-WI-WIN-00000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-PRC-00000309	Communications Pipes Fittings Repairs
Drinking Water Inspectorate	LIST OF APPROVED PRODUCTS for use in Public Water Supply in the United Kingdom
WRc	Water for Scotland- A design and construction guide for developers in Scotland

## 5 Installing a new water meter on a new supply



This section deals with:

- a new meter being installed at the same time as a new water connection
- a new meter is installed at the same time as a temporary water connection for building water or site accommodation purposes is made.



### 5.1 Planning Stage

Where a new meter is to be installed on a new connection, then key details including location and sizing of the meter will have been approved by Scottish Water as part of the Technical Approval of the new connection.

UCPs will need to ensure that they are fully instructed by the LP in order to undertake this metering activity.

For new meters on a new connection, the UCP must obtain a copy of Scottish Water's Technical Approval and where appropriate, other supporting information such as the DOMS IAF.

Installation of a meter on a new connection must comply with the Technical Guidance contained in the following documents:

- Water for Scotland (e.g. location of other utility equipment, contamination, cover depths, materials, meter boxes, storage of materials, excavation, backfilling and reinstatement):
- Water Connections Code for Scotland for Technical Approvals:
- DOMS documentation available on Scottish Water's website.
- Meter Sizing – Fittings Data Capture Sheet

As the new meter is being installed on a new connection, it is expected that all necessary consents, approvals and notifications will have been considered and gained for the new connection and the metering activity will be carried out in a manner consistent with this overall framework.

All meters should be fitted so that a 1-2-1 relationship is established where possible as detailed within appendix 1 of This Code

## **5.2 Delivery Stage**

For a new meter on a new connection, the meter is required to be installed at the same time that the connection is made in line with Scottish Water's Technical Approval.

The meter must be installed in conformity with the meter manufacturers fitting instructions and fitting guidance.

The UCP will be required to complete the meter installation in full compliance with Scottish Water's Technical Approval for the water supply connection.

The meter installation must be aligned with the commissioning and testing of the new connection as per the Water Connections Code for Scotland. Once the connection and network has passed all testing stages then the meter may be commissioned. UCPs should refer to section 4 of This Code for more information commissioning and testing of meters.

Sufficient water should be passed through the meter to ensure the digits turn and the meter connection points should be checked for leaks.

## **5.3 Report Stage of Meter Installation**

The UCP is required to submit to the LP metering data as summarised in section 4.2.2 and as specified in Appendix 5 and 6 of This Code.

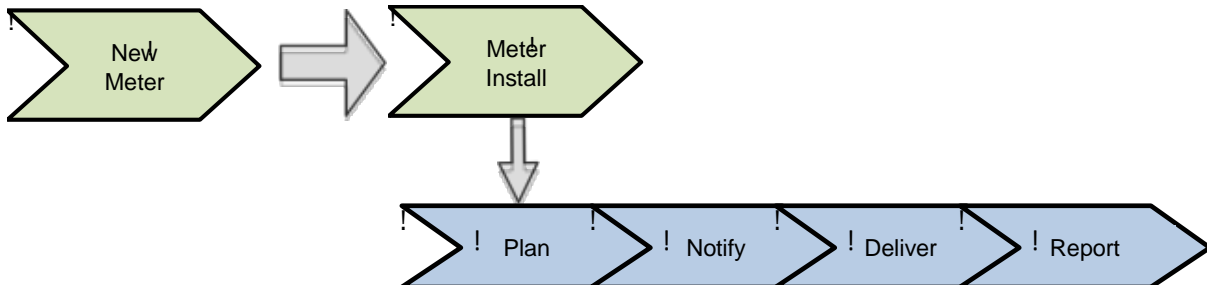
The UCP must provide meter installation details, supporting photographs and any necessary certification as specified in This Code and its appendices, to the LP within the time instructed by the LP.

The LP is responsible for ensuring that data compliant with market arrangements is submitted to Scottish Water no later than 5 business days from date of installation.



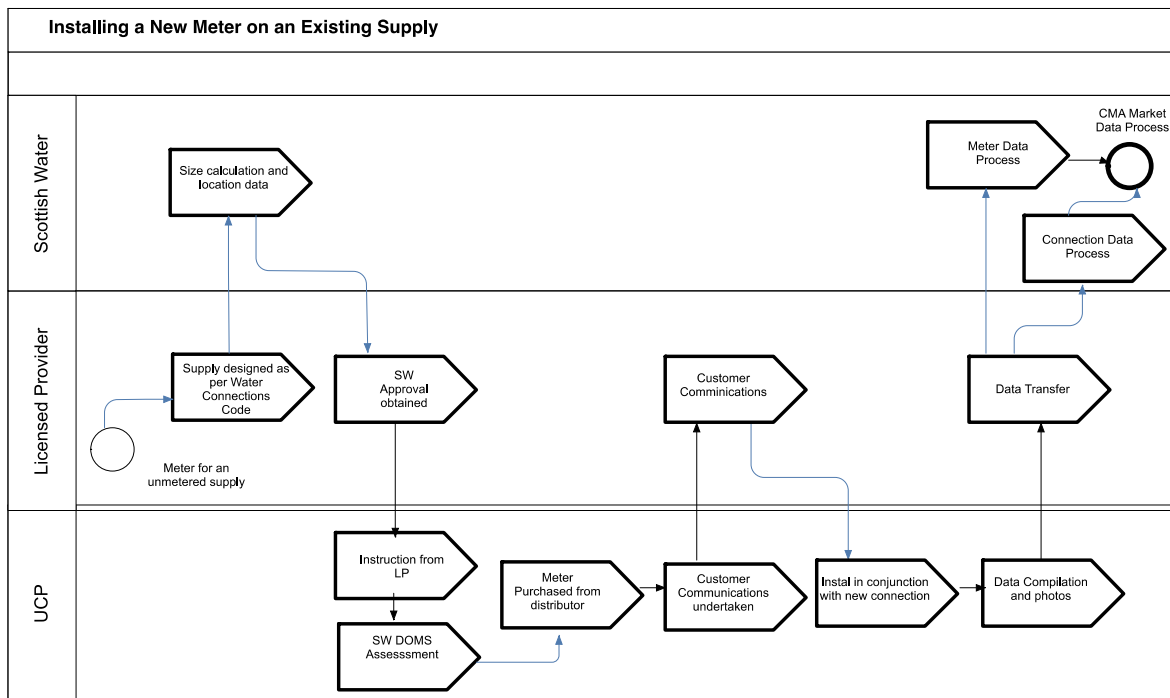
For awareness, this data may also provide evidence to support any payment to LPs from Scottish Water in relation to the activity.

## 6 Installing a new water meter on an existing unmetered supply.



This section deals with:

- a new meter being installed on an existing unmetered supply point



### 6.1 Planning Stage

Where a new meter is to be installed on an existing unmetered supply point, the LP must supply Scottish Water with a completed Meter Sizing Data Capture Sheet and a proposed location for the meter. LPs may ask UCPs to be involved in this activity.

UCPs will need to ensure that they are fully instructed by the LP in order to undertake this metering activity.

For a new meter to be installed, the UCP must obtain from the LP a copy of the meter size and location details submitted to or amended by Scottish Water before proceeding.

This type of installation will almost certainly require a pre activity feasibility survey to be undertaken.

If any of the details at the site are different from the instructions and information provided by the LP, then the UCP must always stop the work and revert back to the LP for instructions.

The UCP must firstly make an assessment of the control valve for accessibility and operational usage to confirm the assumptions and decisions made at the planning stage; and also ensure alignment with the details outlined in the working instructions from the LP, and any technical approvals from Scottish Water.

The assessment must also include:

- Any potential multiple occupancy issues on the supply:
- Any foreseen network or additional customer impacts:
- Any known Health & Safety issues which may exist (e.g. dangerous surroundings, confined spaces, contaminated land etc.):
- Any requirements for the reconfiguration of the existing metered premises.

Site assessments should also incorporate, but not be limited to, a review of the following elements:

- Location of the internal and external control valves/stopcocks:
- Follow/trace line/path of supply pipe:
- Notes of plans for installing the water meter:
- Plans for updating meter details and plumbing configuration.

UCPs should keep adequate records of site assessments and survey records.

All meters should be fitted so that a one to one relationship with the supplied property is established wherever possible. See Appendix 1 – Scottish Water's Preferred Meter Locations for further guidance here.

### **6.1.1 Approvals, Consents and Notifications**

In relation to the meter being installed, UCPs must ensure that all necessary consents and approvals have been obtained, where applicable. These include, but are not limited to:

- Scottish Water – Technical Approval and instructions have been received and are available to the UCPs when undertaking work under this scope.
- Landlords, Managing agents or Consumers - for permission to enter any private property. Where the UCP is not able to gain the required access then reference should be made to the LP.
- The local authority and the highways agency where road closure, road opening or disruption is likely to occur.

These should be aligned with section 4.3 of This Code (i.e. relating to interruption to supply and the need for communications with customers).

Scottish Water must be informed thirty business days in advance of all installations that require the completion of a DOMS IAF. The requirements for the completion of DOMS IAF are provided in DOM-WN-TBT-00000014 - Guide for Completion for Access to working on the Scottish Water Network. Adherence to DOMS is mandatory when undertaking all activities. This will ensure that any network impacts have appropriate management of the risks prior to the commencement of metering services activity.

Technical guidance is contained in the following documents:

- Water for Scotland (e.g. for the location of other utility equipment, contamination, cover depths, materials, meter boxes, storage of materials, excavation, backfilling and reinstatement):
- Water Connections Code for Scotland for Technical Approval:
- DOMS documentation.

## **6.2 Delivery Stage.**

If any of the details at the site are different from the information provided by the LP or the instructions from the LP, then the UCP should stop the work and revert back to the LP.

UCPs should confirm the details found by the feasibility site survey have not changed so that the metering activity can be completed.

The operational delivery of the meter installation should be carried out in accordance with the Overview of the Metering Services Activities in section 4 of This Code. Procedures associated with installing a meter shall be in conformity with the meter manufacturer's fitting instructions and fitting guidance.

## **6.3 Reporting Stage**

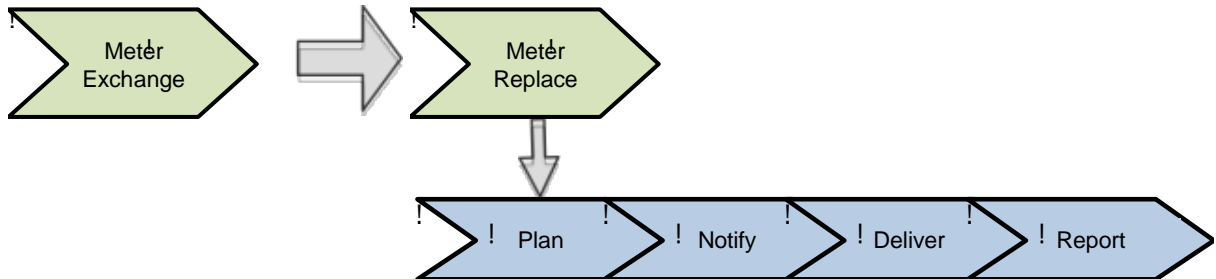
The UCP is required to submit to the LP metering data as summarised in section 4.2.2 and as specified in Appendices 5 and 6 of This Code.

The UCP must provide meter installation details, supporting photographs and any necessary certification as specified in This Code and its appendices, to the LP within the time instructed by the LP.

The LP is responsible for ensuring that data compliant with market arrangements is submitted to Scottish Water no later than 5 business days from date of installation.

For awareness, this data may also provide evidence to support any payment of the LP by Scottish Water in relation to the activity.

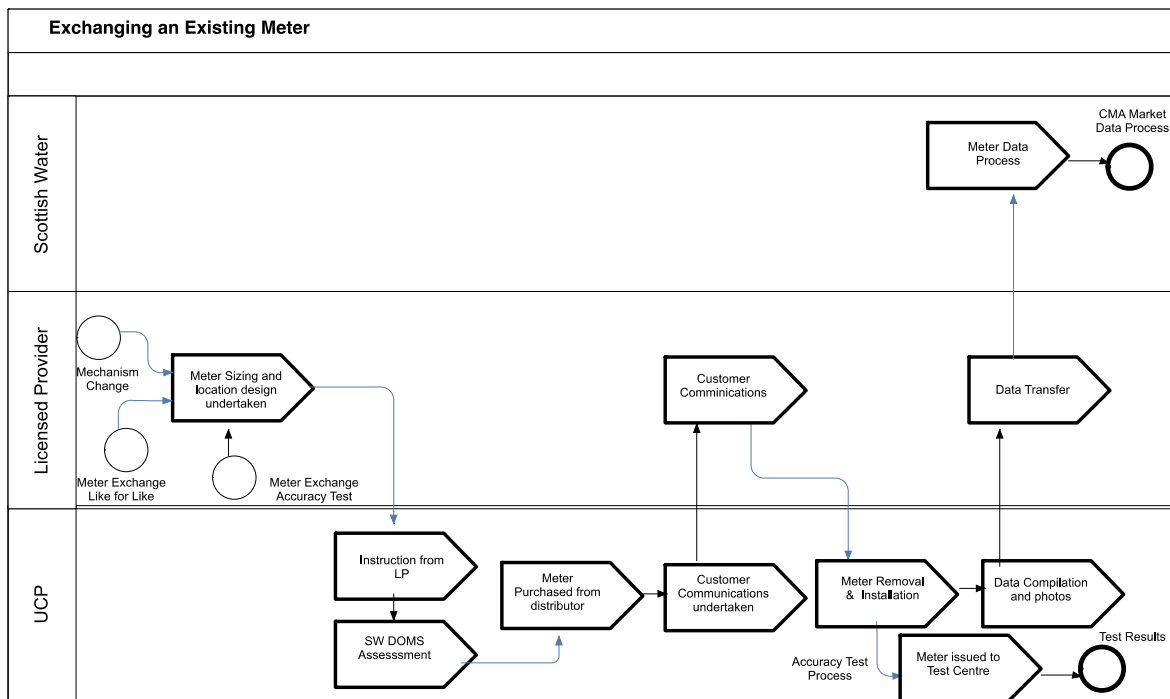
## 7 Exchanging an existing meter



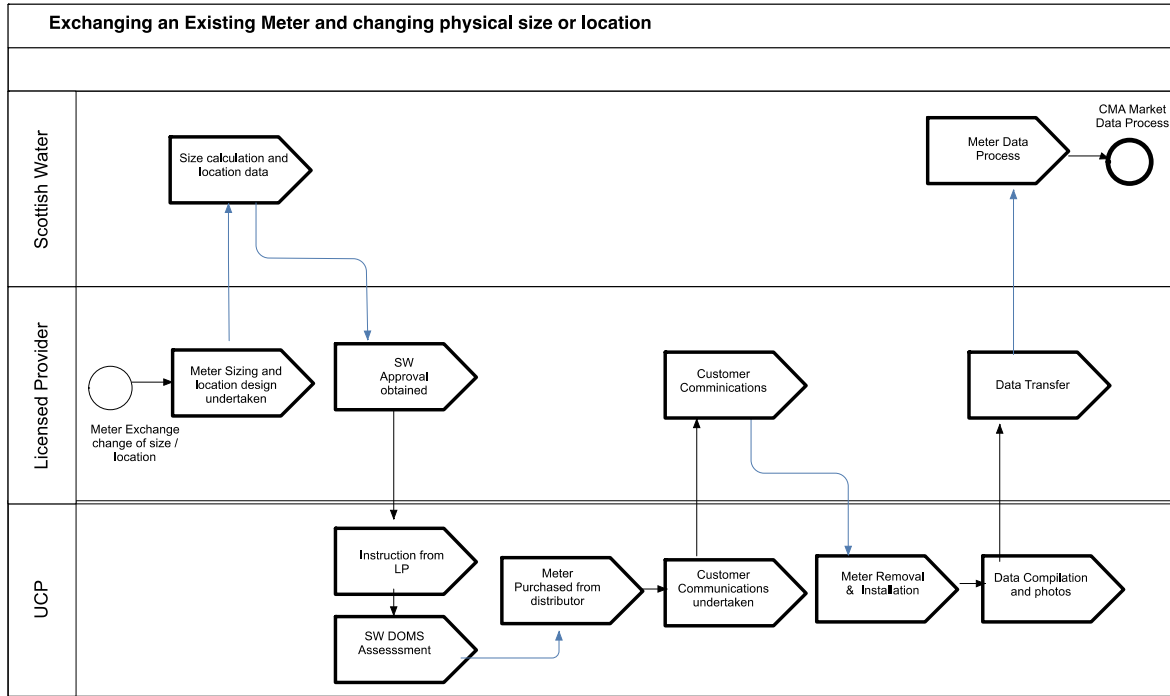
This section deals with the following types of meter exchanges:

A meter exchange includes and facilitates the following activities:

- Exchange a meter for the same size and at the same location to allow for a meter accuracy test to be undertaken:
- Exchange a meter for the same size and at the same location to address a fault:
- Exchange of a meter mechanism, where applicable, to address a fault:



- Exchange of a meter associated with a change of location, change of size and change of type where SW approval has been received.



## 7.1 Planning Stage

### 7.1.1 General Planning

Technical guidance for the meter exchange activity is contained in the following documents:

- Water for Scotland (e.g. location of other utility equipment, contamination, cover depths, materials, meter boxes, storage of materials, excavation, backfilling and reinstatement):
- Water Connections Code for Scotland for Technical Approval:
- DOMS documents on Scottish Water's website.

The instruction to undertake a meter exchange on a non-household supply shall always be initiated by the LP.

The UCP must ensure they obtain the following information from the LP before planning a meter exchange and must stop if any of the details differ from the request:

- Company name, address and post code
- Meter location
- Meter serial number

- Meter type
- Meter size
- Reason for exchange.

### **Approvals, Consents and Notifications**

Prior to the meter exchange activity, the UCP should ensure that the following key protocols, where applicable, have been adhered to:

- In the case of customers whose supply will be interrupted, other than the customer at the property affected by the activity, consumer notification should be undertaken in line with section 4.3 of This Code.

In relation to the meter being installed, the UCP must ensure that all necessary consents and approvals have been obtained, where applicable. These include, but are not limited to:

- Scottish Water – Technical Approval and instructions that have been received and are available to UCPs when undertaking work under this scope.
- Landlords, Managing agents or Consumers - for permission to enter any private property. Where the UCP is not able to gain the required access then reference should be made to the LP.
- The local authority and the highways agency where road closure, road opening or disruption is likely to occur.

Scottish Water must be informed thirty business days in advance of all installations which require the completion of a DOMS IAF. The requirements for the completion of DOMS IAF are provided in DOM-WN-TBT-00000014 - Guide for Completion for Access to working on the Scottish Water Network. Adherence to DOMS is mandatory when undertaking all activities. This will ensure that any network impacts have appropriate risk management prior to the commencement of metering services activity.

Where a meter is being removed, even if fully functioning, the removed meter can never be re-used or re-installed on the Scottish Water network and any non-adherence to this will be reported to Lloyd's under the WIRS Scheme.

#### **7.1.2 Planning for an Accuracy Test**

The UCP must ensure they are instructed by the LP that the meter is being exchanged for an accuracy test to be undertaken.

The UCP must ensure that this task is differentiated from a standard meter exchange due to the sensitivity of the test process.

The UCP will need to ensure that they have available appropriate test centre packaging for the removed meter, which will include:

- Sealable bag
- Meter end caps
- Bubble wrap

- Plastic carry box with lid.

Use of these materials will ensure the protection of the removed meter and ensure that the integrity of the testing results is maintained.

### **7.1.3 Planning for the replacement of a meter mechanism**

The UCP must ensure they are instructed by the LP that the meter is being exchanged to address a fault where the solution is to replace the mechanism of the meter.

The planning requirements relating to fault diagnostics and repairs are as follows:

- Piston type water meters 40mm and less should always be replaced
- Turbine or vane type water meters 40mm and less should always be replaced
- Turbine or vane type water meters greater than 40mm greater should generally be repaired by replacing the mechanism.
- If the mechanism cannot be replaced the whole meter should be exchanged
- All electromagnetic meters should be exchanged.

### **7.1.4 Planning for the exchange of a meter associated with a change of location, , change of size or type of meter**

Where the exchange of the meter relates to a change of size and or location, this will have already been approved by Scottish Water in advance.

Where a meter size change is requested by the LP, as part of the meter right sizing process, then the following supporting data will be required:

Option 1 – Being where a meter may have a logger device fitted.

The LP is required to provide:

- Three months logging data to enable Scottish Water to correctly assess the meter sizing requirements.
- Full details of the current meter fittings.
- A completed Meter Sizing Data Capture Sheet will also need to be completed by the LP.

The logged data should be provided at 15 minute intervals with the flow rate data being provided in litres per second. This data should be provided in a spread sheet matching the required format as defined in Appendix 6 and provided at the time of submission of the associated Form F.

Option 2 – Being where a meter for a technical reason cannot have a logger device fitted.

The LP is required to provide:

- Full details of the current meter fittings.
- A completed Meter Sizing Data Capture Sheet will also need to be completed by the LP.
- Appropriate and accepted industry data relating to the manufacturing or industrial process being undertaken on site



All of the above information must be provided at the time of submission of the associated Form F.

The UCP must ensure that they obtain a copy of Scottish Water's technical approval details and these should form the basis of their planning.

UCPs should note that the new meter fitted may be a non-standard meter from the meter menu and the UCP's planning will need to incorporate the potential lead times for delivery of the non-standard meter.

Scottish Water must be informed thirty business days in advance of all installations that require the completion of a DOMS IAF. The requirements for the completion of DOMS IAF are provided in DOM-WN-TBT-00000014 - Guide for Completion for Access to working on the Scottish Water Network. Adherence to DOMS is mandatory when undertaking all activities. This will ensure that any network impacts have appropriate management of the risks prior to the commencement of metering services activity.

## **7.2 Delivery Stage – General Requirements**

If the details at the site are different from the LP's instructions or the information provided by the LP, then the UCP should stop the work and revert back to the LP.

The operational delivery of the meter installation should be carried out in accordance with the overview of the Metering Services Activities in section 4 of This Code.

The UCP must firstly make an assessment of the control valve for accessibility and operational usage to confirm the assumptions and decisions made at the planning stage and also ensure alignment with the details outlined in the working instructions from the LP. At all times the UCP must ensure that full compliance with DOMS is maintained.

The assessment must also include:

- Any potential multiple occupancy issues on the supply.
- Any unforeseen network or additional customer impacts.
- Any known Health & Safety issues which may exist (e.g. dangerous surroundings, confined spaces, contaminated land etc.).
- Any requirements for the reconfiguration of the existing metered premises.

Site assessments should also incorporate, but not be limited to, a review of the following elements:

- Location of the internal and external control valves/stopcocks.
- Follow/trace line/path of supply pipe.
- Notes of plans for installing the water meter
- Plans for updating meter details and plumbing configuration.

UCPs should keep adequate records of site assessments for meter exchanges.

The following rules apply to meter exchanges:

- If any of the details on site are different from the information provided, e.g. the meter in the ground does not correspond to the details provided by the LP, which should be the same information as is registered at the CMA, the UCP should not proceed with the work and should revert back to the Licensed Provider. (In these cases the LP should contact Scottish Water.)
- Meters must never be removed without being replaced by another meter, simultaneously.
- For a repair of a faulty meter, or exchange of an existing meter (with no change to meter size or location), the UCP can expect to receive details of the premises address, the serial number and size of the meter to be repaired, or replaced.
- Where a meter is to be removed, if it cannot be repaired in the case of a faulty meter, then it must be replaced by a meter of the same size in the same location
- If the LP has requested for the meter to be replaced by a meter of a different size and or for the location to be changed without providing a copy of Scottish Water's approval for such activities, the work cannot proceed and the UCP must revert back to the Licensed Provider.
- Meter selection will be based on the information provided by the LP who will have chosen a meter from Scottish Water's Meter Menu.
- The key elements of the meter purchase process are as set out in the Meter selection section at 4.6 of This Code
- Where a data logger and its associated equipment are encountered unexpectedly then the LP should be notified by the UCP and the relevant information captured for return with the completed data set. The data logger should have a tag that details the name of the owner of the logger and an ADI unique reference number. Otherwise, information about the logger should be noted.

### **7.2.1 Accuracy Test – additional delivery requirements**

The meter to be tested for accuracy purposes, once removed, must be;

- a) kept wet internally using the plastic end caps
- b) immediately packaged in a water proof bag
- c) wrapped in bubble wrap and have elastic bands applied to secure the wrapping
- d) packed into an appropriate plastic box.

The meter removed for testing should be issued to and received by the nominated test centre [as set out in Section 9] within 48 hours of removal along with copies of the completed report, the returns authorisation number (which should be obtained from Metering Services, contact details can be found in section 9 and the digital photographs taken (see Appendix 6). Instructions on the testing process will be directly agreed between Scottish Water and the test centre.

### **7.3 Report Stage**

The UCP is required to submit meter related information with respect to all the meter exchanges it undertakes as summarised in section 4.2.2 and as specified in Appendix 5 and 6 of This Code. Such information must be submitted to the LP.

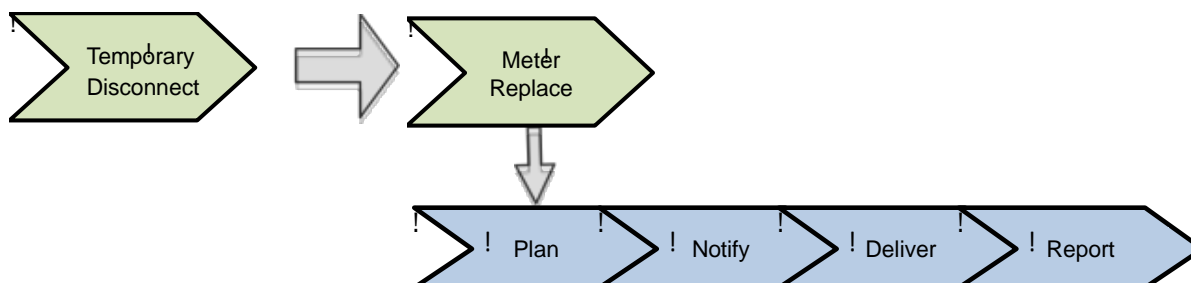
The UCP must provide meter installation details, supporting photographs and any necessary certification as specified in This Code and its appendices, to the LP within the time instructed by the LP.

The LP is responsible for ensuring that data compliant with market arrangements is submitted to Scottish Water no later than 5 business days from date of installation.

For awareness, this data may also provide evidence to support any payment to the LP from Scottish Water in relation to the activities.

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## 8 Temporary Disconnection



This section deals with undertaking a temporary disconnection and a reconnection of a temporary disconnection on a non-household meter or unmetered property at the request of the LP.

Full requirements for this process are detailed in the current version of The Disconnection Document and this can be found on the Water industry Commission website at [www.watercommission.co.uk](http://www.watercommission.co.uk)

LPs can only request UCPs to carry out a temporary disconnection of a metered or unmetered non-household supply.

This Code also covers the subsequent reconnection of a metered or unmetered non-household supply after a Temporary Disconnection has taken place.

Any request by an LP for a temporary disconnection of a metered or unmetered non-household supply must be submitted to Scottish Water in accordance with the Disconnections Document. The LP will always need to provide Scottish Water with notification of their intention to undertake a temporary disconnection by submitting a Temporary Disconnection / Reconnection Request form.

### Objectives

The key objectives of this section are to:

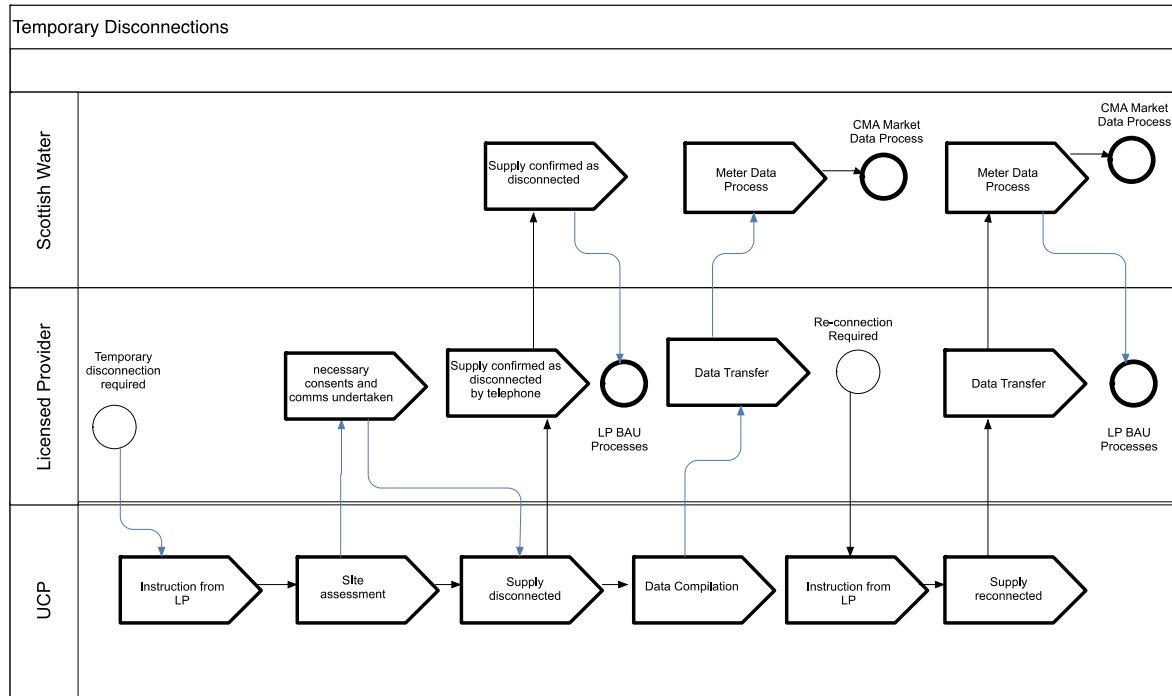
- Enable the UCP to undertake a compliant temporary disconnection of the supply to the desired property and no other property.
- Ensure the temporary disconnection does not impact on any other customer, whether household or non-household.
- Ensure the temporary disconnection does not impact on any non-household customer that is a 'Sensitive Customer', including the customer at the premises to be disconnected.
- Ensure that the requirements of the market are supported.

### Key Code Requirements

The following high level requirements are noted:-

- Appropriate Planning is in place for the temporary disconnection.
- Metered or unmetered non-household supplies may be temporarily disconnected.

- The temporary disconnection and subsequent reconnection complies with Scottish Water's metering guidelines, specifications and DOMS processes.
- Accurate and timely reporting is achieved to allow the LP to provide notification to Scottish Water. The timescales for reporting on temporary disconnections are particularly tight, in view of the nature of the activity.



## 8.1 Temporary Disconnection

### 8.1.1 Planning Stage

The instruction to undertake a temporary disconnection of a metered or unmetered non-household supply shall always be initiated by the LP.

The UCP must ensure they obtain / receive the following information from the LP:-

- A fully completed copy of the Temporary Disconnection / Reconnection Request notice submitted to Scottish Water.
- Customer's name, address and post code
- Meter location
- Meter serial number
- Meter type
- Meter size
- Reason for disconnection.

## 8.1.2 Delivery Stage

### Site visit - Assess Job

Prior to any temporary disconnection taking place the UCP may be required by the LP to undertake an initial site visit in order to confirm metered or unmetered supply details (e.g. to confirm that the metered details contained in the LP instruction match the physical meter details on site).

Where the UCP has established that a revenue water meter could be fitted to the unmeasured premise the UCP must inform the LP of their findings. No temporary disconnection can proceed until a revenue meter has been installed by Scottish Water.

Alternatively, the UCP may be instructed by the LP to undertake a temporary disconnection at the time of first visit where this is allowed.

If any of the instruction details from the LP do not match the details on site the UCP must inform the LP of their findings. No temporary disconnection can proceed until the data mismatch is resolved by the LP.

Where the UCP confirms that the LP details and the onsite meter or customer details match, then it is critical for the UCP to ensure that the supply to be temporarily disconnected is not a shared supply in any way and that there will be no impact on:-

- Supplies to any other consumers either non-household or household.
- Water services for public use (e.g. for fire fighting etc).
- Non-household customers that are Sensitive Customers, including the affected customer.

As a guide non-household customers that are considered to be sensitive customers including vulnerable sections of the community for the purposes of the provision of Water and Sewerage Services which may include specified prisons, nursing homes, and other care homes, hospitals, schools and food processors. If in doubt, the UCP should refer to the Licensed Provider who may seek clarification from Scottish Water.

Where such supplies would be affected by the proposed temporary disconnection, then the activity will not be permitted and under no circumstances should the UCP proceed to undertake the temporary disconnection.

Where a temporary disconnection cannot proceed, for whatever reason, then the UCP must advise the LP accordingly. The LP will in turn need to inform Scottish Water by indicating why the Temporary Disconnection has been cancelled.

The UCP should ensure that records are kept of site visits, site surveys and detailed results to facilitate any audit at a later date.

### Implementing a Temporary Disconnection

Where the UCP has confirmed that the temporary disconnection can proceed, then the UCP must comply with the following:

1) Temporary Disconnections must not be carried out:

- after 3pm on a weekday
- after 12 noon on a Friday
- on a weekend
- public holiday or

- business day immediately before a public holiday.

2) The UCP must act consistently with the requirements of the Disconnection Document whilst undertaking temporary disconnections.

3) The meter must never be removed.

4) The metered or unmetered water supply must be isolated at the most suitable control valve that only affects the premises supplied by the meter or unmetered supply.

5) Where the meter or control valve is situated will determine the temporary disconnection activity required. If the meter or unmetered supply is located:-

- Within the building – the water supply shall be isolated at the stop cock located on the water supply to the premises or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The meter and or the control valve isolated shall be tagged (see Appendix 4) and where applicable the control valve filled with general building trade expanding foam.
- In a boundary box – the water supply shall be isolated at the valve within the boundary box located on the water supply to the premises or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The boundary box shall be tagged (see Appendix 4) and filled with general building trade expanding foam.
- In a chamber – the water supply shall be isolated at the control valve upstream of the chamber or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The meter and or the control valve isolated shall be tagged (see Appendix 4) and the control valve should be filled with general building trade expanding foam.
- Please see the following DOMS reference for a similar application of tagging and foaming of a boundary valve.

Document Reference Number	Title
DOM-WN-WIN-000000305	Work instruction boundary valve tagging

### 8.1.3 Reporting Stage

#### Data Requirements

The UCP is required to submit temporary disconnection information as summarised in section 4.2.2 and as specified in Appendix 5 and 6 of This Code. Such information must be submitted to the LP.

The UCP must provide meter installation details, or state if unmetered, supporting photographs any necessary certification as specified in This Code and its appendices, to the LP within the time instructed by the LP.

The LP is responsible for ensuring that data compliant with market arrangements is submitted to Scottish Water no later than 1 business day from date of the temporary disconnection.

## **8.2 Reconnection Work Instruction from LP**

### **8.2.1 Planning Stage**

The instruction to undertake a reconnection of a temporary disconnection of a metered or unmetered non-household supply shall always be initiated by the LP.

The UCP must ensure they obtain / receive the following information from the LP:-

- A fully completed copy of the Reconnection Request notice submitted to Scottish Water.
- Customers name, address and post code
- Meter location
- Meter serial number
- Meter type
- Meter size
- Reason for reconnection.

### **8.2.2 Delivery Stage**

#### **Site visit – assess job**

Prior to any reconnection taking place, the UCP may be required by the LP to undertake an initial site visit in order to confirm details are correct (e.g. that the meter details contained in the instruction match the physical meter details on site).

Alternatively the UCP may be instructed by the LP to undertake the reconnection at the time of first visit where this is allowed.

If any of the instruction details from the LP do not match details on site, then the UCP must inform the LP of its findings. No reconnection can proceed until the data mismatch is resolved by the LP.

Where the UCP confirms that the details provided by the LP and the on-site details match, then the reconnection can proceed.

The UCP should ensure that records are kept of site visits, surveys and outcomes to facilitate any audit at a later date.

#### **Implementing a reconnection**

Where the UCP has confirmed that the reconnection can proceed, the UCP must comply with the following:-

- The UCP must act consistently with the Disconnection Document whilst undertaking the reconnection.
- The metered or unmetered water supply will be restored to supply by operating the designated valve that was originally foamed and tagged at time of the temporary disconnection.

Sufficient water should be passed through the meter to ensure the digits turn and the meter connection points should be checked for leaks or that the property is back in supply.



### **8.2.3 Reporting Stage**

#### **Data Requirements**

The UCP is required to submit reconnection information as summarised in section 4.2.2 and as specified in Appendix 5 and 6 of This Code. Such information must be submitted to the LP.

The UCP must provide meter installation details, supporting photographs and any necessary certification as specified in This Code and its appendices, to the LP within the time instructed by the LP.

The LP is responsible for ensuring that data compliant with market arrangements is submitted to Scottish Water no later than 1 business day from the date of the temporary disconnection.

## **Data Requirements associated with a Revenue Meter in cases where a water Supply is permanently disconnected**

Where a water supply is to be permanently disconnected, please refer to the following document for guidance:-

- Water Connections Code for Scotland – a code outlining the requirements which apply to UCPs who undertake new connection activities for the supply of water to new premises in Scotland:

Where the supply being removed has an associated revenue meter the UCP must provide meter details, supporting photographs and any necessary certification as specified in This Code or the Connections Code and its appendices, to the LP within the time instructed by the LP

The UCP is required to submit to the LP metering data specified in Appendices **5 and 6** of This Code.

The LP is responsible for ensuring that all data provided is compliant with market arrangements and is submitted to Scottish Water no later than 5 business days from the date of permanent disconnection.

For awareness, this data may also provide evidence to support any payment of the LP by Scottish Water in relation to the activity.

## 9 Contact List

Role	Contact Details
Scottish Water Metering Services	meteringservices@scottishwater.co.uk
	Telephone: 01413555513
Role	Contact Details
WIRS Accreditation Administrators	Lloyds Register EMEA
	E-mail <a href="mailto:utilities@lr.org">utilities@lr.org</a>
	Telephone: 02476518626
Role	Contact Details
Scottish Water Wholesale Desk	wholesaleservicedesksupport@scottishwater.co.uk
	Telephone: 01314456776
Role	Contact Details
Meter Store	<b>Wolseley</b>
	Main Street
	Newmains
	North Lanarkshire
	ML2 9BG
	01698 387387
Meter Store	<b>Wolseley</b>
	Yard D, Blackdog Industrial Estate
	Murcar, Bridge of Don
	Aberdeenshire
	AB23 8BT
	01224 823664
Role	Contact Details
Meter Accuracy Test Centre	Information and Performance Services
	Hams Hall Calibration Lab E.On
	Faraday Avenue
	Coleshill
	B46 1PT

## 10 Referenced documents

Document Name
Water Industry Registration Scheme
Water Scotland act 1980 as amended
Scottish Water Distribution, Operation and Maintenance Strategies (DOMS)
The Operational Code as published by Scottish Water
The Disconnection Code as published by Scottish Water
Water Research Centre Specifications ( <a href="http://www.wrcapproved.com">www.wrcapproved.com</a> )
Scottish Water Byelaws (Current Edition)
Drinking Water Quality Standards ( <a href="http://www.ukwir.org">www.ukwir.org</a> )
Current version of the Roads Authorities and Utilities Committee Scotland (RAUC's) Specifications for the Reinstatement of Openings in Roads
Water (Scotland) Act 1980 as amended by all legislation including the Water Industry (Scotland) Act 2002
<a href="http://www.scotlandontap.gov.uk">www.scotlandontap.gov.uk</a> (Licensed Provider listing)
Traffic Signs Manual – chapter 8
Transport (Scotland) Act.2005 (TSA)
New Roads and Street Works Act 1991 (NRA) and any statutory modifications and re-enactment thereof for the time being in force.
Water Supply (Water Quality)(Scotland) Regulations 2001
<a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a>
Health & Safety Act – Current Version
WRAS (Water Regulatory Advisory Scheme) – Fittings and Materials Directory