

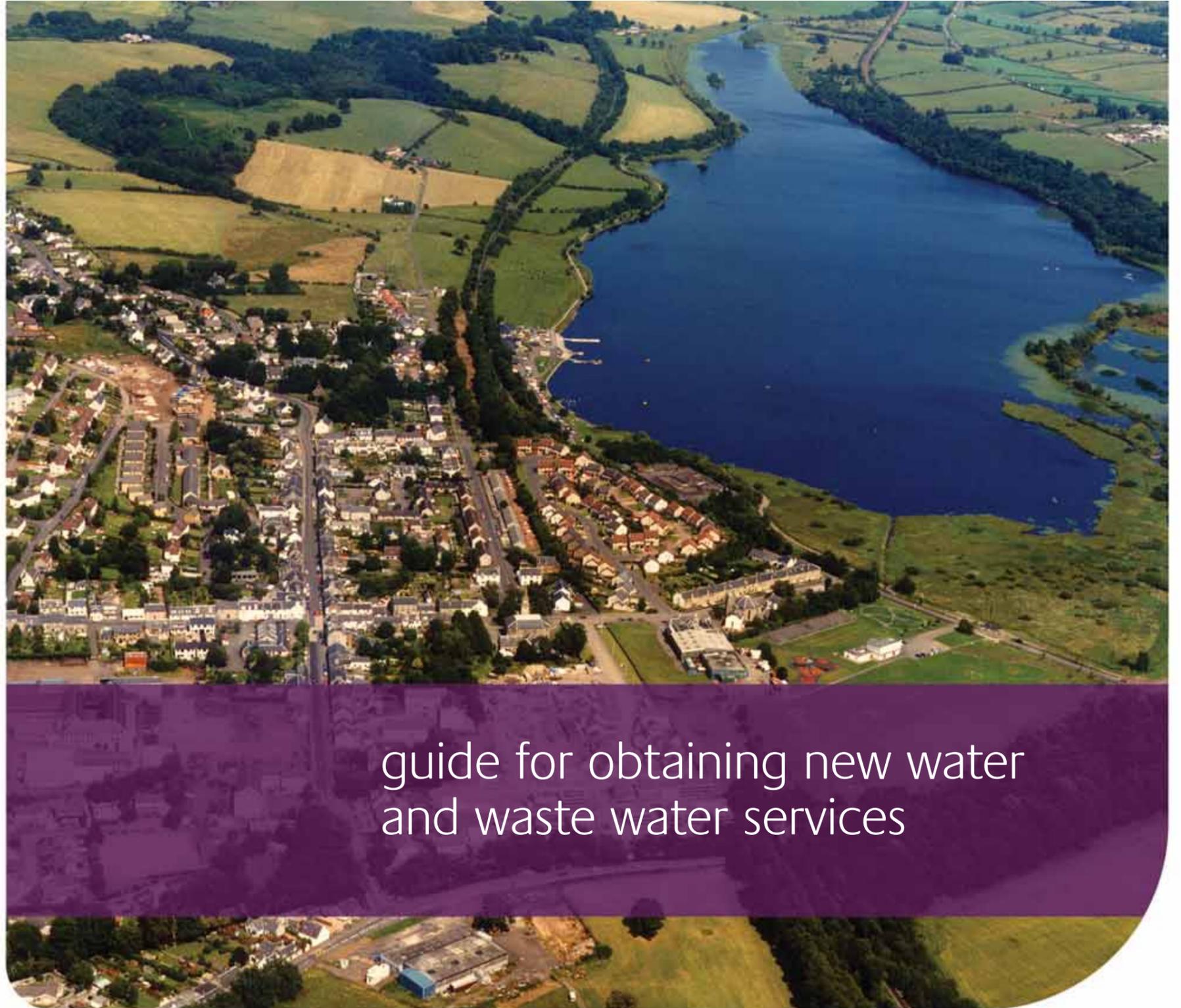
You can write to us at:

Customer Connections
Scottish Water
419 Balmore Road
Glasgow G22 6NU

Please quote this reference code
when contacting us: SWP&DS/DG2 04/08

Alternative formats of this leaflet can be made
available free of charge. Textphone users please call
0845 603 8855. For information on Braille, large
print, audio tapes and a variety of languages, please
call **0845 606 8855**.

We record all calls for quality and training purposes.



guide for obtaining new water and waste water services

For more information call the Customer Helpline
number on **0845 601 8855** or email
connections@scottishwater.co.uk

Visit our website at:

www.scottishwater.co.uk

**SCOTTISH
WATER** 

customer connections – customer guide

Guide for Obtaining New Water and Waste Water Services

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1. introduction

1.1 Purpose of this guide

Customers are at the heart of everything we do.

We aim to be fair and proactive when dealing with Customers and community issues, easy to contact and do business with and to deliver first-time resolution of requests and issues.

Accordingly, this guide seeks to provide a clear and comprehensive overview of how to obtain a new connection to our water and waste water network. It covers all developments from building renovation and the construction of single dwellings through to major housing, commercial and industrial developments.

Though this guide is focused on providing clear Customer friendly guidelines for our processes, at times it is required to reference legislation and policy related to water and waste water services.

In particular it outlines:

- Connection and funding responsibilities (please see Section 2.3);
- What to do before applying for a connection (please see Section 3.1);
- The application process (Please see Sections 4 and 8);
- The installation process (Please see Section 5)
- When we will take over responsibility for a new or upgraded pumping station (Please see Section 6);
- The costs and charges you can expect and financial assistance available (Please see Sections 2.3 and 7);
- How you may appeal and complain if you are unhappy with the service you receive (Please see Section 9);
- The documents and leaflets to be used in conjunction with this guide;
- The process for Licensed Providers, the background to this and their position in the water and waste water market in Scotland (Please see Section 10)

Our technical standards for the design and construction of water and waste water infrastructure are in the latest versions of the WRc guides 'Water for Scotland' and 'Sewers for Scotland'.

With Market Separation, Customers requiring non-domestic water and waste water services should appoint a Licensed Provider and refer to Section 10 of this guide.

For reference, Non-Domestic Customers are defined as Customers involved in the construction of non-domestic properties i.e commercial/industrial properties or the end user of water, waste water or trade effluent services.

A glossary of the key terms used within this guide is provided in Appendix A.

1.2 Getting started for new developers

We recognise that for new Customers the process of getting a connection to waste and water services can be challenging.

Before you review these steps please ensure that you have considered contracting the services of the following consultants/services:

- Architect
- Plumber
- Engineer
- Builder

It is important to engage suitable professionals throughout the course of your development, who will be able to meet the technical requirements that we have. This can relate to design standards, completion of applications, installing new pipe work and infrastructure.

All of the above is dependant on the size of your development, i.e. number of properties or type of development.

Please also ensure that you reference material available through our website, and if required, please contact our department directly to gain further understanding of our processes. Our contact details can be found on the back of this guide.

To ensure you have an awareness of the important steps to be taken we have outlined the key steps of the Customer journey.

Please note – All timeframes are dependant on the receipt of a fully completed application and all supporting documentation/certification.

Customer Journey	Timeframe
<p>Pre-Development enquiry</p> <ol style="list-style-type: none"> 1. Before you have purchased land or prior to designing a new development, you have the option to approach us to ask if there are water and waste services available in your development area. 2. This is called a Development Appraisal and it allows us to confirm if there are any issues in the area around your potential development. 3. If the development requires further investigation we may ask the Customer to commence with a more detailed study. To do this the Customer will be required to employ a competent provider of these studies. We can provide further guidance if this is required. 	10 days
<p>Planning Application</p> <ol style="list-style-type: none"> 1. For many types of development a planning application is required by your local council. Within this process we are one of the consultees that can be approached by the council to comment from a water and waste services perspective. Your council will send the planning applications to us. 2. At this time no formal water or waste connection application form has been submitted to us, and any questions or concerns regarding your planning application should be directed to your local council. 	20 days
<p>Applying for a connection</p> <p>When you are ready to apply, your application can come from you or from your assigned site agent (such as a plumber or engineer). The application to be submitted should be related to the size and type of development.</p> <p>If you do not need to construct any site mains/infrastructure, and your request is for a Part 1 connection, please proceed as follows:</p> <p>Water: For single house water connections directly to one of our water mains you should submit a fully completed DWC1 form with attached designs calculations. You should then indicate within your application if the connection is standard or non-standard. (Please refer to glossary)</p> <p>Sewer: For single sewer connections directly to our sewers you should also submit a fully completed DSC1 form with attached design calculations, including method statement and risk assessment.</p> <p>Note: It is recommended that you employ a competent consultant to complete the designs and/or supporting information, and all forms should be accurate.</p>	28 days
<p>Applying for a connection but need to construct site infrastructure</p> <p>For developments of a greater size that will require the construction of site water mains and/or sewer infrastructure, we need to provide Technical Approval to these designs.</p> <p>Water: To apply for Part 2 and Part 3 connections you should submit a DWD1 form with attached design information.</p> <p>Sewer: To apply for Part 2 and Part 3 connections you should submit a DSD1 form with attached design information.</p>	28 days
<p>Site Inspection</p> <p>This should be requested by the Customer, when they are ready for connection and our quotation has been paid in full. One of our representatives will attend your site to confirm that your track conforms to our requirements. Please allow 3 working days notice. Once complete we will pass this for connection within 14 days. Non-Domestic Customers should request track inspections through their selected Licensed Provider.</p>	3 working days
<p>Adoption/Vesting</p> <p>Any assets for adoption/vesting must be inspected by a relevant consultant, appointed by us. Once all terms have been met to allow us to adopt, and all checklists and documentation have been supplied, we can issue a Completion Certificate and subsequently a Transfer Certificate.</p>	Variable
<p>Financial Contribution – Reasonable Cost Contribution</p> <p>If Assets constructed by our Customers are eligible for a financial contribution, we will issue a payment to the Customer once the asset has been adopted, and as each phase completes, based on habitation certificates supplied. We are required to contribute either the cost of any works necessary to accommodate the connection, or the maximum contribution, whichever is lower.</p>	Variable

2. connection and funding responsibilities

2.1 Your right to connect – the policy

As an organisation we are supported by several pieces of legislation which outline our responsibility and the services we provide.

Under the Water (Scotland) Act 1980 and the Sewerage (Scotland) Act 1968 we are obliged to take our water mains and sewers to a point that allows connection to our networks, if practicable at reasonable cost.

Scottish Government regulation defines what is reasonable and the financial contribution expected from new and existing Customers. The value of reasonable cost is available on our website at www.scottishwater.co.uk.

As we work with our Customers we will ensure that they are made aware of any reasonable cost values, at the appropriate time and if they are entitled.

More information can be found in Section 7.

2.2 The elements of a connection and terminology

Water and Waste connections are split statutorily into four elements – termed Parts 1, 2, 3 and 4 infrastructure. These are important terms and break down the various stages of the water and sewer network.

We will reference these terms throughout this guide, and it is useful for the Customer to fully understand what these relate to. These are illustrated in figure 1.1 below

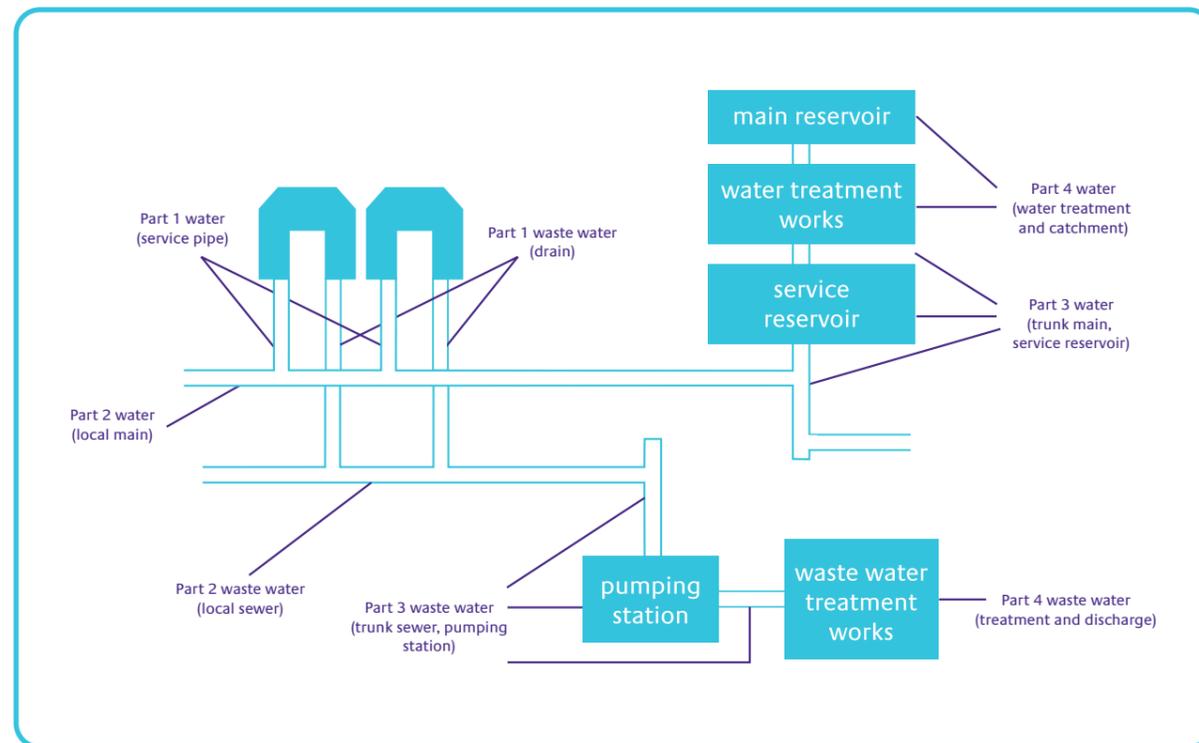


Figure 1: Water and Waste Water Assets: Pictorial Representation of Parts 1 to 4 Assets

- Part 1: The connection from individual premises to a water main or sewer.
- Part 2: The water mains and sewers that connect developments e.g. a street of houses to trunk mains and trunk sewers and some sustainable urban drainage systems (SUDS).

- Part 3: The local bulk infrastructure, such as trunk mains and trunk sewers, water service reservoirs, waste water pumping systems and some SUDS.
- Part 4: The strategic assets such as raw water intakes, water impounding reservoirs, raw water pumping stations and aqueducts, and water and waste water treatment works.

2.3 Funding between the Customer and Scottish Water

The table below summarises, by asset type, the responsibilities for paying for assets that are to be provided or enhanced to enable development and the elements that are included in the calculation of the financial contribution that can be claimed back from Scottish Water (termed Reasonable Cost Contribution).

Reasonable Cost Contribution		
Infrastructure parts	Responsibility	Financial contribution
Part 1	You	No
Part 2 and 3	You	Yes
Part 4	Us	N/A

3. prior to formal application for water or sewer connection

3.1 Establishing if we can support your proposed development

To make a preliminary assessment of your development's feasibility, a Development Appraisal (DA) must be completed. This is available at www.scottishwater.co.uk.

Completing a DA allows us to determine whether an Unconditional or Conditional Connection is possible and to provide a timescale for this. This should be a simple process step, and will allow both the Customer and us to be fully prepared before commencing with their development.

To ensure that the Customer is able to consult with us regarding the status of the DA, we will always send back a letter to confirm receipt with a reference number included.

Within 10 working days of receiving a completed DA form, we will provide an answer to the Customer to confirm if either an Unconditional or Conditional Connection to our water and/or waste water network can be made.

- An Unconditional Connection allows the Customer to move forward from this preliminary assessment, and submit formal applications.
- Or;
- If it is a Conditional Connection, we will confirm the need for a Development Impact Assessment (DIA) – a detailed water and/or waste impact assessment/study to be carried out.

Please note: any Part 4 work will be confirmed and remains our responsibility.

There are a number of competent providers available who can proceed with your Water and/or Waste Water Assessment, including Scottish Water.

It is important that you appoint a competent provider to proceed with the DIA, and you must provide their details to us.

We will provide all necessary support and information to your contracted provider to ensure that the DIA is completed successfully within agreed timescales, and this includes providing necessary models.

Where a current model exists, we will provide this free of charge.

If no model exists, we will build a model free of charge provided that the proposed development meets the criteria set out in section 3.2. If not, then these costs must be met by you.

Whether you choose us or your own service provider, at the end of this process you will receive a DIA report outlining the work needed to mitigate the impact of your development upon our network. If you have chosen to use another service provider, their report must be forwarded to us for review.

If you proceed with your development, after a DIA has been completed, the cost of the DIA will be taken into account when calculating our financial contribution to your connection costs through the Reasonable Cost Contribution (RCC) process.

For more information regarding RCC please see Section 7.

3.2 Approval in principle to proceed following development assessment

Once we have reviewed the 'DIA report' you will receive notification that either:

- capacity is available within our water or waste network and an offer of an unconditional connection will be made. Or;
- that network upgrading is required and you will be advised of the work required. This may include elements such as pumping and booster stations, attenuation tanks and general upgrading of pipe work and ancillaries (Part 2 and 3 assets) or strategic assets, e.g. treatment works (Part 4).

The company contracted to provide the DIA service will be able to provide some guidance and explanation on this upgrading work.

Under the current funding rules, the cost and programming of any work associated with upgrading the Part 4 infrastructure is our responsibility.

Before we make a connection offer you will need to demonstrate that you have satisfied the following 5 criteria:

1. your development is supported by the Local Plan and has outline or full planning permission.
2. you confirm land ownership or control through a solicitor's letter.

3. you confirm plans are in place to mitigate any network constraints that will be created by your development through a Minute of Agreement with us or alternatively a letter showing commitment to mitigate network impact through Part 3 investment.
4. you confirm any time remaining on current planning permissions with your local council.
5. you can demonstrate reasonable proposals in terms of your development's annual build rate.

Upon completion of the feasibility stage you may proceed with submission of a formal application to us.

This will lead to the provision of Technical Approval for your designs and for your overall connection application. This process is further detailed in Sections 4 and 5.

4. formally applying for a water or sewer connection

4.1 Introduction

This section sets out the process for formally applying for a new connection and outlines the design work required as part of the application.

Please note that Non-Domestic Customers are required to appoint and apply for new water and waste water connections through a Licensed Provider.

On successful completion of this stage of the application process you will receive an approval specific to the connection and infrastructure applied for.

Table 4.1 summarises the approvals which may be granted.

Form of approval		
Infrastructure parts	Water	Waste Water
Part 1	Connection offer (or 'quote' for work)	Permit to connect
Part 2	Approval letter	Approval letter
Part 3	Approval letter	Approval letter

The time between submission of a valid application, design and construction proposal and our issuing of an approval letter or permit to connect is up to 20 working days.

Please note we will not normally make a connection offer or give approval to connect until any work required to upgrade or build necessary Part 4 assets is near to or actually complete.

4.2 The application process and forms

The application process has a number of distinct stages. The process maps set out in Appendix B illustrate these and the timescales involved.

Supporting the applications process are a number of application forms which are available at www.scottishwater.co.uk or by calling the Customer Helpline on **0845 601 8855**.

These are:

- DSC1: Application for approval of a Part 1 sewer connection.
- DWC1: Application for an offer of a Part 1 water connection
- DSD1: Application for approval to construct Part 2 or Part 3 waste water infrastructure.
- DWD1: Application for approval of a request to construct a Part 2 or Part 3 water infrastructure

In addition, a DWC2 form will be sent to you following technical approval of a DWD1 in order to progress the tie-in to our water mains infrastructure.

Further application guidance:

- We will acknowledge your application and provide a unique reference (if not already provided) which must be quoted in all correspondence or when contacting us by telephone.
- Please review all correspondence you receive during the application process, and if you have any questions regarding the application stage please ensure you contact us directly for support.

- We will always try to work with Customers to complete missing information within application forms, but on occasions we have to return incomplete forms to our Customers. We will always ensure that we attach details of the information missing for re-submission.

What is Building Water?

Within our application process we will apply a charge for Building Water.

In clear terms **Building Water** is the water used for the purposes of building your development, e.g. cement mixing, plaster mixing. This is not water that we will deliver by transit to your site location. You must not use water from a natural source such as a stream or burn, unless you have confirmed through SEPA that it is of an appropriate quality.

The main option available for many Customers is to apply for a temporary connection to provide a building water supply. This can be converted into a permanent connection at a later date.

If you do not have a water source nearby or on site, you can contact us to arrange a standpipe. Please contact the Standpipe Service Desk on **01382 563 716** or email standpipeservicedesk@scottishwater.co.uk.

Unless undertaking a self-build project, a Licensed Provider must be engaged to arrange a building water connection and pay building water charges.

If you are a domestic Customer you will need to ensure that you have a unique building water reference from a Licensed Provider, as we proceed with your application for connection.

If you are building your own home, you are not required to engage a Licensed Provider, and can manage all elements of the process directly with us.

For more information regarding market separation please refer to Section 10.

4.3 Further confirmation of capacity to serve your development

Following receipt of all application forms to request connection for water or waste services, we always carry out a further check to ensure the feasibility of providing services to your development. If you have already contacted us, as outlined in Section 3, a substantial period of time may have elapsed before you contact us to request your connection formally.

This further confirmation before we proceed with the Technical Approval of your application ensures that circumstances have not changed, and your development can proceed as planned.

Once this action is completed you will receive written confirmation from us that your application has progressed onwards to the next stage.

4.4 Design responsibilities – what is required?

Your application must be supported by appropriate design calculations. These can be produced by us or a competent consultant. If we produce them you will be charged in advance and this cost offset against any future reasonable cost contribution payable to you.

The design calculations should address:

- Private drains and new sewer connections (Part 1 infrastructure);
- Private plumbing and the new water connections (Part 1 infrastructure) to a new site main;
- Site waste water infrastructure and water mains, (Part 2 and 3 infrastructure) for their proposed development;
- Design and reinforcement of and/or diversion of our existing local networks (Part 3 infrastructure);
- New water main connections to the existing water network – these are referred to as ‘tie-in’ connections.

Your design responsibility extends to all necessary consultations with roads authorities, fire authorities and other relevant bodies, and you should comply with the design guidance within the latest ‘Sewers for Scotland’ and ‘Water for Scotland’, available from WRc.

If we need to review a design re-submission we will levy a charge (details of which are shown in our Scheme of Charges). To avoid repeat submissions you are advised to engage a competent consultant.

Paramount in the design, construction and commissioning of sewers, water mains and services are public health and safety. Please refer to current versions of ‘Sewers for Scotland’ and ‘Water for Scotland’ for further technical guidance.

4.5 Deed of servitude

If you are required to cross third party land to access the nearest water main and/or sewer to serve your development, you are required to obtain the necessary deeds of servitude from the relevant land owners.

We will request a copy of these deeds prior to providing an offer of connection.

Should you encounter issues when trying to obtain the deed of servitude, please contact Scottish Water or your Licensed Provider (for Non-Domestic Customers) to advise.

4.6 Part 1 sewer connections – DSC1

Applications for a Part 1 sewer connection are made using form DSC1 and must be accompanied by appropriate design calculations.

When satisfied we will issue a ‘Permit to Connect’ valid for 2 years from date of issue.

The permit will specify any requirements or conditions. Additionally health and safety information may also be required by us. A further ‘Access Permit’ condition may apply if there are significant health and safety risks associated with our existing waste water network.

Customers should must always comply with permits issued and must give prior notice to Scottish Water or their Licensed Provider (Non-Domestic Customers), before undertaking work on site.

4.7 Part 1 water connections – DWC1

Applications for Part 1 water connections are made using form DWC1 and should be accompanied by appropriate design calculations.

In addition to your general design responsibilities, you are responsible for ensuring your application takes account of the sizing and design issues outlined below.

- Connections size which falls into two broad categories:
 - Standard (those of 32mm diameter and smaller)
 - Non-Standard (those greater than 32mm diameter)
- Standard connections should be installed without interrupting the existing live main to ensure we do not affect existing Customers;
- Non-Standard connections typically require an isolation of the existing water main to allow the construction of the new connection branch. This could require special engineering measures to form the branch connection, for example, by ‘under pressure’ boring;
- Water demand and therefore the size of the connection;
- The design of the proposed connection. If more than a standard single domestic supply is required you are responsible for sizing and will be required to provide design calculations for the sizing of non-standard connections including details of water consumption and hydraulic design.

We will undertake a flow and pressure test survey of the main in question within your design, and will provide an estimate of the charge to you for this work.

Where we provide current flow and pressure characteristics within the water infrastructure, you should note that this does not guarantee pressure and flow above our Guaranteed Standards of Service published within our Code of Practice. A current version can be found on our website.

We will respond within 20 working days of a valid connection application and if all relevant information has been provided and feasibility issues addressed as above, we will offer a connection by issuing a quote and request for an advance payment.

This offer will be in accordance with our current Scheme of Charges and remain valid for 2 years from the date of issue. If you fail to complete your element of the work within this timescale our offer will lapse and you will have to re-apply.

4.8 Part 2 and 3 water and waste water infrastructure – DWD1 & DSD1

Applications for a Part 2 or 3 connections are made using form DWD1 for a water connection or form DSD1 for a waste water connection.

Design approval will normally be granted within 20 days of receipt of an acceptable application. This does not apply to any part of the design relating to associated mechanical or electrical work. You will be advised of any delays, requirements for further information or other issues affecting the approval of your design.

Design approval must be granted before you commence work on site. Fees (e.g inspection charges, infrastructure charge) are also required to be paid by you, once design approval is granted.

When granted, our response will include the following:

- An approval letter;
- A request for advance payment in respect of our administration, inspection fees and infrastructure charges;
- An offer, if applicable, of financial contribution under our policy of reasonable cost towards the cost of providing waste water infrastructure and water infrastructure;
- Instructions for the submission of the construction programme;
- Our contact details for site audits;
- Permission to connect new waste water infrastructure to the existing waste water network.

4.9 Connections of new infrastructure to existing water network

Design approval for new water infrastructure does not include connection to the existing network. Connection of new infrastructure to the existing water network must always be undertaken by us.

5. installation of your site infrastructure

5.1 Part 1 sewer connections – DSC1

We require a minimum of 5 working days notice of work being carried out to enable a site inspection to be set up. We may, however, waive our right to inspect.

On satisfactory completion of all work we will adopt the section of pipe between the sewer and the curtilage boundary of your property.

5.2 Part 1 water connections – DWC1

Before we will undertake a connection to a water main you will need to ensure:

- Full payment has been made to us and a receipt received;
- Your development's plumbing is confirmed to comply with Water Byelaws. We may visit your development to check;
- You have requested and completed a track inspection. We may opt to waive the track inspection based on previous work demonstrated by your contractor;
- For non-standard water connections there is evidence that satisfactory pressure testing and disinfection of your main is complete or programmed to be completed before the tie-in connection is made. We should be invited to witness all pressure testing and disinfection;
- We have evidence of pass results on both pressure tests and bacteriological samples;
- All enabling works are complete or programmed.

We must do the 'tie-in' of Part 1 infrastructure to the existing water main including the provision of materials. This work will be undertaken within 14 days of a successful sample being completed, and notification of pass results on bacteriological samples and pressure tests.

It is important to note that all ancillary works are your responsibility:

- Excavation
- Provision of materials
- Exposing of the public main
- Statutory notices such as road opening permits

On satisfactory completion of the work the communication pipe will be adopted by us.

Where the installation of the Part 1 element is to a new site main (Part 2 infrastructure) you should engage the same Self Lay Organisation to undertake all the work including the provision of materials.

What is a Track Inspection?

This inspection is carried out by one of our representatives, at the point when you are ready for connection, and you have excavated and laid all required pipe work to the boundary of your site. They will ensure that your service pipe has been laid correctly and in accordance with technical specifications. You are required to contact us to arrange this inspection.

Once your track has been inspected they will notify us that you can proceed with your connection, and this will be completed within 14 days.

5.3 Part 2 and 3 site water and waste water infrastructure

You are responsible for engaging competent and experienced contractors to construct water and waste water site infrastructure. For water main installation we manage a list of accredited contractors. This list is available on request and at www.scottishwater.co.uk.

We do not currently have a similar list for waste water accredited contractors.

Ten working days prior to construction starting, you should provide details including contractor names, construction programme and site contact details.

Before any work commences on site:

- all notifications and approvals we require must be in place;
- any reinforcement work required on existing waste water networks must be undertaken by you;
- a permit **must** be obtained from us before any work is undertaken on our infrastructure;
- where work is required on our water network, this can only be undertaken with our prior agreement.

Tie-in connection of new site water mains (Part 2 infrastructure) to the existing water network (Part 3 infrastructure) must be undertaken by us. Waste water tie-in connections are undertaken by your nominated contractor under the terms of a permit/licence from us.

We will only take over ownership and responsibility for water mains and/or sewers that have been constructed in strict accordance with our policies and procedures. On satisfactory completion of all work the new infrastructure will be eligible for vesting by us.

We currently operate a site audit policy for both water mains and sewers. It is the responsibility of the Customer to provide a construction programme and give a minimum of 5 working days notice for inspections and testing.

6. completion and vesting process

Please be aware that the guidance material in this section, should be reviewed in conjunction with the latest versions of 'Sewers for Scotland' and 'Water for Scotland'.

6.1 Issue of a Pumping Station Operational Certificate – what is required?

This section is only applicable if your development includes a new or upgraded pumping station.

Once the mechanical and electrical equipment has been fully installed in the pumping station and prior to the first live connection to/from a property, you should submit the following information to us for review and approval:

- An Operation and Maintenance (O&M) Manual in a format that complies with our standard template for an O&M Manual;
- Details of the contractor employed to operate and maintain the pumping station on your behalf until a Completion Certificate is issued. This shall include details of the proposed operating and maintenance regime to be implemented (e.g. planned maintenance activities, frequency of visits, etc.). The contractor will be responsible for reacting to telemetry alarm signals and must therefore be available 24 hours a day, 365 days a year.

Once the O&M Manual and the proposed operating and maintenance regime have been approved, the station shall be inspected by an appointed mechanical and electrical consultant to check that the installation is fully compliant with all relevant legislation and specifications. Any snagging items identified during this inspection shall be rectified by you and a second inspection scheduled with us to check compliance.

On occasions a charge may be applied for any additional site inspections required to check that the snagging items have been addressed. It is strongly recommended that all snagging items are resolved before requesting a further inspection.

Once all the snagging items have been satisfactorily rectified, the pumping station will be commissioned by our appointed consultant and an Operational Certificate issued.

The issuing of the Operational Certificate indicates that, at the time it was inspected, the pumping station was fully compliant with the relevant legislation and specifications. The station must be operated and maintained on your behalf by your contractor until a Completion Certificate is issued and the Defects Liability Period starts.

During this period, your contractor shall submit regular reports to us, providing details of the condition of the station and equipment as well as information relating to its operation.

The frequency of the reports (e.g. monthly, quarterly) shall be agreed with us prior to the issue of the Operational Certificate. A list of items that should be included in the routine operational and maintenance inspections, and then subsequently included in the reports to us, can be found in Appendix F.

Details of all unplanned and emergency visits and subsequent repair/replacement works shall also be included in these reports.

6.2 Completion certificate

You can apply for a Completion Certificate once the water mains, foul sewers, surface water drainage, sustainable urban drainage (SUD) system and pumping station (if applicable) serving the development have been constructed, tested and inspected to standards set out in the latest versions of ‘Water for Scotland’ and ‘Sewers for Scotland’.

You should also refer to these texts for details of the information to be submitted with the application for a Completion Certificate. A list of the necessary information is also shown as a checklist on the Completion Certificate, and blank copies of each type of certificate are included in Appendix F for reference.

One Completion Certificate will be issued for the water mains and another issued to cover the wastewater elements (foul sewers, surface water drainage, SUD system and pumping station).

These will not be issued until all the relevant documentation has been submitted to us, checked and approved.

If your development includes a new or upgraded pumping station, another inspection will be arranged to check that the station has been satisfactorily operated and maintained since the Operational Certificate was issued. Any snagging items must be addressed to our satisfaction and training must be provided for our operatives before a Completion Certificate will be issued. This training must focus on the maintenance and operation of Pumping Stations.

The date of issue of the Completion Certificate is the start date for the Defects Liability Period.

6.3 Defects liability period

The Defects Liability Period starts when a Completion Certificate is issued to you.

The Defects Liability Period is a minimum of 12 months or until the last house is connected to the water network, whichever is longer.

During this period we will operate and maintain the infrastructure. It is our opportunity to assess the performance of the infrastructure and workmanship, against the design criteria and specifications.

You remain responsible for all operation, maintenance and repair costs for the duration of the Defects Liability Period. Should you fail to carry out repairs within an agreed period of time, we will carry out the work and recover the costs from you. Details of these costs are available upon request.

During the final two months of the Defects Liability Period, the SUD systems that are to be vested with us will be fully de-silted. We have the power to inspect any SUD system prior to the asset being vested.

6.4 Transfer certificate

During the final 3 months of the Defects Liability Period you can apply for a Transfer Certificate to vest the infrastructure with us.

Please refer to the latest editions of ‘Water for Scotland’ and ‘Sewers for Scotland’ for details of the information which should be submitted with the application for a Transfer Certificate. A list of the necessary information is also shown as a checklist on the Transfer Certificate.

One Transfer Certificate will be issued for the water mains and another issued to cover the wastewater elements (foul sewers, surface water drainage, SUD system and pumping station).

No Certificate will be issued until all the relevant documentation has been submitted to us, checked and approved.

If the development includes a new or upgraded pumping station we will check that there are no outstanding problems and to ensure all costs have been paid. Once satisfied we will initiate the transfer of the electricity account to our preferred supplier.

You are responsible for transferring the telephone account, to our preferred supplier and for the SEPA discharge licence for the emergency overflow, if applicable. The title deed for the pumping station site compound and access route shall also be transferred by you, at your expense, to our ownership. Once the electricity and telephony accounts, discharge licence and land title have been transferred, a Transfer Certificate will be issued.

6.5 Exceptions to the vesting process

For multi-phase developments with extended construction programmes it may be possible to enter into an agreement with us to vest a pumping station before the last house is connected. However, the following points should be noted:

- If the station is vested with us before the development is completed, then we will not guarantee that capacity in the wet well and rising main will remain available for completion of the development. We cannot reserve capacity in our assets and other developments may be given approval to connect to the station. If this occurs, you may be asked to fund any necessary upgrades. You may therefore wish to retain ownership of the station until the development is completed to eliminate this risk. In that case, the vesting process described in Clauses 6.1 to 6.4 will apply.
- If the station is vested with us before the development is completed, then the risk of damage to the station and upstream infrastructure due to construction debris from the development is high. You will be required to enter into an agreement to fund all repair/remediation/replacement works caused as a result of debris entering into the system whilst the development is ongoing.

7. costs, charges and financial contribution

7.1 Our scheme of charges

Each April we publish a Scheme of Charges agreed with the Water Industry Commission (WIC) covering charges associated with site servicing.

Should your request for connection overlap with any changes to the Scheme of Charges, and you have not been issued with a quote for all connections, including a request for payment, you will be quoted on the Scheme of Charges current at that time.

These charges include:

- Connection costs;
- Infrastructure Charges;
- Connection charges and inspection fees;
- Building water charges to be confirmed via Licensed Provider – please see Section 10
- Charges for the provision of record drawings.

Copies of our current Scheme of Charges are available on request at www.scottishwater.co.uk or by calling the Customer Helpline on **0845 601 8855**.

7.2 Infrastructure charge

All new properties connecting to our mains and sewers increase the general load on the system, i.e. water and waste water pipe network. In order to fund general reinforcement of the water and waste water system, all new domestic properties connecting to the system are required to pay an infrastructure charge.

A separate charge is levied for each of the services (water and waste water). Details of the charge are provided in our current Scheme of Charges.

Where applicable, this infrastructure charge will be requested when your application forms are submitted, e.g. for construction of new mains or sewers or connections to our existing infrastructure.

7.3 Payment of charges and fees

For payment of fees regarding sewer connections, we expect full payment with the application form at time of submission.

Should incorrect payment be received we will calculate the correct figure and advise.

Please note – no application will proceed without full and correct payment.

For water connections, an advance request for payment of fees is issued at the time the application for connection is approved.

- The value of the request for non-standard connections is based on our estimate of the costs involved. Costs will be reconciled following completion of the work;
- Standard connections are single payments based on a Scheme of Charges. Payment should be made within 28 working days of receipt of the advance payment request, and prior to requesting your track inspection.

7.4 Our financial contributions – regulations for reasonable cost

To ensure our Customers fully understand the terms of reasonable cost, we have provided some background regarding the legislation.

Under the Water (Scotland) Act 1980 and the Sewerage (Scotland) Act 1968 we are obliged to take our water mains and sewers to a point that allows connection to our networks if practicable at reasonable cost.

In accordance with the Water Industry (Scotland) Act 2002, Scottish Water is required to meet the costs of providing strategic capacity required for new developments (Part 4 infrastructure) and Customers are required to meet the costs of providing additional local capacity (Part 2 and 3 infrastructure), subject to a reasonable cost contribution from Scottish Water.

The Provision of Water and Sewerage Services (Reasonable Cost) (Scotland) Regulations 2006 determine what that reasonable cost contribution should be, by specifying what matters are to be taken into, or left out of, account in calculating the contribution and also by specifying the method of calculation.

To fund the costs incurred in complying with the Regulations outlined above, an allowance has been included by the Water Industry Commission when determining Scottish Water’s scheme of charges for general Customers.

7.5 Infrastructure eligible for a reasonable cost contribution

The Regulations clarify how the costs of different elements of each new connection are shared between our Customers and us.

Table 7.1 sets out the elements of a new connection which are eligible for a reasonable cost contribution.

Eligible for reasonable cost contribution (yes or no)		
Infrastructure parts: both water and waste water	Domestic connections	Non-domestic connections
Part 1	No	No
Part 2	Yes	Yes
Part 3	Yes	Yes

The costs associated with all new Part 1 infrastructure are the sole responsibility of the Customer.

Extensions or upgrades to the Part 2 or Part 3 elements of the existing water and wastewater networks will be funded by the Customers, subject to a contribution from us, to take account of the future income that will be received from the new connection. A contribution is available for all new connections whether a new development or a first time connection to an existing property. However, it is not available for the adoption of existing private assets or for the upgrading of existing private infrastructure to adoptable standards.

The level of the reasonable cost contribution is determined by the Regulations and depends on the number and type of properties being connected and the charges in place at the time of connections.

The Regulations detail the basis on which the maximum contribution that Scottish Water will make is calculated.

The value of the maximum contribution for new domestic sewerage and water connections is published annually and is available on our website.

We are required to contribute either the maximum contribution or those costs reasonably and necessarily incurred to provide any Part 2 or Part 3 infrastructure needed to accommodate the connection, whichever is lower. Customers are responsible for funding any costs over and above the reasonable cost limit.

We will make a reasonable cost contribution to the Customer that is carrying out the work required for the new connection or will, in the case of water connections, undertake the work on behalf of the Customer.

The cost and programming of any work associated with extending or upgrading the Part 4 elements of the network are the responsibility of Scottish Water.

7.6 Definition of reasonable cost for non-domestic properties

Our policy for non-domestic contributions is based on the same principles used to calculate reasonable cost for domestic properties. Scottish Water will contribute whichever is the lower, of the actual cost of the connection or the amount calculated as reasonable cost under Scottish Water's policy for a new water or waste water connection.

7.7 Conditions for payment of contributions

Contributions made by us are funded through general Customer charges. Consequently, contributions will only be paid when the work required to accommodate a new connection is complete and the new infrastructure is able to generate income for us. This will reduce the risk that we incur costs without any financial return.

Further criteria, by type of development, are outlined below:

- For domestic properties, a habitation certificate is required before a contribution will be considered for payment;
- For multi-property developments, we can pay a proportion of the reasonable cost contribution at the end of each phase based on the number of properties with habitation certificates completed in that phase;
- A contribution payment will be made for a minimum of five properties or for a whole development, if it is less than five properties;
- For non-domestic properties, we will pay a contribution when the development has been completed and a water meter has been installed;
- Payments will be based on the original information supplied by the Customer at the time of application, except where the development is smaller than projected at the time of application. In the latter case, the payment will be made based on the projected income from the metered premises within the development.

Our offer of financial contribution will apply separately to water and waste water connections. Customers cannot use an allowance granted for water connections for waste water connections and vice versa. Water and waste water contributions will be considered as two separate payments.

No more than one payment will be made for a development in a financial year.

In addition to the criteria described above, we may require the Customer to demonstrate that the new infrastructure has been installed to an acceptable standard. This will reduce the risk that contributions are paid for infrastructure that does not comply with the relevant specifications for vesting.

We are currently reviewing the process for paying contributions for large sites which are to be developed by more than one Customer. Often on these types of site, the Part 3 extensions or upgrades and part of the Part 2 works are installed by the initial Customer. The individual development sites are then sold as serviced plots to other Customers. A mechanism is required to pay a contribution for the work carried out by the initial Customer. Once the process has been confirmed it will be available on our website, within a revised version of this Customer Guide.

7.8 Contribution arrangements

For eligible sites in accordance with the Regulations, we are required to contribute either the cost of any works required to accommodate the connection, or the maximum contribution, whichever is lower.

The arrangements relating to contribution payments are as follows:

1. An assessment of the cost of the works required to accommodate the connection is carried out by us. This assessment is called a Valuation of the Works and is calculated using a Schedule of Rates (available from www.scottishwater.co.uk or by calling the Customer Helpline on **0845 601 8855**). There is a Schedule of Rates for water infrastructure and another for wastewater infrastructure. Use of these standard rates for all developments ensures that a consistent approach is adopted for assessing new infrastructure.

2. The cost of provision of site infrastructure is deemed to include the installation of the works plus the costs incurred by us in relation to the connection, such as giving design approval, inspecting and testing the installation. Scottish Water's fee for this work is currently 8% of the valuation as calculated using the Schedule of Rates.
3. Where the Valuation of the Works, including Scottish Water's fee, is less than or equal to the maximum allowable contribution per property, then the Customer will be reimbursed the full amount of the valuation.
4. Where the Valuation of the Works, including Scottish Water's fee, exceeds the maximum allowable contribution per property, then the Customer will be reimbursed only the maximum contribution, minus Scottish Water's costs, as outlined in point 2 which references the 8% fee.
5. Once an offer of contribution has been made by Scottish Water, the Customer will have a period of five years to claim reasonable cost contributions. After five years the offer will expire. To make a claim, Customers are advised to apply to us in writing, at the following address:

Customer Connections
Scottish Water
419 Balmore Road
Glasgow
G22 6NU
6. For water and waste water infrastructure, we will retain a sum from the contribution payment due to the Customer until a Transfer Certificate is issued and the infrastructure is vested.

8. legal and procedural issues

Within this section we have provided additional explanation in reference to several legal and procedural details, which will ensure that you are informed regarding the validity periods of offers, permits, and legal documents to be obtained. If you require any further clarification of the details noted, please contact the Customer Connections department, or a member of our team who will be dealing with your development.

8.1 Land ownership issues

It is your responsibility to obtain authorisation from us to serve statutory notices to cross private land owned by third parties; or, exceptionally, with our consent, a deed of servitude for this purpose. Design approval from us does not negate in any way your responsibility in this respect.

8.2 Reservation of capacities and timescales

We will, by agreement, offer permits to connect to the public waste water and water network with conditions relating to the timing and phasing of the development. Provided you adhere to these time conditions, the agreed connection will be held for the sole benefit of the Customer named on the permit.

The specific details at this time are outlined below:

1. **Preliminary enquiry:** where a Customer requests details of availability of capacity within the existing infrastructure prior to obtaining planning consent or technical approval, no guarantee will be given that any current capacity will remain available by the time of the development. The assessment will be based on the network capability that exists at the time, including any agreed connections.
2. **Customer-led Water or Waste Network Impact Assessment (DIA):** where a Customer funds a DIA and agrees to fund upgrading work of existing infrastructure, capacity will be reserved for the period, which shall not be longer than 5 years, specified in the contribution agreement.
Prior to the issue of technical approval, the level of capacity to be reserved will be agreed between the Customer and us in accordance with our current policy.
3. **Technical approval:** where technical approval of a scheme has been granted, capacity within the existing infrastructure will be reserved for the period stated or for 5 years from the date of issue of the technical approval, whichever is earlier. Reimbursement agreements will either be issued along with technical approval or will have a commencement date which is the same as the date of issue of technical approval. Technical approval will not be issued before relevant detailed planning permission has been granted.
4. **Sewer connections:** where sewer connection permits are issued for properties not included in any of the above, the right to connect will last for the period stated in the permit or for a period of 2 years, whichever is the shorter. Permits will be subject to the same conditions as technical approval, i.e., full planning permission, etc. should be obtained prior to issue of the permit.

In all cases it will be made clear that in the event of any other party obtaining, by judicial review, court action or otherwise, an order, decree or ruling requiring that we release any part of the capacity reserved or allocated to the development, the level of reserved capacity may require to be reduced by the amount to be released without compensation being due to the Customer.

Any capacity reserved will relate to a specific area of land and may not be transferred other than with ownership of that area of land. Should a Customer choose to transfer ownership, the period of reservation of capacity, will continue to run from the original date of technical approval.

Where technical approval is amended, the 5 year period will continue to run from the issue of the original technical approval.

Note: Refer to the latest versions of 'Water for Scotland' and 'Sewers for Scotland' which are technical guidance documents for details relating to construction standards.

9. customer appeals and complaints procedure

9.1 Complaints about our service

If you are a Non-Domestic Customer and have a complaint about the service you have received from Scottish Water please contact your Licensed Provider, who will be able to take up your concerns on your behalf.

If a Licensed Provider wishes to complain about water or waste water services provided by Scottish Water, they should reference Process 17 of the Operational Code. For more information regarding non-domestic connections please go to Section 10.

If you are undertaking a self-build project, and have a complaint about the service you have received, and have attempted to resolve your concerns through the Scottish Water department concerned, there is a formal process that you can follow.

Contact our Customer Helpline on **0845 601 8855**, and the Customer Advisor will pass the complaint or enquiry to our Customer Relations team for review. Customer Relations will refer this complaint to the Customer Connections department for response and resolution, within a designated time frame.

Our Customer Relations team will respond to you with the results of this review as quickly as possible, and will ensure that you receive a clear and comprehensive response to your concerns. If the complaint is written, e-mailed or faxed, we will respond within Guaranteed Standard times. We maintain a record of all complaints and report these to the Industry Regulator, the Water Industry Commission for Scotland.

9.2 Complaints to Waterwatch Scotland

Waterwatch Scotland is a national organisation with powers to deal with complaints against us and make statutory recommendations in respect of Scotland's water industry.

If you are not satisfied with our service, you can contact Waterwatch Scotland on **0845 850 3344** or visit their website **www.waterwatchscotland.org**. Please note that you should attempt to resolve your concerns through Scottish Water, before contacting Waterwatch to take that forward.

They will assess any complaint or concern and if they are in a position to assist, they will forward your concern to our Customer Relations department for attention.

9.3 Further appeals procedure

If you are dissatisfied with the way your complaint has been dealt with by Waterwatch, you can contact the Scottish Public Services Ombudsman (SPSO); however, SPSO cannot question the merits of a decision made by Waterwatch Scotland if the decision has been made using the correct procedure, following due process and in line with regulations/legislation.

If you wish to appeal to the Scottish Government you should obtain their 'Guide to Appeals' leaflet via the website **www.scotland.gov.uk**. In some cases, a Sheriff will decide an appeal. If you have any queries, please contact ourselves or the Water Industry Commission for Scotland (WIC) for more details.

10. non-domestic connections and building water

10.1 Background

Under the Water Services (Scotland) Act 2005 and the opening of the Scottish water market to competition, the supply of water and waste water services to Non-Domestic Customers is now provided through Licensed Providers. Non-Domestic Customers may choose the Licensed Provider they wish to provide these services. We are now the wholesale supplier of water and waste water services to Licensed Providers. We therefore no longer have a direct relationship with Non-Domestic Customers for retail services.

This means that if your site requires non-domestic connections, there are new processes to be followed. Non-Domestic Customers are defined as Customers involved in the construction of non-domestic properties e.g. commercial/industrial properties or the end-user of water, waste water or trade effluent services in a non-domestic property. Non-Domestic Customers now require to appoint a Licensed Provider to act on their behalf for all aspects of water and waste water services, including new connections. As a Non-Domestic Customer you can choose which Licensed Provider supplies your water and waste water services, including all new connections supplying non-domestic properties and all building water supplies (with the exception of self-builds).

At the initial stages of a Development enquiry, a Non-Domestic Customer can liaise with us directly when assessing the initial capacity available for any proposed connection(s). Please refer to Section 3 of this guide for further guidance. Any subsequent formal application to connect must be directed through your chosen Licensed Provider.

Details of all Providers who are licensed by the Water Industry Commission and are able to provide services to Non-Domestic Customers, can be found on the following website at **www.scotlandontap.gov.uk**

As a quick reference, please see the table below when considering a new connection to our networks:

Type of connection	Who to apply to	
	Licensed provider	Scottish Water
Non-domestic	✓	
Domestic		✓
Domestic and non-domestic – mixed use developments	Application needs to be split	Application needs to be split
Building water (construction of commercial/industrial projects and domestic housing developments with the exception of self builds)	✓	

Once selected, the Licensed Provider will advise on how to proceed with the application. It is important to note that only your Licensed Provider can make an application for non-domestic connections on your behalf.

10.2 The operational code

The Operational Code is the formal market document which sets out the operational co-ordination arrangements between us and Licensed Providers in connection with the provision of Water and Sewerage Services. It outlines Scottish Water and Licensed Provider responsibilities when processing non-domestic applications for connection.

The Operational Code can be viewed on our website. Your Licensed Provider should advise exactly how the Operational Code rules and processes affect you.

10.3 General design and installation responsibilities

As a Non-Domestic Customer, you or your consultant will still remain responsible for providing appropriate design proposals, and supporting documentation, to your chosen Licensed Provider for submission to us. In addition, you are responsible for the installation of infrastructure to Scottish Water standards. More detailed information is available within Sections 4 & 5 of the guide.

10.4 Trade effluent building site pollution

Work that is not properly planned or supervised can result in damage to services and water pollution. This can lead to liability for remediation and any clean-up costs, as well as prosecution and heavy fines.

To provide improved guidance for our Customers, leaflets are available through our website to help companies prevent pollution and comply with the law, and should be read by company managers, site supervisors and all site staff.

Outlined below are some of the dangers to be aware of.

The construction industry can cause pollution from:

- leaks or spillages of substances used on site, such as fuels, oils, chemicals, silt, cement, and so on;
- rupture of pipelines that run through or nearby the site, such as water supply, drainage, gas or oil;
- thoughtless disposal of waste materials;
- wash down of vehicles, plant and equipment without using a properly constructed wash bay;
- contamination of water supply, sewers, groundwater or watercourses that run through or nearby the site.

Prevention requires that Customers follow good working procedures before, during and after the actual work period.

For more information regarding Trade Effluent, please reference our website.

10.5 Completion and adoption process (relating to new infrastructure)

As with the previous processes, all notification of completion of construction work should be directed through your Licensed Provider. We will then issue a completion certificate in line with section 6 of this guide.

The Non-Domestic Customer remains responsible for repair and maintenance during defects liability of the infrastructure in line with section 6 of this guide. At the end of the defects period it is the responsibility of the Non-Domestic Customer to approach Scottish Water to request formal adoption of the new infrastructure. This process will align with the process as stated in section 6 of this guide.

10.6 Costs, charges and financial contribution

Non-Domestic Customers will be invoiced directly by their Licensed Provider.

Reasonable Cost Contribution (RCC) will be available for facilitated connection sites, where eligible, in line with section 7 of this guide. Payments of Reasonable Cost Contribution will be made directly to the Non-Domestic Customer from us as and when appropriate documentation is received from the Licensed Provider.

10.7 Appeals and complaints

The new rules of the market mean that Non-Domestic Customers should contact their Licensed Provider in the first instance with any enquiries or complaints regarding the service provided by Scottish Water.

Licensed Providers then contact us through the Wholesale Service Desk. If Non-Domestic Customers contact us directly to make an enquiry or complaint about an application for connection which is in progress, they will be asked to contact their Licensed Provider.

We will respond with the results of any review in accordance with section 9 of this guide.

appendix a: glossary of terms

A list of common terms is provided for assistance to ensure our Customers understand many of the technical references used.

Adoption: Once assets e.g. sewers and mains are constructed, and if Scottish Water has made an offer to adopt the asset, then the responsibility for ownership, operation and maintenance of the assets is transferred to Scottish Water.

Building water: Water used for the purposes of building work.

Communication pipe: Defined as where any premises supplied with water abuts on the part of the road where the main is laid. The portion of the service pipe as lies between the main and the stopcock, where the stopcock is placed as near the boundary of the road as is reasonably practicable. This portion of the service pipe will be adopted by Scottish Water.

Conditional Connections: Connection that can be made to our existing networks; water and wastewater, only following upgrading and reinforcement of our existing networks.

Curtilage: The ground associated with a building which has a use associated with the building e.g. gardens, ground and car parks.

Customer: An individual or company involved with the development of housing and industrial/commercial development.

Development: The alteration or construction of new premises or properties requiring provision of new water and waste water services.

Development Impact Assessment (DIA): An engineering assessment of the impact of the development on our existing assets. It will identify any mitigating measures required to allow the development to proceed.

First Time Provision: Connections from existing properties to our network which currently have private water supplies or sewage treatment.

Non-Standard Connection: Water connections greater than 32mm diameter.

Pumping Station: A piece of infrastructure that is utilised to propel water or waste through water or waste Part 2 or 3 infrastructure, where the natural gradient doesn't facilitate this.

Quality Control Advisor (QCA): Member of the Customer Connections team who inspects water and waste water assets to ensure they meet required standards

Reasonable Cost Contribution (RCC): Financial term for a contribution made to the Customer in line with Scottish Government legislation

Scottish Water: Water and sewerage undertaker in Scotland established by the Water Industry (Scotland) Act 2002. Scottish Water is the sole undertaker for the provision of the public water and waste water services in Scotland.

Sewage/Waste Water: As defined by the Sewerage Scotland Act 1968. It includes all foul flows from a property and all surface water that falls on roof areas and hard-standing within the curtilage of a property and is also commonly referred to as waste water.

Sewer: Generally greater than 150mm in diameter for the transportation of waste water from more than one property.

Sewer Connection: Generally a pipe that drains a single property. A sewer connection or drain generally remains private up to the boundary or curtilage of that private property or to the point it joins up with the drain from another property. At this point it becomes our responsibility. In flatted developments it can serve more than a single property without being defined as a sewer.

Self Lay Organisation (SLO): A contractor or other similar organisation accredited by Scottish Water to lay water mains and connections on behalf of Customers.

Standard Connection: A water connection of 32mm diameter or smaller, normally installed under pressure through tapping of an existing live main.

SUDS: a sustainable urban drainage system, which:

- (a) facilitates attenuation, settlement or treatment of surface water from two or more premises (whether or not together with road water) and
- (b) includes one or more of the following: inlet structures, outlet structures, swales, constructed wetlands, ponds, filter trenches, attenuation tanks and detention basins (together with any associated pipes and equipment).

Supply Pipe: The section of a water service pipe that is not a communication pipe. The supply pipe remains the responsibility of the Customer.

Unconditional Connection: Connection that can be made to our existing networks; Water and Wastewater without the need for any upgrading or reinforcement of our existing networks.

Waste Water/Sewage: As defined by the Sewerage Scotland Act 1968. It includes all foul flows from a property and all surface water that falls on roof areas and hard-standing within the curtilage of a property and is also commonly referred to as waste water.

Water Connections: Generally described as the service pipe serving a single property. The pipe remains private up to the boundary of the property and the Customer is responsible for maintaining this element of the connection. The other part of the connection is the communication pipe that runs from the property's external stop tap to the mains water network in the street. We are responsible for maintaining this element of the connection.

Water Industry Commission (WIC): is a non-departmental public body with statutory responsibilities. Their goal is to manage an effective regulatory framework which encourages the Scottish water industry to provide a high-quality service and value for money to Customers.

Water Infrastructure: All mains, communication pipes, water treatment and other similar works, pumping stations for the treatment and distribution of water.

Water Main: Pipe for the purpose of transporting water to a number of properties, generally of a diameter greater than 32mm. Water mains may be public or private.

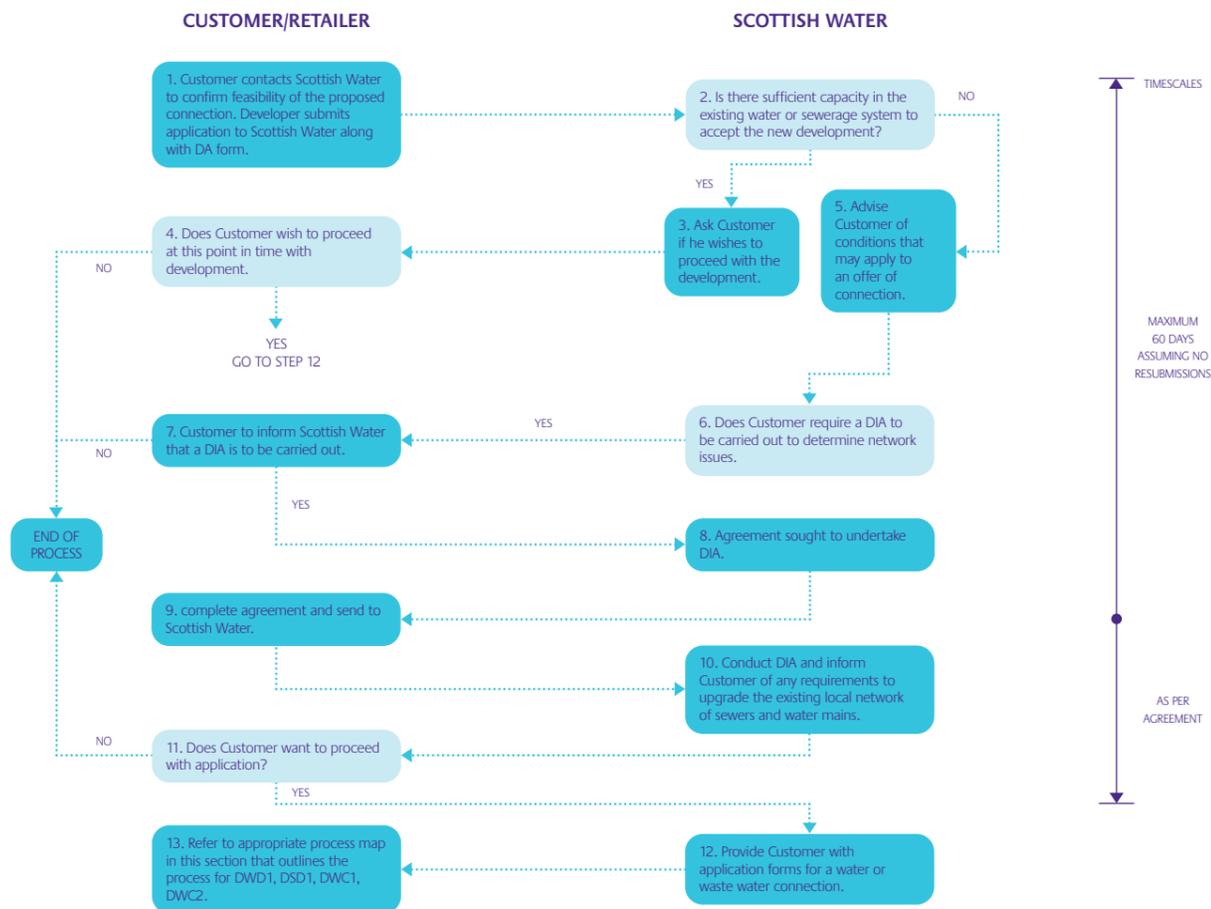
Water Service Pipe: Any pipe for supplying water from a main to any premises as is subject to pressure from that main, or would be so subject to the opening of a tap.

Waste Water Infrastructure/Sewerage: All pipes, SUDs systems, pumping stations and treatment works and similar infrastructure for the collection, transportation and treatment and disposal of sewage (waste water).

Waste/Water Network Impact Assessment (DIA): An engineering assessment of the impact of the development on our existing assets. It will identify any mitigating measures required to allow the development to proceed.

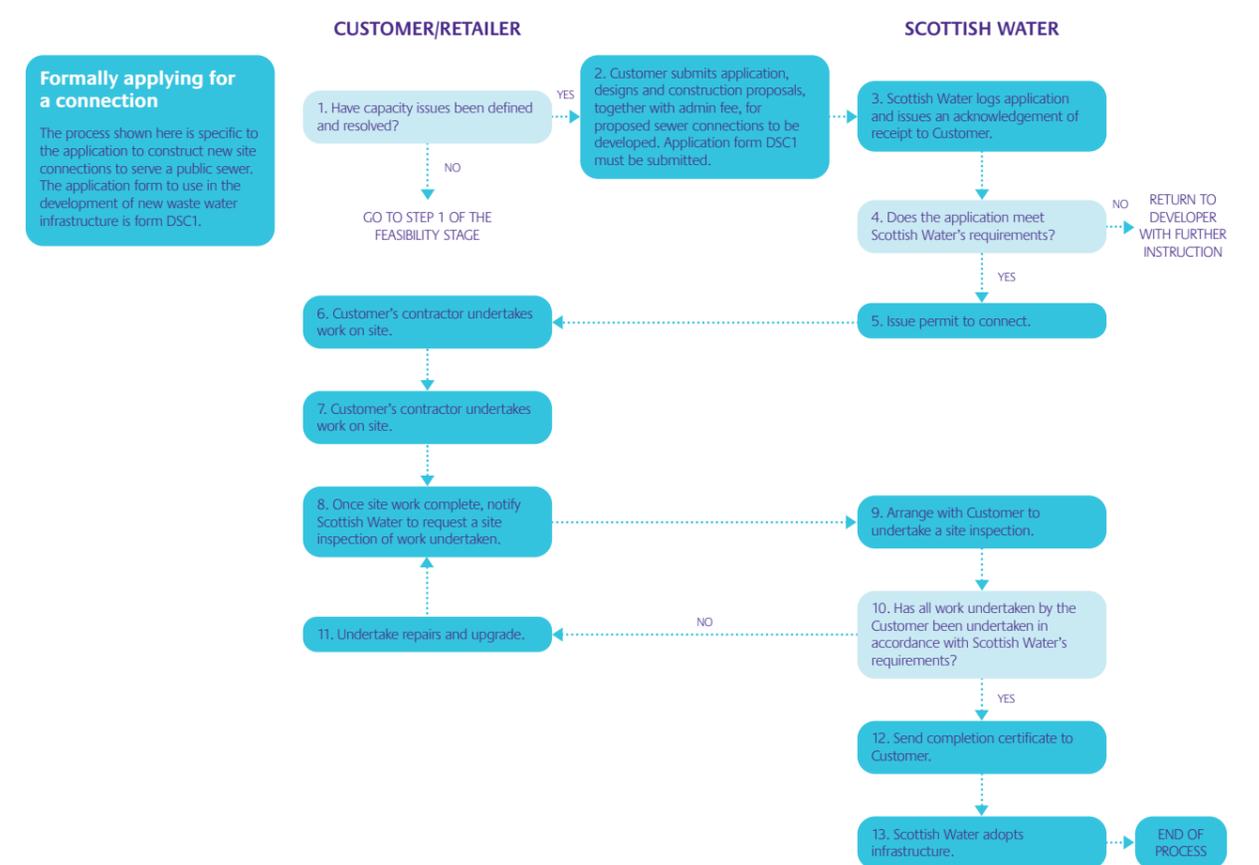
appendix b: process diagrams

Feasibility stage: applying to construct new water and waste water connections or site infrastructure



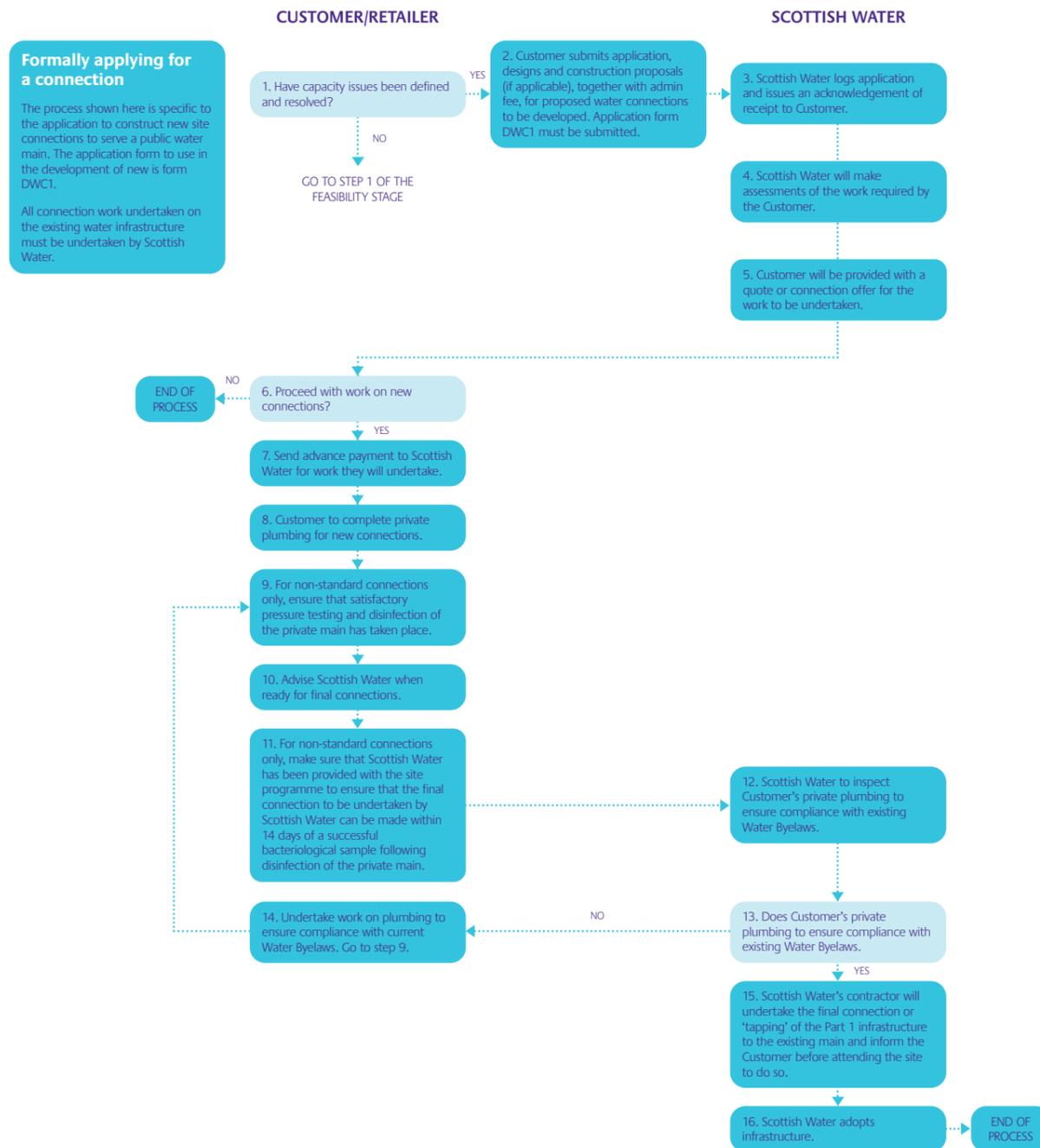
a) Obtaining new water and waste water services: applying to construct new sewer connections (part 1 assets)

For details relating to the feasibility stage, refer to the process map feasibility stage: applying to construct new water and waste water connections or site infrastructure.



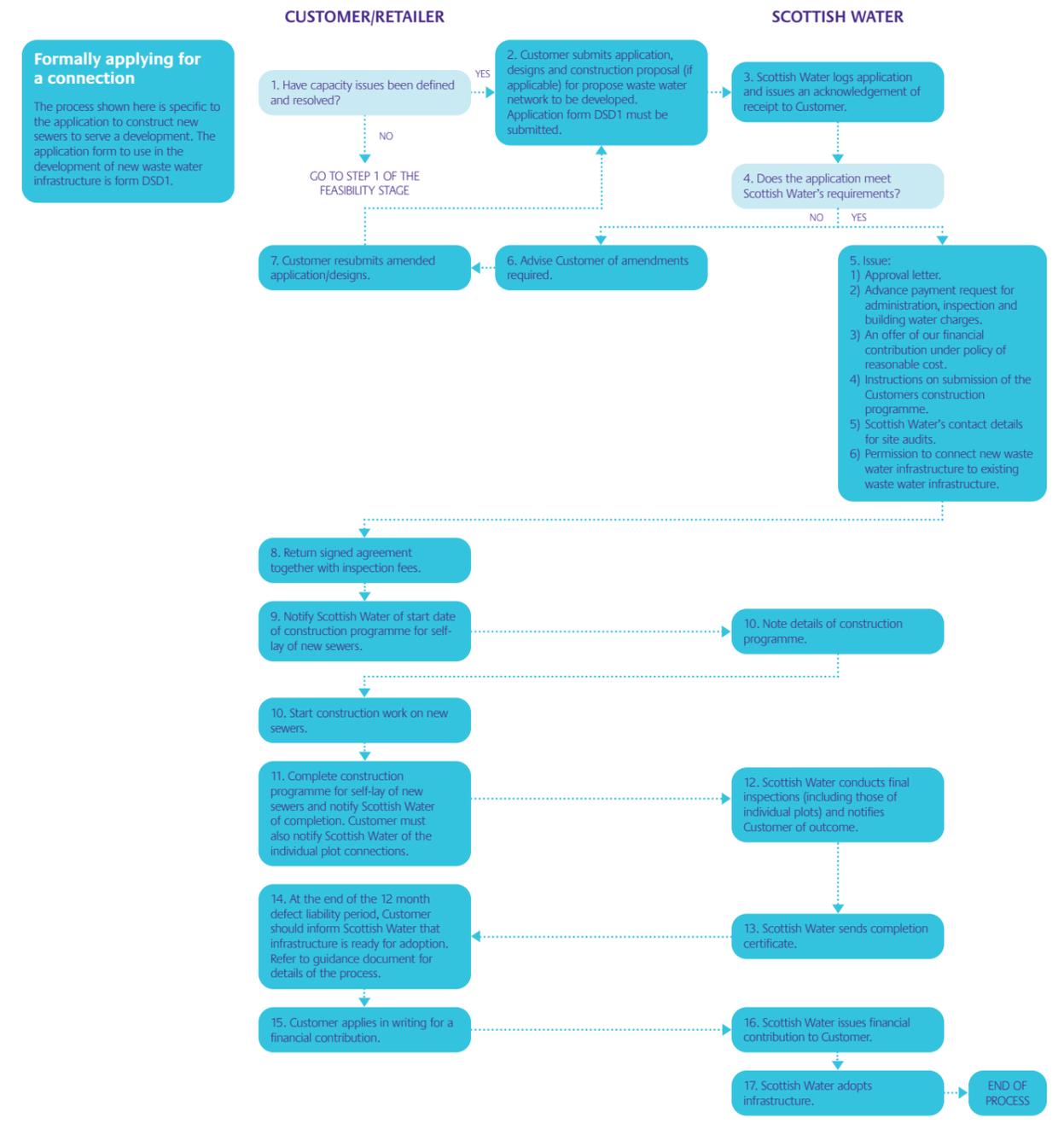
b) Obtaining new water and waste water services: applying to construct new site connections to an existing water main (part 1 assets)

For details relating to the feasibility stage, refer to the process map feasibility stage: applying to construct new water and waste water connections or site infrastructure.



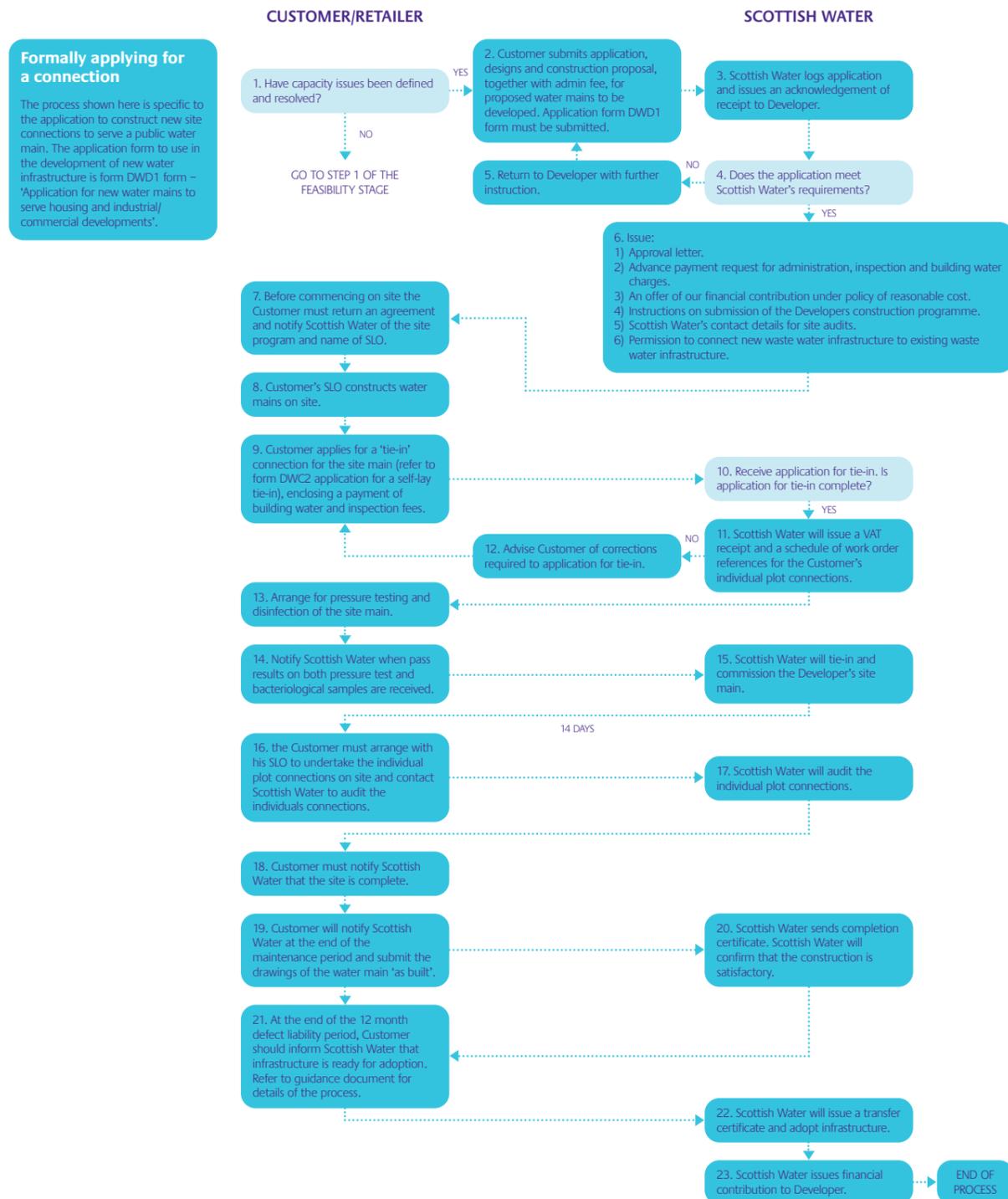
c) Obtaining new water and waste water services: applying to construct new waste water infrastructure (part 2 and part 3 infrastructure)

For details relating to the feasibility stage, refer to the process map feasibility stage: applying to construct new water and waste water connections or site infrastructure.



d) Obtaining new water and waste water services: applying to construct new water infrastructure (part 2 and part 3 infrastructure)

For details relating to the feasibility stage, refer to the process map feasibility stage: applying to construct new water and waste water connections or site infrastructure.



appendix c: responsibilities for water and waste water assets

Figure 2: Responsibilities for water and waste water infrastructure

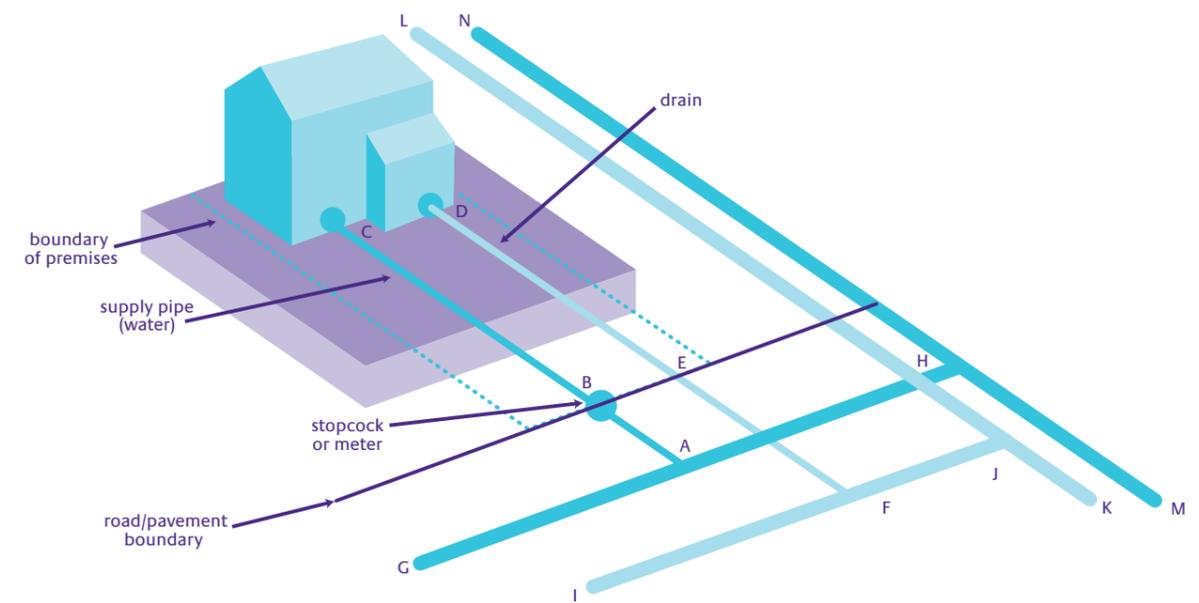


Table 1: Responsibilities for water and waste water assets

Reference in diagram	Ownership and maintenance responsibility
A-B Communication pipe (part 1 infrastructure)	Scottish Water
Stopcock or meter	Scottish Water
B-C Supply pipe (part 1)	Property owner
Internal plumbing	Property owner
G-H New water main (part 2)	Scottish Water
M-N Local existing mains (also includes water service reservoirs pumping stations not included in this diagram) (local) (part 3)	Scottish Water
D-E Private drain (part 1 infrastructure)	Property owner
E-F Lateral sewer (part 1)	Scottish Water
I-J Waste water (new sewer) (part 2)	Scottish Water
L-K Local existing sewers, waste water pumping stations, some SUDS (part 3)	Scottish Water

Note: A supply pipe laid over third party ground is the responsibility of the property owner.

appendix d: our duties under current legislation

Our main duties and responsibilities are defined by acts of Parliament and secondary legislation. For any specific query relating to our governing legislation, Customers are advised to consult with qualified professionals.

For your assistance, some of our duties are explained as follows:

The Water Scotland (Act) 1980 (WA1980) and the Sewerage (Scotland) Act 1968 (SSA1968)

These Acts place duties on us to take its water mains and sewers to a point that will enable Customers to connect to our networks at reasonable cost to the Customer. The Acts only require us to make a connection if practicable at reasonable cost.

The 1980 Act places a duty on us to provide a supply of wholesome water to every part of its areas of supply where a supply of water is required for domestic purposes and can be provided at reasonable cost. For other than domestic purposes, we may be required, subject to a number of conditions, to provide a supply of water on reasonable terms and conditions to the owner or occupier of any premises within its area of supply who requests it.

The 1968 Act makes it our duty, where it is practicable to do so at reasonable cost, to provide public sewers and public SUD systems for draining its area of domestic sewage, surface water and trade effluent, and to provide treatment for dealing with the contents of its sewers and SUD systems.

Water Industry (Scotland) Act 2002 (WISA2002)

The 2002 Act provides for the establishment of Scottish Water as the successor to the three water and waste water authorities. The Act also provides for changes to the representation of the interests of water Customers to take account of Scottish Water and the creation of a Drinking Water Quality Regulator in respect of water supplied by Scottish Water and private water supplies.

Duties under current legislation continued

The Water Services (Scotland) Act 2005

This Act confirms Scottish Water as the single public authority that is responsible for providing Scotland's water and waste water services and prohibits third parties from introducing water or waste water to the public water and waste water network (known as 'common carriage'), on the grounds of protection of public health and the environment. The Act also replaced our economic regulator, the Water Industry Commissioner (WIC) with a body corporate, named the Water Industry Commission for Scotland. It also established the licensing regime allowing retail (i.e., billing and Customer services) competition for non-household premises.

appendix e: meter sizing – non-domestic properties

Non-domestic properties

The equivalent meter size is used for developments with multiple meters. These could be either single developments with multiple feeds or a single development which will have several Customers on it, such as light industrial units.

Please consult with a Licensed Provider for more information.

If the equivalent meter size for a development is more than 25mm, then the Customer may opt to either accept the standard policy payment or to request a site-specific arrangement calculated by way of negotiations between us and the Customer.

The table below details the area of common meter sizes.

Meter size (mm)	Area (mm ²)
15	177
20	314
25	491

The combined area of meters on a single development should not exceed an area of 491mm².

appendix f: vesting items for routine operational and maintenance inspections

The following list includes, but is not limited to, routine operational and maintenance tasks which shall be included in the inspections carried out by the Customer's contractor before the Completion Certificate is issued. The outcome of these checks shall be included in the reports submitted to us:

- Check kiosk is secure;
- Check site perimeter fence is secure;
- Check site for graffiti/vandalism;
- Check outstation telemetry phone link is working;
- Check manhole covers/access plates are in place;
- Check kiosk for any obvious faults;
- Check signage is in place;
- Check heater working / thermostat set;
- Check telemetry panel is operational;
- Check general housekeeping;
- Check operation of sump pump;
- Check inlet flow;
- Check outlet flow pump;
- Lift covers to inspect screen;
- Check screen is clear;
- Check condition of screen;
- Check pumps are set on automatic;
- Check change over arrangements and change over as required;
- Check for adequate lubrication against lubrication schedule;
- Check for any adverse noise or vibration;
- Record hours run for each pump/screen;
- Check ampage of pumps;
- Check wet well drops when pumps are operating;
- Lift covers to wet well;
- Check for build up of grease/debris;
- Check for signs of surcharge in well;
- Record electricity meter reading;
- Check screens for signs of overflow having operated;
- Check emergency overflow discharge point for signs of debris;
- Report any obvious H&S issues to be addressed;
- Report any ground maintenance or weed killing requirements;
- Report any obvious electrical and mechanical defects.