

Connection Process Updates NOW LIVE – November 2022

Development Operations Customer Update

This notice is to outline key changes affecting customers in relation to requesting tie ins and connections to the Scottish Water Network. The 3 key changes detailed below are:

1. Changes to notice required in advance of pre-connection sampling.
2. Changes to the process of obtaining pre and post sample numbers.
3. System updates to the Scottish Water Portal
 - Ability to submit advanced connection requests via the portal
 - Additional questions when requesting inspections
 - Visibility and editability of inspection requests submitted via the customer portal
 - Document Searching and naming convention of remote app submissions
 - Results reported to field on remote inspections app

1. Notice Required

The below notice periods will be enforced are now enforced by the SW Portal and Development Operations Connections Team. Inspection requests (via “Book Inspection” on the Portal) must be submitted:

- 10 Working days in advance of pre-connection sampling for all secondary connections
- 20 Working days in advanced of pre-connection sampling for all primary connections
- 20 Working days in advance of proposed connection date for advanced connections

Pre-sample and proposed connection dates within these new notice periods will not be selectable via the portal.

This change is essential in order to progress connections in a proactive and planned manor. Our current service level agreements for internal processes required to allow authorisation of a connection to our network do not fit the current notice period. As a result, connections are currently processed on a reactive basis, based on earliest sampling date, and often lead to delays.

With the new notice period in place, connections can be managed more effectively, and will be processed based on date of request.

The new notice period incorporates a new process for sample number requisition, this allows a paper trail of assigned sample numbers, to mitigate lost sample numbers and the delays associated. Please see details of this change below.

Reporting shows that the average time taken between technical audit approval of a water connection or facilitation application, and the date of the first request for connection is **>245 calendar days**. We anticipate that this change will affect **less than 5%** of all tie ins. Developers have been informed of this notice period change via their SW Development Managers throughout August, and we have received no objection.

2. Sample Number Requisition

Sample numbers will now be requested by Scottish Water Development Operations via your tie in confirmation email. The base of your confirmation email will hold a version of the below table. This table will be populated within the same email thread by our Scientific Services Sample