

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



Requisition Team within 5 working days of your tie in confirmation email from Development Operations. Sample numbers will no longer be given via phone call to scientific services.

UCP Contact	<i>Will be completed by Development Operations</i>
Matrix	<i>Will be completed by Development Operations</i>
Sample Type (delete as applicable)	<i>Will be completed by Development Operations</i>
Address	<i>Will be completed by Development Operations</i>
Post Code	<i>Will be completed by Development Operations</i>
SW Operating Region	<i>Will be completed by Development Operations</i>
Pre-Connection Sample Numbers	<i>Will be completed by Scientific Services</i>
Post Connection Sample Number	<i>Will be completed by Scientific Services</i>

*If you have any atypical sample requirements, please include details of these within the open text boxes on your inspection request via the portal, we will do our best to accommodate.

There is now a best practice example of the MCL1158 available for view on the Scottish Water Website, this document will also be linked within your tie in confirmation email for easy reference. Any missing information on the MCL1158 submitted will result in rejection of your sample for analysis.

In the case of a sample failure, our Public Health Team will advise next steps. Sampling results should not be pre-empted prior to confirmation of results from Public Health team as there will be time and cost implications and differing results. Please note that any requests for re-sample numbers should be made by quotation of the failed sample number, or your request will not be fulfilled.

[3. System Updates to the Scottish Water Customer Portal](#)

- **Ability to book inspections for advanced and non-domestic connections via the portal**

All inspections types are now bookable via the portal.

[Book an inspection](#)

① Tie-in Type: ⓘ

Tie In Type ^

- Primary Tie-In
- Secondary Tie-In
- Advanced Tie-In
- Non-Standard (Private)

*The only connection type that is not yet bookable via the SW portal are those for water diversions approved within asset impact cases. A change to allow bookings on asset impact cases is under development by our digital providers.

- **Additional questions when requesting inspections**

From November, you will now be required to give a few more details in relation to your connection when booking your inspections via the portal. The new questions are as follows:

- Tie in type (primary/secondary/advanced/non-standard/standard) as above.



- Domestic or Non-Domestic
- Who will be analysing samples (SW labs or 3rd Party)

These new fields are to allow Scottish Water to assign your connection to the appropriate staff member for processing in line with our service level agreements.

2 Domestic or Non-domestic?

Domestic

Non-Domestic

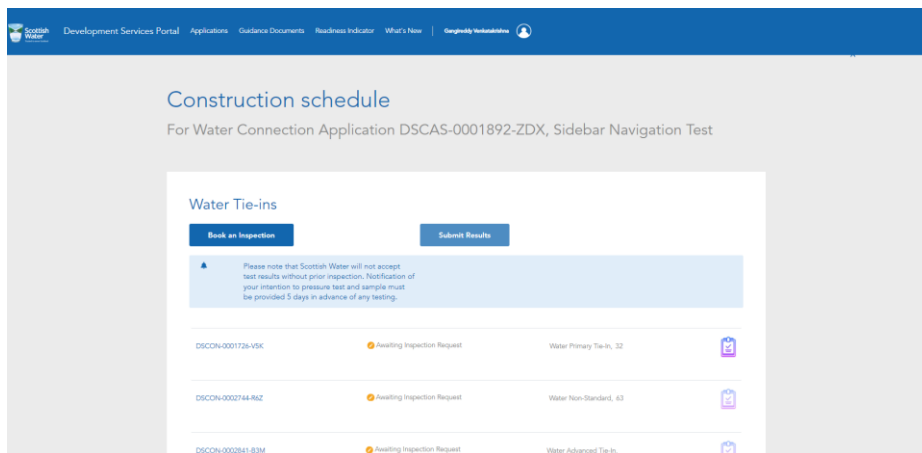
6 Who will analyse samples?

Scottish Water Laboratory

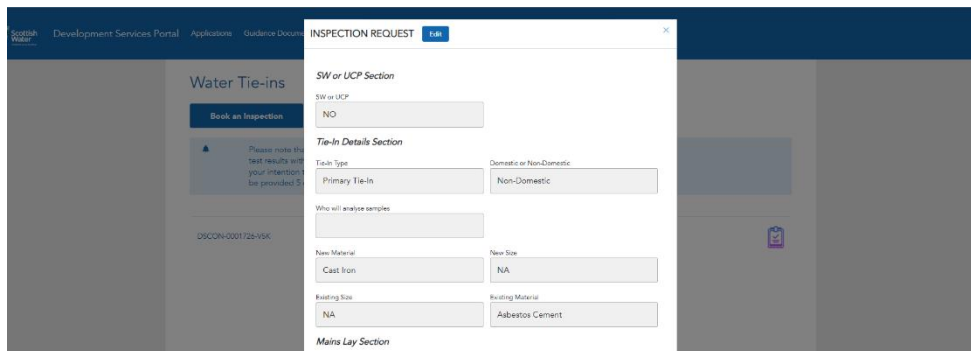
3rd Party Laboratory

▪ **Visibility and editability of inspection requests submitted via the customer portal**

From November, confirmed inspection requests will be available to view on the portal via a new icon on to the right of the relevant connection ID.



Upon clicking this icon, you can view the confirmed details of that connection and related inspection dates. You can then select “edit” at the top of this view to be redirected to the book inspection page to make changes to this request if required.

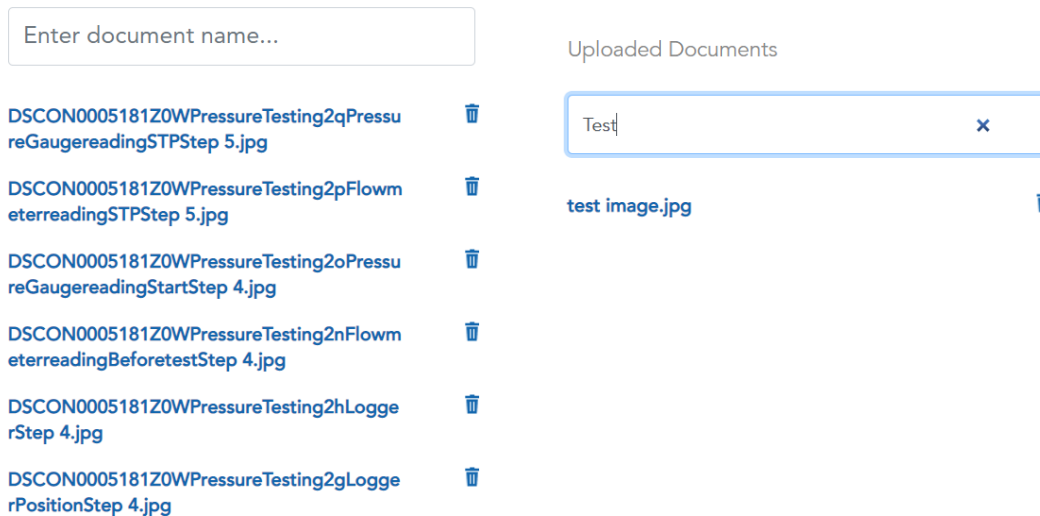


*Please note that any changes made will not be confirmed until an updated tie in confirmation email has been received from Development Operations.

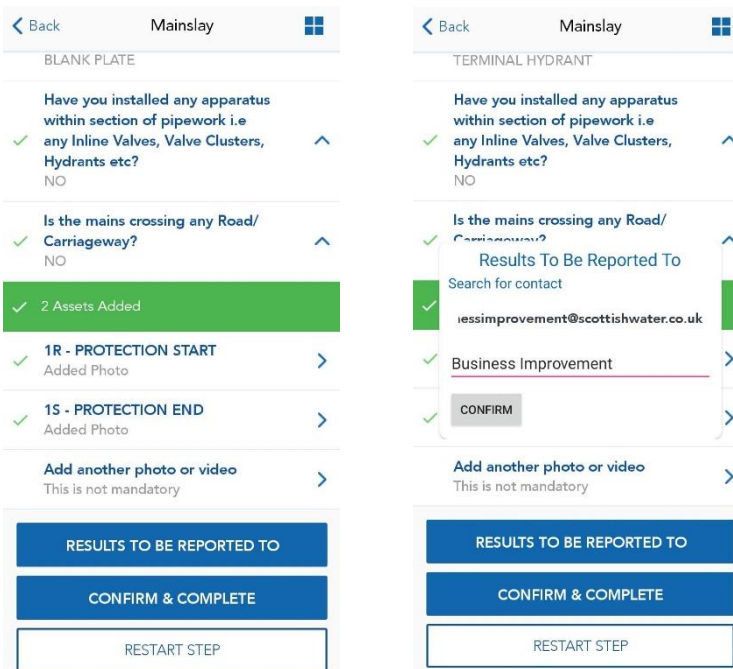
- **Document Searching and naming convention of remote app submissions**

A new search box has been added to the portal uploaded documents area. Users can now search for submitted documents by name, rather than selecting from a list only viewable by clicking “see more”.

Photos submitted via the portal will now be named according to the inspection type and question they were submitted under. Photos can now easily be identified when searching through files on the portal.



- **Results reported to field on remote inspections app**



A new “results reported to” Field has been added to the remote inspection app.

This field allows you to select any contact on the SW system (this can be a shared mailbox or an individual). Results of your inspection will be emailed to both the submitter of the inspection, and the contact selected in this field.

Further Remote Inspection App improvements are under development and will be deployed as soon as due process allows. We thank you for your patience.

For more information about Scottish Water and our services please call our Customer Helpline on **0800 0778778**.