



Scottish Water Meter Code of Practice

Appendices

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Content

- Appendix 1 Scottish Water's Preferred Meter Locations**
- Appendix 2 Meter Sizing - Data Capture Guidance**
- Appendix 3 Chamber requirements for Meters**
- Appendix 4 Template for Tag to be associated with a temporary disconnection of a metered supply**
- Appendix 5 Data Catalogue and Specification**
- Appendix 6 Digital Photograph and other attachment Specifications**
- Appendix 7 Template of Agreement between Scottish Water and Utility Connection Providers**

Appendix 1

Scottish Water's Preferred Meter Locations

Contents

1. Overview
2. Preferred meter locations
3. New metered connections – meter locations
4. Metered Connections to existing unmetered supplies – meter locations
5. Meter Re-locations
6. Typical metering arrangements on an existing unmetered supply shared by household and non-household premise
7. Dealing with Rural Situations
8. Existing Supply to Tenement Type Properties Containing Household and Non-Household Customers
9. Fitting meters in relation to fire supply arrangements

1. Overview

This appendix contains rules and guidance notes to assist the UCP in the design and planning stages of installing meters on both new and existing supplies on the Scottish Water network.

This section is intended to give an understanding of Scottish Water's requirements when locating water meters and the approach which should be applied when deciding where the most appropriate place to fit a water meter should be in order to ensure that designs and submissions for Technical Approval are aligned with Scottish Water's preferred approach to meter locations.

Scottish Water recognises the complexities that can arise both on existing supplies and also in limited scenarios on new supplies and this section also shows a series of hierarchical metering positions and explains when these may be utilised.

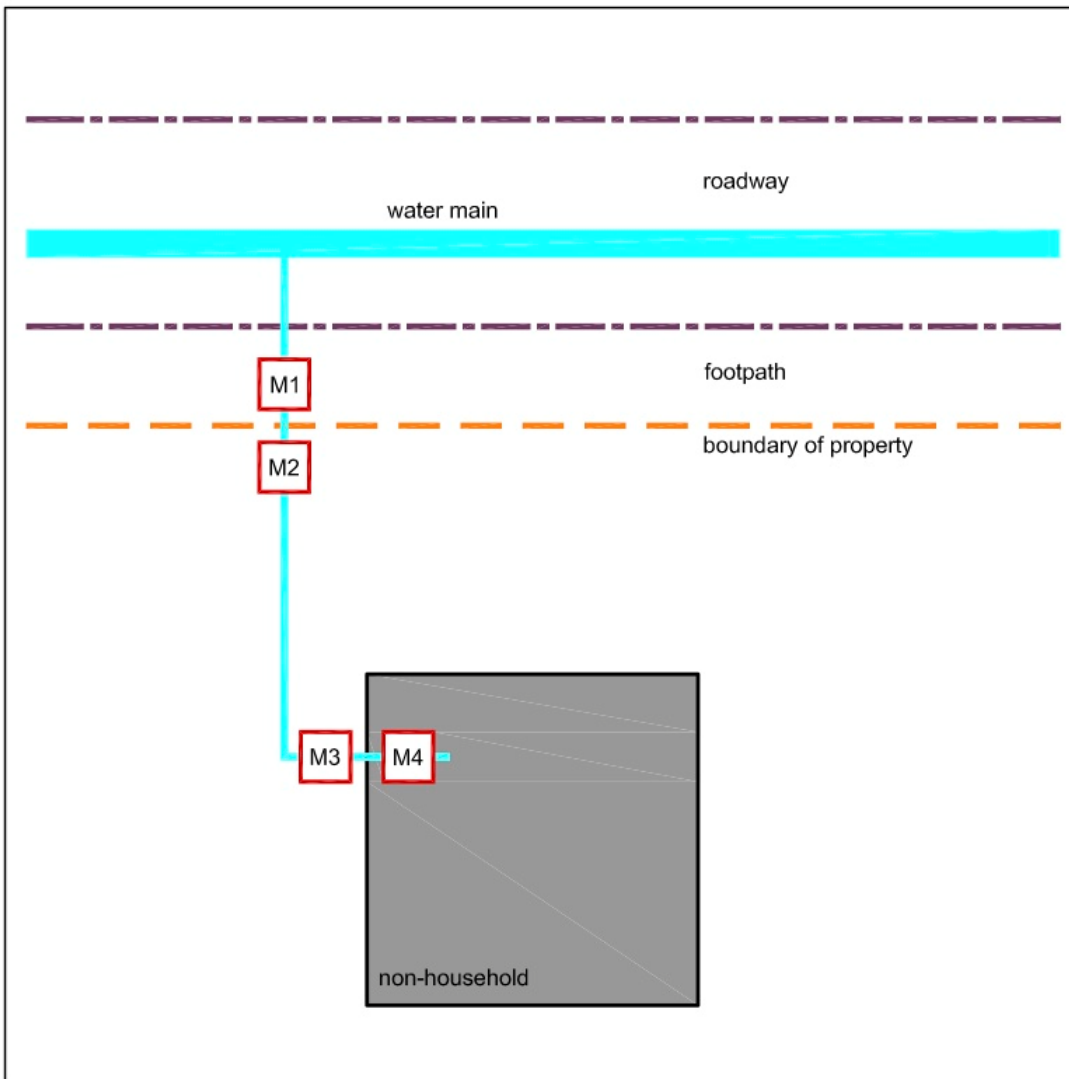
Scottish Water's current policy is that a water meter should be installed externally at the boundary of the premises on the public side.

Where it is not possible, impracticable or unsafe to install the meter externally at the boundary then one of the Scottish Water hierarchical preferred meter locations must be adopted.

Where complex circumstances arise, for example, where there is an existing supply within tenement type properties containing various combinations of household and non-household customers, guidance must be sought by contacting the instructing Licensed Provider who will seek guidance from Scottish Water.

2. Preferred meter locations

The diagram below explains the metering location classifications used by Scottish Water.



Scottish Water Classification	Explanatory Notes
M1	<p>This is the Scottish Water default location and is anywhere between the water main and the property boundary.</p> <p>This location should always be utilised wherever possible as it ensures the Scottish Water have full access to the meter for maintenance and meter reading without the need to enter customers land.</p> <p>Metering in this location also ensures that the maximum length of the supply pipe is metered.</p>
M2	<p>This is the default location when it is not feasible to install a meter at the M1 location.</p> <p>This location is an M2, when the meter is being installed on the customer land directly at the property boundary.</p> <p>This location ensures that the maximum length of the supply pipe is metered.</p>
M3	<p>When it is not feasible to locate the meter directly at the customer boundary i.e. creating an M2 position then the meter must be fitted at the first appropriate position of the supply</p>

	<p>pipe closest to the M2 position. The location between and M2 and the supplies entry into the customers property at any point is classed as an M3 location. This location ensures that the maximum length of the supply pipe is metered.</p>
M4	<p>Where an M3 position is not feasible then a meter may be located internally in the customer's property. It must be located as close to the entry point of the supply pipe into the premises as possible.</p>

Examples of some key considerations that Scottish Water might accept as a justification to select a meter location other than M1 are detailed below;

- The engineering works that are required to fit the meter are such that no or insufficient access is available within the public footpath.
- The meter location would create a risk in respect of Health and Safety when either reading or working on the meter.
- The meter would have to be fitted on private property where continuing access to Scottish Water's meter would be an issue.
- The meter location is such that it causes disruption to private land and or property.

3. New Metered Connections – Meter Locations

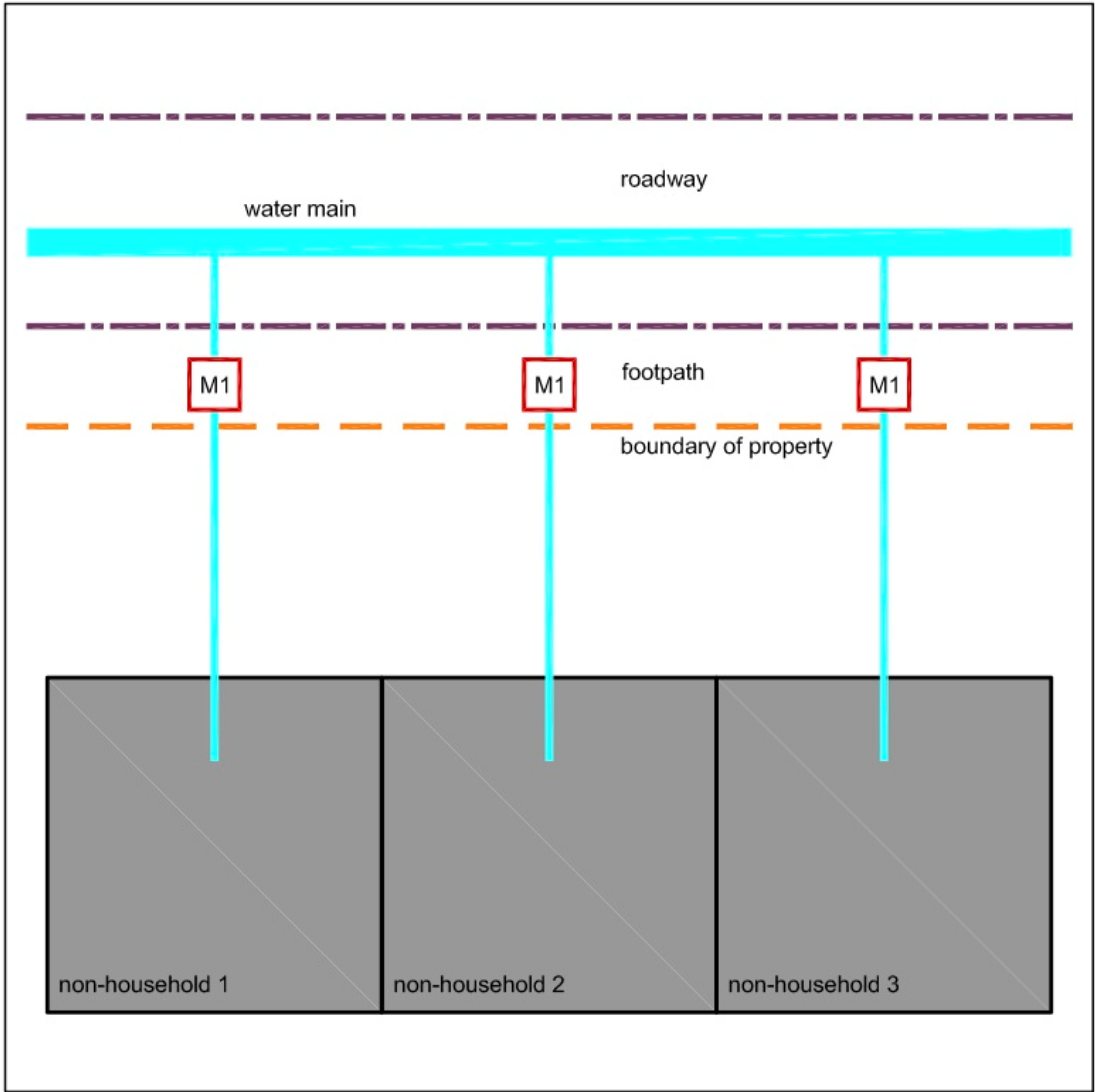
When designing a new supply Scottish Water has a high expectation that meters will be fitted in accordance with M1 meter location positions and only in extreme circumstances would an M1 not be capable of being achieved.

Standard Connections

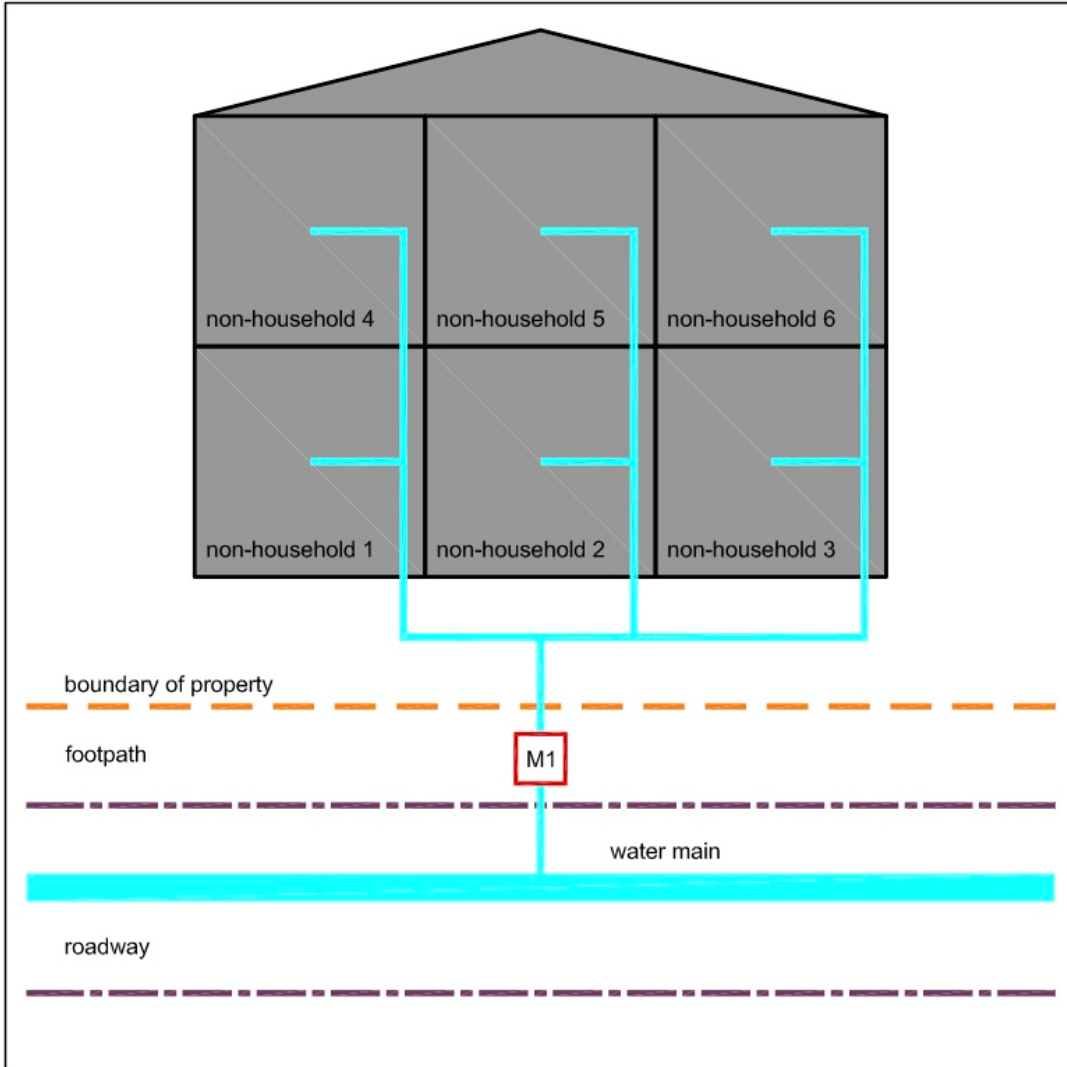
In standard connections (as defined in Water for Scotland- A design and construction guide for developers in Scotland), connections can be easily created to ensure that a supply per property is generally created and this enables ease of access, meter reading and the ability to disconnect the supply when required.

a) Standard Connections

Examples of standard connections are as detailed in the following diagram;

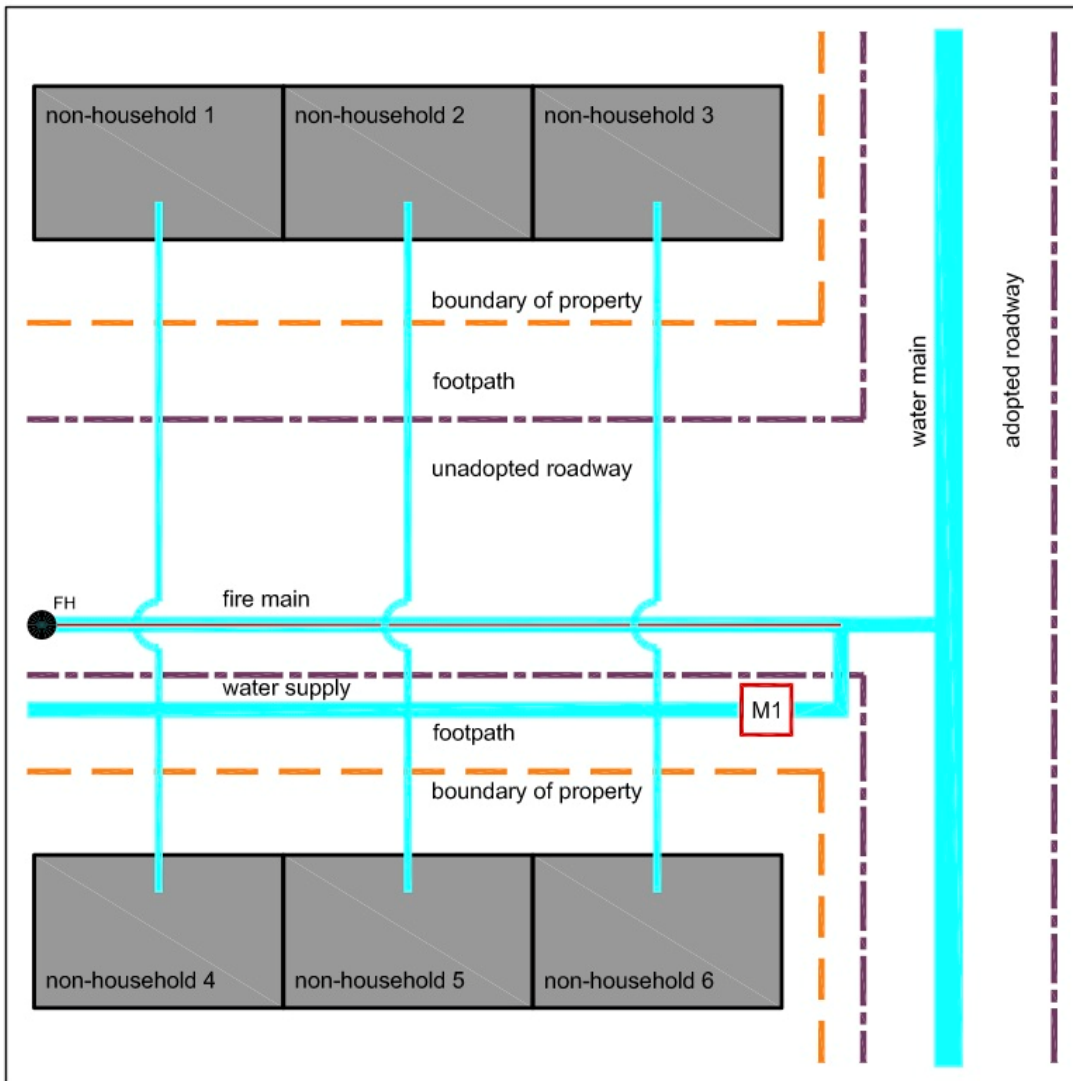


Multiple occupancy properties, with a single owner then the meter shall be installed at M1 as detailed in the following diagram;



b) Non- Standard Connections

Where a non-standard connection is being undertaken then the meter will be required to be installed appropriately ensuring that the development boundary (being the boundary of any private development) is correctly understood and established to ensure that meter location is correctly positioned.



For non standard metered connections on an adopted roadway then meters should be fitted to each individual commercial premises at the M1 position as per diagram on page 5.

4. Metered Connections to existing unmetered supplies – meter locations

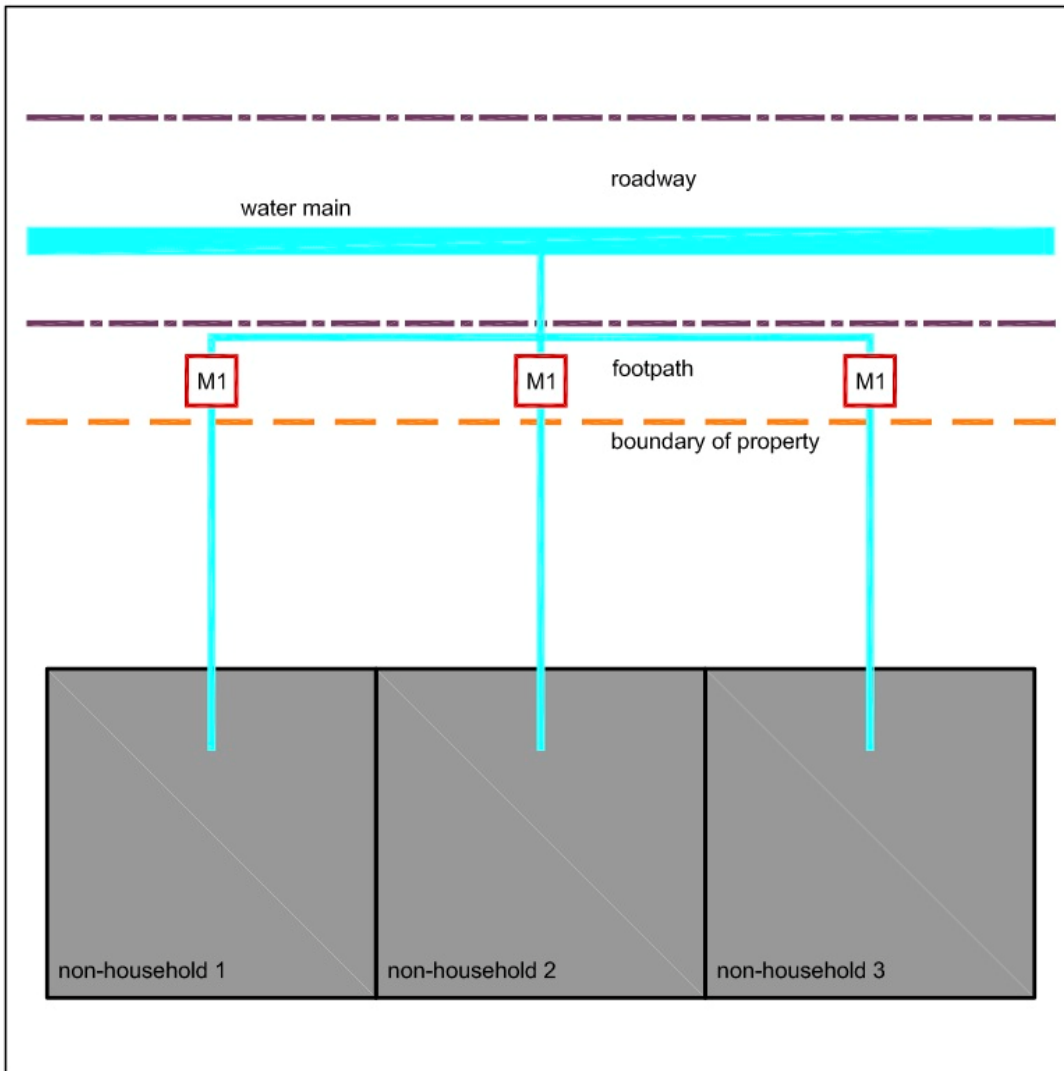
Existing unmetered supplies can often be more complex and require significant planning and caution to be undertaken to ensure that the meter being installed is correctly positioned.

It is imperative that any installed meters must:

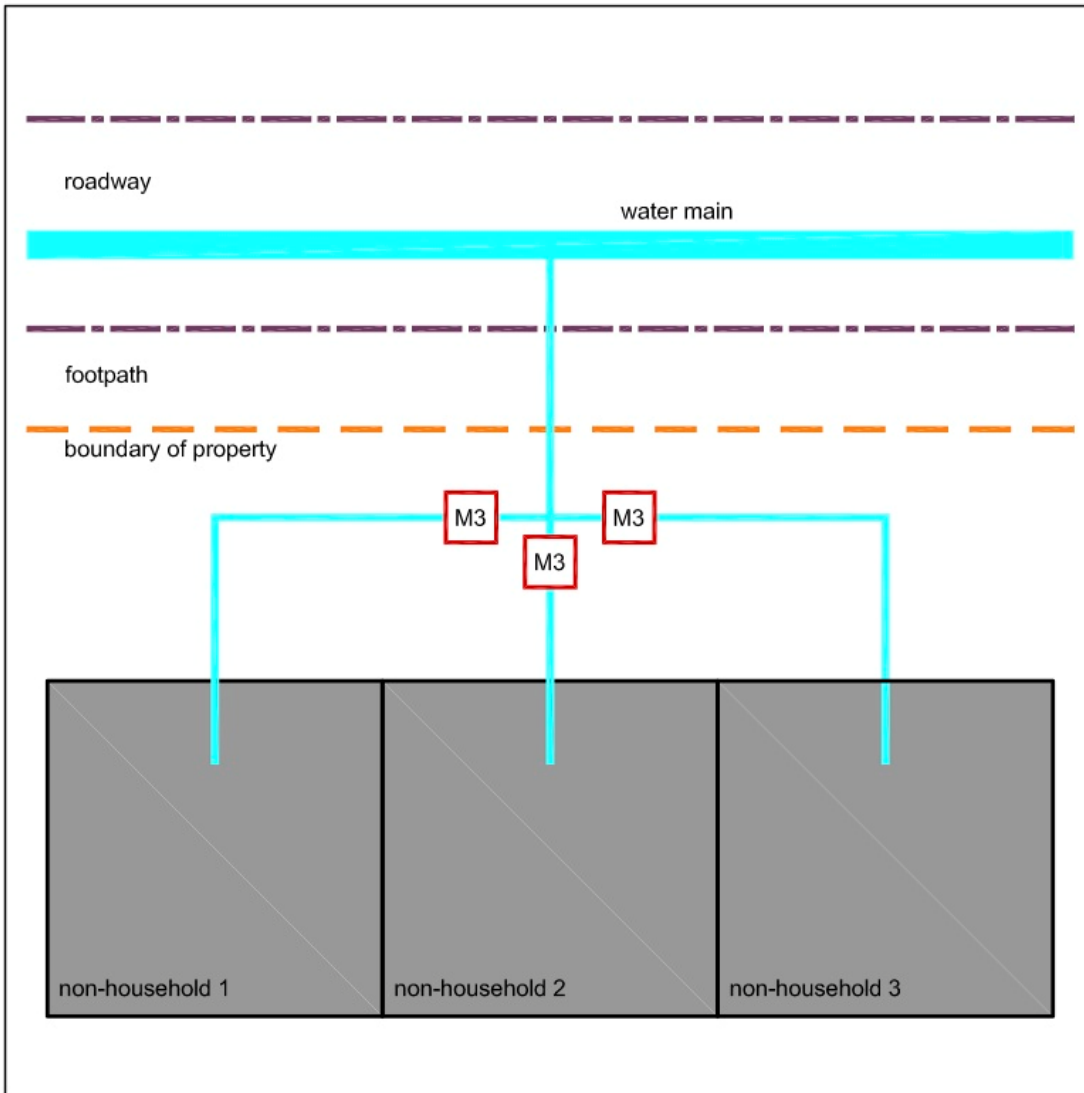
- Capture all water usage of the business premises
- Avoid measuring any non related premises being residential or commercial
- Wherever possible not meter water supplied for fire fighting purposes

As this is an existing unmetered supply then the existing pipe work will require a thorough survey before a preferred meter location can be established. Scottish Waters preferred locations (i.e. M1 through to M4) should be used for this purpose. All of the above must be undertaken with appropriate care and diligence to ensure that future metering problems are not created inadvertently.

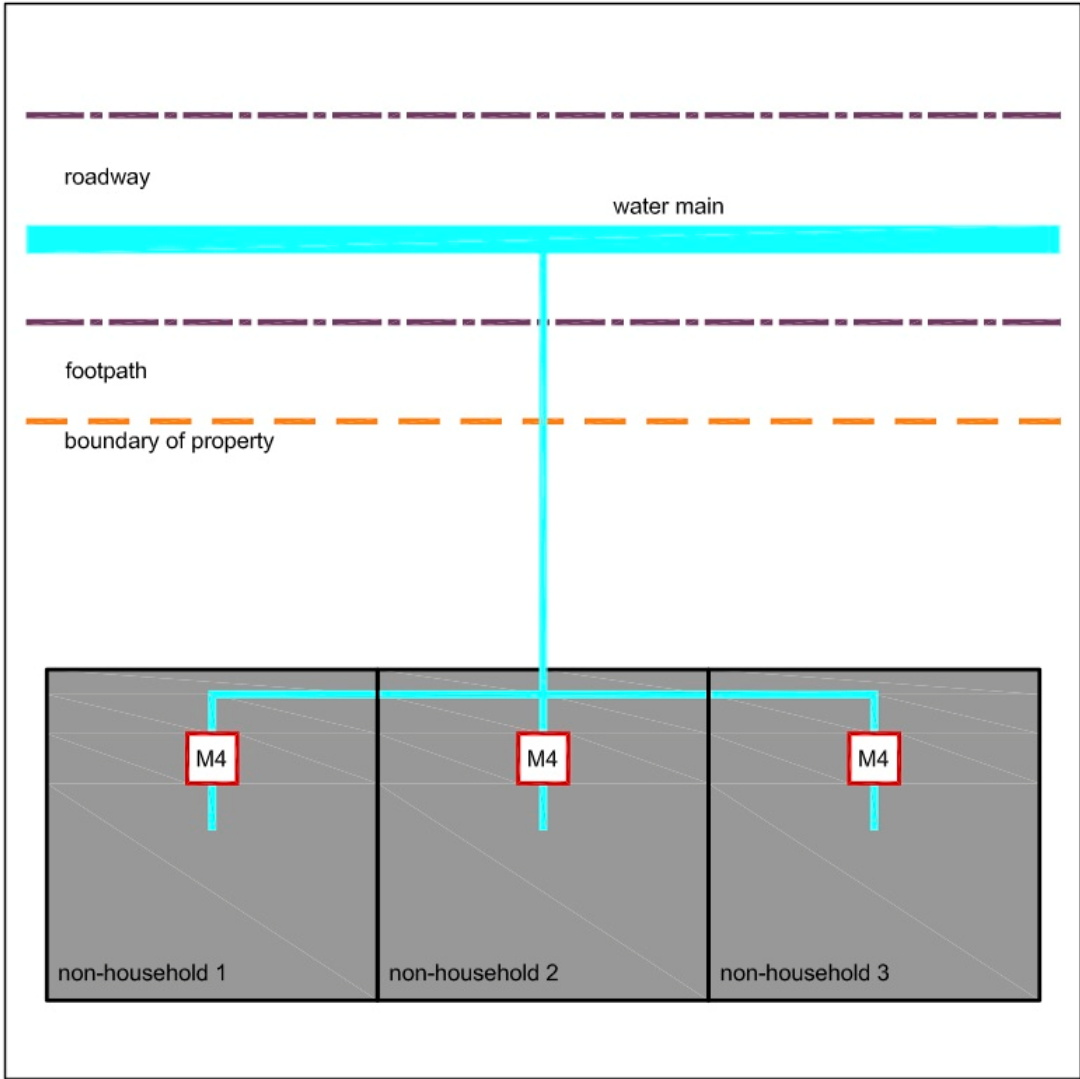
As per previous rules ideally M1 should be attempted to be achieved in the first instance, see diagrams below;

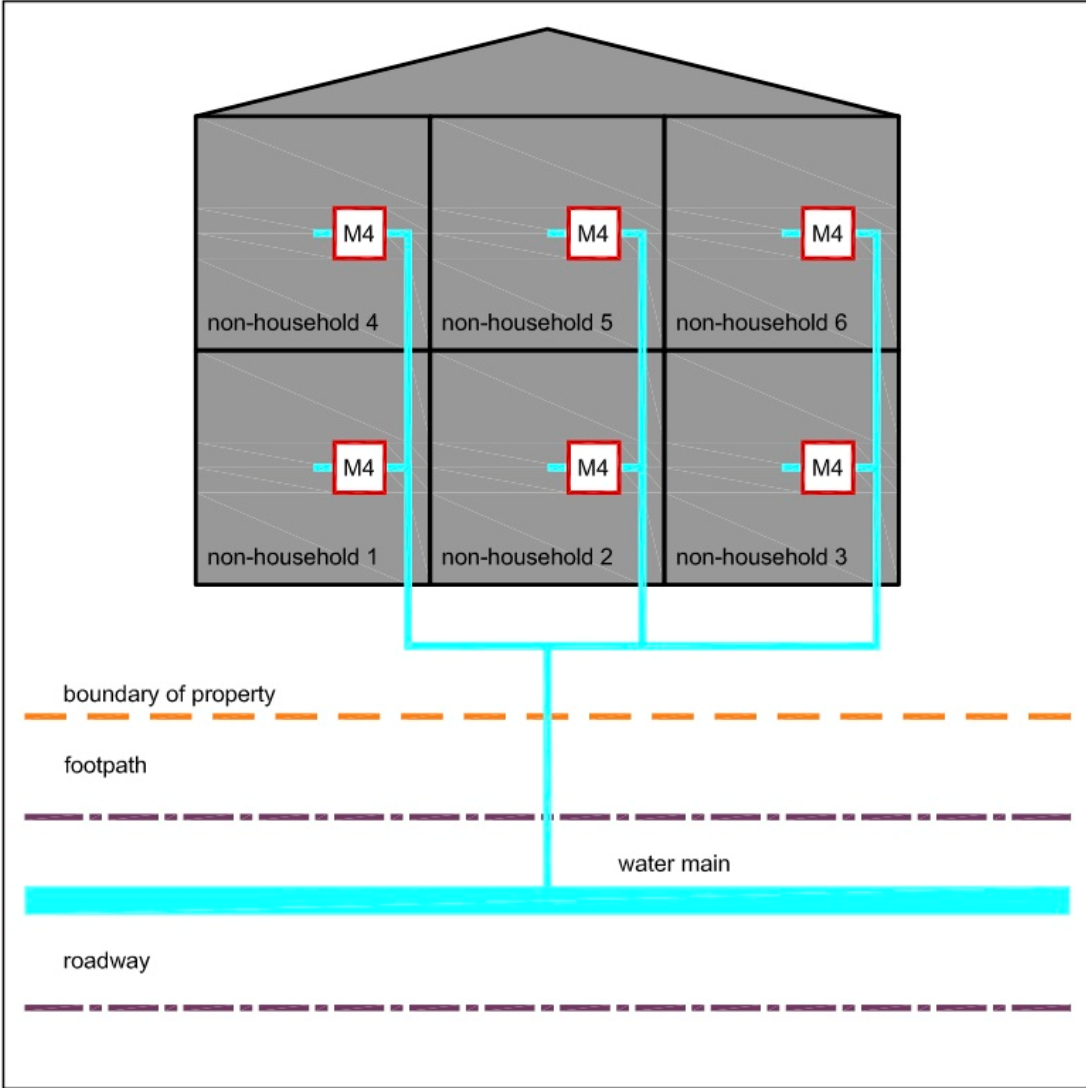


If M1 cannot be achieved then it is more than likely that an M3 position will be required (although an M2 location should always be considered prior to reverting to M3).

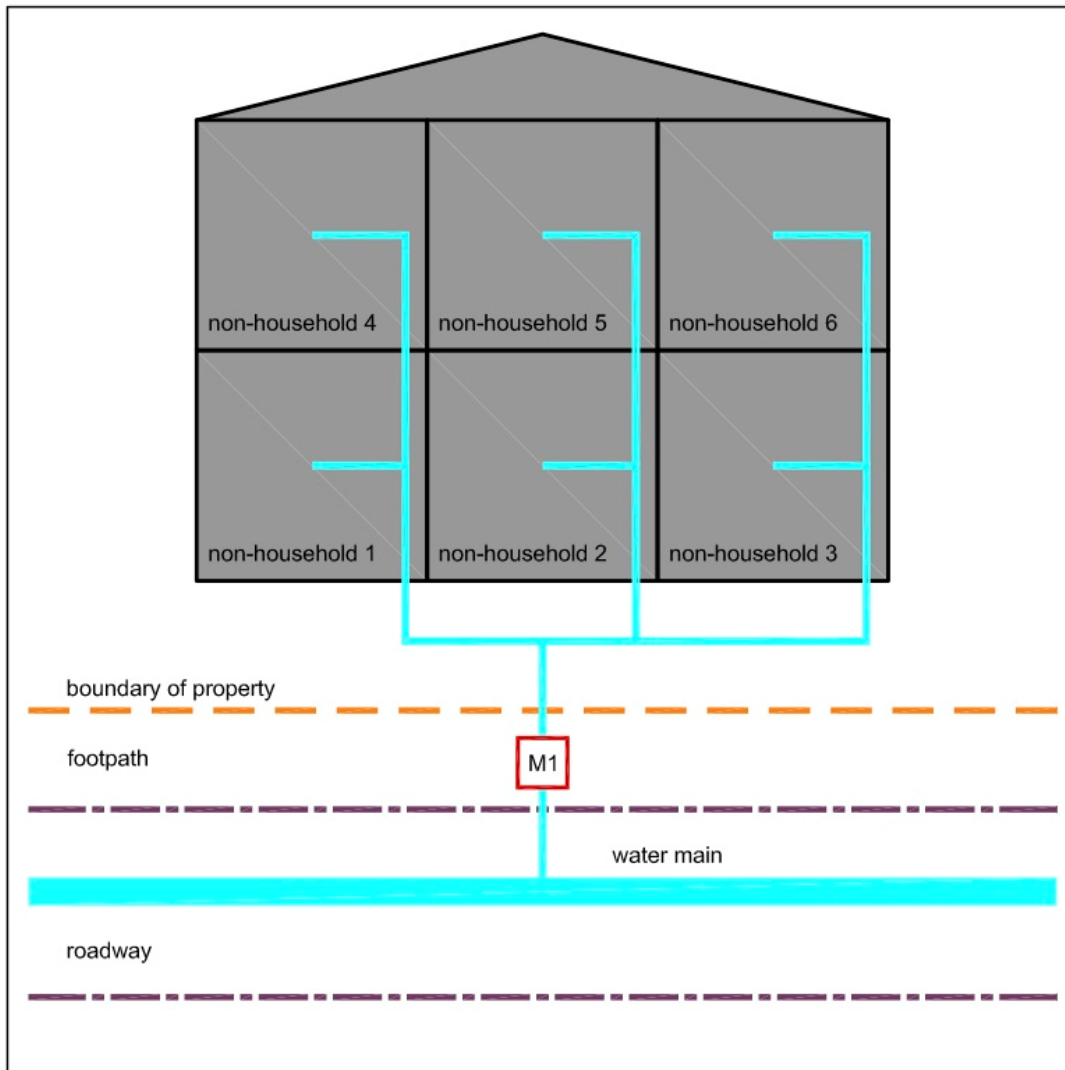


As a final resort if no other position is suitable then an M4 location may be utilised but only with Scottish Water approval. This M4 position is shown in the following two diagrams;





If the properties are under a single owner then it may be feasible to install a bulk meter and achieve an M1 location. This should always be agreed through Scottish Water and would be a last resort.



5. Meter Re-locations

All of the above rules and guidelines should be considered when undertaking any meter relocation activities on the Scottish Water network.

An existing meter may be re-located but will always be subject to approval from Scottish Water before any work is commenced and certainly before the customer is spoken to. This last point avoids raising customer expectations incorrectly.

Under Scottish Water's hierarchy, a meter situated anywhere other than position M1 in the guideline diagrams may be moved to M1. Where it is not possible or practicable to move the meter to M1 it could be positioned at M2 or ultimately to M3. Scottish Water's approval would be conditional on the justification of the request. Under no circumstance can the meter be moved from M1 to any other position without the prior approval of Scottish Water

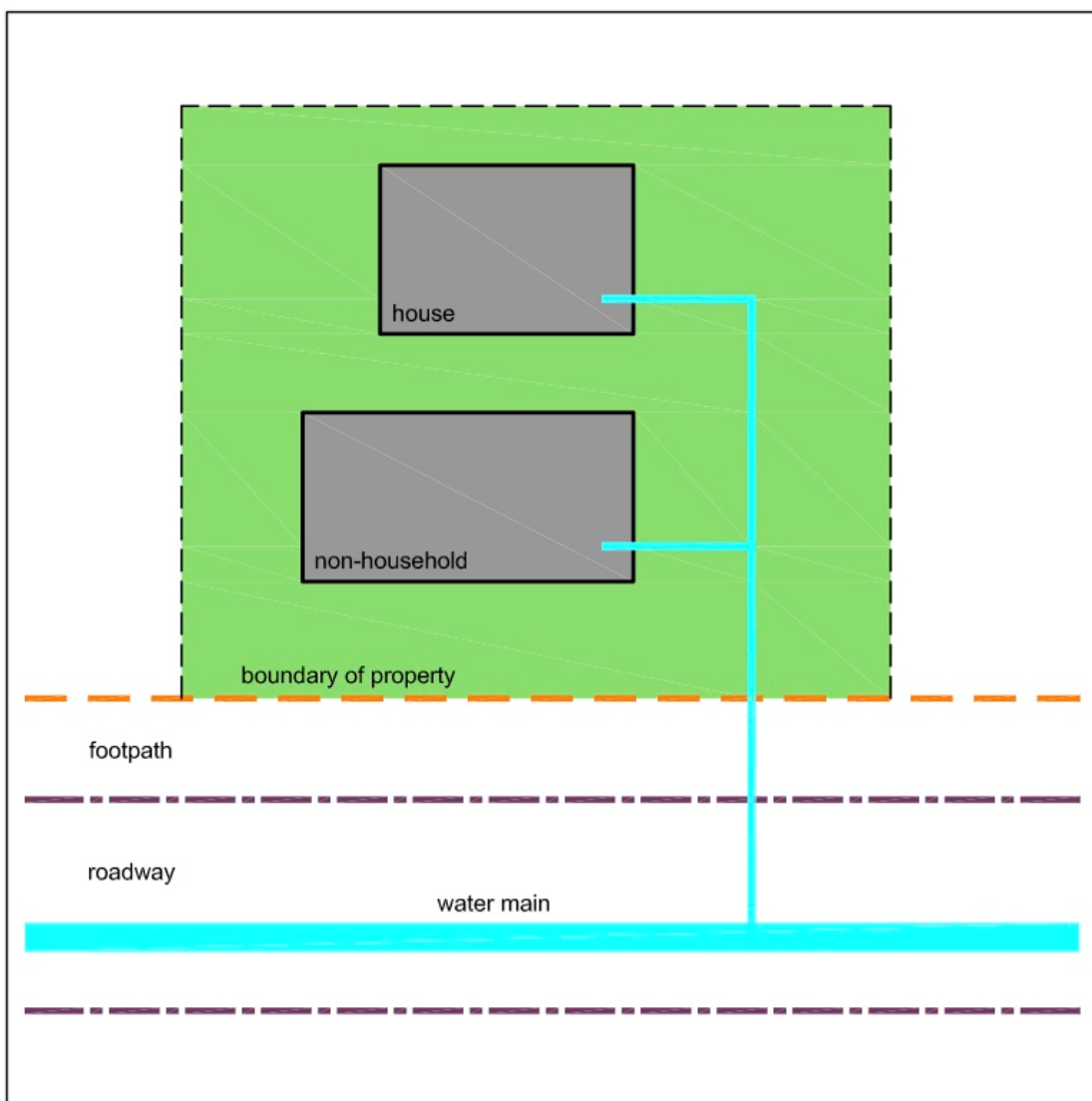
Meters which are proposed to be moved to and installed on grass verges should have the surface box encased in concrete and be level with the existing land.

Where an internal option is to be considered then the type of business and access arrangements must be taken into account. Access would be required for reading and maintenance of the meter at all times.

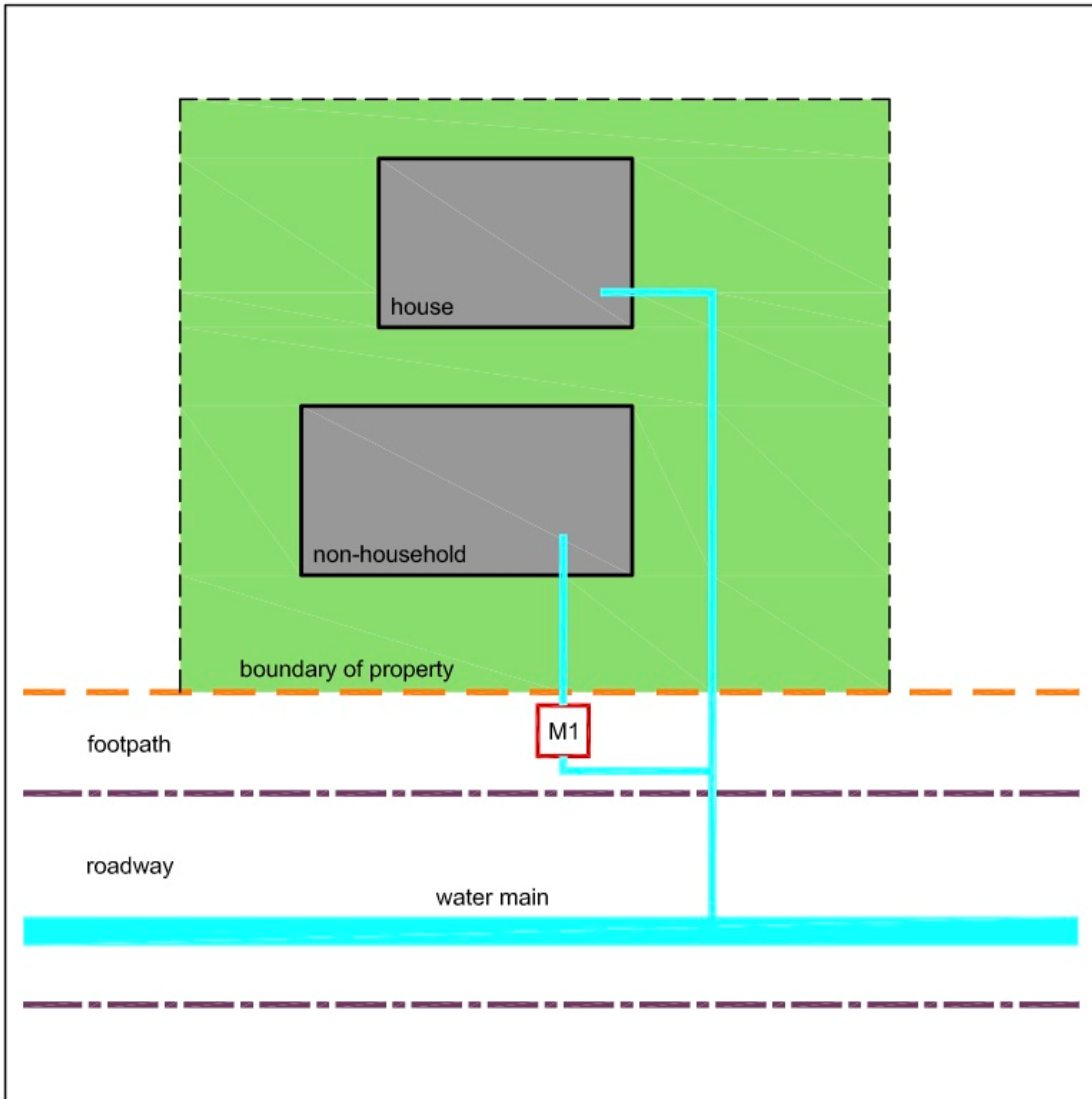
6. Typical metering arrangements on an existing unmetered supply shared by household and non-household premises

Where existing unmetered supplies are mixed with both household and non household premises sharing a common supply then the following metering scenarios may be considered. This list is not meant to be definitive and where there is doubt then Scottish Water should be consulted for advice.

The diagram below shows a typical scenario which may need to be resolved;

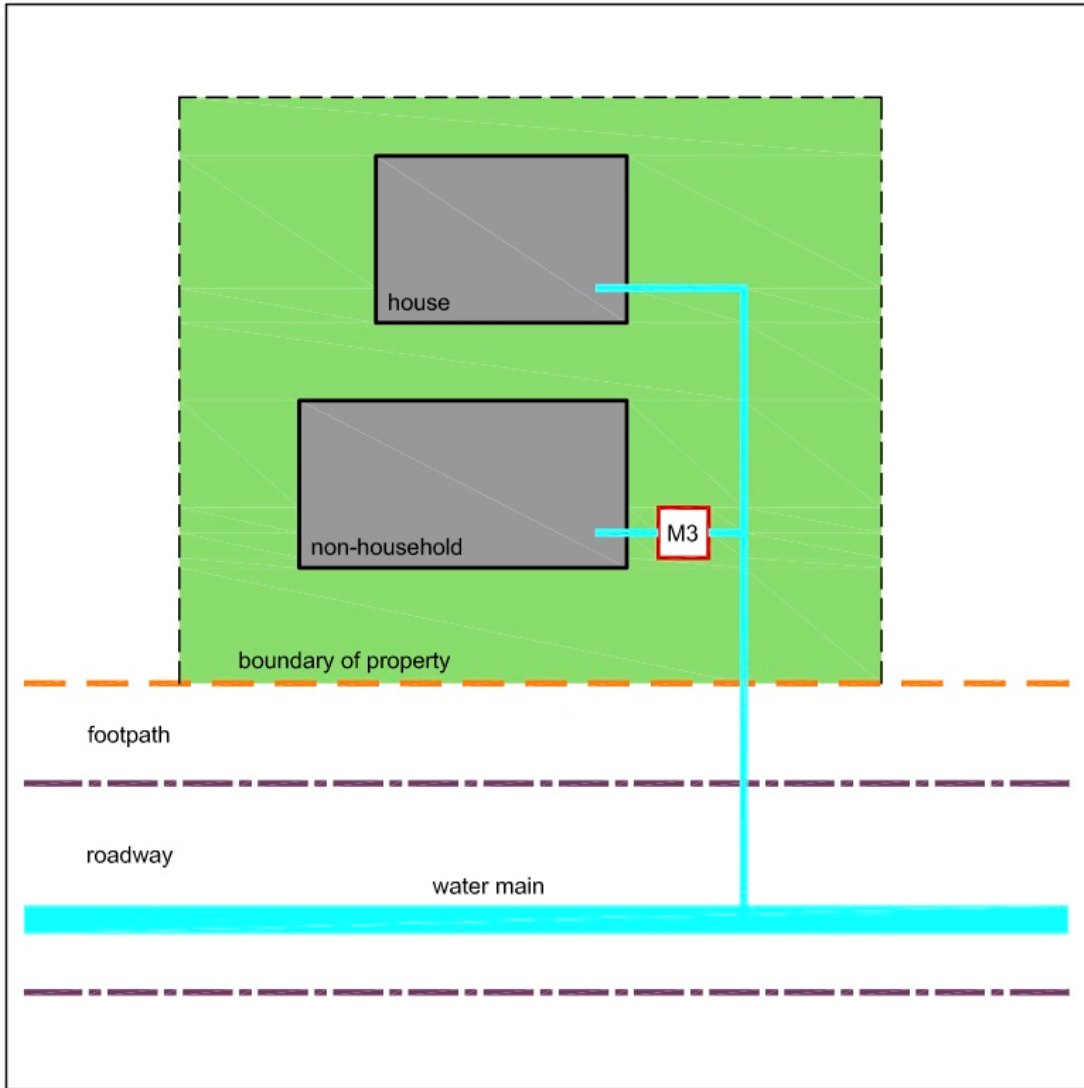


The following diagram shows the preferred meter location, however this will require alterations to the existing supply pipes.

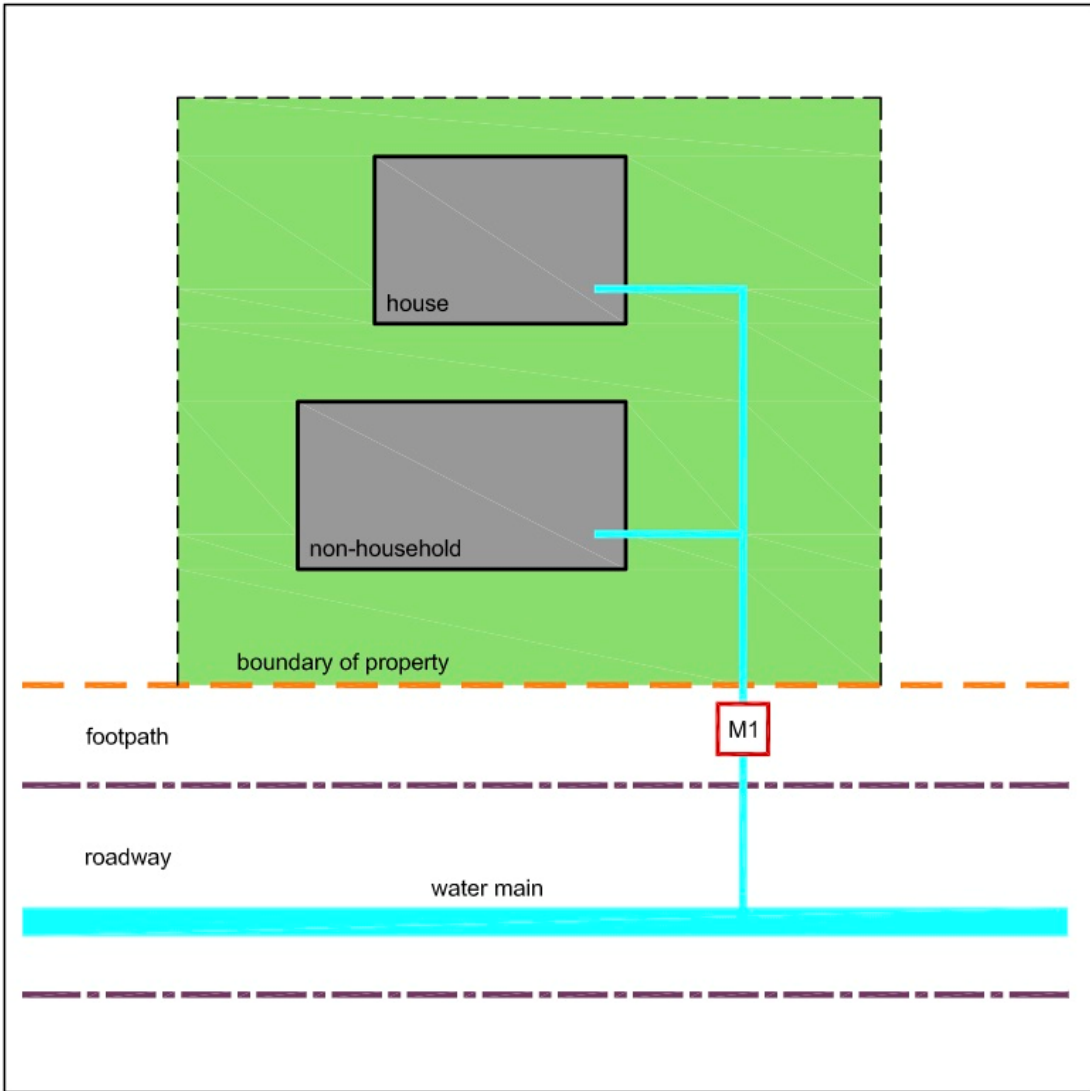


Where it is not possible to separate the service pipe, it would be acceptable to install the meter as shown below (M2 to M3).

Where meters are installed between points M2 to M3 access to the meter must be available at all reasonable times and should not be in a location where heavy vehicles or equipment may damage the meter or chamber.



Where a customer wishes to exercise their statutory rights under the Local Govt. etc (Scotland) Act 1994 in respect of optional domestic metering, the whole supply should be metered with the meter installed in the preferred location (M1) as shown.

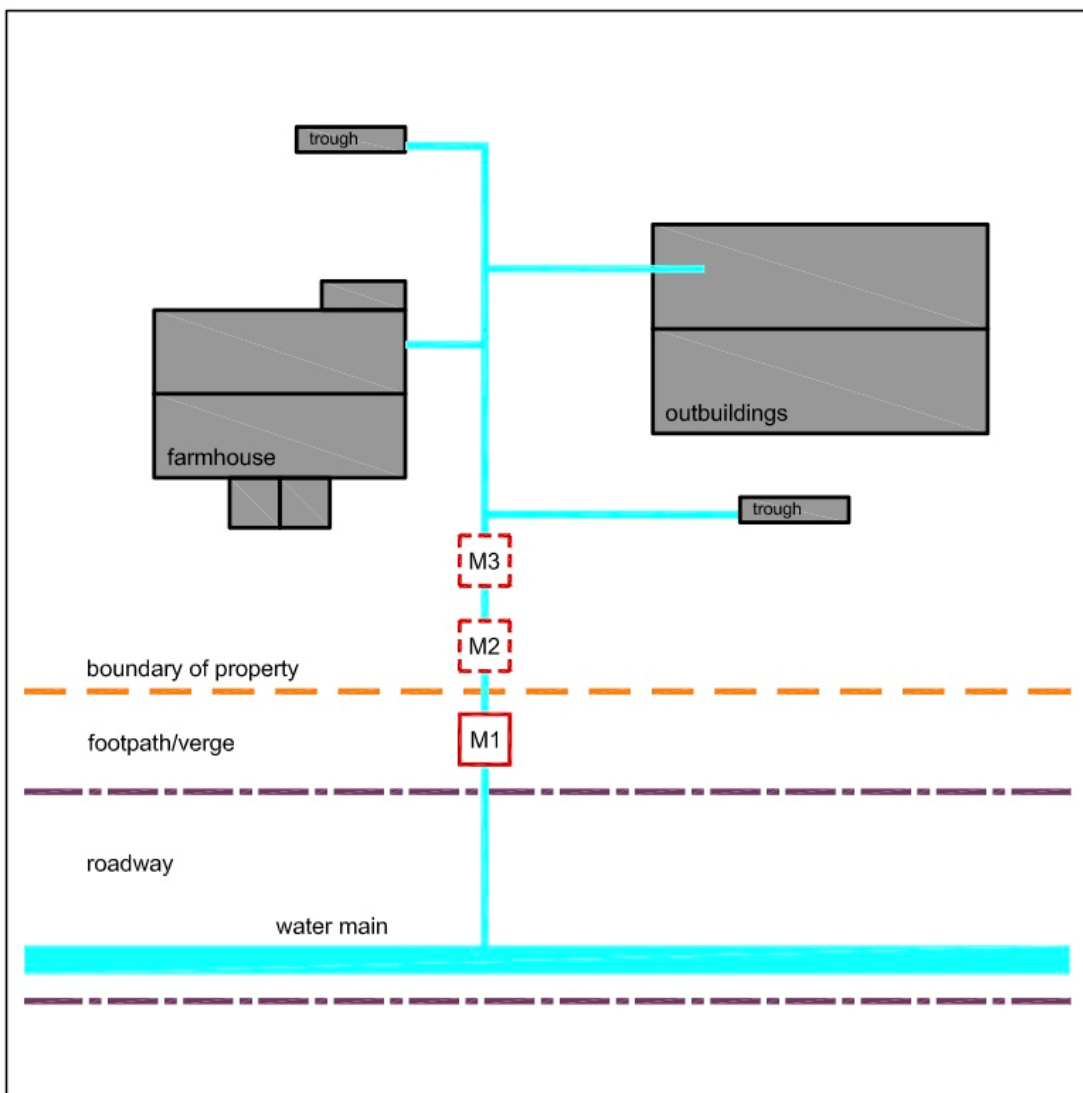


7. Dealing with Rural Situations

Rural supply situations are particularly challenging and the following examples are offered as guidance;

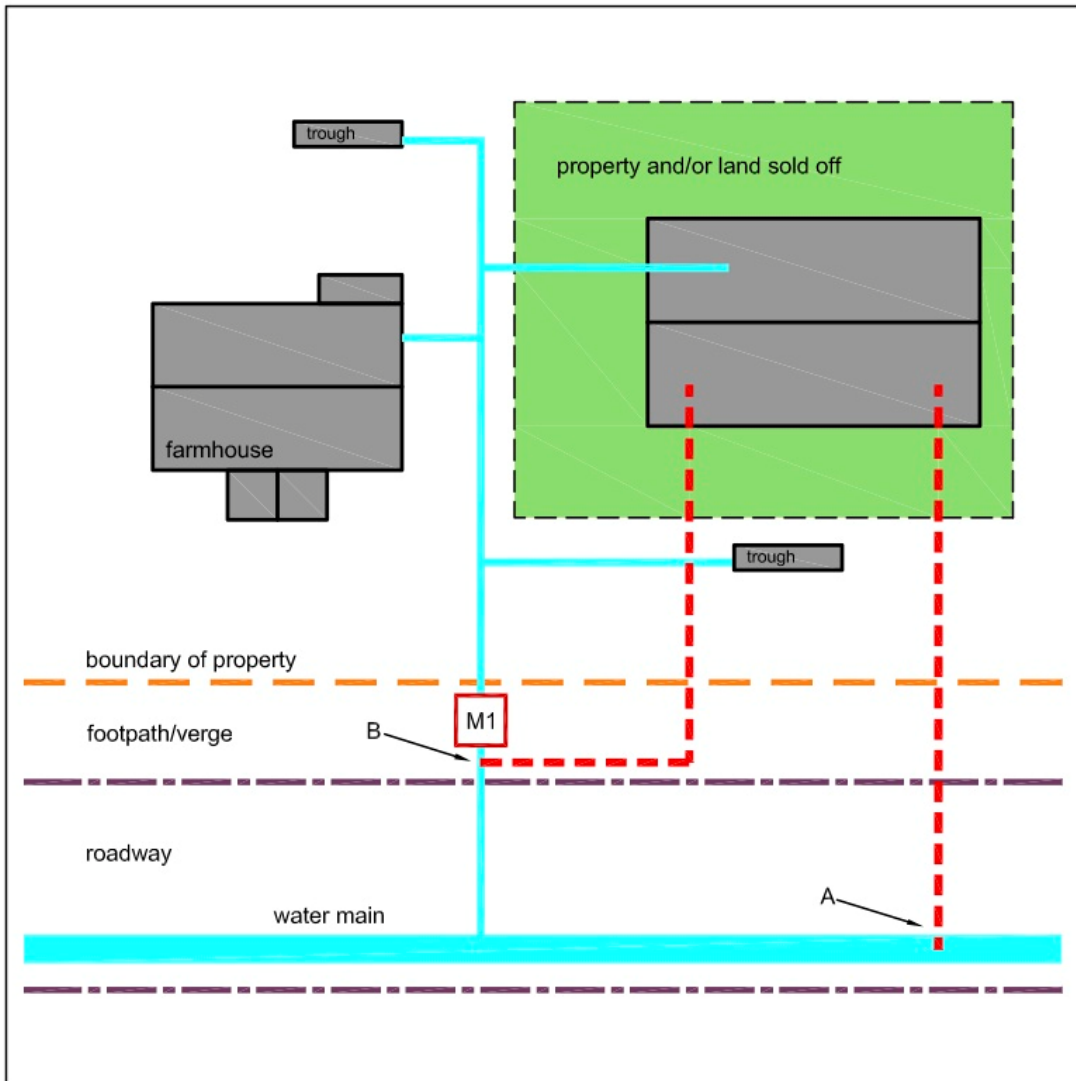
Existing Supply – All points of use (Including the farmhouse) are for non-domestic purposes

Location M1 shows the preferred meter location. If this is not possible it may be installed between points M2 to M3, ensuring the maximum length of supply pipe is metered and that access to the meter is not restricted by parked vehicles or materials.



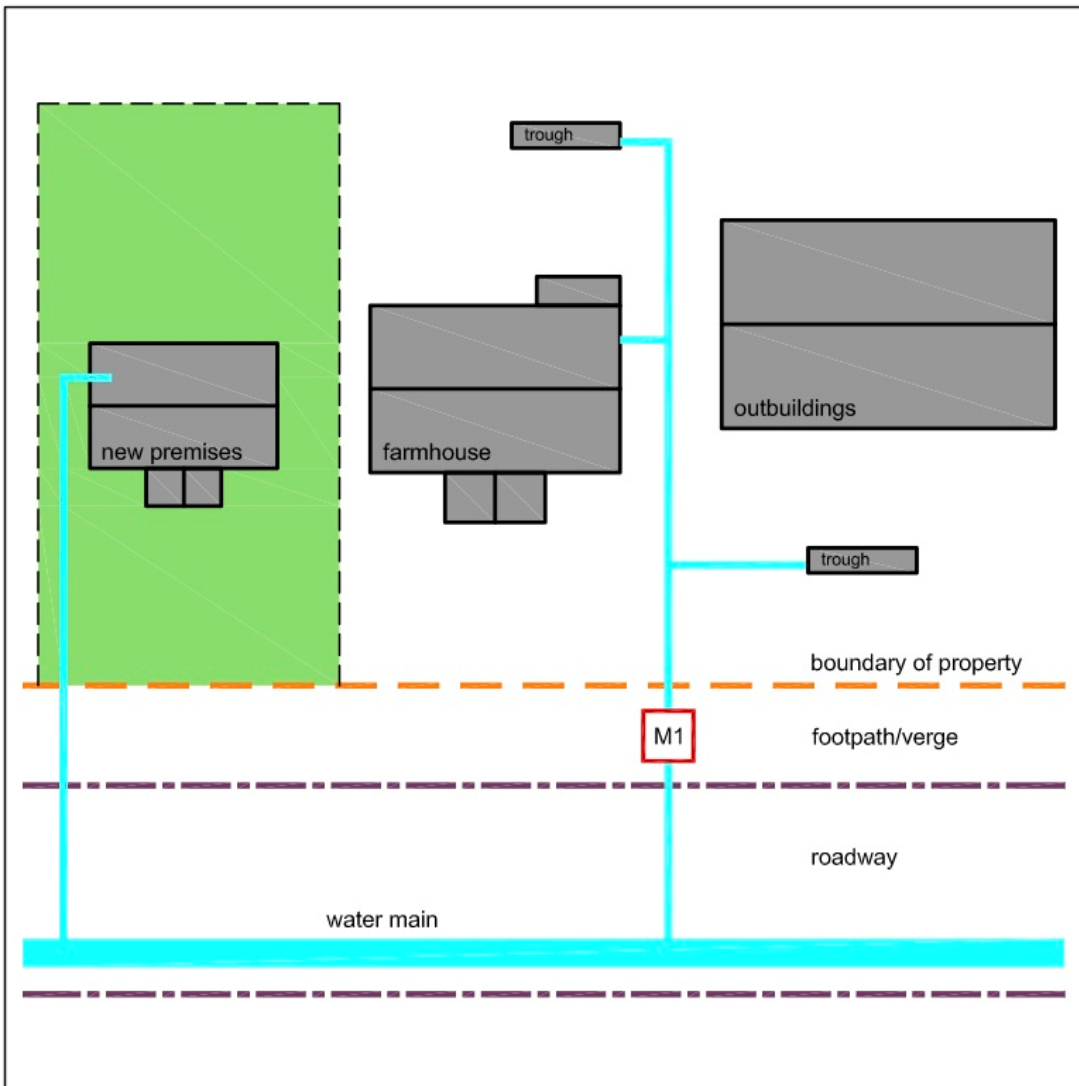
Existing Supply – Part of existing property and/or land sold off.

Where part of a property is sold off every effort should be made to enforce a separate connection from the main (point A). Where the main is a considerable distance from the property a branch may be taken from the existing communication pipe (point B).



Existing Supply – Section of land sold off for erection of new premises

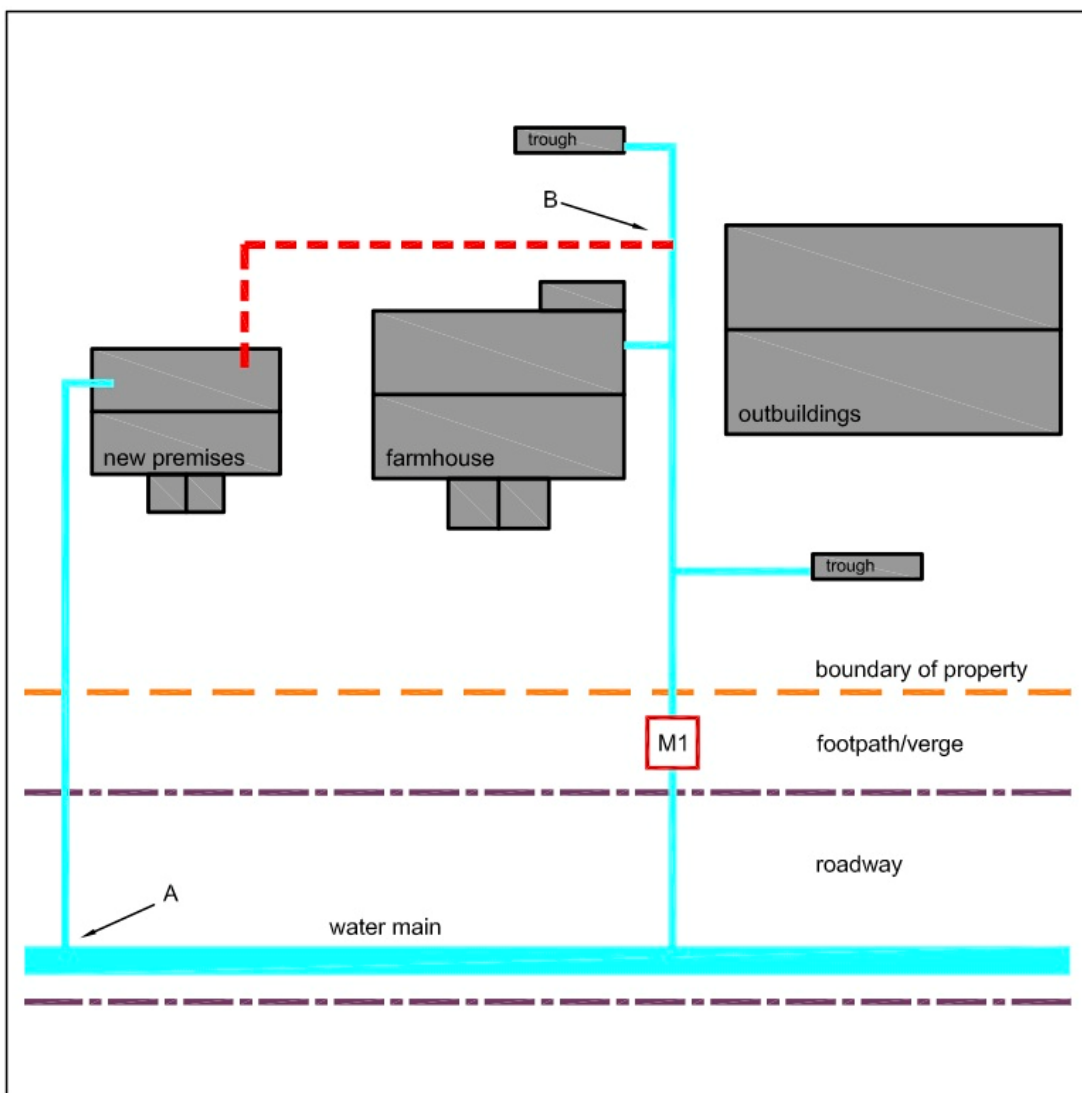
Where a section of land is sold off for the erection of new premises, then separate connections will be required. No connections should be made to the existing supply pipe. Should the new premises be non-household a meter will be installed in accordance with the preferred meter location guidance above.



Existing Supply – Erection of New Premises but land not sold off

Where new premises are built it may be acceptable in certain circumstances for a connection to be taken from the existing supply pipe, as shown at B. However, in the majority of cases, a separate connection should be installed as shown at A.

Should the new premises be non-household a meter will be installed in accordance with the preferred meter location guidance, defined above.



Guidance on the use of points A and B

1) Examples of where a connection to an existing supply pipe, as shown at point B in the preceding examples is acceptable and the service pipe is of sufficient diameter to cope with the extra demand, are as follows:-

Where the new building is replacing existing buildings, including situations where the location of the building is altered but will remain within the property boundary. It would not include the erection of dwellings used solely for domestic purposes (see first bullet point below for acceptable point A locations)

Where the new building is to be used in conjunction with present use of the water supply, e.g. where a new byre is erected within farming property.

2) Examples of where a new separate connection from the main as shown at point A on the previous examples would be required:-

Where a dwelling used solely for domestic purposes only, such as a farmhouse, is to be built. This will allow water used for domestic purposes to be separate from the metered supply.

Where the new building will be unconnected with the present use of the supply, e.g. where a dwelling, industrial unit or a caravan is to be rented or leased by the land owner.

Where the existing supply pipe is deemed to be of insufficient diameter to cope with any increase in demand.

It is recognised that the above guidance cannot cover every situation that may arise. If there is any doubt about the siting of meters, or with metered service pipe alterations, further clarification should be sought from the Metering Services Team at Scottish Water.

NOTE: Although the examples shown in the diagrams above highlight premises as being for farming use, the guidelines will apply to all other rural uses, i.e. country estates, stately homes, golf courses etc.

8. Existing Supply to Tenement Type Properties Containing both Household and Non-Household Customers

The diagram below shows a typical servicing arrangement for this type of property. The following two diagrams will provide guidance on the preferred methods for the installation of meters in various circumstances. When a meter is to be installed, either by customer request or through imposition by Scottish Water, it is important that all premises served off the supply are surveyed. This will ensure that the fairest approach is taken to all customers within the building and that the surveyor has complete knowledge of the internal pipe work.

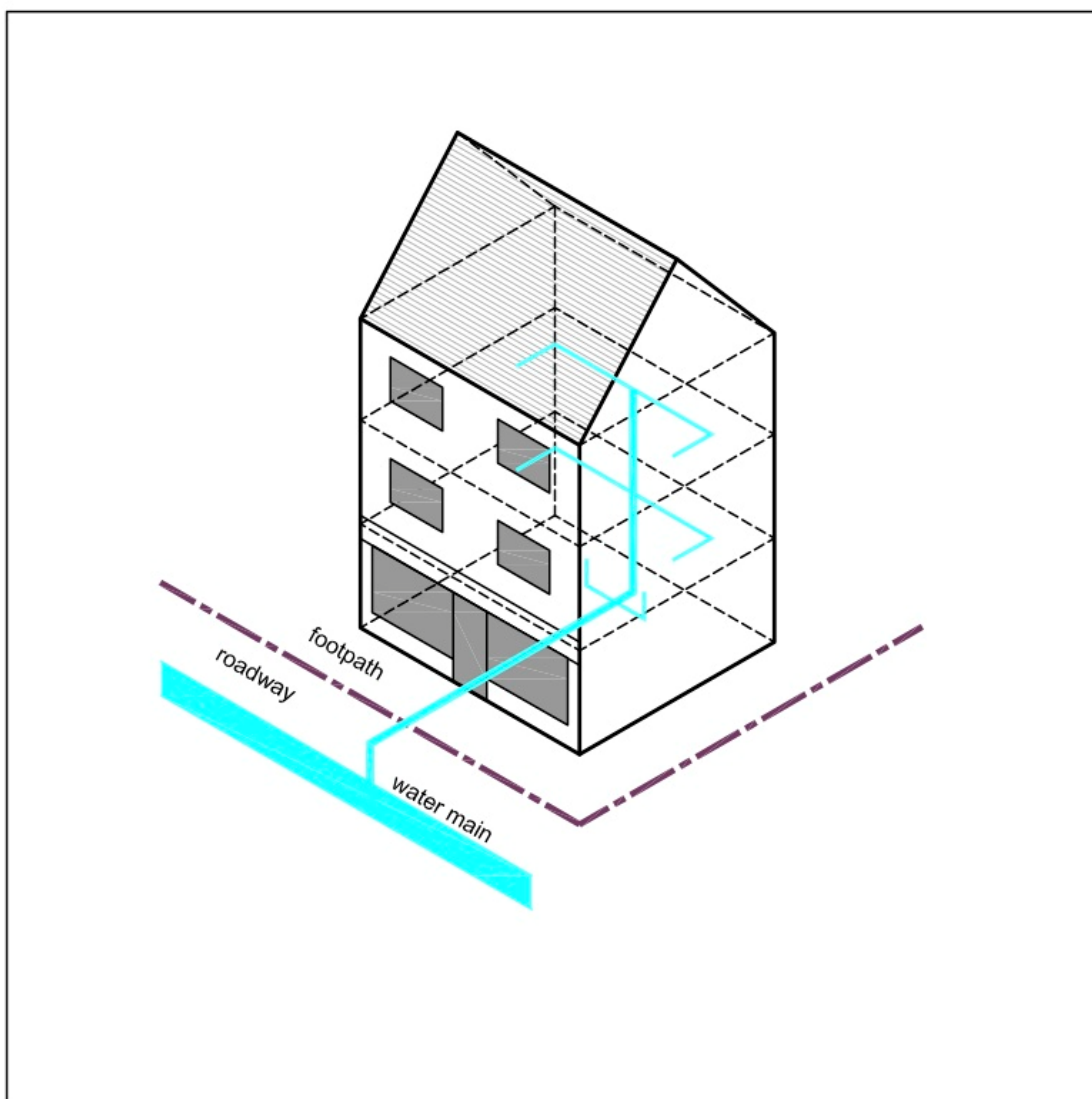
For example, if the customer at Unit 1 has a meter installed free of charge and the customer at Unit 2 requests a meter at a later stage, and they are liable to a charge because of pipe work complications, they may think that they are being treated unfairly.

The purpose of the full pre-installation survey is to provide information to every non-household customer of what level of work would be required for each unit if a meter was to be installed. This information will assist customers in understanding how costs will determine the location of the meter.

It is the responsibility of the person carrying out the survey to pass the relevant information to each customer.

Communal Storage

In order to keep these diagrams simple and as clear as possible, storage has not been shown. Where this type of property does have communal storage serving more than one premise additional alterations will be required. This may make the cost of installation prohibitive or be impracticable due to complicated pipe work.

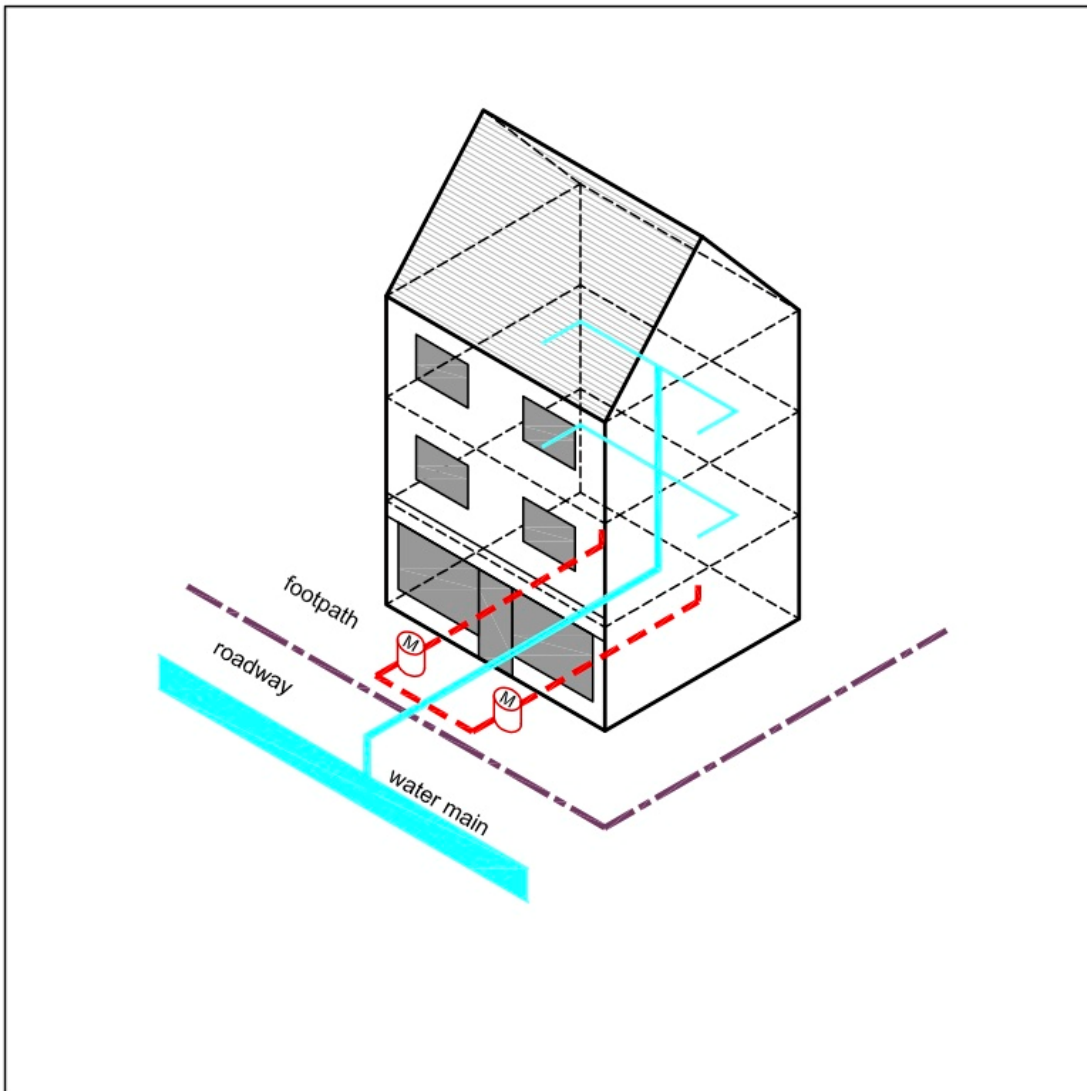


Scottish Water's preferred meter location when having to utilise an existing supply is as follows:-.

Where a non-household customer requests the installation of a meter to premises which share a common supply with flatted household premises, or when SW intend to impose a meter in such a situation, every effort should be made to accommodate the meter at the preferred location. Where the existing communication pipe is of sufficient diameter, branches may be taken from it as shown in the diagram below.

Where it is not possible to install a meter at the preferred location it should be installed in accordance with the guidelines already shown.

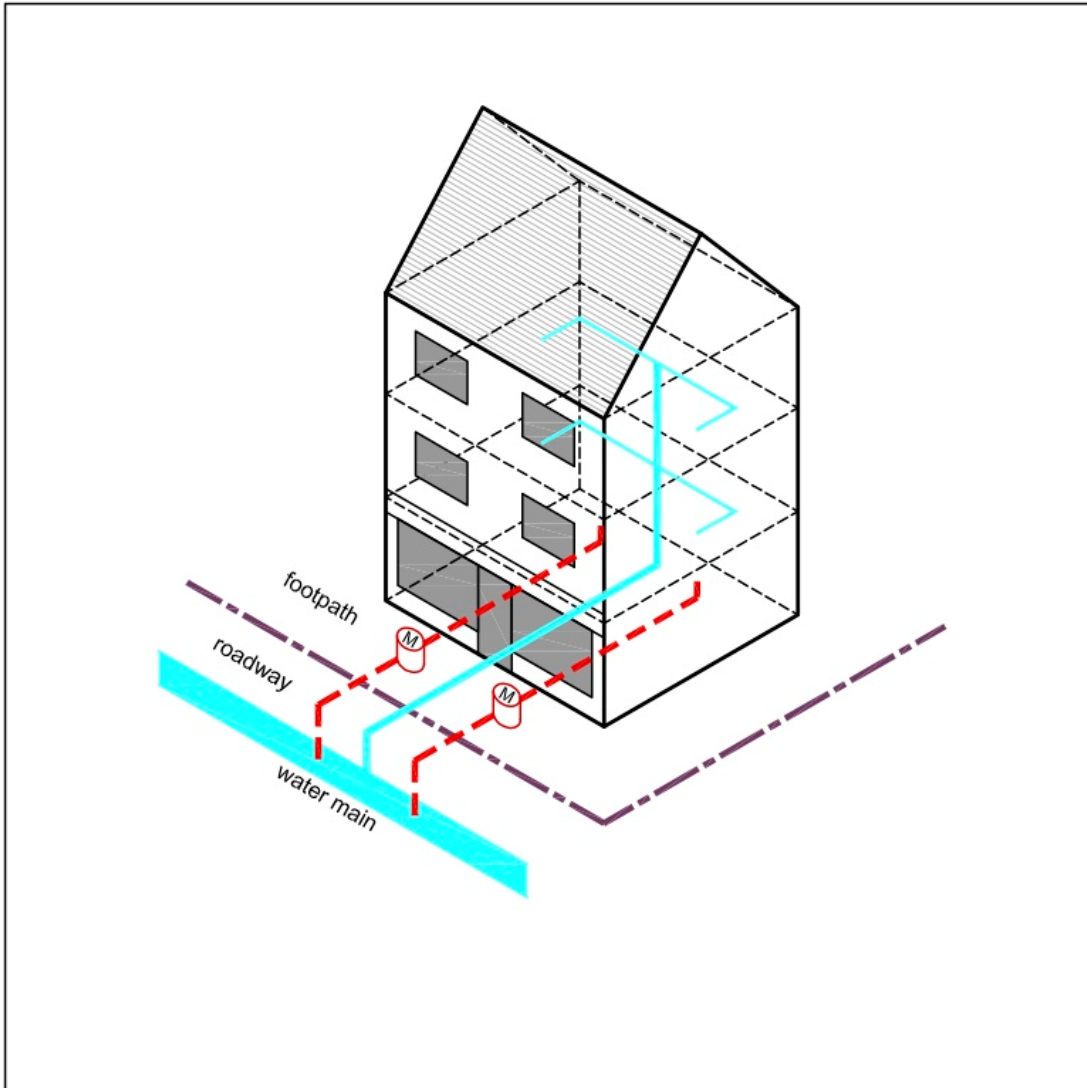
Every effort should be made to install the meter externally.



Where properties of this type are to undergo refurbishment or redevelopment separate connections will be required for each non-household premise within the building. Supplies to the household premises should be separated. The meter locations should be at the preferred location

as shown in the diagram below. The existing service pipe should be replaced/upgraded as necessary.

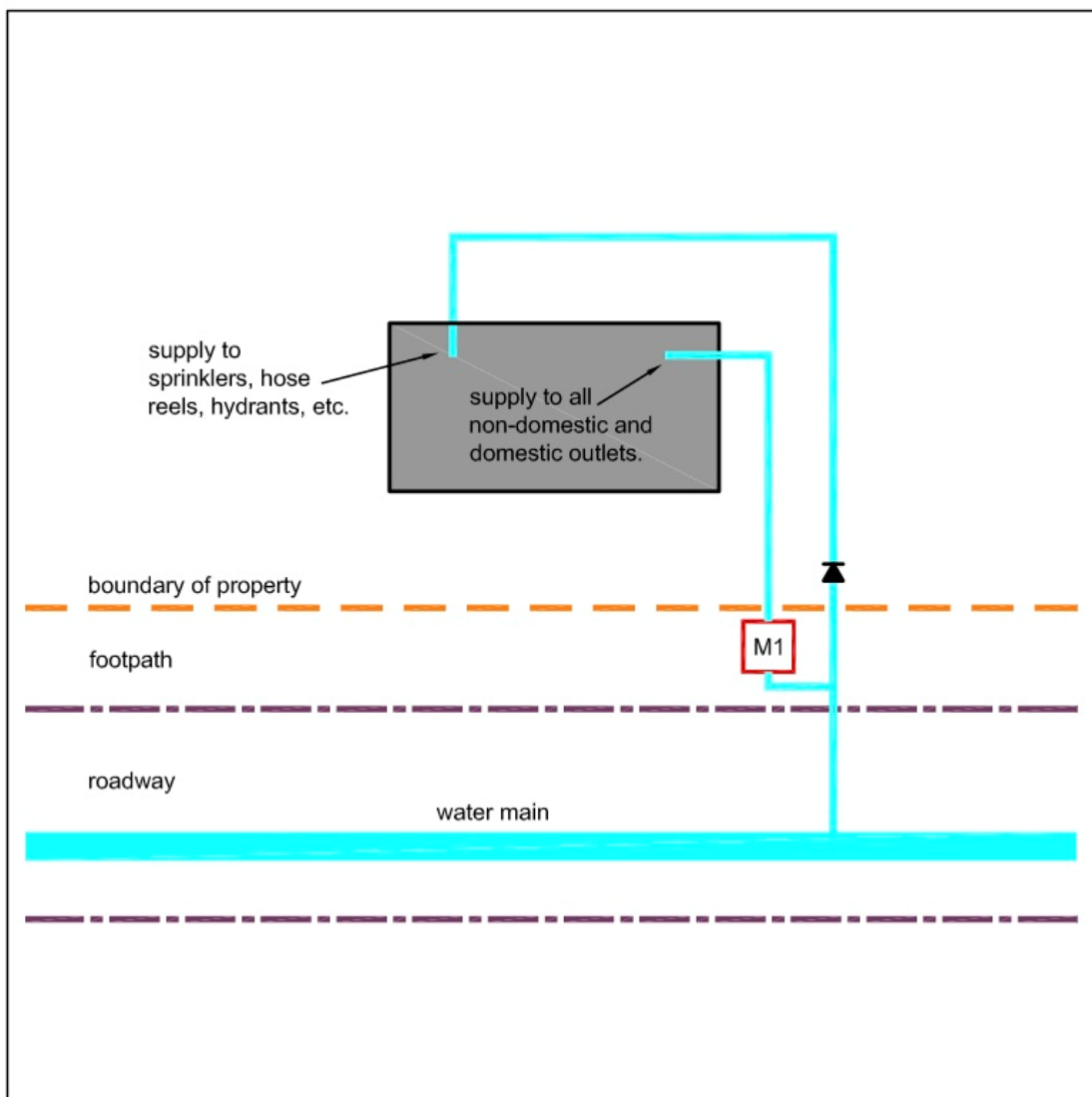
Where there are new developments of this type, all non-household premises should have independent service pipes with meters located as shown below.



9. Fitting meters in relation to fire supply arrangements

No charge may be made for water used for fire fighting or training. Therefore, where new premises require water for fire fighting apparatus, the service pipe and metering arrangements should be as shown. Scottish Water may insist on two separate connections from the main.

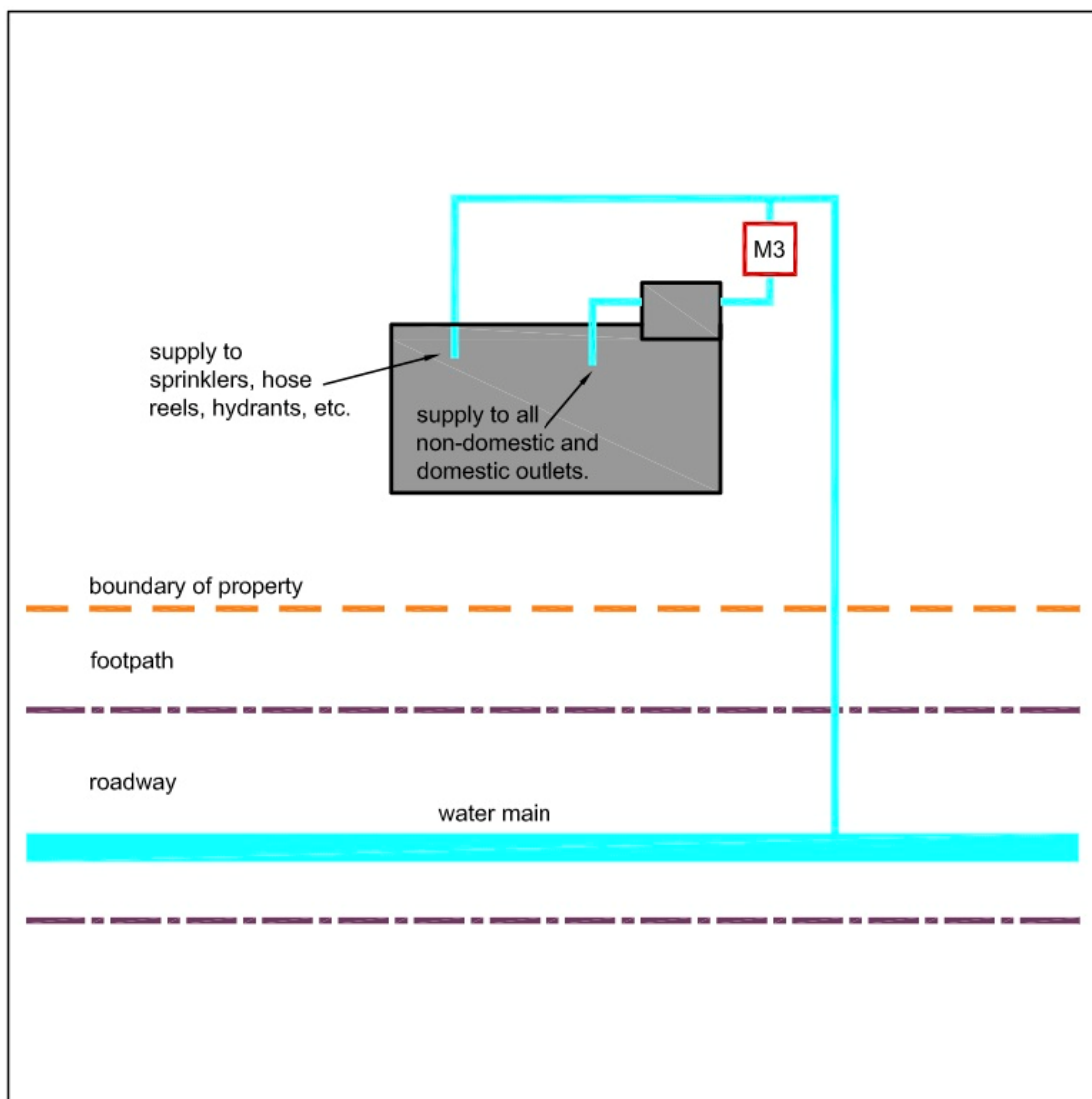
A non-return valve should be installed by the customer to ensure that water from the fire main cannot backflow into the potable supply network.



Existing Premises – Meter installed on the supply Pipe.

Where an existing supply provides water for fire fighting, non-domestic and domestic purposes, and the pipe work can be readily separated, the meter may be installed as shown below.

The meter may also be installed internally if the pipe work can only be separated within the building. In this situation the maximum length of supply pipe should be metered. This arrangement type should not be allowed in new installations.



Appendix 2

Meter Sizing – Data Capture Guidance

It is the responsibility of Scottish Water to approve the size of the meter to be installed at a non domestic property. Licensed Provider's will complete the Meter Sizing Data Capture Sheet and return this to Scottish Water along with either their form A, J, or C (new connection) or form F (metering change).

Scottish Water will use the information provided to confirm the size of meter to be installed and advise the LP accordingly. It's important that all data fields are fully completed on the meter sizing fittings data capture sheet.

A meter should not be fitted without SW advising of size of meter to be installed.

The following guidance notes are to support the completion of the Meter Sizing Data Sheet.

It is the responsibility of the supplier of this information to ensure that all details are correctly completed as omitted information may affect the meter that is selected.

A form should be completed for each supply.

Sections 1 & 2 Site Details and Information

All data items should be completed.

The Scottish Water Reference Number will be specific to the type of work being requested. This could be any of the following (and all are valid); Promise Service Request Number, Water SPID, LP Case Number, Scottish Water Project Reference(for example GAP reference).

If fire equipment id relevant to the specific supply, or land is contaminated, these details must be selected to ensure that a suitable meter is selected.

Section 3 Fittings and flow rate

There are three options available for completing this section which should cover all installation scenarios from new meters through to meter size changes.

Option 1: Number of Water Fittings

If this option is used please provide details of the number of water fittings (as listed) and whether they are fed from the mains or from a storage tank.

If there are water fittings fed from storage tanks then the size of the supply feeding into the storage tank needs to be provided in the *Storage tank supply pipe size* field. Where multiple tanks exist the inlet sixes of all tanks must be provided.

If any fittings exist which are not on the list, please provide details of these under any other water fitting or outlet and provide a description of the water fitting below this.

Estimated flow rates can be provided for each type of water fitting, but if no details are provided, default values will be used

Option 2: Flow rate from logging data (Existing Meter Resize Requests)

Where a logger is attached all requests must be supported by a minimum of three months data logger information. The logged data should be provided at 15 minute intervals with the flow rate data being provided in litres per second. Data should be provided in a spreadsheet structured with the following columns: Date and time; Logger reading.

Option 3: Estimate of Flow rate

Please provide estimated daily water requirements (litres per day) and the number of hours this covers. The 4 options are: <8hrs; 8-12hrs; >12hrs or 24hrs. If no time period is supplied 24hours will be used as the default.

Section 4 Fire Supplies

If a fire supply has been highlighted in section 2 then this section should also be completed, providing details of the number of Fire Hydrants, Fire Hoses and Sprinkler System Heads. It should be identified whether the Fire Hoses and Sprinkler systems are fed from the main or from storage tanks.

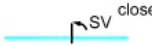











Section 5 Meter Requirements

Please indicate whether there is power available at the site if a meter that requires power is being selected from the Meter Menu. Requirements for a pulse output should also be noted here.

Appendix 3

Layout Specification & Chamber Requirements for Meters

This appendix demonstrates Scottish Water requirements for pipe work configurations and meter chamber construction on new metered supplies and also supports processes 8 and 11 of the operational code, where a location change is requested.

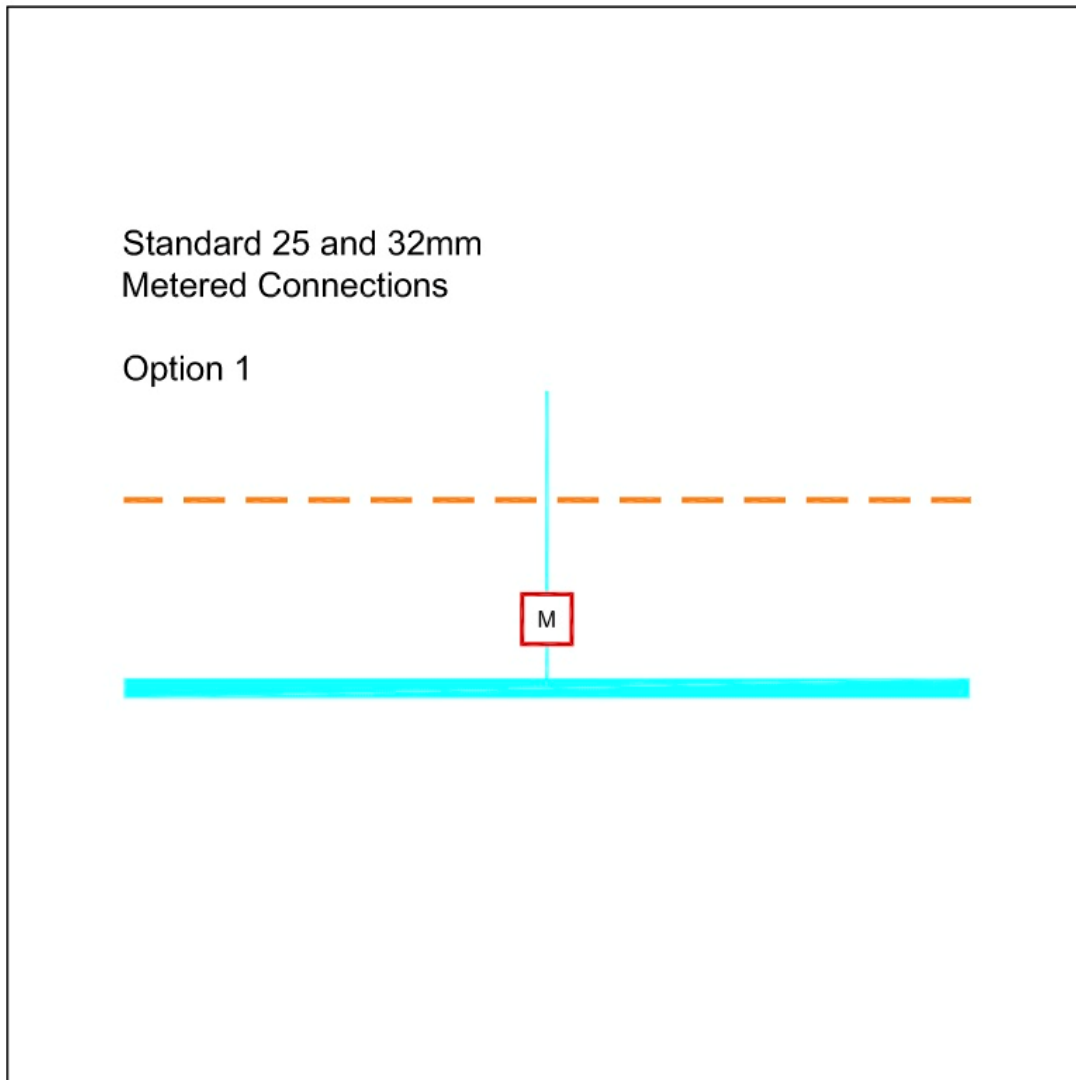
<u>Key</u>	
Sluice valve (anti-clockwise closing)	
Reflux / non-return valve	
Double reflux / non-return valve	
Pressure reducing valve	
Stopcock	
Meter	
Fire Hydrant	
Hydrant	
Existing water main	
Supply pipe	
Proposed water main	
Property boundary	

Meter Chamber Specification

Option 1	<p>Standard Boundary Box as defined in Water for Scotland - A design and construction guide for developers in Scotland</p> <p>No valves are required if the boundary box installed is to accommodate 15, 20 and 25mm manifold meters (there are two boundary boxes that cover this range).</p>
Option 2	<p>The minimum dimension of the chamber for meters which are greater than 25mm and up to and including 40mm meters is 600mm x 450mm with a 750mm depth.</p>
Option 3	<p>The minimum dimension of the chamber for meters equal or greater than 50mm and up to and including 100mm meters is 900mm x 600mm with a 900mm depth.</p>
Option 4	<p>Any meters which are 150mm or greater in size will require a larger chamber and this should be agreed by Scottish Water at the technical approval stage as part of the design.</p>

The following configurations relating to the meter chambers and associated elements should be achieved during the design and planning stages;

Option 1 – Meter Chamber



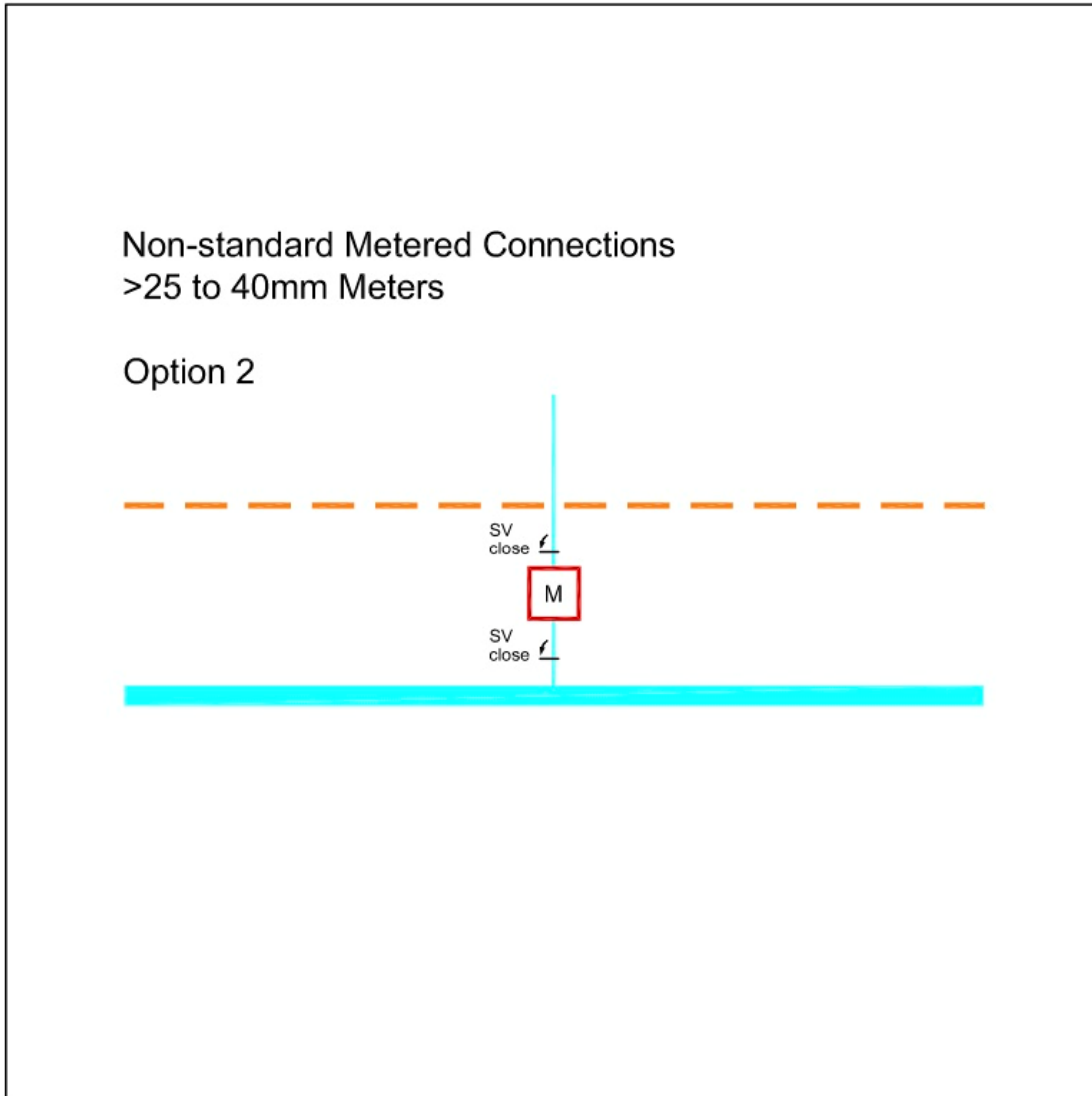
Option 1 utilises standard boundary boxes and these are as defined by Scottish Water in Water for Scotland – A Design and Construction Guide for Developers in Scotland.

The reflux and non-return valve requirements are integral to the boundary box design.

Where a boundary box design is being utilised the load bearing requirements of the chamber must always be considered and reference should be made to Water for Scotland with an emphasis on section 3.3.13 and section 3.3.14.

Option 2 – Meter Chambers

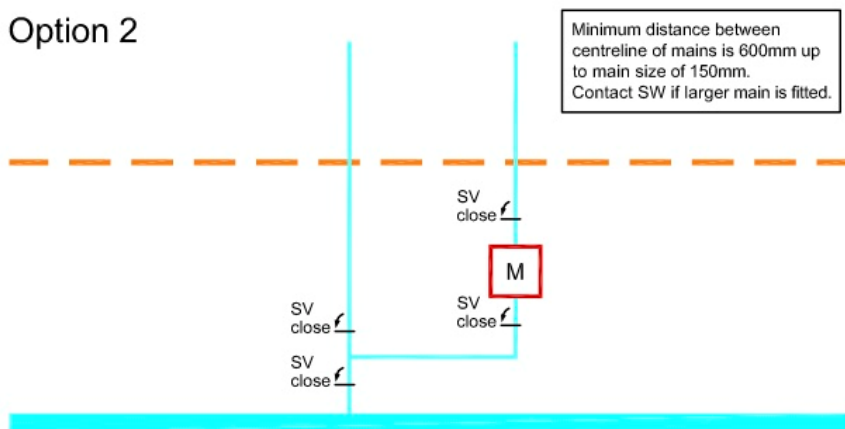
a) Chamber layout where no fire main is required



b) Chamber layout where a fire main is required

Non-standard Metered Connections >25 to 40mm Meters with Fire Main

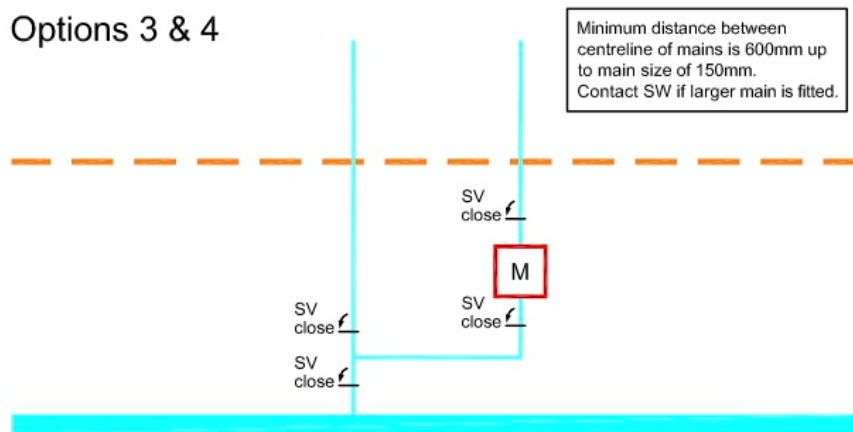
Option 2



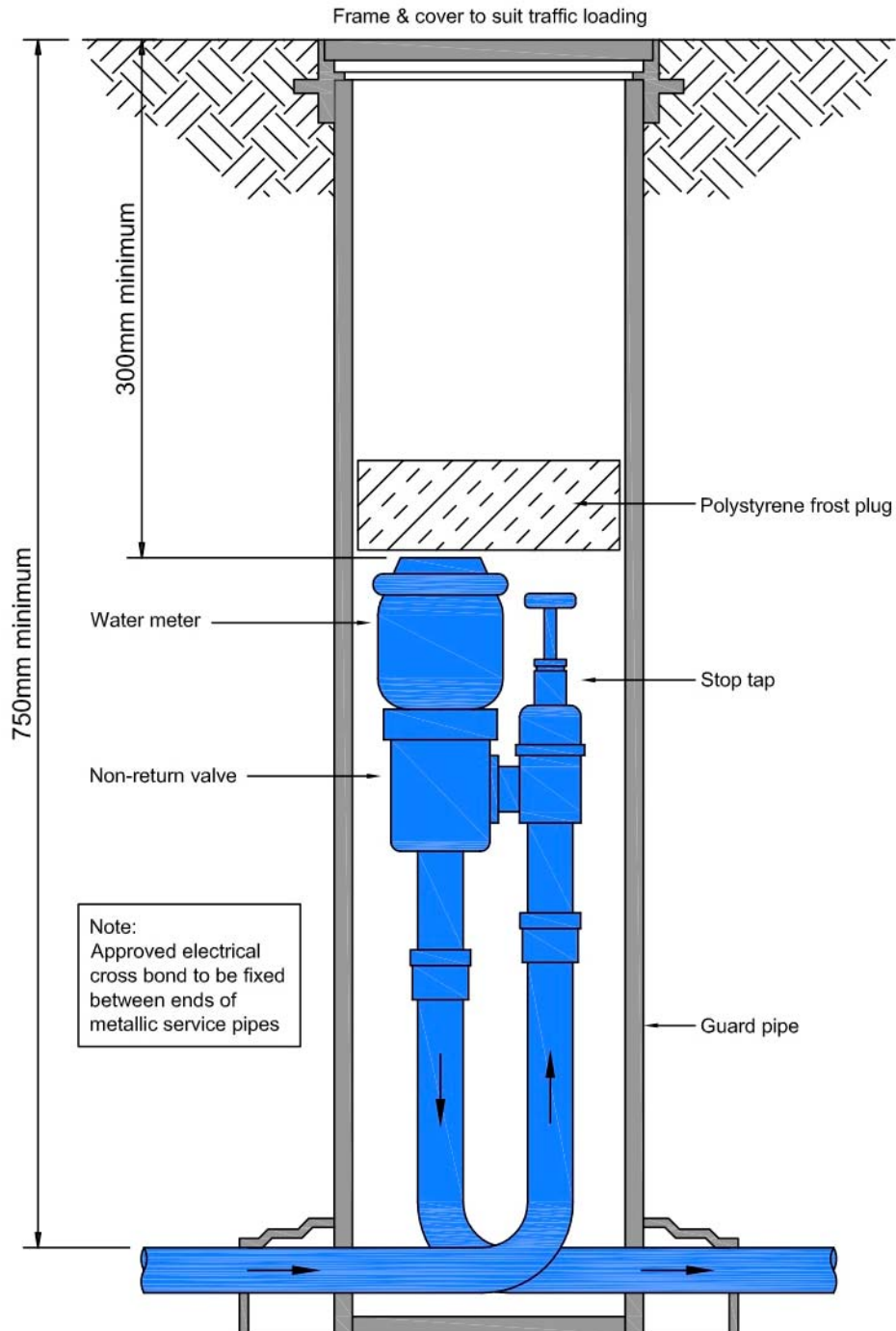
Option 3 and Option 4 – Meter Chambers

Non-standard Metered Connections 40mm and greater Meters with Fire Main

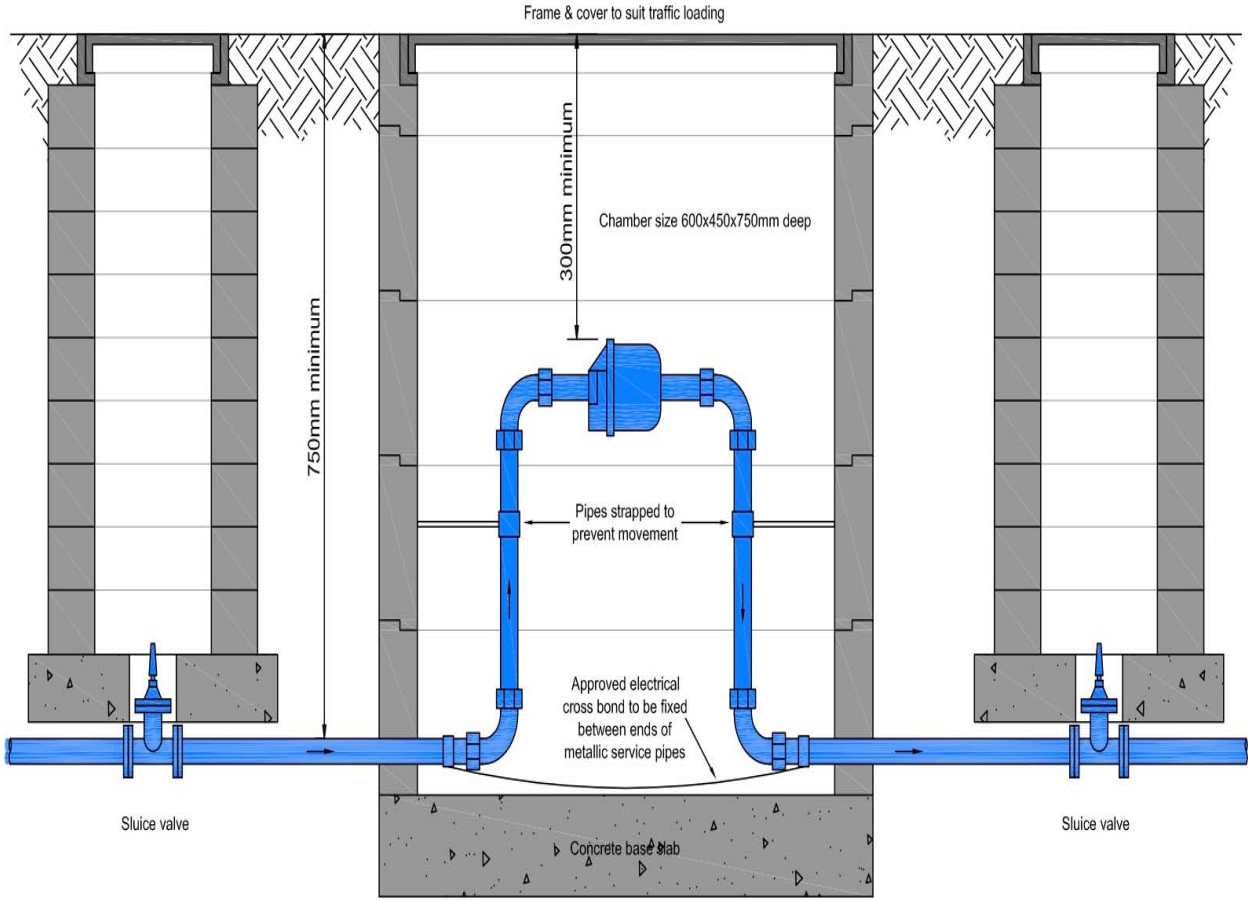
Options 3 & 4



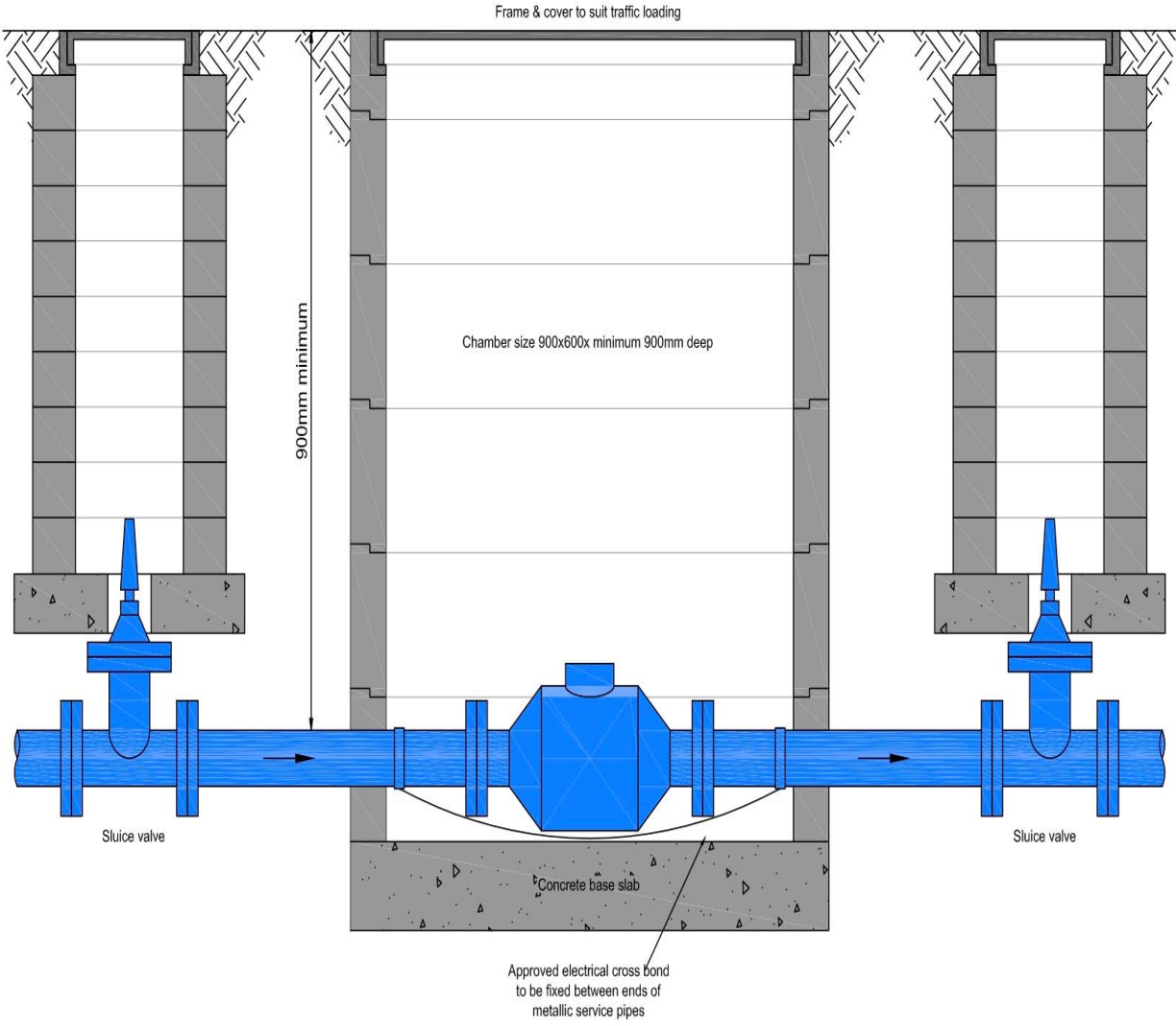
Option 1 – Boundary Box



Option 2 – Meter Chamber



Option 3 – Meter Chamber



Appendix 4

Template for Tag to be associated with a temporary disconnection of a metered supply

The tag must contain the Licensed Providers name and contact telephone number

Scottish Water
Phone No.
1314456776



*This water supply had been
Temporarily Disconnected*

Meter reading at point of disconnection:

3567

Date of the disconnection:

21/02/2012

Disconnected By:

Joe Bloggs

*Please be aware that it is an offence to
reconnect the water supply.*

*Legal proceedings may be taking against
anyone doing so.*

Appendix 5

Data Catalogue and Specification

Scottish Water has created a data catalogue of all items to be supplied to it under the market requirements in support of all processes within the scope of the accreditation arrangements.

UCPs should note the following process specific interpretations when reading the table:

- **Temporary Disconnections** – the meter is not removed under this process, therefore the data relating to the meter reading in the table below applies to the meter in situ, recording the reading at time of temporary disconnection and the subsequent reading following reconnection.

The timely and accurate reporting of data is key to the effective functioning of the retail market. It is possible that there will from time to time be changes to the requirements for data provision, necessitating a revision to this code. Scottish Water will keep UCPs updated on changes it requires from Licensed Providers. The Licensed Provider may require additional information from the UCP and that is a matter between the UCP and the Licensed Provider.

For awareness, Scottish Water is reviewing options for electronic communication between itself and Licensed Providers. This may or may not have consequential impacts for UCPs.

Scottish Water have created a table detailing data requirements required to be supplied by the Licensed Provider to Scottish Water following completion of metering activities that fall within the scope of the accreditation arrangements, this data catalogue is available at www.scottishwater.co.uk .

Appendix 6

Digital Photograph, Byelaws Certificate, Meter Sizing Data Returns and Accuracy Test Results

The purpose of this appendix is to support the Data requirements listed in Appendix 5 by listing the details and the naming conventions of the digital photographic, byelaws certificates, meter sizing data and accuracy test results evidence which Scottish Water require to be provided for all metering related activities within the scope of the accreditation arrangements. This covers both LP initiated reactive work and Scottish Water initiated proactive work.

Photographic Evidence

Photographs supplied should be "fit for purpose" i.e. in focus, show a cleaned meter face, and have adequate brightness / contrast, un-obscured by reflections and meter markings being visible in the photograph.

While Photographs should be "fit for purpose" as defined above, their resolutions and file sizes should not be unnecessarily large. A minimum resolution should be approximately 1024 X 768 pixels with a preferred resolution being approximately 1600x1200

Photographs should only be taken using a GPS enabled camera with the Latitude & Longitude of where the photo was taken and is embedded into the photograph properties.

The information provided is split into two work categories, Internal and External. Internal work is any metering work that takes place within the boundary of the consumer's property (M2-M4), and external is any metering work that takes place outside the boundary of the consumer's property (M1). Please refer to Appendix 1 for further guidance.

All document and photograph returns should be named with the Supply Point ID (SPID), the date the metering activity took place and the document code -:
SPID_DATE(YYYYMMDD)_CODE

Byelaws Certificates

Byelaws certificates should be returned to the LP electronically in PDF format for onward transmission to Scottish Water

Meter Sizing Data Sheet

Meter sizing data sheet should be returned to the LP electronically in PDF format for onward transmission to Scottish Water

Accuracy Test Results

Accuracy test results should be returned to the LP electronically in PDF format for onward transmission to Scottish Water

Data Returns

All data returns should be named with the Supply Point ID (SPID), the date the metering activity took place and the document code-: SPID_DATE(YYYYMMDD)_CODE

We are offering the market participants more choice in the method of returning their work related evidence including photographs as per the options listed-:

Options Available

Individual Photographs – These should be returned in JPEG Format

Photograph Pack – Single PDF document containing all photographs

Evidence Pack – Single PDF document containing all Photographs, Sizing Data and Byelaws Certificate.

Accuracy Test Results – This should be returned in PDF format.

Table 1 lists the naming conventions that are expected for the files to be returned to Scottish Water for each of the required codes.

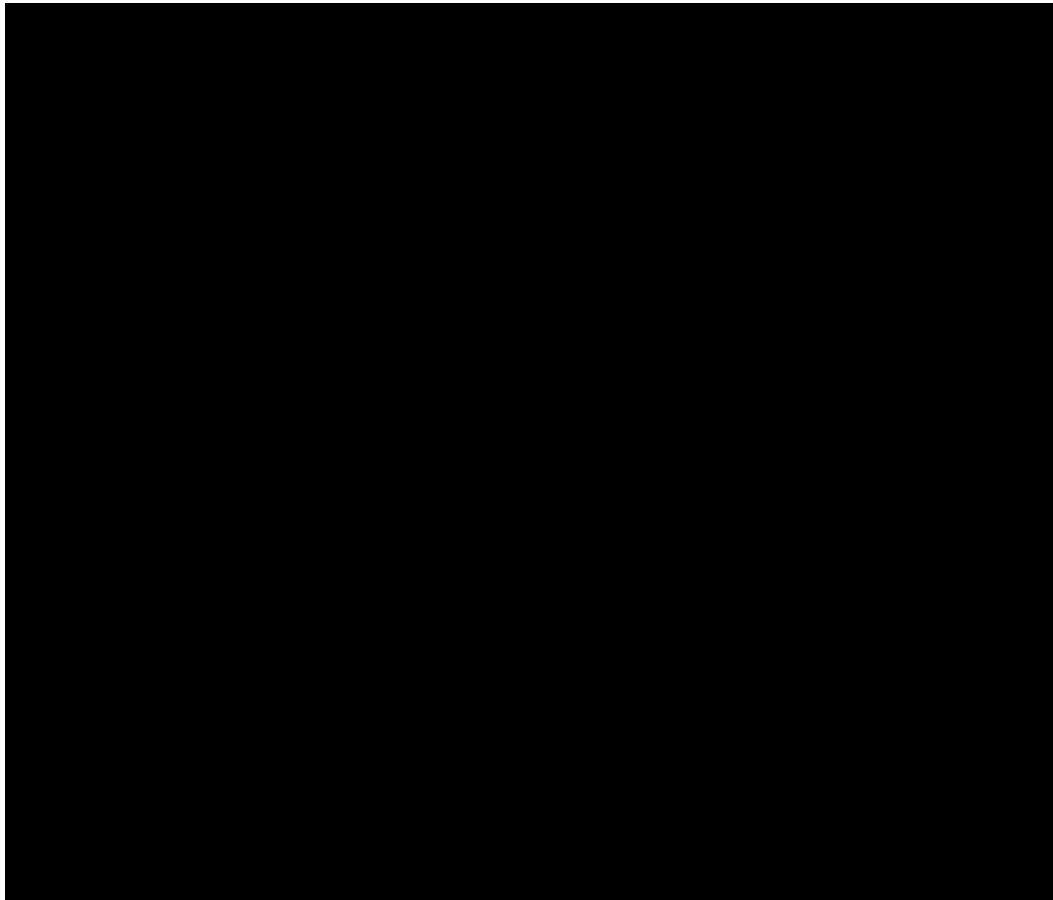


Table 1. Naming Convention Examples

The information provided in the following 2 tables is split into two work categories, Internal and External. Internal work is any metering work that takes place within the boundary of the consumers' property (M2-M4), and external is any metering work that takes place outside the boundary of the consumers' property (M1). Please refer to Appendix 1 for further guidance.

Internal Metering Work

Table 2 specifies the photographs that are required associated to Internal metering work.

Process Reference	Process Title	Internal								Potential Number of Photographs Required - Internal
		Frontage	Old/Existing Meter (Contextual)	Old/Existing Meter (close up showing read)	New Meter (Contextual)	New Meter (Close up showing read)	Old & New Meter together (Close up showing read)	Tagged Meter	Foam and Tagged Metr and/or Valve Chamber	
Photograph Content:	Photograph Code:	11	12	13	14	15	16	17	18	
1B	Application for an individual premises water connection (a "Part 1" Water Connection) and associated meter installation									0
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									0
5B	Application for a metered temporary water connection (metered building water)									0
8B	Installation of a meter at a supply point	X			X	X				3
9B	Meter accuracy test	X	X	X	X	X	X			6
10B	Meter fault	X	X	X	X	X	X			6
	Meter repair	X	X	X						3
11B	Change of the physical size or location of the meter at the request of the Licensed Provider	X	X	X	X	X	X			6
11C	Licensed Provider instructs an Accredited Entity to undertake the change of the meter where there is no change to the physical size or location of the meter	X	X	X	X	X	X			6
Disconnection Document	Temporary disconnections	X		X				X	X	4
	Subsequent reconnection	X		X				X	X	4
	Permanent Disconnection	X	X	X						3
12	Change of the physical size or location of the meter at Scottish Water request	X	X	X	X	X	X			6

Table 2. Photograph Requirements for Internal Work

External Metering Work

Table 3 specifies the photographs that are required associated to External metering work.

Process Reference	Process Title	External									Potential Number of Photographs Required - External
		Frontage	Completed work showing surface box.	Old Meter (Contextual)	Old/Existing Meter (close up showing read)	New Meter (Contextual)	New Meter (Close up showing read)	Old & New Meter together (Close up showing read)	Tagged Meter	Foam and Tagged Metr and/or Valve Chamber	
Photograph Content:	Photograph Code:	E1	E2	E3	E4	E5	E6	E7	E8	E9	
1B	Application for an individual premises water connection (a "Part 1" Water Connection) and associated meter installation	x	x			x					3
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	x	x			x					3
5B	Application for a metered temporary water connection (metered building water)	x	x			x					3
8B	Installation of a meter at a supply point	x	x			x	x				4
9B	Meter accuracy test	x	x	x	x	x		x			6
10B	Meter fault	x	x	x	x	x		x			6
	Meter repair	x	x		x						3
11B	Change of the physical size or location of the meter at the request of the Licensed Provider	x	x	x	x	x	x	x			7
11C	Licensed Provider instructs an Accredited Entity to undertake the change of the meter where there is no change to the physical size or location of the meter	x	x	x	x	x	x	x			7
Disconnection Document	Temporary disconnections	x			x				x	x	4
	Subsequent reconnection	x			x				x	x	4
	Permanent Disconnection	x	x	x	x						4
12	Change of the physical size or location of the meter at Scottish Water request	x	x	x	x	x	x	x			7

Table 3. Photograph Requirements for External Work

Appendix 7

Template of Agreement between Scottish Water and Utility Connection Provider

A signed agreement between Scottish Water and the Utility Connection Provider and is part of the accreditation process. Work cannot be undertaken under the scheme without this being in place.

THIS AGREEMENT is made between:

SCOTTISH WATER, a body corporate established under section 20 of the Water Industry (Scotland) Act 2002 and having its principal office at Castle House, 6 Castle Drive, Carnegie Campus, Dunfermline KY11 8GG (**SW**); and

[full company name] (company registered number ●) whose registered office is at ● (the **Company**)

WHEREAS:

- A. SW is a public water supplier in Scotland.
- B. SW is a party to Wholesale Services Agreements with certain Licensed Providers, in terms of which those Licensed Providers are entitled to provide specified water metering services and water connection services in respect of their customers' eligible properties.
- C. In providing those services, such a Licensed Provider must (if not itself appropriately Accredited) engage a utility connection provider (also known as a "UCP") which is suitably Accredited to carry out the necessary work activities.
- D. The Company is, or is seeking to become, an Accredited Entity, and intends to undertake UCP Works.
- E. It is a requirement of SW and WIRS that each Accredited Entity enters into an agreement with SW before commencing any UCP Works.

NOW IT IS AGREED as follows:

1. **Definitions**

- 1.1 For the purposes of this agreement (including the recitals), the following terms have the meanings specified:

2005 Act means the Water Services etc. (Scotland) Act 2005;

Accredited means independently evaluated and accredited by Lloyds Register (or other authorising body) under WIRS as competent to carry out UCP Works or certain categories of UCP Works (whether or not also accredited in relation to other activities);

Accredited Entity means a company which is currently Accredited;

Codes means the Operational Code, the Disconnections Document and the Market Code (as defined in the Operational Code);

Commission means the Water Industry Commission for Scotland;

Connections Activity means activities relating to the making of a connection to the public water supply system in respect of eligible properties consistent with the scope of works set out in the WIRS Requirements Document, as it applies in Scotland;

Damage to Property has the meaning specified in clause 2.2(c);

Defect has the meaning specified in clause 4.2;

Disconnections Document means the code made by the Commission pursuant to section 19 of the 2005 Act, as in force from time to time and supplemented by any disconnections guidance published by the Commission from time to time;

eligible property means (a) any premises which are eligible premises within the meaning of section 27 of the 2005 Act, and (b) any site on which a development comprising eligible premises (within the meaning of the said section 27) is being, or is going to be, carried out);

good industry practice means the exercise of that degree of skill, care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person engaged in the same type of undertaking under the same or similar circumstances;

Licensed Provider means a water services provider, as defined in section 6(2) of the 2005 Act, which is entitled under its Wholesale Services Agreement to provide Water Metering Services and Water Connection Services (as defined in that Wholesale Services Agreement);

Metering Activity means activities undertaken by an Accredited Entity relating to SW revenue meters in respect of eligible properties consistent with the scope of works set out in the WIRS Requirements Document, as it applies in Scotland;

Meter Installation means UCP Works comprising the installation of a new water meter, other than an installation carried out as part of, or associated with, provision of a water connection to which Process 1B, 3B or 5B2 of the Operational Code applies;

Operational Code means the code designated as such by or under the Water Services (Codes and Services) Directions 2007, as in force from time to time;

public water supply system has the meaning specified in section 28 of the 2005 Act;

Remediation Period means, in relation to any UCP Works, a period of two years commencing on the Remediation Period Start-Date;

Remediation Period Start-Date means, in relation to any UCP Works, the date on which the carrying out of the work or other activity comprised in such UCP Works is substantially completed, except in the case of a Meter Installation), when the Remediation Period Start-Date shall be the later of such date as aforesaid and

the date on which SW takes ownership of the meter under the SW Meter Code of Practice;

standards and guidance has the meaning specified in clause 2.1(b);

UCP Works means all or any activities relating to Metering Activity or Connections Activity for which a person can be Accredited, and all works ancillary to, or associated with, such activities;

Wholesale Services Agreement means an agreement entered into pursuant to section 16 of the 2005 Act;

WIRS means the Water Industry Registration Scheme, or other accreditation scheme approved by SW, as amended from time to time;

WIRS Requirements Document means the document of that name setting out (*inter alia*) the requirements which contractors need to meet for accreditation under WIRS.

1.2 In this agreement:

- (a) references to any legislation (including any delegated or subordinated legislation) are to that legislation as amended or re-enacted from time to time; and
- (b) the words "include" and "including" are to be construed without limitation to the generality of the preceding words.

2. **General standards for Company's work**

2.1 The Company agrees that if it is engaged as an Accredited Entity by a Licensed Provider to undertake UCP Works, it shall carry out and complete the relevant work (including the provision of information and data to the Licensed Provider):

- (a) in compliance with WIRS, including the WIRS Requirements Document;
- (b) in compliance with all published SW or national technical and procedural standards, specifications and codes of practice, as amended from time to time (**standards and guidance**), including:
 - (i) SW's Water Connections Code for Scotland (which outlines the requirements for Accredited Entities who are undertaking new water supply connections in Scotland);
 - (ii) SW's Meter Code of Practice (which outlines the requirements for Accredited Entities who are undertaking metering service activities in relation to eligible properties in Scotland); and
 - (ii) SW's Distribution Operations Management Strategies (DOMS) (which sets out SW's operational requirements for managing the water network distribution system)[*please check title – it seems to vary; this version is taken from the Water Connections Code*];

- (c) in compliance with all applicable legal and regulatory requirements (including any requirement regarding the giving of notice or the obtaining of any consent or licence (other than obtaining permission from the customer of the Licensed Provider));
- (d) in a manner consistent with the requirements of the Operational Code and (where relevant) the Disconnections Document;
- (e) in a manner that:
 - (i) avoids danger, and minimises disturbance, to the public;
 - (ii) is not likely to be injurious to health, or to cause damage to property; and
 - (iii) does not adversely affect the existing public water supply system or the water therein;
- (f) in a manner consistent with SW discharging its statutory duties and its core functions (as defined in section 70(2) of the Water Industry (Scotland) Act 2002); and
- (g) in accordance with good industry practice.

2.2 The Company shall:

- (a) not undertake any UCP Works which fall within the parameters of a WIRS registration scope for which the Company is not Accredited;
- (b) inform SW as soon as reasonably practicable if, at any time, it becomes unable to perform its obligations under clause 2.1 in respect of any UCP Works which it is undertaking or due to undertake, including where such inability to perform is caused by the actions or instructions of the relevant Licensed Provider; and
- (c) notify SW of any damage to property caused by the carrying out of UCP Works by the Company (**Damage to Property**).

3. **Suspension of work**

SW may direct the Company to suspend UCP Works if:

- (a) the works are not being carried out in accordance with the requirements of clause 2.1 in any material respect, or are being carried out incorrectly as a result of incorrect instructions to the Company by a Licensed Provider;
- (b) there is an unplanned interruption to the supply of water through the public water supply system, and the continuation of the works is likely to delay or prevent the resumption of supplies; or
- (c) continuation of the work is likely to be injurious to health or the quality of a public drinking water supply, or likely to cause a failure of, or damage to, the public water supply system.

4. **Correcting damage and defects**

- 4.1 SW may, by giving notice to the Company, require the Company to make good, at its own cost, any Damage to Property (whether or not notified by the Company under clause 2.2(c)).
- 4.2 If SW gives notice to the Company that UCP Works which it carried out have a defect or fault which is due to design, materials, goods, equipment or workmanship (a **Defect**), the Company shall correct the Defect at its own cost.
- 4.3 Any notice under clause 4.1 or 4.2 must specify the period within which the Damage to Property or Defect (as the case may be) must be made good or corrected.
- 4.4 Where, in respect of any Damage to Property or Defect:
- (a) SW gives notice to the Company under clause 4.1 or 4.2 and the Company fails to comply with the notice within the period specified by SW under clause 4.3; or
 - (b) SW considers it requisite or expedient that the Damage to Property or Defect be made good or corrected (as the case may be) as soon as possible,
- SW may have the Damage to Property or Defect made good or corrected by persons other than the Company (and, where clause 4.4(b) applies, may do so without giving notice to the Company under clause 4.1 or 4.2). If SW exercises its right under this clause 4.4, the Company will pay the reasonable costs incurred by SW (including reasonable administrative costs and incidental expenses).
- 4.5 SW shall not be entitled to give a notice to the Company under clause 4.1 or 4.2 after the expiry of the Remediation Period. If SW exercises its right under clause 4.4 to have Damage to Property or Defects made good without giving notice to the Company, the Company shall not be liable under clause 4.4 to pay any costs which are incurred by SW after the expiry of the Remediation Period.
- 4.6 The Company's obligations under this clause 4 are without prejudice to its liability under clause 5.

5. **Indemnity against third party claims**

- 5.1 Subject to clause 5.2, the Company shall indemnify SW against:
- (a) any claim or action by any third party (including any Licensed Provider) against SW; and
 - (b) liability of every kind for breach of any Act, regulation, Code, code of practice, byelaw or other requirement,
- arising out of any failure by the Company to carry out UCP Works in accordance with the requirements of clause 2.1.

5.2 The maximum aggregate liability of the Company to SW under clause 5.1 shall be limited, in relation to any one incident, to the sum of £5,000,000.

5.3 The limitation in clause 5.2 shall not apply to restrict the liability of the Company for death or personal injury resulting from negligence.

6. **Recovery of excess charges**

6.1 This clause 6 applies where:

- (a) the Company charges a Licensed Provider for carrying out UCP Works as contractor for the Licensed Provider;
- (b) the Licensed Provider recovers those charges from SW under the Wholesale Services Agreement between SW and the Licensed Provider; and
- (c) the extent of the UCP Works carried out, and charged for, by the Company is greater than the scope of UCP Works prescribed in the standards and guidance.

6.2 Where this clause 6 applies, the Company shall be obliged to repay to SW an amount equal to the difference between (i) the charges recovered by the Licensed Provider from SW, and (ii) the amount of charges which would have been recoverable from SW if the extent of the UCP Works carried out by the Company had been the same as the scope of UCP Works authorised or approved by SW pursuant to the Operational Code.

7. **Disputes**

7.1 All questions, disputes or differences which may arise at any time in relation to this Agreement (**Dispute**) shall be referred in the first instance to a director or senior manager of each party who will attempt in good faith to resolve any issue.

7.2 If the designated representatives have not settled the Dispute within ten days of their first attempt to resolve the matter, they shall consider whether, and if so how, the Dispute shall be referred to alternative dispute resolution.

7.3 If the parties do not agree upon reference to alternative dispute resolution within five days, they shall have no further obligation to follow the foregoing resolution procedure, and formal court proceedings may be commenced with regard to the Dispute.

7.4 This clause 7 shall not impose any pre-condition on either party or otherwise prevent or delay either party from commencing court proceedings in relation to any Dispute in which that party requires either (i) an order (whether interlocutory or final) restraining the other party from doing any act or compelling the other party to do any act, or (ii) a decree for a liquidated sum to which there is no stateable defence.

8. **General**

- 8.1 Except as set out in clause 3, WIRS or the standards and guidance, SW shall have no authority to give instructions to, or supervise, the Company or any employee, agent or sub-contractor of the Company in relation to the carrying out of UCP Works (but without prejudice to SW's statutory powers and discretions).
- 8.2 The Company acknowledges that if it is appointed by a Licensed Provider to undertake UCP Works, SW will not be the employer of the Company, and will not be the Client for the purposes of the Construction Design and Management Regulations 1994.
- 8.3 The Company must verify that any entity instructing it to carry out UCP Works as its contractor is a Licensed Provider. A list of Licensed Providers is available on www.scotlandontap.gov.uk or www.watercommission.co.uk, and a list of Licensed Providers is available from SW on request.
- 8.4 The Company may not bind SW in any way in its dealings with the Licensed Provider, the Licensed Provider's customer or client, or any other person, and will not hold itself out as acting as agent or contractor for SW.
- 8.5 In the event of any unsatisfactory UCP Works or any other non-compliance with this Agreement on the part of the Company, SW shall be entitled to notify the matter to administrators of WIRS.
- 8.6 The indemnity in clause 5 shall survive termination or expiry of this agreement.
- 8.7 The provisions of this Agreement are without prejudice to the rights and responsibilities of the accreditation body under WIRS in relation to assessing, auditing, monitoring and investigating Accredited Entities and UCP Works.
- 8.8 Any notice to be given under this agreement shall:
- (a) in the case of notice by SW, be deemed to be duly given if delivered by hand at, or sent by registered post or recorded delivery to, the above-mentioned address of the Company or to the principal business address of the Company for the time being; and
 - (b) in the case of notice by the Company, be deemed to be duly given if it is addressed to the Corporate Secretary and Head of Legal and delivered by hand at, or sent by registered post or recorded delivery to, the above-mentioned address of SW or to the principal business address of SW for the time being.

Such notices shall, if sent by registered post or recorded delivery, be deemed to have been received 48 hours after being posted.

8.9 The construction, validity and performance of this agreement shall be governed by Scots law, and, subject to clause 7, the parties submit to the exclusive jurisdiction of the Scottish courts.

IN WITNESS WHEREOF, this agreement consisting of this and the preceding seven pages is executed as follows:

Subscribed on behalf of SCOTTISH WATER

by.....

one of its directors

(signature).....

at.....

on.....201[]

before this witness:

Signature:

Name:

Address:

.....

Subscribed on behalf of [*insert name of Company*]

by.....

one of its directors

(signature).....

at

on.....201[]

before this witness:

Signature:

Name:

Address:

.....