



Disconnections Using an Accredited Entity

OCTOBER 2024

METERING SERVICES

Version	Updated By	Status	Date	Update Details
1.0	Metering Services	Archived	July 2023	
2.0	Metering Services	Archived	August 2023	Slight wording update to introduction section.
3.0	Metering Services	Archived	March 2024	Updated to include the requirement for the LP notifying SW within 2 hours of an AE carrying out a TDISC, per the Ops code.
4.0	Metering Services	Active	October 2024	Updated to remove PDISC section, revised existing TIDSC processes and added field process for disconnection and reconnection.

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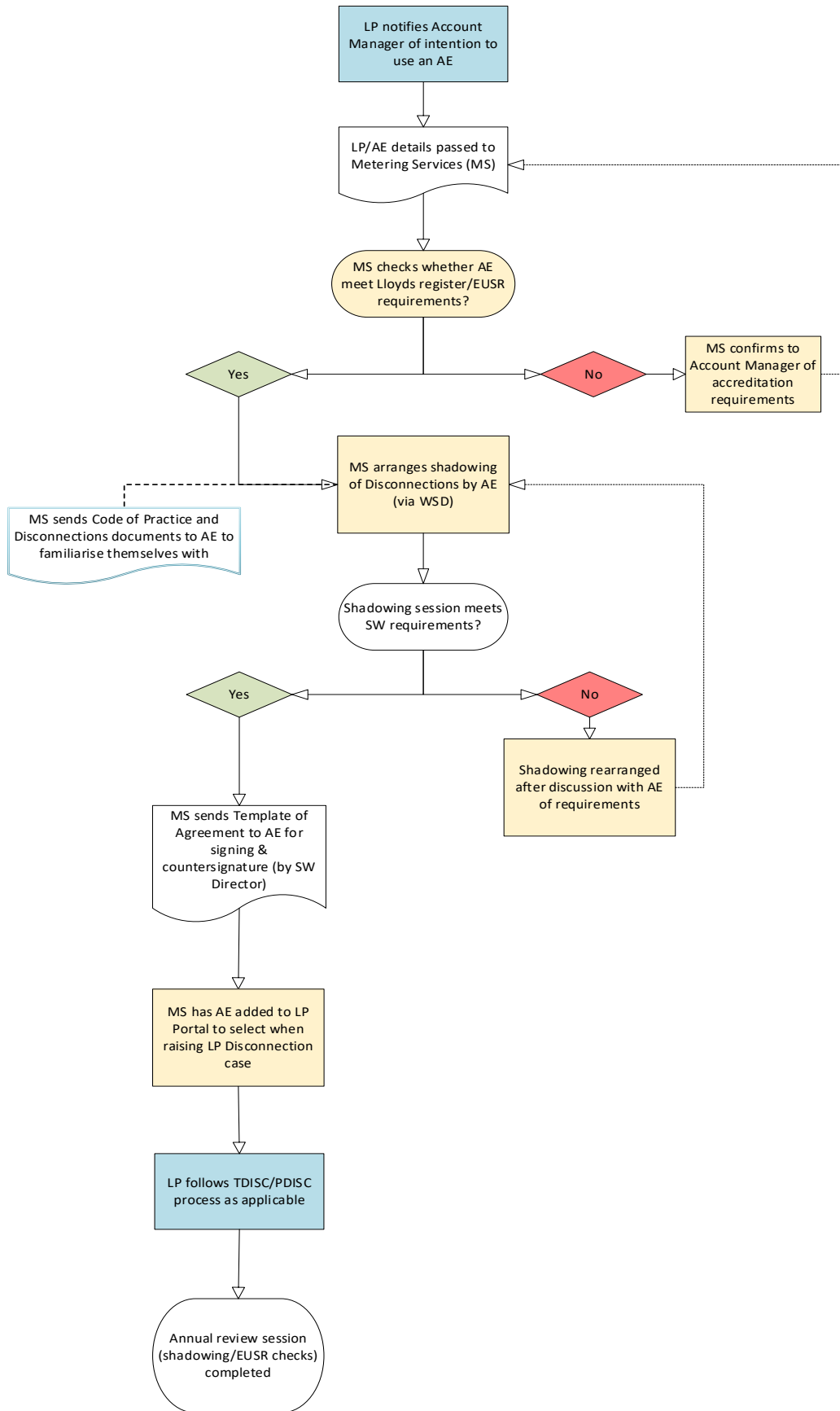
Introduction

Licensed Providers (LPs) may use an Accredited Entity (AE – also known as a Utility Connection Provider or UCP) to carry out Disconnections per Process 34B of the Scottish Water (SW) Operational Code, provided they are suitably accredited to do so via the Water Industry Registration Scheme (WIRS) and listed on the Lloyd's Register - <https://www.lrqa.com/en/utilities/water-industry-registration-scheme-wirs-wirsae/search>

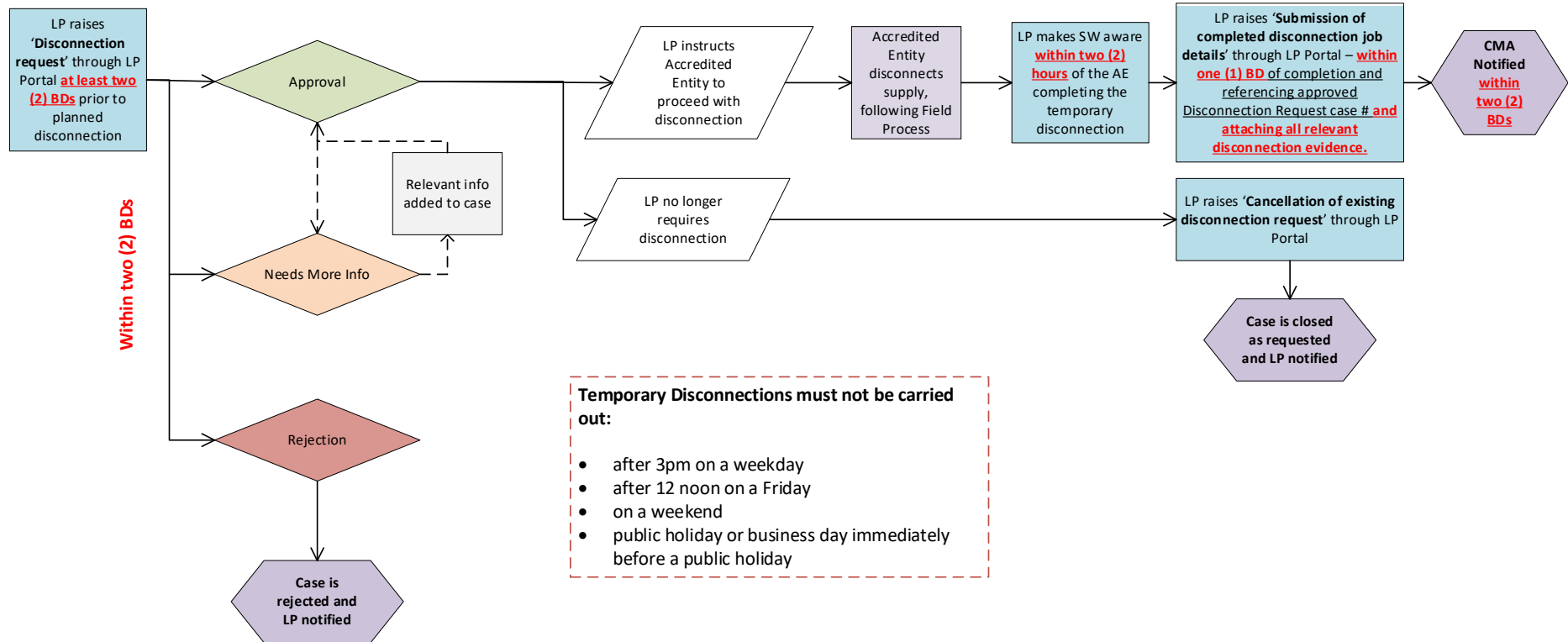
Scottish Water requires to have a signed agreement in place with an AE before they can carry out disconnection activities. Additionally, the Licensed Provider wishing to use an AE requires to have the appropriate wording within their Wholesale Services Agreement. If the Licensed Providers Wholesale Services Agreement doesn't have the appropriate wording, then the Licensed Provider should contact their Account Manager and Scottish Water will work with WICS and the Licensed Provider to implement a Wholesale Services (Modification) Agreement. The modification permits a Licensed Provider to undertake disconnection activities via an AE, in place of Scottish Water.

The AE registration and temporary disconnections process flows are below.

Registration Process for Accredited Entities

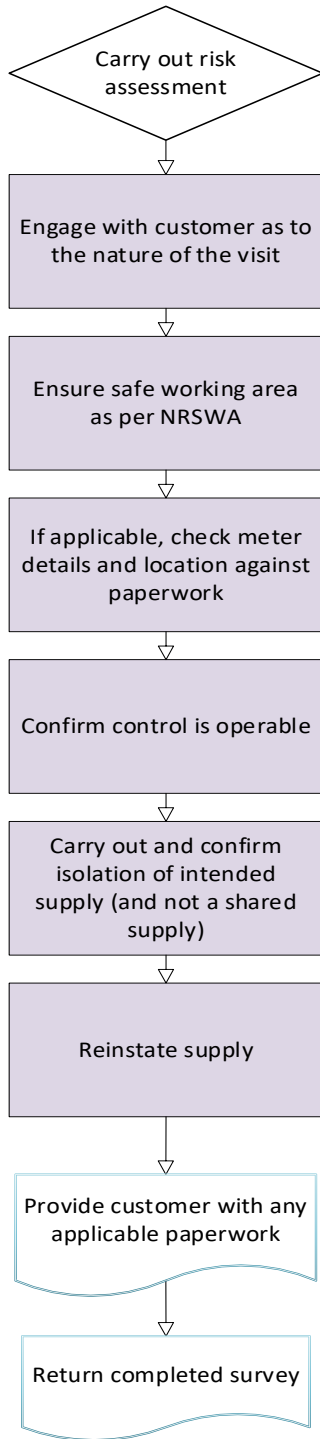


Temporary Disconnections Using an AE

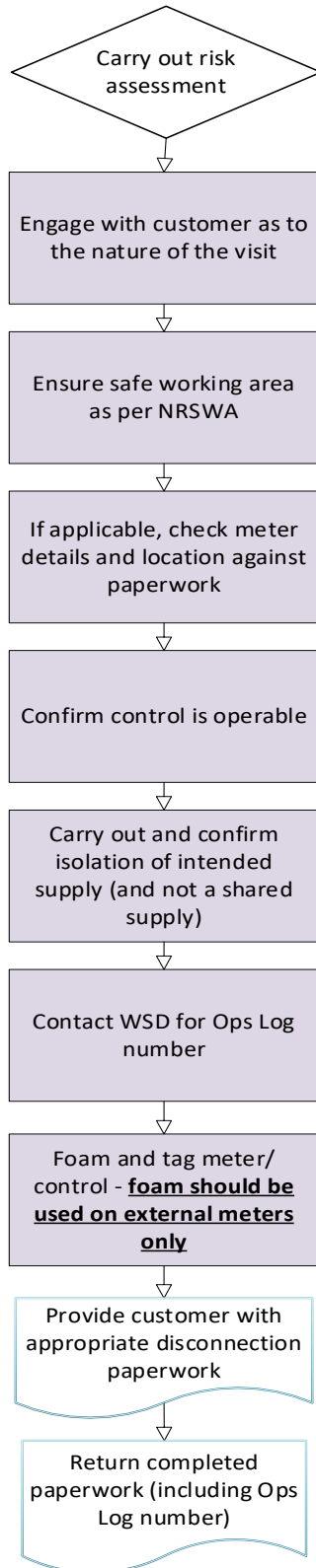


Temporary Disconnections – Field Process

Survey



Disconnection

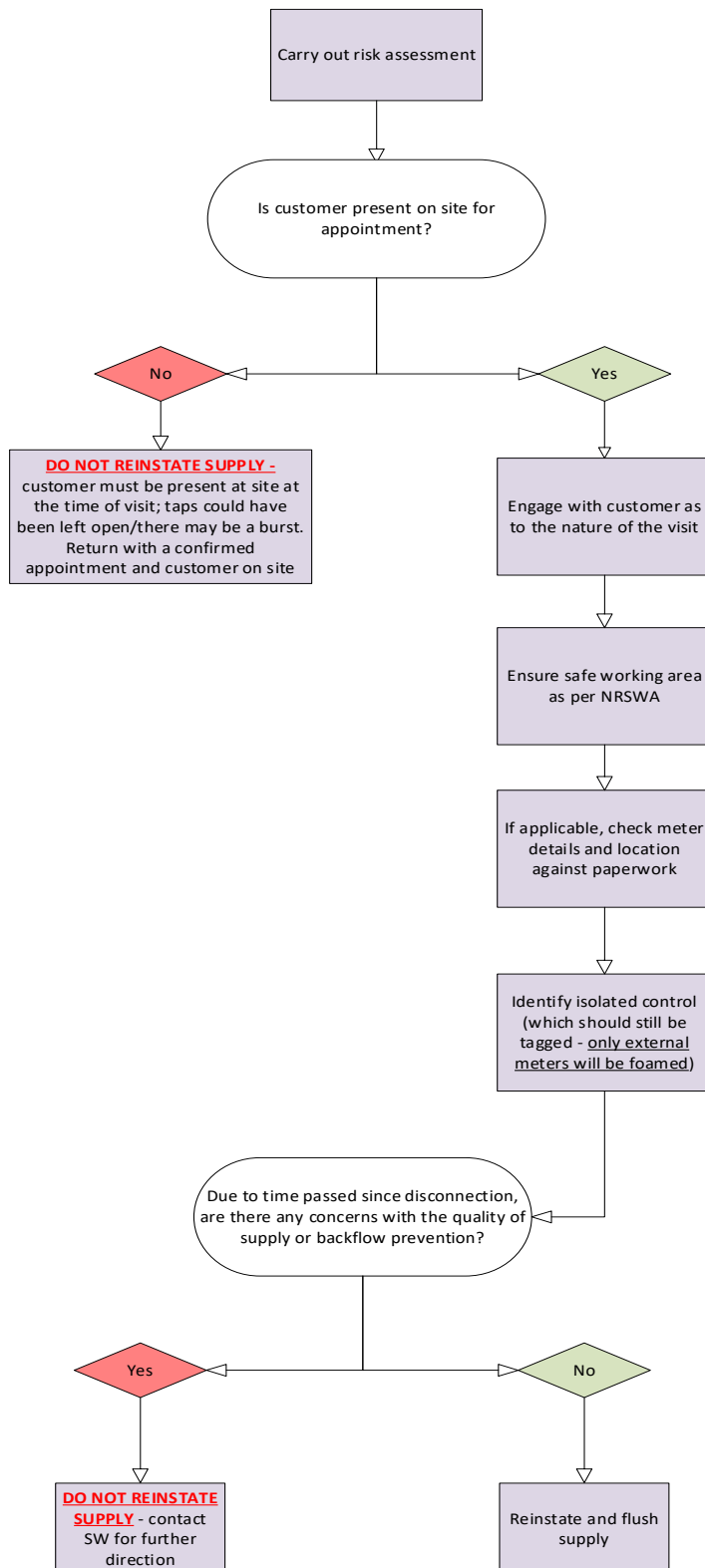


Reconnections Using an AE

The Licensed Provider shall notify Scottish Water of the reconnection by an Accredited Entity by raising a 'LP reconnection' case to Scottish Water via the LP Portal within one (1) Business Day of the reconnection having been made.

Scottish Water shall notify the Central Market Agency of the change in connection status and other information required within one (1) Business Day of its receipt of Licensed Provider's notification under Step 1, in accordance with the Market Code.

Reconnections – Field Process



NB: Flush time depends on how long supply has been disconnected; the longer it's been off, the longer the flush should be. Recommended to flush for a minimum of 10 minutes if supply has been off for 3-6 months, longer flush thereafter to get all old water out of pipes.