



# The Water Connections Code for Scotland

**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.
DIA	Development Impact Assessment – Assessment to establish the requirements and impacts of the Scottish Water Distribution Network to support the proposed new connection.
Disconnection	A water service connection which requires a physical disconnect from the Scottish Water network
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
Track Inspection	Formal inspection by Scottish Water of assets and infrastructure associated with the water connections to ensure compliance with Water for Scotland: A Design and Construction Guide for Developers in Scotland and all other requirements
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 new water connections activities and a range of metering activities in Scotland.

The scope of activities that may be carried out by UCPs is set out in:

- The Water Industry Registration Scheme (WIRS) Requirements Document.

The WIRS Requirements Document sets out the requirements that must be followed by accredited UCPs wishing to operate in Scotland. It also contains the main references that govern the activities. WIRS is administered by Lloyd's Register on behalf of the WIRS Advisory Panel.

The WIRS Requirements Document requires UCPs to comply with the water company's more detailed local requirements. In the case of Scotland, these more detailed requirements are set out in this document, Scottish Water's 'Water Connections Code for Scotland' and its companion, 'The Meter Code of Practice'. The two documents are;

- The Water Connections Code for Scotland, which outlines the requirements for accredited UCPs who undertaking new water supply connections in Scotland;
- The Meter Code of Practice, which outlines requirements for accredited UCPs who are undertaking metering service activities in Scotland.

Under the arrangements, participating Licensed Providers (LPs) in the case of new connections to non-household premises, or Developers in the case of new connections to household premises, may instruct an accredited UCP to undertake the water connection and, where applicable, the installation of the associated revenue meter. Under these arrangements, the connection services and relevant metering activities must be undertaken by an appropriately controlled and competent UCP.

UCPs will need to apply for and be accredited under WIRS, being administered by Lloyd's Register, on behalf of Scottish Water. UCPs will be required to adhere to all of the requirements, scope and governance conditions of WIRS and continue to remain accredited under WIRS in order to continue to undertake the connection activities.

This code:

- Provides the framework for UCPs undertaking household and non-household connection activities in Scotland. This document also covers the activity of non-household permanent disconnection activities. It includes all stages of connection and permanent disconnection activities from the application and planning stage through to notifications, site visits, testing, physical installations/disconnections, changes, and the reporting of the completed works.

- Allows UCPs to commence connections/permanent disconnections work whilst they are seeking full accreditation under WIRS. In order to allow the arrangements to be implemented smoothly and allow progression to full accreditation status, the WIRS Requirements Document allows companies who can evidence competence with WIRS requirements to progress through a staged accreditation process. There are also mechanisms built into the accreditation process which allow Scottish Water to provide written authority where competent companies are in the process of obtaining relevant qualifications for their resources.

This code also provides further detailed information relating to local working arrangements within Scotland, and the obligations with which UCPs must comply in Scotland.

It is aimed at the management level of UCPs to facilitate and enable the development, management and distribution of all methodologies and requirements throughout their organisation.

This code is not intended to replace or take precedence over legislation and its requirements nor to give explicit work instructions to UCPs; nor should it be interpreted as a way of avoiding any legislative and regulatory requirements. UCPs will need to develop their own internal detailed working procedures, training and practices in order to comply with the accreditation requirements of WIRS.

In all cases the ownership of connections/permanent disconnections and associated revenue meters undertaken under WIRS will, subject to process compliance and current vesting standards and policies, transfer to Scottish Water.

UCPs should always endeavour to align their operations with both Scottish Water's corporate vision of "Always delivering a positive customer experience" and the Developer or LP's own requirements and standards regarding customer experience.

Within this document, 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 customers. Safety, public health and consumer satisfaction are paramount in carrying out any connection/permanent disconnection activities and must be supported with relevant evidence when required for audit purposes.

Scottish Water will continue to undertake connections/permanent disconnections work for developers and LPs. It will also be entitled to intervene and carry out any connection services that it deems necessary for the performance of its statutory duties. Scottish Water is required by law to undertake its duty to supply a safe, secure and reliable supply of water to customers in Scotland.

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### **3 The Accreditation Scheme**

Work previously undertaken by Scottish Water, or its contractors, may now be undertaken by UCPs on the instruction of a participating LP, in the case of non-household connections, or of a Developer, in the case of a household connection.

#### **Background to the operation of 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 Water Industry Commission is available at [www.scotlandontap.gov.uk](http://www.scotlandontap.gov.uk). Scottish Water sells water and sewerage services to LPs who in turn sell these services to non-household customers. Scottish Water continues to provide water services directly to household customers, owns the network and all revenue meters.

To support non-household retail activities, the competitive market arrangements are outlined in a set of formal documents or codes. The market participants are party to these documents, namely Scottish Water and LPs. The UCPs, will not be party to those market documents but their activities are critical in supporting the market arrangements, including for example the timely provision of accurate data within set timescales.

Within the non-household market arrangements, the Operational Code, (available on Scottish Water's website), sets out the interactions between Scottish Water and LPs, for example the process to be followed for the application of a new connection which must always come from the Licensed Provider to Scottish Water. As part of the end-to-end process, under the Operational Code the LP is required to provide information to Scottish Water, in turn for onward transmission to the Central Market Agency (CMA), the body that holds the central register of supply points in Scotland. The information which the UCP supplies the LP about having undertaken a connection, for example on completion of the connection and the meter installation is critical in allowing the LP and Scottish Water to meet their obligations under the market arrangements.

If information provided to Scottish Water by an LP, based in turn on information provided by a UCP, is later found by Scottish Water to be incorrect, then, dependant on the issue, Scottish Water may advise Lloyd's of the non-conformance so that this can be properly investigated and assessed under the terms of the accreditation arrangements.

Absence of required data or other non-compliance with the market codes may incur a penalty to market participants, whether Scottish Water and LPs. UCPs should be aware that an LP may seek to pass on any market penalties to UCPs; please note this would be a matter between the UCP and the LP.

With regard to the operation of the accreditation arrangements, LPs can choose to enter into an agreement with Scottish Water to allow them to instruct UCPs to undertake the activities defined in the WIRS Requirements Document. The list of LPs participating in this arrangement can be found at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).



Scottish Water will continue to undertake metering and connection/permanent disconnection activities where requested to do so by LPs.

Other than set out in the Agreement between Scottish Water and Accredited Entity, 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 purposes of clarity and illustration however, this code includes references to the LP's 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.

The supply of services to household customers in Scotland is not governed by the same market arrangements as set out above, i.e. the Operational Code does not apply and household premises are not registered at the CMA. Developers or other customers wishing to undertake a connection for a household premises must apply directly to Scottish Water.

With regard to the accreditation arrangements, the household connections market is governed through WIRS, this code and the agreement signed between Scottish Water and the Accredited Entity..

To participate in providing any element of connections and associated metering services activity, under the scope of WIRS, UCPs will need to comply with the arrangements set out in the remainder of this section.

### **3.1 Joining the Scheme**

Accreditation will need to be obtained through WIRS administered by Lloyd's Register and details for applying to join WIRS can be found on Lloyd's website at [www.lloydsregister.co.uk](http://www.lloydsregister.co.uk)

In addition to achieving accreditation status and commencing work, the UCP will also be required to sign an agreement with Scottish Water. A template version of this agreement is available at Appendix 2 of this document.

### **3.2 Scope of the Scheme**

The WIRS Requirements Document covers the scope of work for which accreditation can be sought and agreed in relation to both household and non-household water connections in Scotland. The scopes are defined in the WIRS Requirements Document Section 3, namely:

- From 1st April 2012:
  - Project Management
  - Construction of Mains and Standard Services:
    - Construction of Mains and Services - All works
    - Construction of Mains and Services - site works only
    - Construction of Services on development sites
- Routine Mains Connections:

- Construction of Routine Mains Connections (CRMC)
- Construction Routine Under Pressure Mains Connections (CRUPC)
- Non Routine Mains Connections:
  - Construction of Non-Routine Basic Branch Mains Connections (CNRBC)
  - Construction Non-Routine Complex Mains Branch Mains Connections (CNRCC)
- Design
- Permanent Disconnections

Additionally, in the case of non-household premises, metering activities are included within the defined scopes of work permitted in Scotland, as a meter must be installed at the same time as a connection is made. Information about metering activities is contained in the Meter Code of Practice for Scotland.

Only the scope of work defined within the WIRS Requirements Document can be undertaken.

For connections to the non-household premises, activities can only be carried out where instructed by a participating LPs, in accordance with the relevant process in the Operational Code.

Process reference	Summary of process area
1B Operational Code	LP instructs a UCP to undertake the individual premises water connection (a "Part 1" Water Connection) and associated meter installation(s)
3B Operational Code	LP instructs a UCP to undertake the connection to the Mains/trunk main/ service reservoir accompanied by one or more individual premises water connections (a "part 1" Water Connection) and associated meter installation(s).
5A2 Operational Code	LP instructs a UCP to undertake the connection for the supply of unmetered building water
5B2 Operational Code	LP instructs a UCP to undertake the metered connection for the supply of building water and the subsequent disconnection.

In the case of connections/permanent disconnections to non-household premises, in order to comply with the requirements of WIRS, UCPs will need to be fully aware of who may instruct work to be undertaken.

### **Non- Household Connections**

Any work instructions requesting UCPs to undertake connections and permanent disconnections, and associated meter installations or removals, to non-household premises under the scope of WIRS will need to be received from an appropriate LP who has signed an agreement with Scottish Water, allowing the LP to instruct UCPs

with regards to the scope of work being undertaken. A list of such LPs is available at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

## **Household Connections**

Work instructions relating to household connections may be instructed by any third parties such as those agents working on behalf of a Developer. The UCP may also self-instruct when undertaking household connection activities on behalf of a Developer.

### **3.3 Limits of the Scheme**

Work that is outside of the scopes set out in the WIRS Requirements Document, and thereby this code, cannot be undertaken by a UCP, even if instructed by an LP or another entity.

It should be noted that WIRS does not extend in any way to other accreditation schemes that may exist in Scotland.

Scottish Water will also continue to undertake connection activities as and when required by the instructing parties. The service provision by a UCP allows choice in the market.

### **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 document is available to all UCPs wishing to extend their accreditation and to parties wishing to become a UCP.

The WIRS scheme administrator will continually assess the competence of the UCP as detailed in WIRS. UCPs are expected to be competent in the activity of water supply connections 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 the WIRS accreditation requirements and continue to remain accredited.
- Comply with all Regulatory and Legislative frameworks as they apply in Scotland.
- Maintain the required level of record keeping appropriate for the audit process.
- Be instructed by an appropriate entity (i.e. a participating LP in the case of non-household premises).
- Have signed an agreement with Scottish Water prior to commencing any works.
- Comply fully with this code.

- Comply with the Meter Code of Practice for Scotland as applicable.

Inherent to WIRS are resource competency requirements. UCPs are expected to adhere to these requirements in full. To allow UCPs fully to meet accreditation requirements in the initial period of implementation, the following transition rules have been incorporated into the WIRS Requirements Document;

*UCPs working in Scotland may use operatives who have obtained written permission from the adopting water company which allows the operatives concerned to work on a specific project. As a minimum, with NCO(W), Team Leaders should hold NCO(W) at Level 2 and Operatives NCO(W) at Level 1 and their registration scope shall cover the category of work being done. Where operatives do not hold valid NCO(W) registration during the transitional period, they shall carry evidence that they have obtained the written permission of the adopting water company for the work being carried out.*

It is absolutely critical that UCPs, in addition to full compliance with WIRS accreditation, fully understand Scottish Water's Distribution Operations Management Strategies ("DOMS"). Being a robust set of mandatory procedures, UCPs will need to ensure they understand the particular relevance and context they have to the work that is being undertaken.

UCPs must also adhere to all current relevant legislation and regulation including, but not limited to:

- Roads Authorities and Utilities Committee Scotland ("RAUC's") Specifications for the Reinstatement of Openings in Roads:
- New Roads and Street Works Act 1991 ("NRSWA"):
- Transport (Scotland) Act 2005 ("TSA"):
- Chapter 8 of the Traffic Signs Manual:
- Water (Scotland) Act 1980 as amended by all legislation including the Water Industry (Scotland) Act 2002:
- Scottish Water Byelaws 2004:
- Health & Safety at Work Act 1974.

It is not intended that the detailed requirements and obligations for such consents will be outlined in this code. These shall be part of the UCP's competency framework.

A detailed knowledge of relevant stakeholders for the work being undertaken is expected to be formed as part of the basic training, practical competencies, industry registration cards, vocational qualifications and experience that forms the core of the WIRS requirements.

### **3.5 Auditing**

Auditing of activity will be as set out in accordance with the WIRS Requirements Document.

Additionally, Scottish Water will continue to conduct all normal inspections within the process and monitor all elements of the UCP's performance. Any observations from any part of the process will be advised to Lloyd's for further review and action as deemed necessary under WIRS.

To ensure the smooth running of these audits the UCP will be required to keep appropriate records for audit purposes. Detailed records for audits shall be maintained for a period of six years, including, where associated meter installations are undertaken, any specific requirements outlined in the Meter Code of Practice.

### **3.5.1 Governance and Compliance General**

Governance of WIRS will be carried out under the auspices of the WIRS Advisory Panel and the Scottish Advisory Group. Information on these activities is available on the website of Lloyd's Register.

There shall be no departure from the provisions of this code except where it has been formally confirmed in writing by Scottish Water and such departure has been approved as being technically justifiable or representing advances in knowledge.

This code references other documents with which the UCP will need to ensure adherence when undertaking activities under the scope of WIRS. The key reference documents are set out in section 11.

## **3.6 Asset Transfer and Payment**

Connections being undertaken through this code will, subject to full compliance with the current vesting process, transfer to Scottish Water at the same time as pipework is vested in Scottish Water.

Payment to UCPs for any activities delivered under any of the scopes defined in the WIRS Requirements Document will be the responsibility of the instructing entity i.e. the LP in the case of non-household connection and metering activities or the Developer or agent when undertaking household connection activities. This is a matter between the UCP and the LP and is not a matter for Scottish Water.

Ownership of an associated meter asset provided under this scope will remain with the UCP until accepted by Scottish Water. Subject to compliance with the Meter Code of Practice, Scottish Water will take ownership of the meter asset once all required data has been received by Scottish Water from the LP.

Where the UCP undertakes connections activity which results in works which have a defect or fault which is due to design, materials, goods, equipment or workmanship, or if the connections activity causes damage to Scottish Water's property, the UCP may be required to rectify the issue at their own cost. Alternatively, Scottish Water may be required to rectify the issue directly and the UCP will be required to pay to Scottish Water, all reasonable costs incurred, consistent with the contractual agreements in place for each site connection.

## **3.7 Communications under the Scheme**

### **3.7.1 Communicating with Scottish Water**

Communication throughout the process is key and Scottish Water will ensure that a consistent approach is delivered in this process as described in this section..

## **Non-Household Connections**

Where the application is for a non-household connection then all normal communications will be between Scottish Water and the LP except as below:

- A LP may ask Scottish Water to liaise directly with a UCP when Scottish Water raises a query of a technical nature and upon provision of an agreed contact by the LP:
- Scottish Water in these circumstances will restrict any discussions with the contact purely to the technical query raised and agreed by the LP.

Where an emergency occurs during the physical connection process then UCPs must communicate directly with both the LP and Scottish Water to ensure that all risks to safety and health of network users are correctly and effectively managed including any unplanned interruptions to supply

## **Household Connections**

Where the application is for a household property then communications will be between Scottish Water and the nominated contact or agent on the application submitted which typically will be either the Developer, UCP or other contractor / agent.

### **3.7.2 Communicating with Customers**

A critical element of DOMS processes, Operational Code and the agreement with Scottish Water 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, thus resulting in an interruption to their supply.

The responsibilities for dealing with customer communications when undertaking activities 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.
- Additionally Scottish Water will update the LPs of planned outages. LPs are responsible for identifying and advising their own non-household customers.

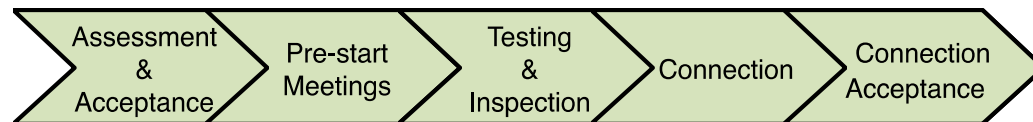
Failure to advise customers in line with DOMS may result in a payment to the customer. Where the work being undertaken incurs such a payment then Scottish Water will seek to recover this from the UCP which failed to provide notice to the customer.

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## 4 Guidance for Planning and Undertaking Water Connection Operations

### 4.1 Overview of Water Connection Process

This Code covers the following main stages for water connections in Scotland:



For self lay infrastructure connections, the connection design, including location, pipe sizes, materials and operational effect on the water network will have already been successfully completed under the existing Scottish Water self lay procedures (i.e. the current Water for Scotland document) and UCPs should make reference to these when reading this Code.

All customer pipes and associated ancillaries shall be successfully designed and installed ready for connection in line with this literature.

Revenue meters are required to be installed on all connections to non-household premises. Only UCPs are permitted to design, install and commission revenue meters. UCPs should consult the Scottish Water Meter Code of Practice when installing any revenue meter associated with a new connection.

The 'Testing' stage of the Connections Code is not applicable to Standard Connections.

### 4.2 Connection Types

This Code details seven main permanent connection types, as detailed below, and the document provides guidance on the UCP requirements for each of the main connection types in turn. Whilst this leads to some duplication in this code, it is intended to provide clarity to UCPs in fulfilling their obligations:

- Household standard connection.
- Household non-standard connection.
- Non-household standard connection.
- Non-household non-standard connection.
- Mixed household and non-household connections.
- Facilitations.
- Temporary connections for building water

Simplified process maps for the main household and non-household connection types are located in Appendix 1.

## 5. Household Standard Connection

A household standard connection comprises a water service connection which is less than or equal to a 32mm diameter pipe.

A Developer or appointed Agent will submit the application direct to Scottish Water using [Household New Water Connection Form]. The following principles apply:

- There is no requirement for a meter to be fitted, unless specifically requested by Scottish Water or the customer and approved by Scottish Water.
- All data notifications are directly between the UCP and Scottish Water.

For any information or guidance regarding the earlier process stages that may occur, such as Scottish Water confirming the ability to serve the development from the public network, please reference the Scottish Water Customer Connections Guide.

This provides detail regarding site feasibility, planning submissions and consultations. This document can be found at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

The key connection application stage for a household standard connection is split into five key phases:



The Developer will have already designed the developments network in accordance with the requirements of Water for Scotland – A Design and Construction Guide for Developers in Scotland.

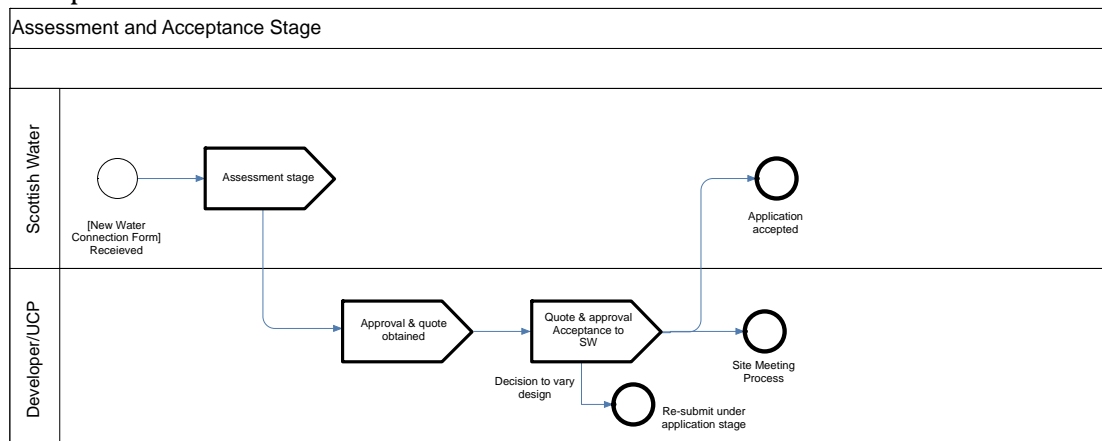
Detailed below are the main process steps for the household standard connection process (i.e. process flows and supporting narratives).

Each connection stage, in the above process flow, is contained within a separate sub section and starts with a high level process map detailing tasks, responsibilities and any critical timescales. The process map is then supported by narrative outlining more detailed guidance.

Application for household property connection will be made on [Form New Water Connection Application]



## Assessment & Acceptance



This section is outlined so that the UCP may better understand the required activity by the Developer or his agent at design stage, which may be prior to the UCPs instruction. The UCP may be asked by the Developer or agent to be involved at this stage or may wait until full Scottish Water Technical Approval has been obtained and they are ready to proceed. This will be a matter for the Developer.

### Assessment Stage

Where applicable the name of the appointed UCP must be provided to Scottish Water and detailed on submission of the application.

On receipt of the application for a water supply connection, Scottish Water will undertake an assessment of the application and provide a written acknowledgement to the Developer or agent.

### Approval & Quote Stage

Once reviewed Scottish Water will either:

- Reject the application.
- Approve the application and provide Technical Approval to the Developer, along with a quote for the mandatory services to be undertaken by Scottish Water.

### Approved Applications

Where the assessment process has given Technical Approval, then Scottish Water will have provided, where applicable, information relating to the DOMS IAF. This is a critical element of the Scottish Water DOMS process and guides the requirements and mandatory actions of all UCPs working on the Scottish Water network.

UCPs must ensure that they have all this information available when being instructed to undertake and prior to proceeding with any activity under the scope of WIRS.

If the Developer or agent identifies a need to request either a design or connection change, after the application has been approved by Scottish Water, then the application must be re submitted and a new Technical Approval and IAF, where applicable, must be obtained from Scottish Water. Any updated Technical Approval should, be provided by the Developer, or agent to the UCP.

At all stages of the process, the UCP must ensure that there is no work undertaken which contradicts or does not adhere to the requirements set out within the Scottish Water Technical Approval. Any requirements to alter from this Technical Approval can only be undertaken by either:

- Direction from Scottish Water having identified a need to alter from the original Technical Approval.
- Where the applicant requests a design change and this leads to an amended Technical Approval.

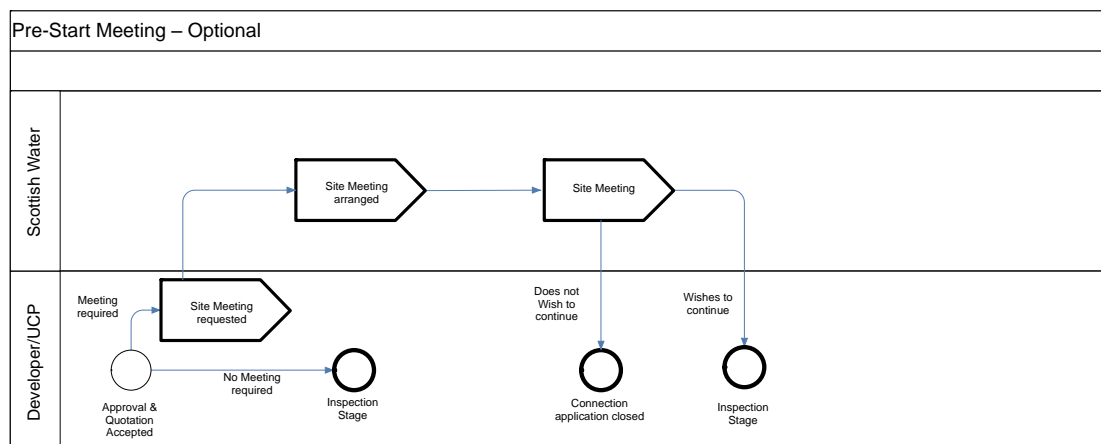
UCPs should also be aware that the information provided in the IAF is valid at the time of assessment only and for a period of 7 days following completion. At the appropriate stages of the process UCPs should ensure that the IAF is updated and refreshed through Scottish Water whenever required.

### Pre-Start Meetings

Pre-start meetings are optional for standard connections unless either the IAF or the Scottish Water has required one to be undertaken. In instances when the IAF has identified that a complex shut-off is required, in these cases, then a meeting will always need to be requested.

Where a non-complex shut off is defined and neither the UCP nor Scottish Water feels it is necessary to hold a pre-start meeting then the UCP may proceed without one.

In line with Scottish Water processes all normal communications will be made directly with the nominated contacts specified in the submitted application form.



Pre-start meetings will be requested through the UCP or Developer by the submission of a request directly to Scottish Water contacting the Customer Connections Team.

In response to either a request for a pre-start meeting or having already identified that one is required, then Scottish Water will arrange this meeting.

The meeting may be used to address any issues or problems envisaged in making the connection or be used to undertake a more detailed on-site assessment and update and inform the DOMS IAF information.

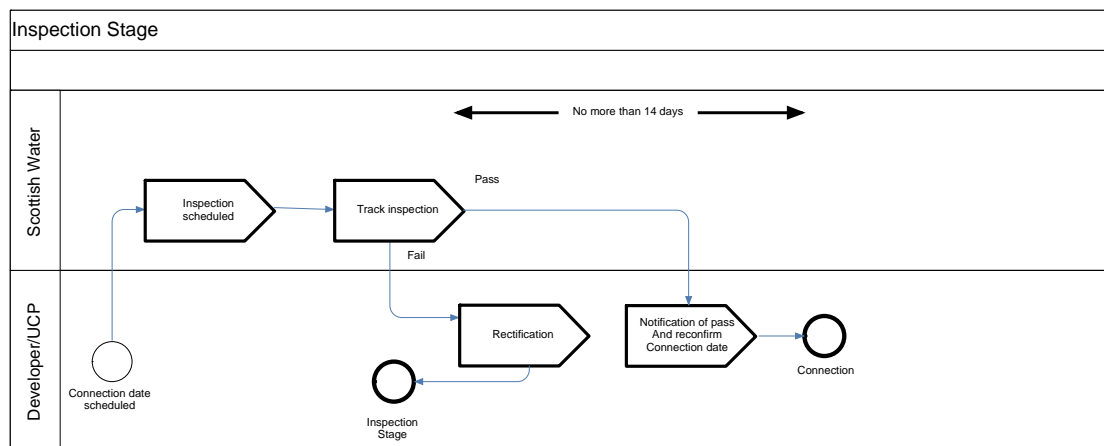
The appointment will be scheduled directly between Scottish Water and the UCP and Developer if appropriate. The site meeting will be conducted at an agreed time, between both parties.

If the pre-start meeting identifies any additional changes to the Technical Approval or the connection type then the Developer or agent will need to consider at this time whether they wish to progress and amend the application as appropriate, in light of those requirements. It is imperative that the UCP is provided with any updated Technical Approvals at all stages of the process.

UCPs should be aware that a site meeting can be requested at any stage of the process and Scottish Water actively encourages UCPs to utilise these requests where technical issues or support is required.

### Track Inspection Stage

Once the necessary infrastructure has been laid then a track inspection by Scottish Water is required to confirm that the installation of all infrastructure is correct prior to making the connection to the water distribution network.



### Track Inspection Request

When the UCP is ready for the track inspection to be undertaken then they should contact the Scottish Water Customer Connections team.

The UCP must request the track inspection from Scottish Water giving a minimum of 5 business days notice from the required inspection date and submitting the DOMS IAF revised request, where applicable.

The UCP, at this stage, will also need to inform Lloyd's Register of the proposed connection date as required under the WIRS scheme. WIRS requires that all connection scheduling be informed to Lloyd's by e-mailing, [utilities@lr.org](mailto:utilities@lr.org) with the planned connection date. If at any point the planned connection date changes then Lloyd's Register should be informed and updated of the new planned connection date.

## Track Inspection Scheduled

In response to a track inspection request, Scottish Water will trigger the track inspection process and the appointment will be scheduled directly between Scottish Water and the UCP.

If the track inspection fails then on-site remediation will be agreed between Scottish Water and the UCP. The UCP will undertake the necessary corrective action.

When these corrective actions have been taken then the following key activities must be undertaken again:

- a new track inspection will need to be requested by the UCP.
- DOMS IAF, where applicable, should be re-submitted.
- Lloyd's Register re-notified of the amended planned connection date.

The UCP should make amongst others, reference to the following documents:

Document Reference Number	Title
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland
Drinking Water Inspectorate	LIST OF APPROVED PRODUCTS for use in Public Water Supply in the United Kingdom
DOM-WN-PRC-00000318	DOMS Works Procedure Scottish Water Access to Live Network

The above process is only applicable to a UCP who has been instructed specifically to undertake the activity. This activity can be the responsibility of another party and in that case the UCP must ensure that the activity has been correctly notified, undertaken and approved by Scottish Water before progressing with any connection activity under the scope of WIRS.

## Connection

### Customer notifications of interruptions to supply

Customer communications with any affected customers should be undertaken as outlined in DOMS and section 3.7 of this code.

### Physical Connection

For the activity to take place the UCP should ensure that a valid DOMS IAF, where applicable, is in place prior to connection. An updated DOMS IAF may be requested through Scottish Water and is only valid for 7 days once updated.

In all cases when undertaking any type of shut-off, the UCP will be responsible for ensuring that the Scottish Water 'Operations Log' is updated in accordance with DOMS module DOM-WN-TBT-00000014 and DOM-WN-PRC-00000318. This log is managed by Scottish Water and records specific details regarding the operation of

the Scottish Water network including, relevant information on the operation of valves on the system.

Where the connection is deemed to be a non-complex shut off, then the physical connection process will be under the control of the UCP who will follow this Code, industry requirements, WIRS and DOMS.

Where a connection has been determined to be a complex shut off, then this will always require Scottish Water to be present on site during the physical connection process. In such circumstances the UCP must adhere to the following rules that:

- All complex shuts will only be undertaken by Scottish Water and UCPs will act under the direct instruction and supervision of the Scottish Water team
- Scottish Water will advise the UCP when the connection can be undertaken in line with the activity being carried out on-site by Scottish Water.
- Scottish Water will undertake any necessary work to re-charge the network and only Scottish Water personnel may undertake work associated with Scottish Water’s distribution network in preparation for the re-charging of the main.
- Only Scottish Water may operate a Boundary Valve.

UCPs should refer to DOM-WN-TBT-00000014 and DOM-WN-PRC-00000318 for further details on roles and responsibilities.

In all cases when undertaking the connection, the UCP will comply with the following:

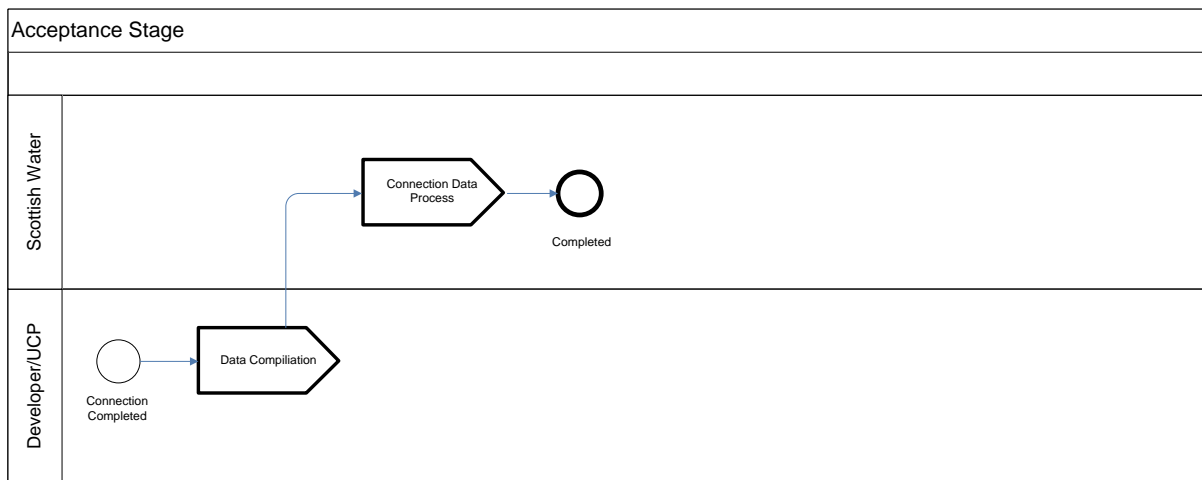
- The UCP shall ensure that the connection date confirmed with the Scottish Water connections team and Lloyd’s Register remains correct and auditable.
- The UCP is responsible for following all appropriate processes in DOMS. These are critical processes that must be followed by all participants operating under WIRS.
- Appropriate contingency plans should always be in place consistent with Scottish Water DOMS to deal with any issues that may arise during the connection process.
- If the connection is deemed as a non-complex shut-off, the work may be undertaken without the requirement for Scottish Water to attend site and instruct the shut-off procedure.
- A connection should never take place when it does not comply with Scottish Water’s latest Technical Approval, including any updates..
- The UCP will undertake the connection in compliance with the latest IAF.

The UCP will make reference as a minimum to the following documents when undertaking any connection activity:

Document Reference Number	Title
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
Scottish Water	General Requirements for Hygiene

DOM-WN-PRC-0000101	
DOM-WN-PRC-0000318	DOMS Works Procedure Scottish Water Access to Live Network
Scottish Water DOM-WN-PRC-0000102	Hygiene Requirements for the use of Multi-Functional Resources
Scottish Water DOM-WN-PRC-0000104	Materials in Contact with Treated Water
Scottish Water DOM-WI-WIN-0000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-WIN-0000204	Connection to the Live Network
Scottish Water DOM-WI-WIN-0000206	Laying of Mains in Potentially Contaminated Ground
Scottish Water DOM-WN-TBT-00000014	Guide for Completion for Access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland
Drinking Water Inspectorate	LIST OF APPROVED PRODUCTS for use in Public Water Supply in the United Kingdom

### Connection Acceptance



### Data Requirements

Once the connection has been successfully made then the UCP shall inform Scottish Water of critical data relating to the network. The UCP is responsible for the subsequent data requirements of all information to Scottish Water.

The UCP will have the responsibility for advising Scottish Water that the connection has been completed. This is undertaken by completion of [Form X].

Where an interruption to supply ("ITS") has occurred, then the UCP will be responsible for collating all necessary information relating to the interruption to supply including updating the Scottish Water Corporate Data Repository in line with

DOMS or advising Scottish Water through DOMS of any interruption to Supply that extends beyond the planned shut-off period.

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## 6. Household Non-Standard Connection

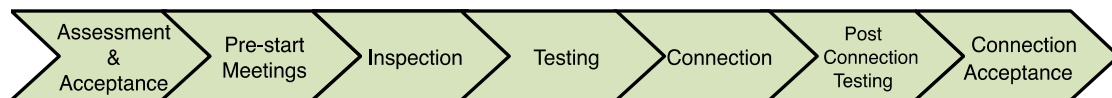
A household non-standard connection comprises a water service connection greater than a 32mm diameter pipe.

A Developer or appointed Agent will submit the application direct to Scottish Water using [Household New Water Connection Form]. The following principles apply:

- There is no requirement for a meter to be fitted, unless specifically requested by Scottish Water or the customer and approved by Scottish Water.
- All data notifications are directly between the UCP and Scottish Water.

For any information or guidance regarding the earlier process stages that may occur, such as Scottish Water confirming the ability to serve the development from the public network, please reference the Scottish Water Customer Connections Guide. This provides detail regarding site feasibility and planning submissions and consultations. This document can be found at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

The key connection application stage for a household non-standard connection is split into seven key phases:

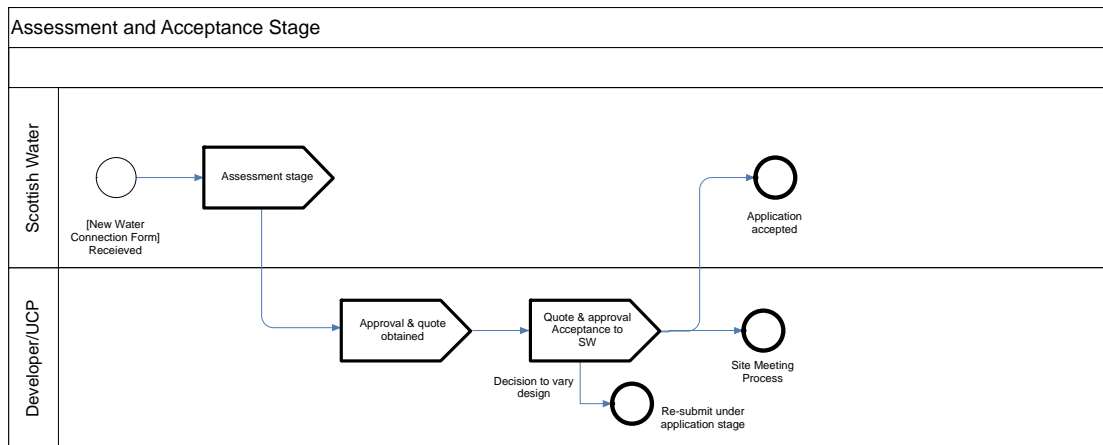


The Developer will have already designed the developments network in accordance with the requirements of Water for Scotland – A Design and Construction Guide for Developers in Scotland.

Each connection stage, in the above process flow, is contained within a separate sub section and starts with a high level process map detailing tasks, responsibilities and any critical timescales. The process map is then supported by narrative outlining more detailed guidance.

Application for household property connection will be made on [Form New Water Connection Application].

**a. Assessment & Acceptance**



This section is outlined, so that the UCP may better understand the required activity by the Developer or his agent at design stage, which may be prior to the UCPs instruction. The UCP may be asked by the Developer or agent to be involved at this stage or may wait until full Scottish Water technical approval has been obtained and they are ready to proceed. This will be a matter for the Developer.

**Assessment Stage**

Where applicable the name of the appointed UCP must be provided to Scottish Water and detailed on submission of the application.

On receipt of the application for a water supply connection, Scottish Water will undertake an assessment on the application provide a written acknowledgement to the Developer or agent.

**Approval & Quote Stage**

Scottish Water will either:

- Reject the application.
- Approve the application and provide Technical Approval to the Developer, along with a quote for the mandatory services to be undertaken by Scottish Water.

**Approved Applications**

Where the assessment process has given Technical Approval, then Scottish Water will have provided, where applicable, information relating to the DOMS IAF. This is a critical element of the Scottish Water DOMS process and guides the requirements and mandatory actions of all UCPs working on the Scottish Water network.

UCPs must ensure that they have all this information available when being instructed to undertake and prior to proceeding with any activity under the scope of WIRS.

If the Developer or UCP identifies a need to request either a design or connection change, after the application has been approved by Scottish Water, then the application must be re submitted and a new Technical Approval and IAF, where applicable, must be obtained from Scottish Water. Any updated Technical Approval should, be provided by the Developer, or agent to the UCP.



At all stages of the process, the UCP must ensure that there is no work undertaken which contradicts or does not adhere to the requirements set out within the Scottish Water Technical Approval. Any deviation from this Technical Approval can only be undertaken by either:

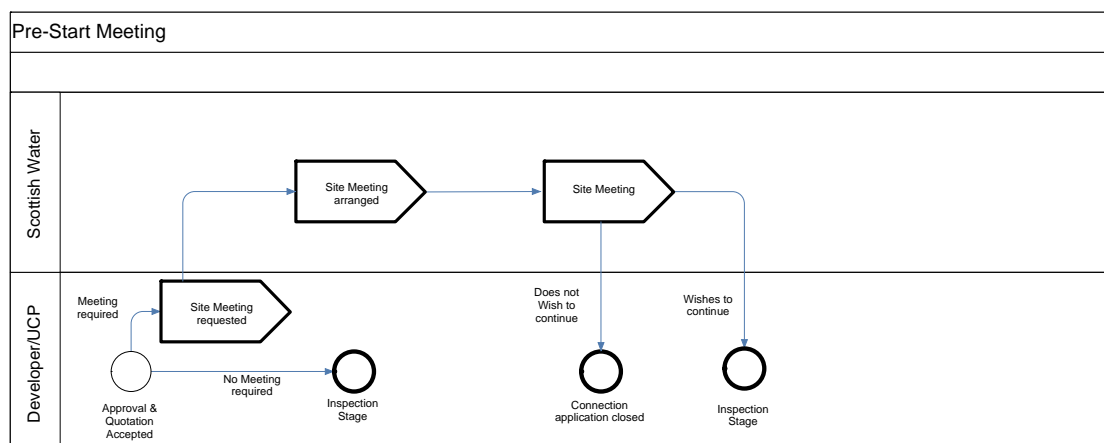
- Direction from Scottish Water having identified a need to alter from the original Technical Approval, or
- Where the applicant requests a design change and this leads to an amended Technical Approval.

UCPs should also be aware that the information provided in the IAF is valid at the time of assessment only and for a period of 7 days following completion. At the appropriate stages of the process UCPs should ensure that the IAF is updated and refreshed through Scottish Water as required under DOMS.

### Pre-Start Meetings

Pre-start meetings are recommended for all non-standard connections and will be mandatory where a complex shut-off is required or Scottish Water indicates it necessary.

In line with Scottish Water processes all normal communications will be made directly with the nominated contacts specified in the submitted application form.



Pre-Start meetings will be requested through the UCP or Developer by the submission of a request directly to Scottish Water contacting the Customer Connections Team.

In response to either a request for a pre-start meeting or having already identified that one is required, then Scottish Water will arrange this meeting.

The meeting may be used to address any issues or problems envisaged in making the connection or be used to undertake a more detailed on-site assessment and update and inform the DOMS IAF information.

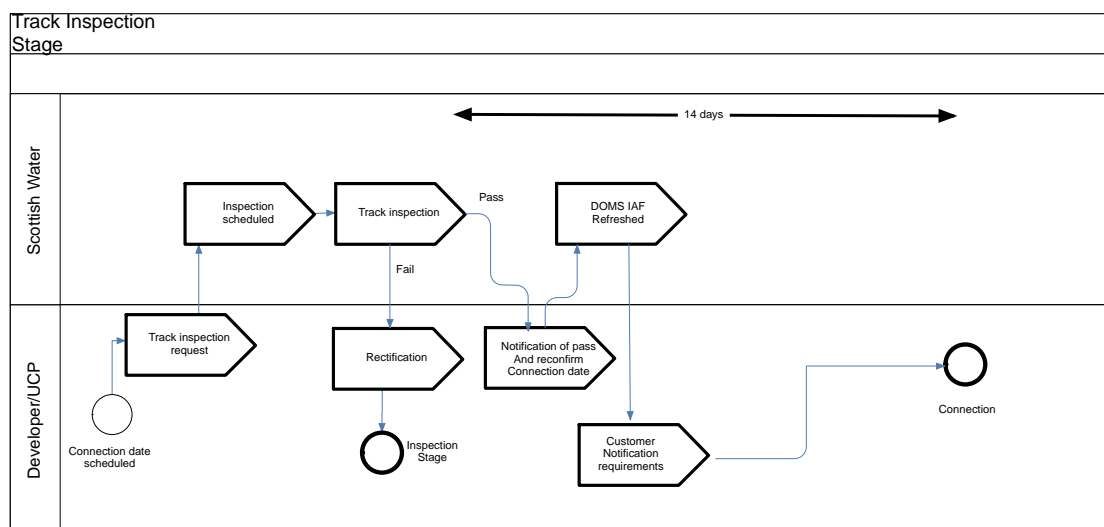
The appointment will be scheduled directly between Scottish Water and the UCP and Developer if appropriate. The site meeting will be conducted at an agreed time between both parties.

If the pre-start meeting identifies any additional changes to the Technical Approvals or the connection type then the Developer or agent, will need to consider at this time whether they wish to progress and amend the application as appropriate, in light of those requirements. It is imperative that the UCP is provided with any updated Technical Approvals at all stages of the process.

UCPs should be aware that a site meeting can be requested at any stage of the process and Scottish Water actively encourages UCPs to utilise these requests where technical issues or support is required.

### Track Inspection Stage

Once the necessary infrastructure has been laid then a track inspection by Scottish Water is required to confirm that the installation of all infrastructure is correct prior to making the connection to the water distribution network.



### Track Inspection Request

When the UCP is ready for the track inspection to be undertaken then they should contact the Scottish Water Customer Connections team.

The UCP must request the track inspection from Scottish Water giving a minimum of 5 business days notice from the required inspection date and submitting the DOMS IAF revised request, where applicable.

The UCP, at this stage, will also need to inform Lloyd's Register of the proposed connection date as required under the WIRS scheme. WIRS requires that all connection scheduling be informed to Lloyd's by e-mailing [utilities@lr.org](mailto:utilities@lr.org) with the planned connection date.

### Track Inspection Scheduled

In response to a track inspection request, Scottish Water will trigger the track inspection process and the appointment will be scheduled directly between Scottish Water and the UCP.

If the track inspection fails then on-site remediation will be agreed between Scottish Water and the UCP. The UCP will undertake the necessary corrective action.

When these corrective actions have been taken then the following key activities need to be undertaken again:

- a new track inspection will need to be requested by the UCP.
- DOMS IAF, where applicable, should be re-submitted.
- Lloyd's Register re-notified of the amended planned connection date.

The UCP should make amongst others, reference to the following documents:

Document Reference Number	Title
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland
Drinking Water Inspectorate	LIST OF APPROVED PRODUCTS for use in Public Water Supply in the United Kingdom
DOM-WN-PRC-00000318	DOMS Works Procedure Scottish Water Access to Live Network

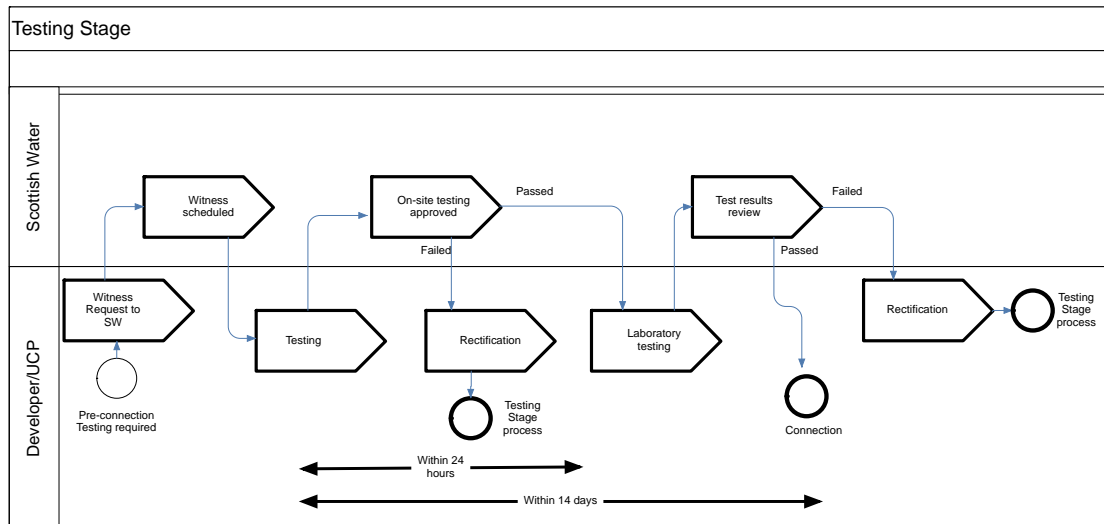
The above process is only applicable to a UCP who has been instructed specifically to undertake the activity. This activity, can be the responsibility of another party and in that case the UCP must ensure that the activity has been notified, undertaken and approved by Scottish Water before progressing with any connection activity under the scope of WIRS.

### Testing

Testing for household non standard connections falls into three main activities:

- Pressure testing
- Disinfection
- Water Quality Sampling

All of the above must be undertaken in a safe and controlled manner in full compliance with Scottish Water DOMS procedures, Scottish Water's Hygiene Code of Practice and all legislative requirements, being cognisant at all times of the potential risk to health.



### Witness Request

Due to the complex nature of a non standard connection, both the pressure testing and disinfection/sampling of new mains must be witnessed by Scottish Water or its representatives.

The UCP will submit a request for a witness to be present for the testing process by submitting a request to Scottish Water. If the testing is being undertaken on two separate occasions, there will be a requirement to submit two requests, one for witness of each test.

Where Scottish Water is unable to witness tests then, subject to full process compliance, the UCP may continue to test in accordance with WIRS and this code.

### On-site Testing

UCPs should be aware of the clear competency requirements outlined in the WIRS Requirements Document regarding the resource undertaking testing activities. If appropriately trained resource is not available then an appropriately accredited body should be engaged to perform the task.

### Pressure Testing

Scottish Water will witness the pressure testing in accordance with DOMS. In all cases the UCP must provide pressure test results and graphs to allow Scottish Water to verify the test results.

Prior to connection the UCP will be required to pressure test the new pipe work in accordance with:

- Water for Scotland – A Design and Construction Guide for Developers in Scotland, and
- Scottish Water DOMS.

If this test fails then appropriate remediation work will need to be undertaken and the testing process re-commenced by re-requesting a witness test.

## Disinfection Testing

All disinfection activities should be delivered in accordance with Scottish Water's Hygiene Code of Practice and DOMS.

The UCP must ensure:

- That there is no risk of contaminating water in the distribution system.
- They are aware of the specific requirements of the Hygiene Code relating to the Disinfection of Water Mains and Service Pipes.
- They safeguard the quality of water to customers.
- All Watercourses are protected.
- That the existing water network is protected and that the new main is safe to use after connection

## Water Quality Sampling

The UCP will take water quality samples from the disinfected and pressure tested new mains in accordance with DOMS. Accredited staff as defined within WIRS and DOMS Module 13 can only take these samples.

Once taken the samples must be sent to a UKAS accredited laboratory service for bacteriological testing, within 12 hours of the sample being taken, with test results being provided to Scottish Water when available.

The sampling procedures wherever possible will be witnessed by Scottish Water or its representative.

When undertaking testing of the connection the UCP will ensure that they make reference to the following documents:

Document Reference Number	Title
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	SW DOMS TBT No 11 Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-PRC-00000106	Disinfection of Water Mains and Service Pipes
Scottish Water DOM-WN-PRC-00000314	Commissioning / Decommissioning Mains
Scottish Water DOM-WN-WIN-00000102	Use and Disposal of Chlorine Solutions
Scottish Water DOM-WN-PRC-00000101	General Requirements for Hygiene
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-TBT-00000015	Sampling Repairs and New Mains – Information for those taking samples

Scottish Water DOM-WN-TBT-00000013	SW DOMS TBT No 13 Protection of Controlled Waters
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland

Scottish Water will confirm passes of both pressure and disinfection testing as a result of the witness test and by accepting the test results.

The next stage of the connection process will only take place if all the samples pass. If this test fails then appropriate rectification work should be undertaken and the testing process re-commenced by re-requesting a witness test.

The above process is only applicable to a UCP who has been instructed specifically to undertake the activity. This activity, can be the responsibility of another party and in that case the UCP must ensure that the activity has been notified, undertaken and approved by Scottish Water before progressing with any connection activity under the scope of WIRS.

## **Connection**

### **Customer notifications of interruptions to supply**

Customer communications with any affected customers should be undertaken as outlined in DOMS and section 3.7 of This Code.

### **Physical Connection**

For the activity to take place the UCP should ensure that a valid DOMS IAF, where applicable, is in place prior connection. An updated DOMS IAF may be requested through Scottish Water and is only valid for 7 days once updated.

In all cases when undertaking any type of shut-off, the UCP will be responsible for ensuring that the Scottish Water 'Operations Log' is updated in accordance with DOMS module DOM-WN-TBT-00000014. This log is managed by Scottish Water and records specific details regarding the operation of the Scottish Water network including, relevant information on the operation of valves on the system.

Where the connection is deemed to be a non-complex shut off, then the physical connection process will be under the control of the UCP who will follow this Code, industry requirements, WIRS and DOMS.

Where a connection has been determined to be a complex Shut off, then this will always require Scottish Water to be present on site during the physical connection process. In such circumstances the UCP should ensure that they adhere to the rules that:

- All complex shuts will only be undertaken by Scottish Water and UCPs will act under the direct instruction and supervision of the Scottish Water team

- Scottish Water will advise the UCP when the connection can be undertaken in line with the activity being carried out on-site by Scottish Water.
- Scottish Water will undertake any necessary work to re-charge the network and only Scottish Water personnel may undertake work associated with Scottish Water's distribution network in preparation for the re-charging of the main.
- Only Scottish Water may operate a Boundary Valve.

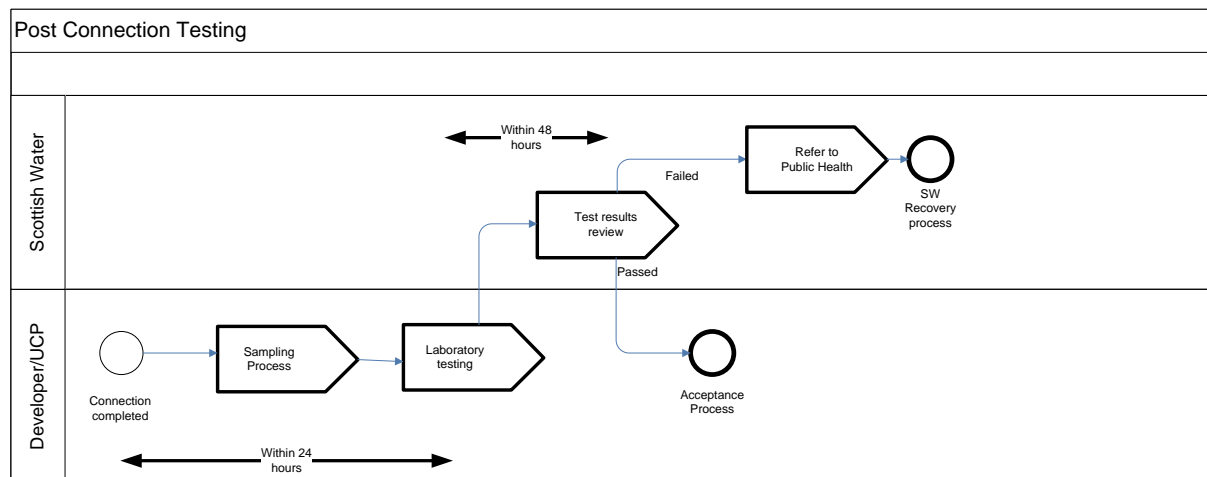
UCPs should refer to DOM-WN-TBT-00000014 for further details on roles and responsibilities. In all cases when undertaking the connection, the UCP will comply with the following:

- The UCP shall ensure that the connection date confirmed with the Scottish Water connections team and Lloyd's Register remains correct and auditable.
- The UCP is responsible for following all appropriate processes in DOMS. This is a critical process that must be followed by all participants of WIRS.
- Appropriate contingency plans should always be in place consistent with Scottish Water DOMS to deal with any issues that may arise during the connection process.
- If the connection is deemed as non-complex shut-off then the work may be undertaken without the requirement for Scottish Water to attend site and instruct the shut-off procedure.
- Connection should never take place when it does not comply with Scottish Water's latest Technical Approval, including any updates through the process.
- The UCP will undertake the connection in compliance with the latest IAF.

The UCP will make reference as a minimum to the following documents when undertaking any connection activity:

Document Reference Number	Title
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-WN-PRC-00000105	Sampling and Bacteriological Testing-Acceptance for Bringing into Supply
Scottish Water DOM-WN-PRC-00000106	Disinfection of Water Mains and Service Pipes
Scottish Water DOM-WN-WIN-00000302	Isolation of a Water Network
Scottish Water DOM-WI-WIN-00000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-WIN-00000204	Connection to the Live Network
Scottish Water DOM-WI-WIN-00000206	Laying of Mains in Potentially Contaminated Ground
Scottish Water DOM-WN-TBT-00000014	Guide for Completion for Access to working on the Scottish Water Network
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

### b. Post Connection Testing



### Water Quality Sampling

The UCP will be responsible for taking post connection water samples to verify its compliance with water quality legislation in compliance with DOMS and WIRS.

The UCP will take water quality samples from the disinfected and pressure tested new mains in accordance with DOMS and Hygiene Code Of Practice. Only accredited staff as defined within WIRS and DOMS Module 13 can take these samples. All samples will be taken in accordance with DOM-WN-PRC-00000105.



Once taken, the samples must be sent to a UKAS accredited laboratory service for bacteriological testing within 12 hours of the sample being taken, with tests being undertaken within 24 hours from the sample being taken.

Full testing in compliance with DOMS should be completed and the results provided to Scottish Water within 48 hours of the sample being taken.

If the water quality samples fail, then the UCP will need to take remedial action.. This process may need to be repeated until the samples pass and are approved by Scottish Water.

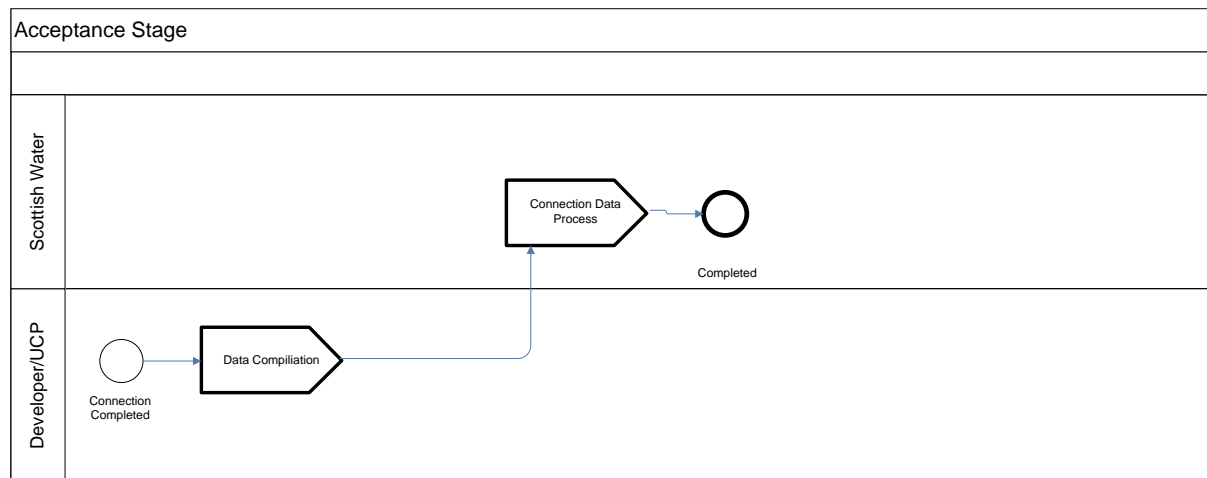
All failures will be reported to the Scottish Water Public Health Team and Scottish Water, as Scottish Water may need to step in to protect water quality and the distribution network.

If the water quality samples pass and are approved by Scottish Water then the UCP will be informed through the LP and the connection can be completed in accordance with DOMS.

When undertaking testing of the connection the UCP will ensure that they make reference to the following documents:

Document Reference Number	Title
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	SW DOMS TBT No 11 Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-PRC-00000106	Disinfection of Water Mains and Service Pipes
Scottish Water DOM-WN-PRC-00000314	Commissioning / Decommissioning Mains
Scottish Water DOM-WN-WIN-00000102	Use and Disposal of Chlorine Solutions
Scottish Water DOM-WN-PRC-00000101	General Requirements for Hygiene
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-TBT-00000015	Sampling Repairs and New Mains – Information for those taking samples
Scottish Water DOM-WN-TBT-00000013	SW DOMS TBT No 13 Protection of Controlled Waters
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland

## Connection Acceptance



## Data Requirements

Once the connection has been successfully made then the UCP shall inform Scottish Water of critical data relating to the network. The UCP is responsible for the subsequent data requirements of all information to Scottish Water.

The UCP will request Scottish Water to make a final connection inspection by submission of a request for a [completion certificate]. The UCP will submit this request directly to Scottish Water. The information required by Scottish Water is defined in the current Water for Scotland- A design and construction guide for developers in Scotland, and includes but is not limited to;

- Date of connection.
- As laid drawings.

Scottish Water is required to approve the workmanship of the recently connected water mains before issuing a formal acceptance document or Completion Certificate. This approval is not part of the vesting procedure, but the acceptance document may be requested by Scottish Water, prior to the assets being vested at a later date.

Where an ITS has occurred, then the UCP will be responsible for collating all necessary information relating to the interruption to supply including updating the Scottish Water Corporate Data Repository in line with DOMS or advising Scottish Water through DOMS of any interruption to Supply that extends beyond the planned shut-off period.

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## 7. Non-Household Standard Connection

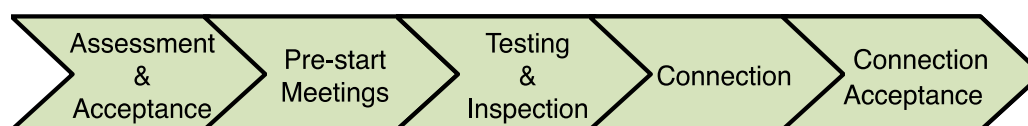
A non-household standard connection comprises a water connection which is less than or equal to a 32mm pipe diameter.

### Process Application

This section is shown in order that the UCP may better understand the context and possible role of the LP at design stage. The UCP may be asked by the LP to be involved at the design stage, or may wait until full Technical Approval has been obtained and they are ready to proceed with instructing the work to be undertaken. This will be a matter for the LP.

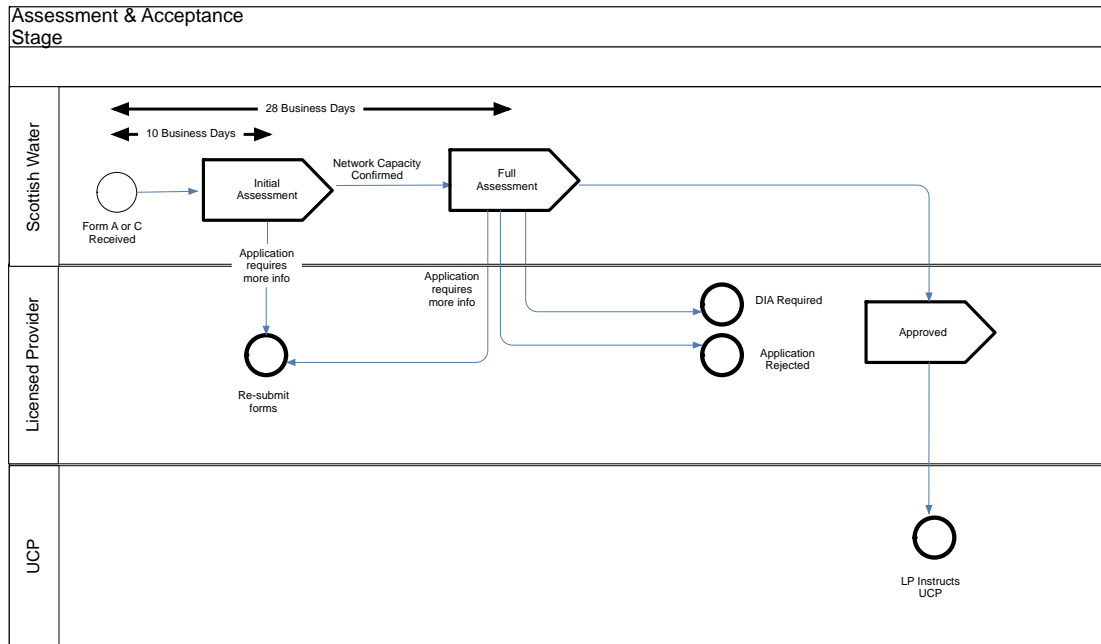
In the case of undertaking a connection to a non-household premises, the Developer will always be required to appoint an LP who will act as the link between Scottish Water and the UCP. The LP has to ensure that the necessary requirements of the market are complied with.

The key connection stages for a non-household standard connection are split into five phases:



Detailed below are the main process steps for the non-household standard connection process (i.e. process flows and supporting narratives). Each connection stage, in the above process flow, is contained within a separate sub section and starts with a high level process map detailing tasks, responsibilities and general timescales where applicable. The process map is then supported by narrative outlining more detailed guidance.

## Assessment & Acceptance



### Assessment Stage

Under the Operational Code, the LP is required to submit the application to Scottish Water by completing Form A or Form C of that Code. This application will be to connect an individual premise only or individual premises as part of the facilitation process (referred to in section 10). The LP may seek input or assistance from the UCP at the planning and assessment stage.

Where applicable the name of the appointed UCP must be provided to Scottish Water and detailed on the submitted application.

### Approval & Quote Stage

Scottish Water will either:

- Reject the application with reasons.
- Approve the application and provide Technical Approval to the with the initial DOMS Network Impact Assessment.

### Approved Applications

Where the assessment process approves the process as a non-standard connection then Scottish Water will provide the LP with both:

- the Technical Approval, and
- Initial information relating to the DOMS IAF, where applicable.

The LP has to provide both documents, unaltered, to the UCP it has appointed to carry out the connections work and associated meter installation. All UCPs must ensure that they have the Technical Approval and the initial DOMS IAF along with all associated design documents when instructed by an LP and prior to proceeding with any activity under the scope of WIRS.

If the LP proposes a change to the design or connection after the application has been approved by Scottish Water, then the application must be re-submitted to Scottish Water by the LP. This re-submission should be in accordance with the Operational Code and a new Technical Approval and a new DOMS IAF, where applicable, must be obtained from Scottish Water and provided by the LP to the UCP.

At all stages of the process, the UCP must ensure that there is no work undertaken which contradicts or does not adhere to the requirements set out within the Scottish Water Technical Approval. Any requirements to divert from this Technical Approval can only be undertaken by either:

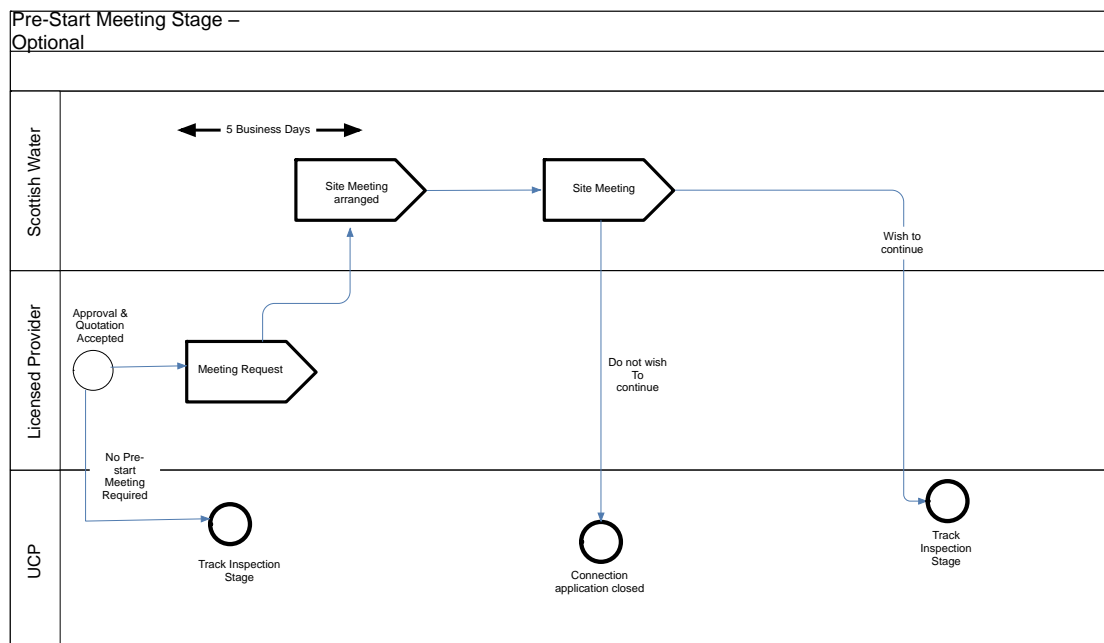
- Direction, in writing, from Scottish Water having identified a need to divert from the original Technical Approval, or
- Where the LP requests a design change and this leads to an amended Technical Approval from Scottish Water.

UCPs should also be aware that the information provided in the DOMS IAF is valid at the time of assessment only and for a period of 7 days from issue only. It is critical through DOMS that the IAF is refreshed and re-submitted at the appropriate points of the process.

### Pre-Start Meeting

Pre-start meetings are optional for standard connections unless the IAF or the Scottish Water Technical Approval has identified the need for one to be undertaken. Where the DOMS IAF has identified that a complex shut off is required then a site meeting will always be required by Scottish Water.

Where a non-complex shut-off is defined, and neither the UCP nor Scottish Water feels that it is necessary to hold a pre-start meeting, then the UCP may proceed without one.



Pre-Start meetings will be requested through the LP.

In response to either a request for a pre-start meeting or having already identified that one is required, then Scottish Water will arrange this meeting within 5 business days from receipt of the request from the LP.

The appointment will be scheduled directly between Scottish Water and the LP or their delegated contact.

The meeting may be used to address any issues or problems envisaged in making the connection or be used to undertake a more detailed on-site assessment and update and inform the DOMS IAF information, where applicable.

If the pre-start meeting identifies any additional changes to the Technical Approvals or the connection type then the LP working with the Developer will need to consider at this time whether they wish to progress and amend the application as appropriate, in light of those requirements. It is imperative that the UCP is provided with any updated Technical Approvals at all stages of the process.

UCPs should be aware that a site meeting can be requested at any stage of the process and Scottish Water actively encourages UCPs to utilise these requests where technical issues or support is required. In all circumstances these requests must be made by the LP.

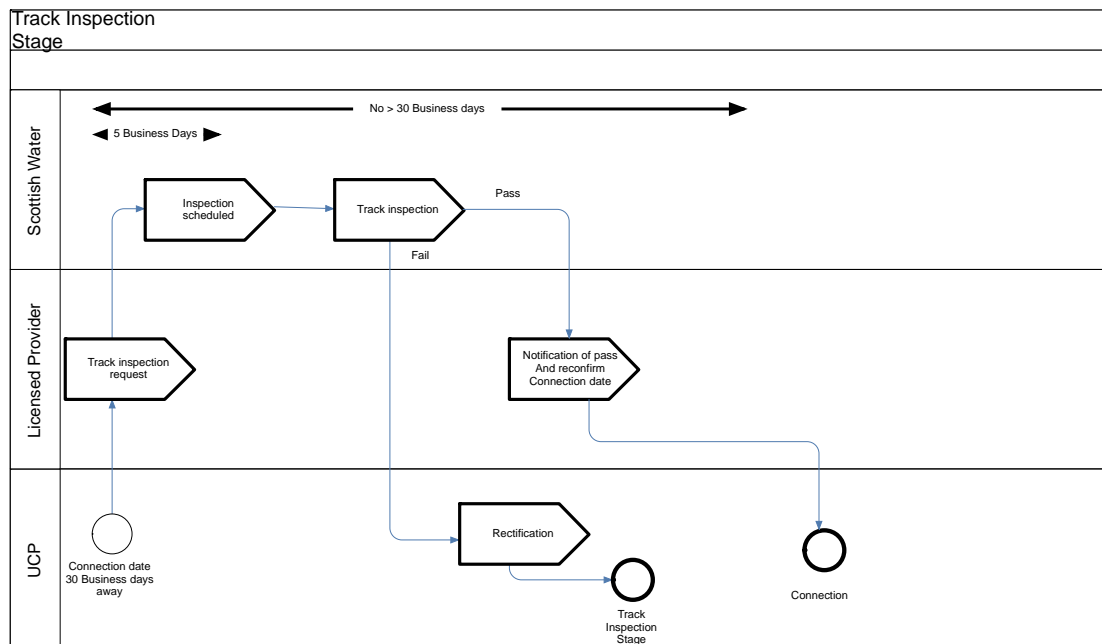
### **Track Inspection Stage**

Once the necessary infrastructure has been laid then a track inspection by Scottish Water is required to confirm that the installation of all infrastructure is correct prior to making the connection to the water distribution network.

UCPs should be aware that the LP has a requirement for a completed IAF, where applicable, to be submitted to Scottish Water no less than 30 business days in advance of the planned connection date. This IAF should also incorporate all necessary information for Scottish Water to validate the requirement, if any, of a network shutdown.

On receipt of the DOMS IAF Scottish Water will, either:

- No less than 22 business days from the proposed connection date refresh the IAF to ensure that the proposed connection approach remains correct;
- Delay the connection, requesting additional supporting information.



### Track Inspection Request

When the UCP is ready for a track inspection to be undertaken then it is the LP's responsibility to request this inspection from Scottish Water..

The LP must request the track inspection from Scottish Water giving a minimum of 5 business days notice from the required inspection date and 30 business days in advance of the connection date.

At the same time as requesting the track inspection and having regard to the scheduled connection date, the UCP, should, in line with WIRS,, inform Lloyd's Register of the proposed connection date. WIRS requires that all connection scheduling be informed to Lloyd's by e-mailing [utilities@lr.org](mailto:utilities@lr.org) with the planned connection date.

### Track Inspection Scheduled

In response to the request, Scottish Water will trigger the track inspection process and the appointment will be scheduled between Scottish Water and the LP, unless the completed form delegates all communications to an alternative contact such as the UCP.

If the track inspection fails then on-site remediation will be agreed between Scottish Water and the LP / UCP who will then undertake any necessary corrective action.

When these corrective actions have been taken then the following key activities need to be undertaken again:

- a new track inspection will be requested via the LP:
- DOMS IAF, where applicable, should be re-submitted:
- Lloyd's Register re-notified of the amended planned connection date.

The UCP should, amongst others, make reference to the following documents:

Document Reference Number	Title
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland
Drinking Water Inspectorate	LIST OF APPROVED PRODUCTS for use in Public Water Supply in the United Kingdom

The above process is only applicable to a UCP who has been instructed specifically to undertake the activity. This activity, can be the responsibility of another party and in that case the UCP must ensure that the activity has been notified, undertaken and approved by Scottish Water before progressing with any connection activity under the scope of WIRS.

## Connection

### Customer Notifications of interruptions to supply

Customer communications with any customers affected by an interruption to supply should be undertaken as outlined in DOMS and section 3.7 of This Code.

### Physical Connection

For the activity to take place, the UCP should ensure that a valid DOMS IAF, where applicable, is in place prior connection. An updated DOMS IAF may be requested through Scottish Water and is only valid for 7 days once updated.

In all cases when undertaking any type of shut-off, the UCP will be responsible for ensuring that the Scottish Water 'Operations Log' is updated in accordance with DOMS module DOM-WN-TBT-00000014. This log is managed by Scottish Water and records specific details regarding the operation of the Scottish Water network including, relevant information on the operation of valves on the system.

Where the connection is deemed to be a non-complex shut-off, then the physical connection process will be under the control of the UCP who will follow WIRS, this Code, industry requirements and DOMS.

Where a connection has been determined to be a complex shut-off, then Scottish Water will always be required to be present on site during the physical connection process. In such circumstances the UCP should ensure that they adhere to the rules that:

- All complex shuts will only be undertaken by Scottish Water and UCPs will act under the direct instruction and supervision of the Scottish Water team, ie Scottish Water will advise the UCP when the network is ready for the connection activity to be undertaken:
- Scottish Water will advise the UCP when the connection can be undertaken in line with the activity being carried out on-site by Scottish Water:



- Scottish Water will undertake any necessary work to re-charge the network and only Scottish Water personnel may undertake work associated with Scottish Water's distribution network in preparation for the re-charging of the main:
- Only Scottish Water may operate a boundary valve.

UCPs should refer to DOM-WN-TBT-00000014 and DOM-WN-PRC-00000318 for further details on roles and responsibilities in these circumstances.

In all cases when undertaking the connection, the UCP will comply with the following:

- The UCP shall ensure that the connection date confirmed with the Scottish Water connections team and Lloyd's Register remains correct and auditable:
- The UCP is responsible for following all appropriate processes in DOMS. This is a critical process that must be followed by all participants operating under WIRS:
- Appropriate contingency plans should always be in place consistent with Scottish Water's DOMS procedures to deal with any issues that may arise during the connection process:
- If the connection is deemed as non-complex shut-off then the work may be undertaken without the requirement for Scottish Water to attend site and instruct the shut-off procedure:
- Connection should never take place when it does not comply with Scottish Water's latest Technical Approval, including any updates through the process:
- The UCP will undertake the connection in compliance with the latest IAF.

The UCP will make reference as a minimum to the following documents when undertaking any connection activity:

Document Reference Number	Title
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland
Scottish Water DOM-WN-PRC-0000101	General Requirements for Hygiene
Scottish Water DOM-WN-PRC-0000102	Hygiene Requirements for the use of Multi-Functional Resources
Scottish Water DOM-WN-PRC-0000104	Materials in Contact with Treated Water
Scottish Water DOM-WI-WIN-00000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-WIN-00000204	Connection to the Live Network

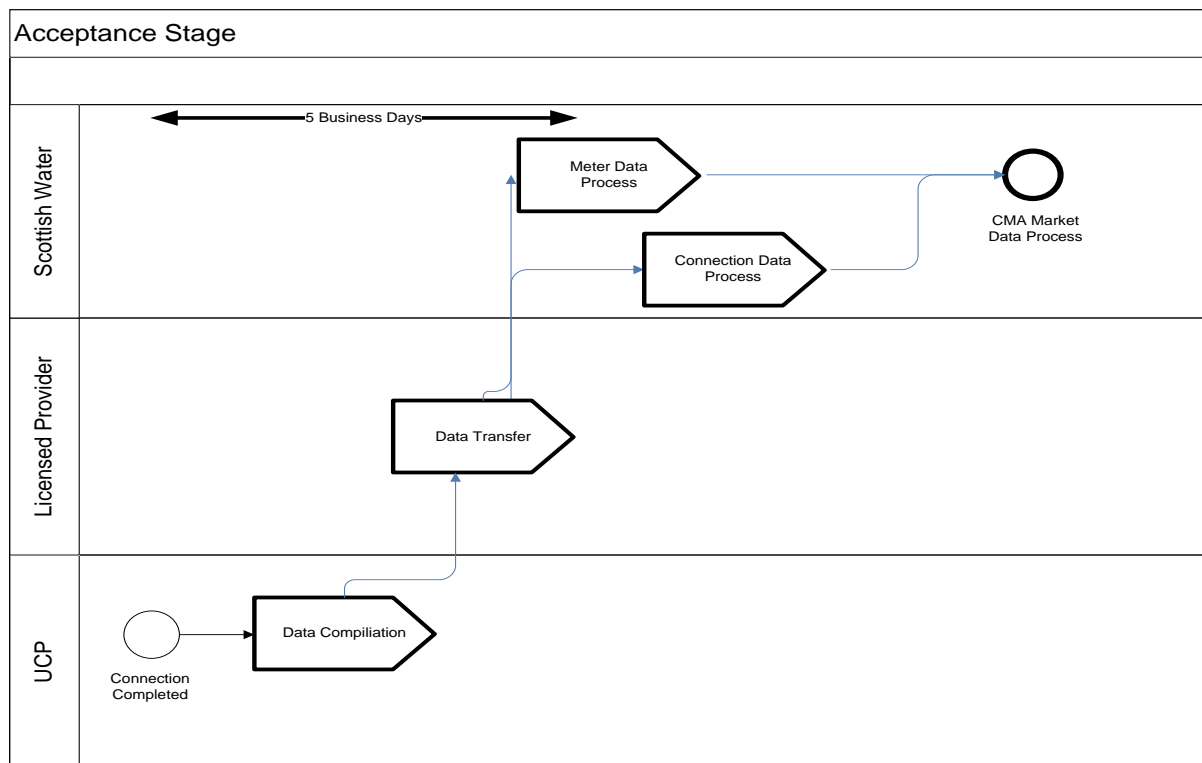
Scottish Water DOM-WI-WIN-00000206	Laying of Mains in Potentially Contaminated Ground
Scottish Water DOM-WN-TBT-00000014	Guide for Completion for Access to working on the Scottish Water Network
Scottish Water DOM-WN-PRC-00000318	Work Procedure – Scottish Water Access to Live Network

Where a meter is to be fitted, which will be required in all cases relating to non-household connections, this needs to be undertaken at the same time as the connection and will be fitted in full adherence to Scottish Water’s Meter Code of Practice and the issued Technical Approval.

The UCP will need to be accredited through WIRS to undertake metering activity and will need to ensure that:

- A suitably sized and located revenue meter is fitted to the non-household premises as set out in the Scottish Water Technical Approval. This Technical Approval will set out the size and location of the meter:
- The associated meter is fitted in full compliance with the Meter Code of Practice when selecting, sizing and fitting the meter.

### c. Connection Acceptance



### Data Requirements

Once the connection has been successfully made then the UCP shall inform the LP of critical data relating to the network. The LP is responsible for the subsequent data requirements of all information to Scottish Water.

The LP will be required to provide Scottish Water with specified data within 5 business days of the connection having been made; in order to comply with that timescale, the LP will advise the UCP when they need the data to be submitted to them and the means of submission.

The key data, which the LP needs to provide is set out as per Appendix 3. This data includes information relating to the both the connection and the meter installation and information to support the connection.

More detailed data definitions and formats relating to the requested data can be seen in Appendix 3. Please note that the LP may seek further information.

The LP will have the responsibility for advising Scottish Water that the connection has been completed.

The above information will need to be provided for all connections and associated meters installed. The LP will issue this data to Scottish Water, to allow it to comply with market obligations.

The LP will ask Scottish Water to make a final connection inspection. The UCP will collate the connection data / documents to ensure that the LP can submit this information to Scottish Water. The information required by Scottish Water is defined in the current Water for Scotland: A design and construction guide for developers in Scotland.

Scottish Water is required to approve the workmanship of the recently connected water mains before issuing a formal acceptance document or Completion Certificate. This approval is not part of the vesting procedure, but the acceptance document may be requested by Scottish Water, prior to the assets being vested at a later date.

Where an ITS has occurred, then the UCP will be responsible for collating all necessary information relating to the interruption to supply including updating the Scottish Water Corporate Data Repository in line with DOMS or advising Scottish Water through DOMS of any interruption to Supply that extends beyond the planned shut period.

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## 8. Non-Household Non-Standard Connection

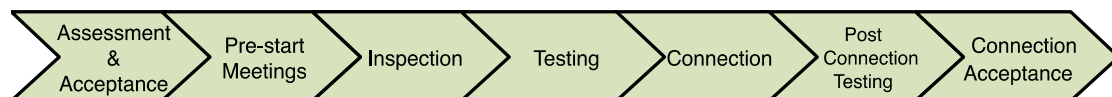
A non-household non-standard connection comprises a water service connection greater than a 32mm diameter pipe.

### Process Application

This section is shown in order in order that the UCP may better understand the context and possible role of the LP at design stage. The UCP may be asked by the LP to be involved at the design stage, or may wait until full Technical Approval has been obtained and they are ready to proceed. This will purely be a matter for the LP.

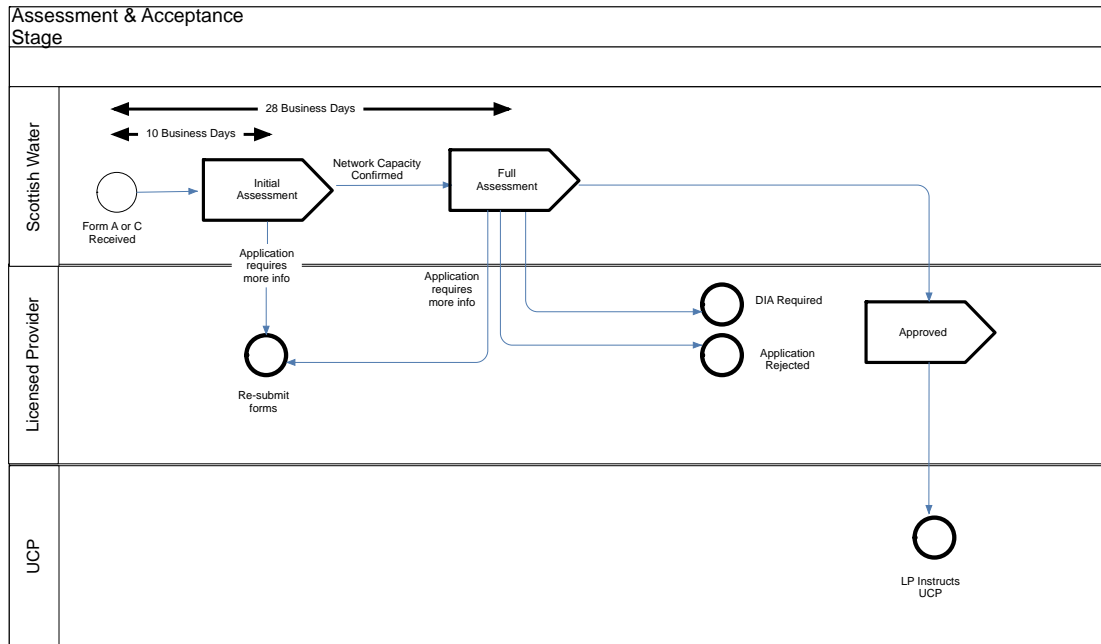
In the case of undertaking a connection to a non-household premises, the Developer will always be required to appoint a LP who will act as the link between Scottish Water and the UCP. The LP will ensure that the necessary requirements of the market are complied with.

The key connection stages for a non-household standard connection are split into seven phases:



Detailed below are the main process steps for the non-household standard connection process (i.e. process flows and supporting narratives). Each connection stage, in the above process flow, is contained within a separate sub section and starts with a high level process map detailing tasks, responsibilities and general timescales where applicable. The process map is then supported by narrative outlining more detailed guidance.

## d. Assessment Stage



### Assessment Stage

Under the Operational Code, the LP is required to submit the application to Scottish Water by completing Form A or Form C. This application will be to connect an individual premises only or an individual premises as part of the facilitation process (referred to in section 10 of this code). The LP may seek input or assistance from the UCP at the planning and assessment stage.

Where applicable the name of the appointed UCP must be provided to Scottish Water and detailed on the submitted application.

### Approval and Quote Stage

Scottish Water will either:

- Reject the application.
- Approve the application and provide Technical Approval to the LP, along with the initial DOMS Network Impact Assessment.

### Approved Applications

Where the assessment process approves the process as a non-standard connection then Scottish Water will provide the LP with both:

- the Technical Approval, and
- Initial information relating to the DOMS IAF, where applicable.

The LP is required to ensure that both documents are provided, unaltered, to the UCP it has appointed to carry out the connections work and associated meter installation. All UCPs must ensure that they have the Technical Approval and the initial Network Impact Assessment along with all associated design documents when instructed and prior to proceeding with any activity under the scope of WIRS.

If the LP proposes a change to the design or connection after the application has been approved by Scottish Water, then the application must be re-submitted to Scottish Water by the LP. This re-submission should be in accordance with the Operational Code and a new Technical Approval and a new DOMS IAF, where applicable, must be obtained from Scottish Water and provided by the LP to the UCP.

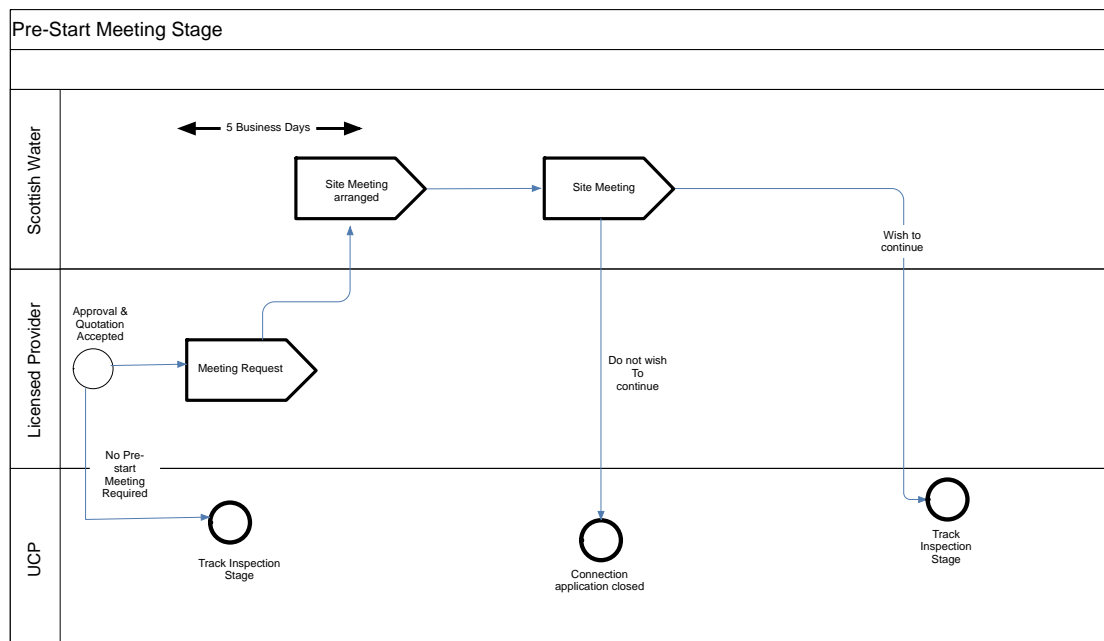
At all stages of the process, the UCP must ensure that there is no work undertaken which contradicts or does not adhere to the requirements set out within the Scottish Water Technical Approval. Any requirements to divert from this Technical Approval can only be undertaken by either:

- Direction, in writing, from Scottish Water having identified a need to divert from the original Technical Approval, or:
- Where the LP requests a design change and this leads to an amended Technical Approval from Scottish Water.

UCPs should also be aware that the information provided in the DOMS IAF is valid at the time of assessment only and for a period of 7 days from issue only. It is critical through DOMS that the IAF is refreshed and re-submitted at the appropriate points of the process.

### Pre-Start Meetings

Pre-start meetings are recommended for all non-standard connections and will be mandatory where a complex shut-off is required or where Scottish Water has identified it necessary.



Pre-Start meetings will be requested through the LP by the submission of a request to Scottish Water.

In response to either a request for a pre-start meeting or having already identified that one is required, then Scottish Water will arrange this meeting within 5 business days from receipt of the request.

The appointment will be scheduled directly between Scottish Water and the LP or their delegated contact.

The meeting may be used to address any issues or problems envisaged in making the connection or be used to undertake a more detailed on-site assessment and update and inform the DOMS IAF information, where applicable.

If the pre-start meeting identifies any additional changes to the Technical Approval or the connection type then the Developer with the LP will need to consider at this time whether they wish to progress and amend the application as appropriate, in light of those requirements. It is imperative that the UCP is provided with any updated Technical Approvals.

UCPs should be aware that a site meeting can be requested at any stage of the process and Scottish Water actively encourages UCPs to utilise these requests where technical issues or support is required. In all circumstances the LP must make these requests.

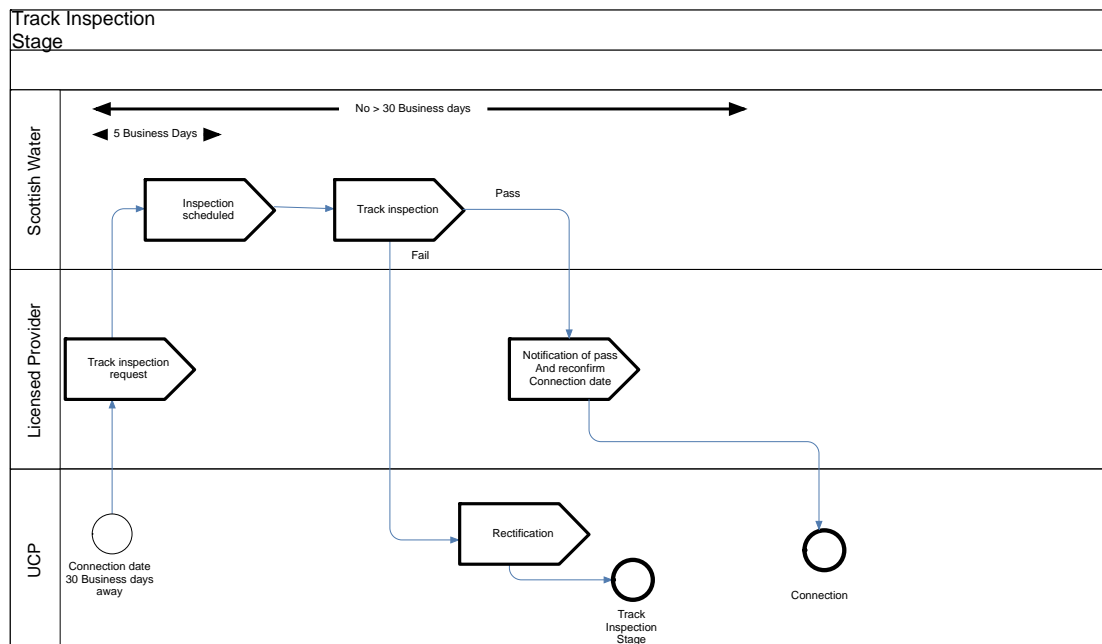
### **Track Inspection Stage**

Once the necessary infrastructure has been laid then a track inspection by Scottish Water is required to confirm that the installation of all infrastructure is correct prior to making the connection to the water distribution network.

UCPs should be aware that the LP has a requirement for a completed IAF, where applicable, to be submitted to Scottish Water no less than 30 business days in advance of the planned connection date. This IAF should also incorporate all necessary information for Scottish Water to validate the requirement, if any, of a network shutdown.

On receipt of the DOMS IAF Scottish Water will, either:

- No less than 22 business days from the proposed connection date refresh the IAF to ensure that the proposed connection approach remains correct:
- Delay the connection, requesting additional supporting information.



### Track Inspection Request

When the UCP is ready for a track inspection to be undertaken then it is the LP's responsibility to request this inspection from Scottish Water by the submission of a track inspection request..

The LP must request the track inspection from Scottish Water giving a minimum of 5 business days notice from the required inspection date and 30 business days in advance of the connection date.

At the same time as requesting the track inspection and having regard to the scheduled connection date, the UCP, should, in line with WIRS, inform Lloyd's Register of the proposed connection date. The WIRS requires that all connection scheduling be informed to Lloyd's by e-mailing [utilities@lr.org](mailto:utilities@lr.org) with the planned connection date.

### Track Inspection Scheduled

In response to the request Scottish Water will trigger the track inspection process and the appointment will be scheduled between Scottish Water and the LP unless the completed form delegates all communications to an alternative contact such as the UCP.

If the track inspection fails then on-site remediation will be agreed between Scottish Water and the UCP working with the LP who will then undertake any necessary corrective action.

When these corrective actions have been taken then the following key activities need to be undertaken again:

- a new track inspection will be requested via the LP:
- DOMS IAF, where applicable, should be re-submitted:
- Lloyd's Register re-notified of the amended planned connection date.

The UCP should, amongst others, make reference to the following documents:



Document Reference Number	Title
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland
Drinking Water Inspectorate	LIST OF APPROVED PRODUCTS for use in Public Water Supply in the United Kingdom

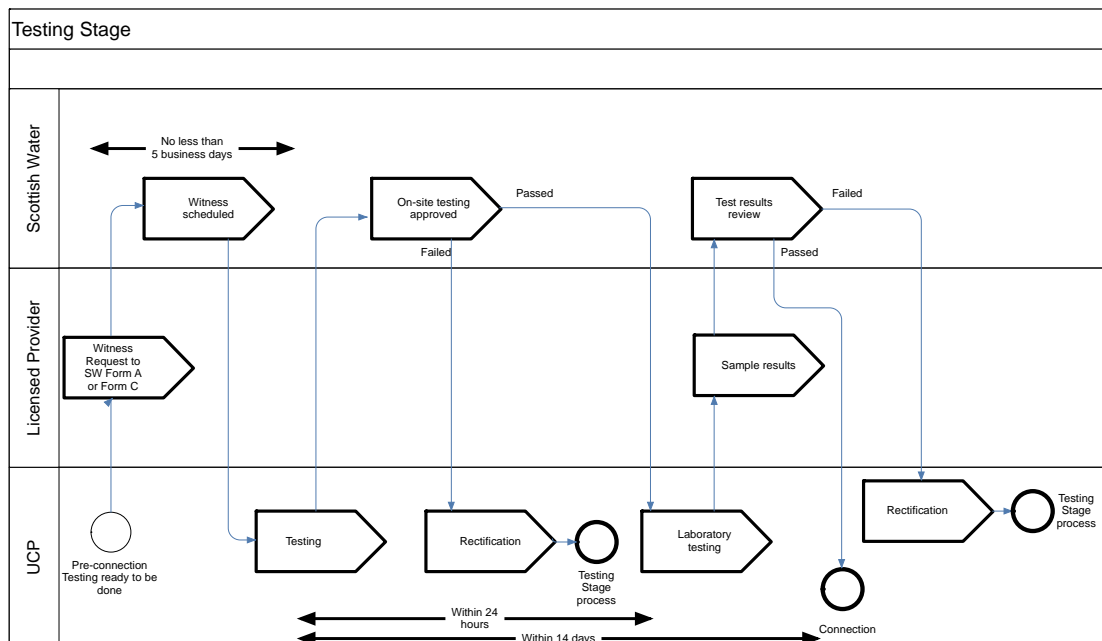
The above process is only applicable to a UCP who has been instructed specifically to undertake the activity. This activity, can be the responsibility of another party and in that case the UCP must ensure that the activity has been notified, undertaken and approved by Scottish Water before progressing with any connection activity under the scope of WIRS.

### Testing

Testing for non-household non-standard connections falls into three main activities:

- Pressure testing:
- Disinfection:
- Water quality sampling.

All of the above must be undertaken in a safe and controlled manner with full cognisance of Scottish Water's DOMS procedures, the Hygiene Code of Practice, all legislative requirements and mindful of potential risks to health and safety.



Due to the complex nature of a non-standard connection, both the pressure testing and disinfection/sampling of a new mains must be witnessed, by Scottish Water or its representative.

## **Witness Request**

The LP will submit a request for a witness to be present for the testing process.

If the testing is being undertaken on two separate occasions, there will be a requirement to submit two requests one for each test.

Where Scottish Water is unable to attend the witness the tests then, subject to full process compliance, the UCP may continue to test in accordance to DOMS and Water for Scotland- A Design and Construction Guide for Developers in Scotland.

## **On-site Testing**

UCPs should be aware of the competency requirements outlined in the WIRS Requirements Document regarding the resource which must undertake testing activities. If appropriately trained resource is not available then an appropriately accredited body should be engaged to perform the task.

## **Pressure Testing**

Prior to connection the UCP will be required to pressure test the new pipe work in accordance with:

- Water for Scotland – A Design and Construction Guide for Developers in Scotland, and:
- Scottish Water DOMS.

Scottish Water will witness the pressure testing in accordance with DOMS. In all cases the UCP must provide pressure test results and graphs to allow Scottish Water to verify the test results.

If this test fails then appropriate remediation work will need to be undertaken and the testing process re-commenced by re-requesting a witness test.

## **Disinfection Testing**

All disinfection activities should be delivered in accordance with Scottish Water's Hygiene Code of Practice and DOMS.

UCPs must ensure:

- That there is no risk of contaminating water in the distribution system:
- They are aware of the specific requirements of the Hygiene Code relating to the Disinfection of Water Mains and Service Pipes:
- They safeguard the quality of water to customers:
- All watercourses are protected:
- That the existing water network is protected and that the new main is safe to use after connection.

## **Water Quality Sampling**

The UCP will take water quality samples from the disinfected and pressure tested new mains in accordance with DOMS. Only accredited staff as defined within WIRS and DOMS Module 13 can take these samples.

Once taken, the samples must be sent to a UKAS accredited laboratory service for bacteriological testing within 12 hours of the sample being taken, with test results being provided to Scottish Water when available.

The sampling procedures wherever possible will be witnessed by Scottish Water or its representatives.

When undertaking testing of the connection the UCP will ensure that they make reference to the following documents:

Document Reference Number	Title
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	SW DOMS TBT No 11 Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-PRC-00000106	Disinfection of Water Mains and Service Pipes
Scottish Water DOM-WN-PRC-00000314	Commissioning / Decommissioning Mains
Scottish Water DOM-WN-WIN-00000102	Use and Disposal of Chlorine Solutions
Scottish Water DOM-WN-PRC-00000101	General Requirements for Hygiene
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-TBT-00000015	Sampling Repairs and New Mains – Information for those taking samples
Scottish Water DOM-WN-TBT-00000013	SW DOMS TBT No 13 Protection of Controlled Waters
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland

Scottish Water will confirm passes of both pressure and disinfection testing either, as a result of the witness test, and by accepting the test results.

The next stage of the connection process will only take place if all the samples pass. If this test fails then appropriate rectification work should be undertaken and the testing process re-commenced by re-requesting a witness test.

The above process is only applicable to a UCP who has been instructed specifically to undertake the activity. This activity can be the responsibility of another party and in that case the UCP must ensure that the activity has been notified, undertaken and approved by Scottish Water before progressing with any connection activity under the scope of WIRS.

## **Connection**

### **Customer notifications of interruptions to supply**

Customer communications with any affected customers should be undertaken as outlined in DOMS and section 3.7 of This Code.

### **Physical Connection**

For the activity to take place the UCP should ensure that a valid DOMS IAF, where applicable, is in place prior connection. An updated DOMS IAF may be requested through Scottish Water and is only valid for 7 days once updated.

In all cases when undertaking any type of shut-off, the UCP will be responsible for ensuring that the Scottish Water 'Operations Log' is updated in accordance with DOMS module DOM-WN-TBT-00000014. This log is managed by Scottish Water and records specific details regarding the operation of the Scottish Water network including, relevant information on the operation of valves on the system.

Where the connection is deemed to be a non-complex shut off, then the physical connection process will be under the control of the UCP who will follow WIRS Requirements, this Code, industry requirements, and DOMS.

Where a connection has been determined to be a complex shut-off, then Scottish Water will always be required to be present on site during the physical connection process. In such circumstances the UCP should ensure that they adhere to the rules that:

- All complex shuts will only be undertaken by Scottish Water and UCPs will act under the direct instruction and supervision of the Scottish Water team, in advising the UCP when to proceed to undertake the connection activity;
- Scottish Water will advise the UCP when the connection can be undertaken in line with the activity being carried out on-site by Scottish Water:
- Scottish Water will undertake any necessary work to re-charge the network and only Scottish Water personnel may undertake work associated with Scottish Water's distribution network in preparation for the re-charging of the main:
- Only Scottish Water may operate a boundary valve.

UCPs should refer to DOM-WN-TBT-00000014 for further details on roles and responsibilities.

In all cases when undertaking the connection, the UCP will comply with the following:

- The UCP shall ensure that the connection date confirmed with the Scottish Water connections team and Lloyd's Register remains correct and auditable:
- The UCP is responsible for following all appropriate processes in DOMS. This is a critical process that must be followed by all participants of WIRS:
- Appropriate contingency plans should always be in place consistent with Scottish Water DOMS to deal with any issues that may arise during the connection process:

- If the connection is deemed as a non-complex shut-off then the work may be undertaken without the requirement for Scottish Water to attend site and instruct the shut-off procedure:
- Connection should never take place when it does not comply with Scottish Water's latest Technical Approval, including any updates through the process:
- The UCP will undertake the connection in compliance with the latest IAF.

The UCP will make reference as a minimum to the following documents when undertaking any connection activity:

<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-WN-PRC-00000105	Sampling and Bacteriological Testing-Acceptance for Bringing into Supply
Scottish Water DOM-WN-PRC-00000106	Disinfection of Water Mains and Service Pipes
Scottish Water DOM-WN-WIN-00000302	Isolation of a Water Network
Scottish Water DOM-WI-WIN-00000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-WIN-00000204	Connection to the Live Network
Scottish Water DOM-WI-WIN-00000206	Laying of Mains in Potentially Contaminated Ground
Scottish Water DOM-WN-TBT-00000014	Guide for Completion for Access to working on the Scottish Water Network
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

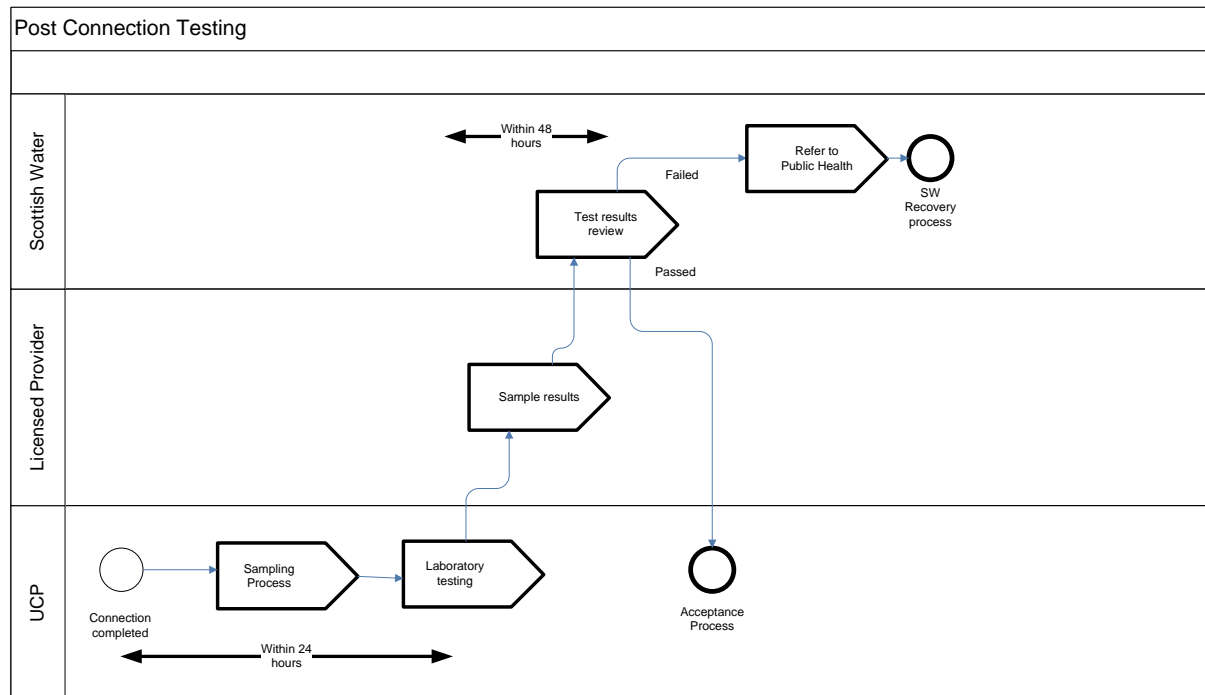
Where a meter is to be fitted this needs to be undertaken at the same time as the connection and will be fitted in full adherence to Scottish Water's Meter Code of Practice and the issued Technical Approval.

The UCP will need to be accredited through WIRS to undertake metering activity and will need to ensure that:

- A suitably sized and located revenue meter is fitted to the non-household properties as set out in the Scottish Water Technical Approval. This Technical Approval will set out the size and location of the meter:

- The associated meter is fitted in full compliance with the Meter Code of Practice when selecting, sizing and fitting the meter.

## Post Connection Testing



## Water Quality Sampling

The UCP will be responsible for taking post connection water samples to verify its compliance with water quality legislation in compliance with DOMS and WIRS.

The UCP will take water quality samples from the disinfected and pressure tested new mains in accordance with DOMS. Only accredited staff as defined within WIRS and DOMS Module 13 can take these samples. All samples will be taken in accordance with DOM-WN-PRC-00000105.

Once taken, the samples must be sent to a UKAS accredited laboratory service for bacteriological testing within 12 hours of the sample being taken, with tests being undertaken within 24 hours from the sample being taken.

Full testing in compliance with DOMS should be completed and the results provided to Scottish Water within 48 hours of the sample being taken.

If the water quality samples fail, then the UCP will need to take remedial action.. This process may need to be repeated until the samples pass and are approved by Scottish Water.

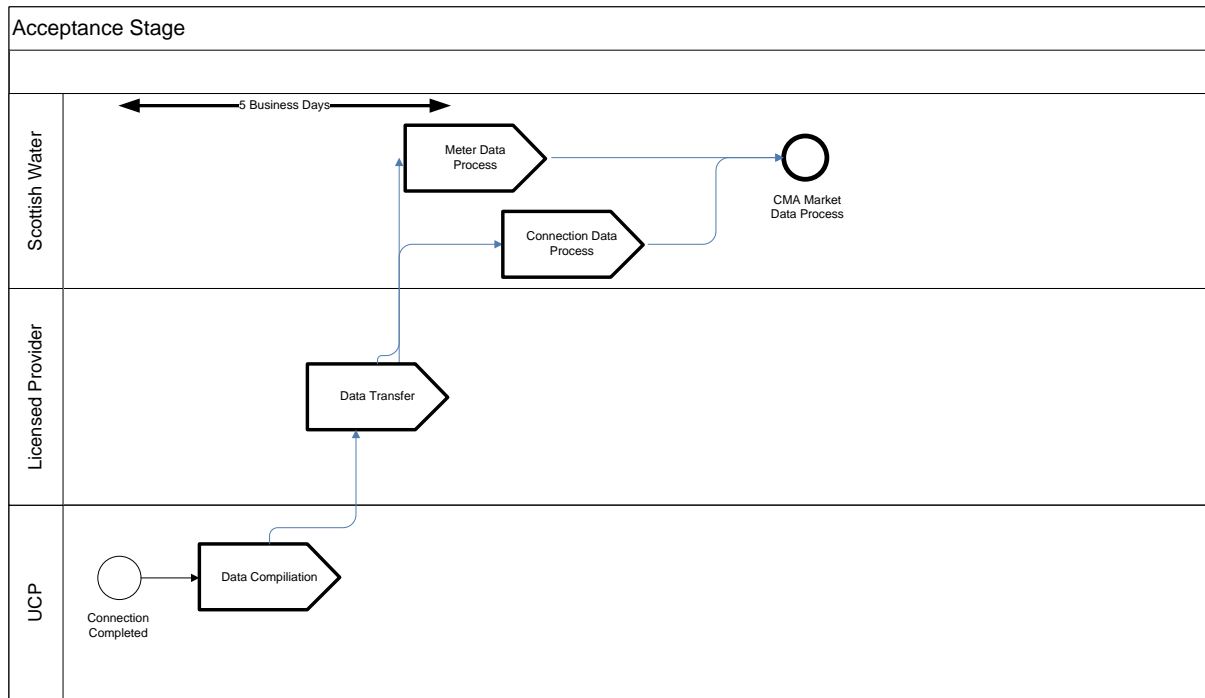
All failures will be reported to the Scottish Water Public Health Team and Scottish Water, as Scottish Water may need to step in to protect water quality and the distribution network.

If the water quality samples pass and are approved by Scottish Water then the UCP will be informed through the LP and the connection can be completed in accordance with DOMS.

When undertaking testing of the connection the UCP will ensure that they make reference to the following documents:

<b>Document Reference Number</b>	<b>Title</b>
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	SW DOMS TBT No 11 Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-PRC-00000106	Disinfection of Water Mains and Service Pipes
Scottish Water DOM-WN-PRC-00000314	Commissioning / Decommissioning Mains
Scottish Water DOM-WN-WIN-00000102	Use and Disposal of Chlorine Solutions
Scottish Water DOM-WN-PRC-00000101	General Requirements for Hygiene
Scottish Water DOM-WN-PRC-00000105	Sampling and Bacteriological Testing - Acceptance for Bringing into Supply
Scottish Water DOM-WN-TBT-00000011	Potable Water Sampling – Sample Details, Sample Registration & Sample Results
Scottish Water DOM-WN-TBT-00000015	Sampling Repairs and New Mains – Information for those taking samples
Scottish Water DOM-WN-TBT-00000013	SW DOMS TBT No 13 Protection of Controlled Waters
Scottish Water DOM-WN-TBT-00000014	DOMS Impact Assessment Form & Guide for Completion for access to working on the Scottish Water Network
WRc	Water for Scotland- A design and construction guide for developers in Scotland

## Connection Acceptance



### Data Requirements

Once the connection has been successfully made then the UCP shall inform the LP of critical data relating to the network. The LP is responsible for the subsequent data requirements of all information to Scottish Water.

The LP will be required to provide Scottish Water with specified data within 5 business days of the connection having been made; in order to comply with that timescale, the LP will advise the UCP when they need the data to be submitted to them and the means of submission.

The key data, which the LP needs to provide is set out as per Appendix 3. This data includes information relating to the both the connection and the meter installation and information to support the connection.

More detailed data definitions and formats relating to the requested data can be seen in Appendix 3. Please note that the LP may seek further information.

The LP will have the responsibility for advising Scottish Water that the connection has been completed.

The above information will need to be provided for all connections and associated meters installed. The LP will issue this data to Scottish Water, to allow it to comply with market obligations.

The LP will ask Scottish Water to make a final connection inspection. The UCP will collate the connection data / documents to ensure that the LP can submit this information to Scottish Water. The information required by Scottish Water is defined in the current Water for Scotland: A design and construction guide for developers in Scotland.

Scottish Water is required to approve the workmanship of the recently connected water mains before issuing a formal acceptance document or Completion Certificate.



This approval is not part of the vesting procedure, but the acceptance document may be requested by Scottish Water, prior to the assets being vested at a later date.

Where an ITS has occurred, then the UCP will be responsible for collating all necessary information relating to the interruption to supply including updating the Scottish Water Corporate Data Repository in line with DOMS or advising Scottish Water through DOMS of any interruption to Supply that extends beyond the planned shut period.

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## **9. Mixed Household and Non Household Connections**

There may be occasions where a development comprises a mixture of household and non- household properties. In this instance, separate application forms will be required for the household connections and the non-household connections. The related processes above for each type of connection are then to be followed accordingly.

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## **10. Connections Involving a Facilitation**

A facilitation is an application which requires a water mains / trunk main / service reservoir connection in order to facilitate the subsequent connection of one or more individual premises.

Typically this may be:

- a main extended from an end valve configuration:
- re-use of existing assets:
- A tie-in which is undertaken in order to extend the main prior to the final connection(s).

### **10.1 Facilitation – Supporting a Non-Household Property Application**

This may also be known as a Part 2/3 water connection.

This section is provided for the UCP's information and to provide some details of activities which may have or should have, occurred prior to their involvement or instruction. The UCP may be asked to be involved at this early design and submission stage but this will be a matter for the LP.

#### **Application stage**

The application for the Part 2/3 connection ('the facilitation') must be made by the Licensed Provider using Form C of the Operational Code and be supported by at least one application for a non-household property.. Where there is more than one property application relating to the Part 2/3 connection then further applications in the process should be made under Form A..

#### **Undertaking the Connection**

The timing of the application for the facilitation, to support the connection of a non-household property can be sequential but where this occurs then the individual premises must be ready to be connected within two weeks of the connection of the facilitation.

The UCP will complete the facilitation in line with either the:

- Non-household standard process; or
- Non-household non-standard process

This will be determined by the size of the facilitation and the DOMS IAF.

Scottish Water will in all cases recommend that for all facilitations the following activities are undertaken, over and above the normal processes:

- A joint planning meeting between Scottish Water and the LP:
- A pre-start meeting following acceptance and prior to work commencement.

All other elements of the connections process remain the same as for non-household premises and that process should be followed.

## **10.2 Facilitation – Supporting a Household Property Application**

This may also be known as a Part 2/3 water connection and is requested by submitting an application using Form [Form: New Water Connection Application].

This section is provided purely for the UCPs information and to provide some details of activities which may have or should have occurred prior to their involvement or instruction. The UCP may be asked to be involved at this early design and submission stage but this will be a matter for the Developer.

### **Application stage**

The application for the Part 2/3 connection ('the facilitation') must be made using Form [Form: New Water Connection Application] and be supported by at least one application for a household property.

These applications should be cross-referenced.

### **Undertaking the Connection**

The timing of the application for the facilitation can be sequential but where this occurs the individual premises must be ready to be connected within two weeks of the connection of the facilitation.

The UCP will complete the facilitation in line with either the:

- Household standard process; or
- Household non-standard process

This will be determined by the size of the facilitation and the DOMS IAF.

Scottish Water will in all cases recommend that for all facilitations the following activities are undertaken, over and above the normal processes.

- A joint planning meeting between Scottish Water and the Developer or agent;
- A pre-start meeting following acceptance and prior to work commencement with the Developer or agent (this may be the UCP).

All other elements of the connections process remain the same as for household connections and the applicable process should be followed.

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## 11. Temporary Water Connections

Temporary water connections may be required on sites in order to support the building development process and can include:

- Building Water temporary connection and disconnection:
- Building Water supply only:
- Temporary connection for Welfare facilities and site offices:
- Temporary connection for Sales Offices and Marketing suites.

The connection processes for each are similar to the process that is undertaken for a standard water connection process, except for slight variations within the process.

Temporary supplies will be classified as either for a household or non-household supply and this will dictate the process that the application should follow and who may instruct a UCP.

Developers requiring:

- i. A temporary supply to support a future household premises or development may apply directly to Scottish Water for this supply and instruct a UCP directly.
- ii. A temporary supply to support a future non-household premise or development must appoint an LP. Only the LP may instruct the UCP to undertake a temporary connection relating to this type of property or development.

### 11.1 Temporary Connection Application – Non-Household Premise

The application may be requested at any point of the permanent connection application.

Dependent upon the purpose of the temporary supply the customer has an option as to whether the temporary supply is metered or unmetered and the choices are outlined below:

- i. Mandatory Metered supply.

All temporary supplies to a non-household development which includes grouting works, including site washing down, site preparation to increase strength and permeability of the ground and preparation for hard standing are required to have a meter installed at the time of connection.

- ii. Optional Metered supply.

Where a temporary supply to a non-household development does not require a mandatory meter, then the application may be made for either a metered or an unmetered supply to be installed. This is a matter of choice.

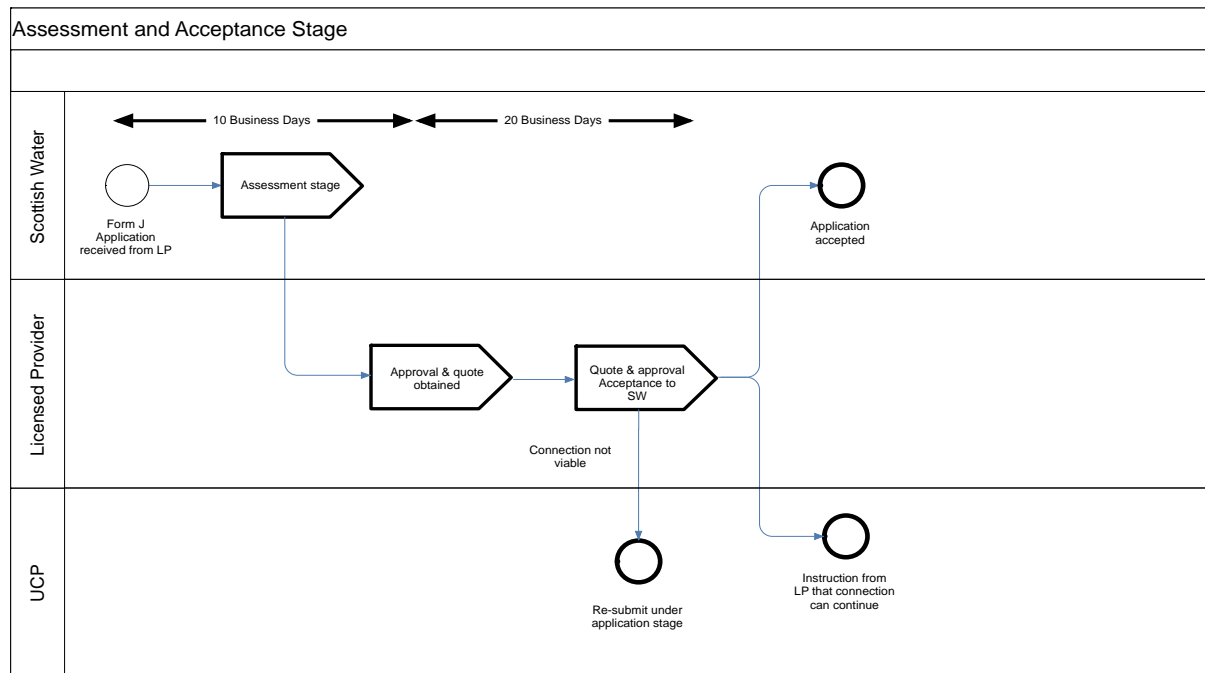
This section is provided for the UCP's information and to provide some details of activities which may have or should have occurred prior to their involvement or

instruction. The UCP may be asked to be involved at this early design and submission stage but this will be a matter for the LP.

If the application is classed as a non-household application the LP will be responsible for submitting the application Form J of the Operational Code for the temporary connection and co-ordinating acceptance with Scottish Water

### Assessment Stage

On receipt of the application for a temporary water supply connection using Form J, Scottish Water will undertake an initial site / desktop.



### Approval & confirmation

Within 10 business days of receipt, on acceptance Scottish Water will provide the LP with a connection offer and Technical Approval.

The UCP should ensure that it has received a copy of the Technical Approval supplied to the LP as this must be complied with when making the connection.

If the LP makes a design or connection change is required then, the application must be re submitted and a further technical approval must be obtained from Scottish Water.

The approval will also identify to the LP and UCP whether the connection has been classified as Standard or Non-standard connection and the DOMS IAF will determine whether this connection will be undertaken with the need for either a complex or non-complex shut-off. All elements are important for determining the future process requirements.

### Following Technical Approval

The UCP will progress the connection in accordance with the non-Household standard process being aware that:

all communications will be between Scottish Water and the LP, except in emergencies or where the LP has provided an alternative nominated contact:.

Additional process elements to consider, which are different from the core process include:

- Scottish Water will determine whether it wishes to undertake a Track Inspection of the supply prior to the connection date:
- Scottish Water will determine whether it wishes to undertake a Water Byelaws inspection prior to the connection date.

### **Data Requirements**

The obligations for the LP to provide data to Scottish Water are noted in Appendix 3.

to those outlined in the non-household standard or non-household non-standard processes. The UCP when providing data to the LP should ensure that data relating to the connection and any associated meter installations fully complies with the requirements specified.

## **11.2 Temporary Connection Application – Household Premises**

The application may be requested at any point of the permanent connection application including before or after and will be made on form [Form: New Water Connection Application] from the Developer or agent.

### **Assessment Stage**

On receipt of the application, for a temporary water supply connection, Scottish Water will undertake an initial site / desktop assessment.

### **Approval & confirmation**

Following receipt Scottish Water will provide the Developer with a connection offer and Technical Approval.

The UCP should ensure that they have received a copy of the Technical Approval supplied to the Developer as this must be complied with when making the connection.

The approval will also identify whether the connection has been classified as standard or non-standard connection and the DOMS IAF will determine whether this connection will be undertaken with the involve either a complex or non-complex shut-off. All elements are important for determining the future process requirements

The UCP may then undertake the connection in accordance with the household standard process apart from the following key differences in the processes:

- Scottish Water will determine whether it wishes to undertake a Track Inspection of the supply prior to the connection date:
- Scottish Water will determine whether it wishes to undertake a Water Byelaws inspection prior to the connection date.

## **11.3 Disconnection of Temporary Supply**

Once the temporary supply is no longer required then it will be the responsibility of the UCP to disconnect the supply in line with Scottish Water's processes. The

following processes should be utilised dependent upon whether the supply has been classified as a household or non-household temporary supply.

Where the supply is no longer required the following process should be adopted:

### **Non-Household Development**

The LP will be responsible for contacting Scottish Water to advise of the requirement for the supply to be removed, in accordance with the Operational Code.

Scottish Water at this time will undertake any necessary DOMS Network Impact Assessment and provide any necessary Technical Approvals relating to the removal of the supply.

### **Track Inspection**

Once the supply is ready to be disconnected then a track inspection should be requested.

Within 5 business days of the request Scottish Water will schedule a meeting with the UCP to track inspect the exposed supply. This inspection is designed to ensure that the supply is removed appropriately and in line with Scottish Water's requirements.

When removing the temporary supply the UCP must ensure full compliance with the following:

<b>Document Reference Number</b>	<b>Title</b>
Scottish Water DOM-WI-WIN-00000205	Abandoning of Water Mains and Fittings
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 DOMS-WI-PRC-00000201	New Mains and Rehabilitation

If Scottish Water fails the inspection at the time of visit, then some remediation work will be agreed with the UCP. Once this work is completed then a new request for a track inspection can be made through Scottish Water by the LP.

If Scottish Water passes the track inspection then the supply may be correctly disconnected ensuring that the appropriate DOMS are adhered to, including:

<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-WN-WIN-00000302	Isolation of a Water Network
Scottish Water DOM-WI-WIN-00000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-WIN-00000204	Connection to the Live Network
Scottish Water DOM-WI-WIN-00000206	Laying of Mains in Potentially Contaminated Ground
Scottish Water DOM-WN-TBT-00000014	Guide for Completion for Access to working on the Scottish Water Network
Scottish Water DOM-WI-WIN-00000205	Abandoning of Water Mains and Fittings
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” 2nd Edition 2007

### **Data Requirements**

Once the temporary supply has been successfully removed then the UCP will need to inform the LP of critical data relating to the network and the disconnection details in order that these can be reviewed and accepted by Scottish Water.

The LP will be required to provide Scottish Water with the data set out as per Appendix 3; within 5 business days of the disconnection having been made; in order to comply with that timescale, the LP will advise the UCP when they need the data to be submitted and the means of submission.

Scottish Water is required to approve the workmanship of a disconnected water mains.

The UCP will arrange with Scottish Water to make a final de-commissioning determination (i.e. desk-top or site) and collect the connection data / documents. This information will include:

- As laid drawings and associated data and material inventory of supply removed.

### **Removing a temporary supply with a revenue meter**

Where the supply being removed has an associated revenue meter then reference should be made to the Meter Code of Practice for the removal of meters.

Data in relation to the meter will need to be submitted by the LP in line with that Code and as set out in Form J of the Operational Code.

### **Household Development**

The Developer or Agent will be responsible for contacting Scottish Water to advise of the requirement for the supply to be removed.

Scottish Water at this time will undertake any necessary IAF's and provide any necessary Technical Approvals relating to the removal of the supply.



## Track Inspection

Once the supply is ready to be disconnected then a track inspection should be requested.

Scottish Water will schedule a meeting with the UCP to track inspect the exposed supply. This inspection is designed to ensure that the supply is removed appropriately and in line with Scottish Water requirements.

When removing the temporary supply the UCP must ensure full compliance with the following:

Document Reference Number	Title
Scottish Water DOM-WI-WIN-00000205	Abandoning of Water Mains and Fittings
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 DOMS-WI-PRC-00000201	New Mains and Rehabilitation

If Scottish Water fails the inspection, at the time of visit, then some remediation work will be agreed with the UCP. Once this work is completed then a new request for a track inspection can be made through Scottish Water by the Developer or agent.

If Scottish Water passes the track inspection then the supply may be correctly disconnected ensuring that the appropriate DOMS are adhered to, including:

Document Reference Number	Title
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-WN-WIN-00000302	Isolation of a Water Network
Scottish Water DOM-WI-WIN-00000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-WIN-00000204	Connection to the Live Network
Scottish Water DOM-WI-WIN-00000206	Laying of Mains in Potentially Contaminated Ground
Scottish Water DOM-WN-TBT-00000014	Guide for Completion for Access to working on the Scottish Water Network
Scottish Water DOM-WI-WIN-00000205	Abandoning of Water Mains and Fittings
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

### **Data Requirements**

Once the temporary supply has been successfully removed then the UCP will need to inform Scottish Water of critical data relating to the network and the disconnection details in order that these can be reviewed and accepted by Scottish Water.

The UCP is responsible for all information being communicated as required to Scottish Water.

Scottish Water is required to approve the workmanship of disconnected water mains. The UCP will arrange with Scottish Water to make a final de-commissioning determination (i.e. desk-top or site) and collect the connection data / documents. This information will include:

- As laid drawings of supply removed

Once the data has been received, this information will enable Scottish Water to update their asset databases accordingly.

### **11.3 Converting a temporary supply to a permanent supply**

Where a temporary supply has been utilised for a development or building work, then an application for conversion of the supply to become a permanent supply to a property can be made using:

- In the case of non-household premises, the LP will apply to Scottish Water using Form A of the Operational Code:
- Form [Form: New Water Connection Application] where the connection supplies a household customer.

## **12. Permanent Disconnection of water supply to a non-household premises**

Arrangements for the permanent disconnection of water supplies to non-household premises are governed by the Disconnections document, a document published by the the Water Industry Commission for Scotland. The Disconnections document is available on the website of the Water Industry Commission. . . Under the Disconnections document, a water service provider can request that Scottish Water undertakes a permanent disconnection at a non-household customer's premises; or, where the service provider is accredited, the service provider can undertake the work or can instruct a nominated Accredited Entity.

This Water Connection Code will only cover permanent disconnections in the case of non--household premises. The disconnection of supplies to household premises is not allowed for under this scheme and is not permitted.

## **12.1 Application for permanent disconnection of a water supply – Non-household premises**

When a permanent water supply is no longer required then it will be the responsibility of the Licensed Provider to submit a Non Household Customer Request to Disconnect (Permanent) to Scottish Water.

The disconnection can be requested to be carried out by Scottish Water or alternatively the Licensed Provider can inform Scottish Water that an accredited UCP will be carrying out the permanent disconnection, which is required to be undertaken in line with Scottish Water's processes and other requirements.

The Licensed Provider will be responsible for contacting Scottish Water to advise of the requirement for the supply to be removed, in accordance with the Disconnections document.

### **Approval to Disconnect**

If Scottish Water has been asked to provide an offer of approval to disconnect for the disconnection work to be performed by a UCP, this will be provided to the Licensed Provider within 20 business days of the request being made. The offer of approval must be accepted by the Licensed Provider within the validity period before they can proceed to instruct the UCP to carry out the work.

Scottish Water will also provide at this time, any necessary DOMS Network Impact Assessment and provide any necessary Technical Approvals relating to the removal of the water supply.

## **12.2 Permanent Disconnection of supply**

When the Licensed Provider confirms the permanent disconnection is to proceed, the Licensed Provider will inform Scottish Water of the proposed disconnection date at least 30 business days in advance. This notification should also include the information to allow an assessment of the need for a Network shutdown, and Scottish Water will carry out a further DOMS Network Impact Assessment. Scottish Water may reject the request as set out giving reasons and request further information.

### **Date of disconnection**

On the scheduled date, and provided that all approvals in relation to all DOMS requirements have been provided by Scottish Water, the Licensed Provider can instruct the UCP to disconnect the relevant service(s) and remove the metering equipment from the site and perform final readings for the meter or meters. There may be a requirement in relation to DOMS to ensure that Scottish Water is present on site during disconnection works.

When removing the permanent supply the UCP must ensure full compliance with DOMS and other requirements, including the following:

Document Reference Number	Title
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-WN-PRC-00000318	Scottish Water Access to Live Network
Scottish Water DOM-WN-WIN-00000302	Isolation of a Water Network
Scottish Water DOM-WI-WIN-00000201	Prevention of Contamination during Construction
Scottish Water DOM-WI-WIN-00000204	Connection to the Live Network
Scottish Water DOM-WI-WIN-00000206	Laying of Mains in Potentially Contaminated Ground
Scottish Water DOM-WN-TBT-00000014	Guide for Completion for Access to working on the Scottish Water Network
Scottish Water DOM-WI-WIN-00000205	Abandoning of Water Mains and Fittings
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” 2nd Edition 2007

### Data Requirements

Once the permanent supply has been successfully removed then the UCP will need to inform the Licensed Provider of critical data relating to the network and the disconnection details in order that these can be reviewed and provided to Scottish Water.

The LP will be required to provide Scottish Water with the data set out as per Appendix 3; within 5 business days of the disconnection having been made; in order to comply with that timescale, the Licensed Provider will advise the UCP when they need the data to be submitted and the means of submission

## Removing a permanent supply with a Scottish Water revenue meter

Where the supply being removed has an associated Scottish Water revenue meter then reference should be made to the Meter Code of Practice for the removal of meters. The UCP must obtain a final read from the meter for submission to the Licensed Provider and Scottish Water.

Scottish Water is required to approve the workmanship of a disconnected water mains.

The UCP will arrange with Scottish Water to make a final de-commissioning determination (i.e. desk-top or site) and provide the connection data and documents as listed in Appendix 3 and include the relevant items as set out below. The UCP will be required to comply fully with DOMS. The information to be provided will include:

- As constructed drawings and associated data and material inventory of the supply removed.

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## 13. Reference documents

Reference Documents
Document Name
Water Industry Registration Scheme Requirements Document
Scottish Water Distribution, Operation and Maintenance Strategy (DOMS)
The Operational 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> )
Meter Code of Practice for Scotland ( <a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a> )
Disconnections document
Current version of the Roads Authorities and Utilities Committee Scotland (RAUC's) Specifications for the Reinstatement of Openings in Roads
BS 5728 / ISO 4064 - Measurement of flow of cold potable water in closed conduits
BS 6700 - Design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages Specification
Water (Scotland) Act 1980 as amended by all legislation including the Water Industry (Scotland) Act 2002
Traffic Signs Manual – chapter 8

Transport (Scotland) Act.2005 (TSA)
New Roads and Street Works Act 1991 (NRASWA) 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.scotlandontap.gov.uk">www.scotlandontap.gov.uk</a> (Licensed Provider listing)
Scottish Waters Guide for obtaining new Water and Wastewater Services
Scheme of Charges – current version ( <a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a> )
Accredited clean water laboratory services providers - <a href="http://www.ukas.com">www.ukas.com</a>
<a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a>

## 14 Contact Help List

Contact	Contact Details
WIRS Accreditation Administrators	Lloyds Register EMEA
	E-mail <a href="mailto:utilities@lr.org">utilities@lr.org</a>
	Telephone 02476518626
Scottish Water Customer Connections Team	The Bridge Buchanan Gate Business Park Cumbernauld Road Stepps GLASGOW G33 6FB
	Telephone: 0141 414 7600
	UCP Enquiries@scottishwater.co.uk
	Scottish Water Public Health Team
	Margaret McGuinness
	Telephone: 0845 601 8855
	E-mail: margaret.mcguinness@scottishwater.co.uk