**ASTRO FAQ**

**FAQ’s**

1. **How long will my application take with the impact of Go Live?**

Scottish Water are working through all applications as quickly as possible. We appreciate there has been a slight delay, however we are working through all applications in the order in which we received them. Once it has been assigned to a technical advisor or analyst, they will be able to give a more accurate estimation on when your application will be completed.

1. **The portal states a lead time of zero days but it’s been with you ages?**

The portal will be updated with accurate lead times once we have completed a number of applications on our new IT system

1. **My Log in details aren’t working**

You can press “forgot my password” and you can reset your password. If you are still experiencing issues, please contact the admin within your own organisation who should be able to assist you / check the details you were registered with.

1. **Where do you find the portal?**

[www.scottishwater.co.uk/portal](http://www.scottishwater.co.uk/portal)/

1. **The Portal doesn’t work on my phone/iPad**

Our portal is optimised for use on Google Chrome or Internet Explorer 11. If you are unable to access this we will be to post a paper application out to you, or complete this on your behalf over the phone.

1. **What is the Readiness Indicator?**

It is snapshot of the current capacity of the local treatment works associated with your postcode. It will be updated with current information in May 2020.

1. **I’ve logged into the portal but I can’t see my application?**

Did you receive the acknowledgement email with you reference number to say their application was submitted? We’ll need to check that reference number against what customer email address is associated with that case and make sure you are using this email address to log into the portal.

If it isn’t we’ll identify this on your account details on Dynamics and make sure the Username field is populated with the email address associated with the registered user. If not, we’ll add this in, save it, and ask you to log out and back in.

1. **I’m always asked to register as an Individual or Organisation when they log in.**

Contact us. We’ll ask for your customer details, pull up your record and ensure “Details Captured” = Yes.

1. **What if my personal details change?**

Please log onto the portal and update the necessary information in the “Personal Details” section. This will automatically update our internal system.

1. **How do I get the information of the person working on my case?**

You will find this on the site and activities page / timeline. You can obtain the name, email address and telephone number.

1. **Can I get an update on my case?**

Please log into the portal to track your application. Alternatively contact the analyst/advisor working on your case directly.

1. **How do I arrange a site visit?**

Log onto the portal and navigate into the application for the site you would like to arrange a visit for, and click the “Request a meeting” button.

1. **How will I pay for this?**

Log onto the portal and navigate into the application for the site you would like to make a payment on, and click the “Pay an Invoice” button.

1. **I’ve got pipework running through my site**

Log onto the portal and log an application for a diversion

1. **Has my case been assigned?**

You are able to track your application via the portal; this includes a section on who has been assigned your case, along with their contact details.

1. **How much will a connection cost?**

You will get an indicative quote via the portal once you have submitted your water & waste water applications.

1. **I’m going on holiday; how do I transfer my cases to my colleagues?**

Log onto the portal and navigate to the cases you wish to transfer. Press the three ellipses next to the Contact Details on the right-hand side. Select Transfer Case Manager and enter the email address of the person who is taking ownership of the case.

1. **How do I do a disconnection?**

Log onto the portal and select disconnection. Domestic only. Non-Domestic managed by wholesale service desk.

1. **Why is my case getting worked on by lots of different people?**

To fully assess your application, we may require input from many different internal stakeholders. The overall case owner will remain the same throughout your application – unless they go on holiday/sick leave. Your case will be reassigned in this situation.

1. **How do I check X info I provided in the portal?**

Call into Development Operations and ask one of the advisors to assist.

1. **How do I get my site vested? Is this on the portal?**

Yes, all applications are now conducted through the portal

1. **I can only see a PDE – how do I complete the water/sewer?**

Once your PDE has been reviewed and capacity response issued by your analyst, they will create the associated water and/or sewer applications. Please log onto the portal to complete these. You cannot start the water or sewer application until your PDE has been approved.

1. **Why can’t you ask all the questions at once? How many times do I need to fill in details?**

The questions we ask are tailored to your specific criteria, with some questions only being asked in certain situations.

1. **My PDE was approved on the old system, and I want to progress to Water/Waste cases. It is still valid.**

We are in the process of migrating all this information. We expect this to be completed by May end. We will check the information matches then pass this so the tech cases can be created. Please contact Development Operations if you have a urgent site that can’t wait.

1. **I just want a water connection for one plot, why do I need to do a PDE now? Isn’t that going to delay my application?**

A Pre-Development Enquiry or ‘Capacity Check’ has always taken place no matter the number of plots on an application. We’ve just made this stage visible to the customer. The timelines will not change as a result.

1. **Why do I need to provide billable customer details for a free PDE?**

The vast majority of our PDEs will lead into technical approvals & quotes which require this information. By asking for it at the earliest stage means there will not be delay later on in your application.

1. **What if my PDE is over a year old?**

Submit a new PDE on the portal and include the SW reference number

1. **Can you give me a copy of the PDE I submitted on the portal?**

No, however, if you give us a list of the information you require we can prepare a document with all the data in it.

1. **There’s no option for “combined sewer” but that’s all I can connect to…what do I do?**

You will be asked to please confirm that you have reviewed the Scottish Water Surface Water Policy on our website? The Surface Water policy is in place due to sustainability issues and to protect our customers from potential future sewer flooding. Scottish Water will not consider the discharge of surface water to the combined network unless in exceptional circumstances. Valid justification and evidence must been submitted to, and approved by, Scottish Water. We would always advise to investigate all other options.

If this is the only option available to you, please select “other” with a short justification as to why you have selected this in your PDE application, and submit a Surface Water Options Report. An advisor will then be in contact to discuss your case.

1. **I can only see a PDE – how do I complete the water/sewer?**

Once your PDE has been reviewed and capacity response issued by your analyst, they will create the associated water and/or sewer applications. Please log onto the portal to complete these. You cannot start the water or sewer application until your PDE has been approved.

1. **Can I change the info in PDE?**

If you have already submitted your application, please contact your analyst assigned to your case to make changes.

1. **Why is my case already on the portal? I didn’t do this!**

We migrated all live cases over to the portal/our new internal IT system. Our old system which held information on cases is no longer in use.

1. **Why does my reference number look different?**

We have changed the software which we use to record all the information on your case; the new system creates a different ref style ref number.

1. **When will I receive my quote?**

A quote will be sent out when the analyst/advisor managing your case has completed their assessment. This will be visible on the portal.

1. **Who deals with standpipes?**

Contact the standpipe service desk on 0800 0778 778 or at <https://www.scottishwater.co.uk/standpipes>.

1. **How do I book a pre-start?**

If you log onto the Portal, select book a pre-start meeting from the portal timeline, and select 3 preferred dates. This will then come directly to the inspections team and they will review availability and confirm one of your 3 preferred dates. You will then receive confirmation of the date. You can book pre-start prior to payment.

Alternatively – take details and create a meeting request task via dynamics on behalf of customer.

1. **How do I book an inspection?**

If you log onto the Portal, once your application has been paid and enter the Construction Schedule page. You can then select the plot/main you want inspected, then select 3 preferred dates. This will then come directly to the inspections team and they will review availability and confirm one of your 3 preferred dates. You will then receive confirmation of the date.

Alternatively – take details and create an inspection request task via dynamics on behalf of customer

1. **Why do I need to select 3 dates? Why not the one I want?**

We will aim to attend on your 1st preferred date where possible, however we can’t always guarantee availability due to work volumes, weather, resource etc. Selecting 3 dates will ensure that we attend within 1 of these dates.

1. **Can I accept my quote?**

If you log into portal, you can accept quote, request invoice and also pay via portal. We can also do this manually on the system if they are unable to do so on the portal. Please note that the invoice will be posted out.

1. **Can I pay my invoice?**

As above.

1. **Can I still book in a drop in session with a TL?**

Yes, please do so by using the ‘Request a Meeting’ button or by contacting Development Operations.

1. **I can’t request a Sewer Inspection on the portal**

There is a message on the portal advising sewer inspection requests should be requested via email or phone call if required.

**43.What is vesting?**

Vesting is the process in which Scottish Water will formally adopt developer laid infrastructure, such as new water/waste mains infrastructure, SUDS, pumping stations etc. and will take on operation and maintenance of these assets.

1. How do I arrange an inspection during construction for suds, underground storage, pumping station, swale, filter trench, water booster station or advanced infrastructure?

Inspection dates are requested through the construction milestone capture form (CMC form) on the customer portal. Scottish Water will contact you two weeks before the date you indicated on the form to make sure this is still correct and to arrange a time for our inspectors to come out. We are working on making these dates visible and editable on the portal and expect this functionality to be available soon. In the meantime, if you need to change or request an inspection for a complex asset – please email [BAUvesting@scottishwater.co.uk](mailto:BAUvesting@scottishwater.co.uk) quoting the case reference number and advising which asset you need inspected along with a preferred date and contact on site

1. **How do I submit a request to vest?**

On the customer portal at the right hand side you will find 3 links to your construction schedule, request to vest and RCC. The request to vest option will only become available when the main has been tied in. For complex assets (eg.suds, underground storage, pumping station, swale, filter trench, water booster station or advanced infrastructure) the option to vest will only become available after the mandatory during construction inspections have been carried out.

1. **Can I upload zip files?**

Zip files are not currently supported by the customer portal however, you will be able to select multiple files and upload them at the same time.

1. **What if I don’t have all the mandatory documents to submit the request to vest?**

The customer portal will not allow you to submit your application to vest if you have not uploaded the supporting documents listed under the asset, the customer portal will save anything you have uploaded and this will stay there until you are ready to submit.

1. **I can’t see all of the assets I expect to be on this application.**

Private assets will not appear on the portal. If the asset you think is missing is proposed public infrastructure, please contact the technical advisor who approved your application to check whether or not these assets are vestable.

1. **Can I claim RCC before my full site has vested**?

The answer to this depends on when the case was technically approved. For applications received before 1st April 2018, you will be able to claim up to 90% of the total RCC available however if your application was received after 1st April 2018, ALL assets on the application must be fully vested before any RCC money is claimed.

**Common IT Issues**

1. **I am unable to login to the portal, as I’ve forgotten my password**

Please use the Forgotten Password option on the website. We will not be able to give customers this information over the phone.

1. **The construction schedule is not available (greyed out), so I cannot book an inspection.**

This will not be available until payment has been processed. Then an inspection can be processed. If there are any issues regarding payment or finance internally then we can book this via the manual process in the contact team training manual.

1. **I can’t upload a certain file/zip folder.**

The list of supported file types on the portal are "txt", "pdf", "doc", "docx", "ppt", "pptx", "xls", "xlsx", "jpeg", "jpg", "png", "gif", "tiff", "bmp","mp4", "m4a", " m4v", "f4v", "f4a", "m4b", "m4r", "f4b", "mov", "wmv", "wma", "webm", "flv".

**Document Glossary**

**Location Plan**

This clearly marks out the boundary of your site, which may have asset conflicts. It also shows us where your site is and what the local treatment works are.

**Calculations**

These are required to show the breakdown of your water & wastewater usage. This should include your peak & average flow rates pre- and post-development. For non-domestic sites, customer should include the operating hours of the business, number of staff and proposed facilities.

**Soil Investigation Report**

These apply to connections over 32mm only.

Greenfield sites only require a non-intrusive UK WIR Desktop Study & Supporting Historical Maps at least 200yr prior or as far back as the site is recorded.

Brownfield sites will require a soil intrusive report with samples taken in accordance with the UK WIR guidance.

**Water Design Proposal**

This should show all proposed infrastructure from the Scottish Water main to the new property including any supporting fixtures and fittings. If the connection is over 32mm then the proposals need to be WIRS accredited. If you are unsure of the point of connection the Scottish Water team will advise you in due course.

**Waste Design Proposal**

This should show all proposed pipework from the Scottish Water sewer to the new property including disconnecting chamber, pipework diameter, material and gradient. If you are unsure of the point of connection the Scottish Water team will advise you in due course.

**Surface Water Options Report**

If the customer proposes to connect to the Combined Sewer, this will only be permitted in exceptional circumstances. A Surface Water Options Report must be provided showing that all the other options (Soakaway/Rain Water Harvesting/Surface Water Sewer/Watercourse etc.) have been investigated fully and cannot be achieved, with supporting evidence to back up their conclusions.

**Internal Schematics**

This should be provided if the development is one of the following: flats above 3 storeys; a retail development; student accommodation; a build with sprinkler systems; or a build which plans to be fed by a tank.

**Longitudinal sections**

This should show a cross section of the proposed infrastructure between each manhole and should align with the drainage proposal submitted.

**Fire authority letter**

The developer should approach Scottish Fire and Rescue Service for documentation confirming they are satisfied with the number and position of fire hydrants proposed.

**Deed & Servitude**

This drawing should outline the land ownership in which the new pipework is to be laid. Please note pipework laid outwith a public road, footpath or verge will require a deed of servitude. Scottish Water require these documents to identify our requirements ahead of vesting. For further information please refer to Scottish Water's deed and servitude proposal plan developer guide.

**Roads adoption**

This drawing should highlight the agreed proposed roads and footpath adoption plan with the local authority for the development. This could be incorporated as part of your deed and servitude proposal plan.