

**Code Subsidiary Document  
No. 0104:  
Maintain SPID Data**



## Table of Contents

1.	Introduction.....	7
1.1	Overview.....	7
1.2	Purpose.....	7
1.3	Scope.....	7
2.	Common process description.....	10
2.1	Introduction.....	10
2.2	Description of the process steps.....	11
2.3	Process diagrams.....	13
3.	Retailer updates to Core Data (charge-affecting) – occupancy status .	15
3.1	Introduction.....	15
3.2	Description of the process steps.....	17
3.3	Interface and timetable requirements.....	18
4.	Retailer updates to Core Data – Non-Household Customer data .....	19
4.1	Introduction.....	19
4.2	Description of the process steps.....	19
4.3	Interface and timetable requirements.....	21
5.	Wholesaler updates to Core Data - address related data .....	22
5.1	Introduction.....	22
5.2	Description of the process steps.....	22
5.3	Interface and timetable requirements.....	23
6.	Wholesaler updates to Core Data (charge-affecting).....	24
6.1	Introduction.....	24
6.2	Description of the process steps.....	24
6.3	Interface and timetable requirements.....	25
7.	Wholesaler updates to Core Data – not charge-affecting .....	27
7.1	Introduction.....	27
7.2	Description of the process steps.....	27
7.3	Interface and timetable requirements.....	29
8.	Retailer updates to SPID specific data.....	31
8.1	Introduction.....	31
8.2	Description of the process steps.....	31
8.3	Interface and timetable requirements.....	32
9.	Temporary Disconnection and reconnection of a Supply Point .....	33

9.1	Introduction .....	33
9.2	Description of the process steps – Temporary Disconnection of a Supply Point .....	34
9.3	Interface and timetable requirements .....	35
9.4	Description of the process steps – reconnection of a Supply Point following Temporary Disconnection .....	37
9.5	Interface and timetable requirements .....	38
10.	Permanent Disconnection of a Supply Point .....	40
10.1	Introduction .....	40
10.2	Description of the process steps .....	41
10.3	Interface and timetable requirements .....	43
11.	Deregistration of a Supply Point .....	45
11.1	Introduction .....	45
11.2	Description of the process steps .....	45
11.3	Interface and timetable requirements .....	47
12.	Wholesaler updates to SPID specific data .....	49
12.1	Introduction .....	49
12.2	Description of the process steps .....	49
12.3	Interface and timetable requirements .....	50
13.	Wholesaler updates to Service Component Data including Tariff selection .....	51
13.1	Introduction .....	51
13.2	Description of the process steps .....	52
13.3	Interface and timetable requirements .....	53
14.	Wholesaler Meter exchange .....	56
14.1	Introduction .....	56
14.2	Description of the process steps .....	56
14.3	Interface and timetable requirements .....	57
15.	Wholesaler adds meter .....	58
15.1	Introduction .....	58
15.2	Description of the process steps .....	60
15.3	Interface and timetable requirements .....	61
16.	Wholesaler removes meter .....	63
16.1	Introduction .....	63
16.2	Description of the process steps .....	63
17.	Wholesaler updates to Meter Data .....	64

17.1	Introduction .....	64
17.2	Description of the process steps .....	66
17.3	Interface and timetable requirements .....	67
18.	Add/Remove Meter Network .....	68
18.1	Introduction .....	68
18.2	Description of the process steps .....	69
18.3	Interface and timetable requirements .....	70
19.	Retailer updates to Meter Data .....	72
19.1	Introduction .....	72
19.2	Description of the process steps .....	72
19.3	Interface and timetable requirements .....	73
A	Appendix – process flowchart symbols .....	75

## Definitions

Unless expressly stated otherwise, for the purposes of this CSD:

- (a) terms defined in the Wholesale-Retail Code Part 1 (Objectives, Principles and Definitions) shall apply; and
- (b) capitalised terms relating to the titles of Data Items or Data Transactions described in CSD 0301 (Data Catalogue) shall have the meaning attributed therein.

# 1. Introduction

## 1.1 Overview

1.1.1 The SPID Data held in the Central Systems should accurately reflect the circumstances at each Supply Point. Accordingly, under Section 4.5.1 of the Market Terms, Data Owners have a duty to maintain and keep up to date the SPID Data for which they are responsible.

1.1.2 Certain key events such as a change of circumstances or operational processes at an Eligible Premises will result in a change to SPID Data, and therefore trigger the requirement for such SPID Data to be updated in the Central Systems by Data Owners using the processes described in this CSD.

1.1.3 Additionally, certain key events such as a change of circumstances at an Eligible Premises trigger operational processes as specified in the Operational Terms and are, as such, not described in this CSD.

## 1.2 Purpose

1.2.1 This CSD documents the processes by which Data Owners update SPID Data in the Central Systems in reaction to key events or changes in circumstances at an Eligible Premises. This does not include updating SPID Data to correct errors, which is covered in CSD 0105 (Error Rectification and Retrospective Amendments).

## 1.3 Scope

1.3.1 Specifically, the processes in this CSD cover:

- (a) Updating Core Data including occupancy status, Non-Household Customer data and charge-affecting data such as Rateable Value;
- (b) Updating SPID Data including Temporary Disconnection and reconnection, Permanent Disconnection and Deregistration, as well as SPID specific Non-Household Customer data such as Billing Address and Site Specific Arrangements Flags;
- (c) Updating Service Component Data including adding/removing Service Components for both Water Services and Sewerage Services; updating

Metered Service Component Data; updating Assessed Service Component Data; updating Unmeasured Service Component Data; updating Volumetric Adjustments; updating Special Agreements; and updating Service Components specific to Highway Drainage Services and Surface Water Drainage Services; and

(d) Updating Meter Data including processes for meter addition, removal or exchange, associating and disassociating meters with SPIDs, and updating Meter Networks.

1.3.2 Updates to Trade Effluent data are covered in CSD 0206 (Trade Effluent Processes) rather than in this CSD.

1.3.3 Where errors in Data Item(s) are identified which require Retrospective Amendments, these shall be made in accordance with CSD 0105 (Error Rectification and Retrospective Amendments), which details the controlled process for handling such errors in the Data Items held in the Central Systems.

1.3.4 The diagram below provides an overview of how SPID Data updates are organised in this CSD, and provides information on:

(a) the type of Data Items which are updated by each Data Transaction covered in this CSD;

(b) which Data Transactions shall be submitted by the Water Wholesaler or Water Retailer as relevant, unless only a Sewerage SPID is present in which case the Data Transactions shall be submitted by the Sewerage Wholesaler or Sewerage Retailer as relevant. These Data Transactions are denoted with an asterisk (\*);

(c) which Data Transactions may be submitted by both the Water Wholesaler and Sewerage Wholesaler, and the Data Items are stored in the Central Systems separately for both Wholesalers. These Data Transactions are denoted with a double asterisk (\*\*); and

(d) which Data Transactions are charge-affecting and which Data Transactions are not charge-affecting.



## Data Transactions for maintaining SPID Data (except Trade Effluent)

Core data (Retailer and Wholesaler)		SPID specific data (Retailer and Wholesaler)		Service Component data (Wholesaler only)		Meter Data (Retailer and Wholesaler)		
<b>Retailer - charge-affecting</b> <ul style="list-style-type: none"> <li>Occupancy Status (T112.R)*</li> </ul>	<b>Wholesaler - charge-affecting</b> <ul style="list-style-type: none"> <li>Section 154A Dwelling Units (T149.W)</li> <li>Rateable Value (T163.W)**</li> </ul>	<b>Retailer – not charge-affecting</b> <ul style="list-style-type: none"> <li>Billing Address (T156.R)</li> </ul>	<b>Wholesaler – charge-affecting</b> <ul style="list-style-type: none"> <li>Temporary Disconnection (T115.W)</li> <li>Reconnection (T115.W)</li> <li>Permanent Disconnection (T115.W)</li> <li>Deregistration (T115.W / TCORR115.W)</li> </ul>	<b>Water Wholesaler – charge-affecting</b> <ul style="list-style-type: none"> <li>Service Components (T143.W)</li> <li>Metered Service Component Data (T147.W)</li> <li>Assessed Service Component Data (T145.W)</li> <li>Unmeasured Service Component Data (T144.W)</li> <li>Volumetric Adjustment (T138.W)</li> <li>Special Agreements (T129.W)</li> </ul>	<b>Sewerage Wholesaler - charge-affecting</b> <ul style="list-style-type: none"> <li>Service Components (T143.W)</li> <li>Metered Service Component Data (T147.W)</li> <li>Assessed Service Component Data (T145.W)</li> <li>Unmeasured Service Component Data (T144.W)</li> <li>Highway Drainage Service Component Data (T158.W)</li> <li>Surface Water Service Component Data (T159.W)</li> <li>Volumetric Adjustment (T138.W)</li> <li>Special Agreements (T129.W)</li> </ul>	<b>Water Wholesaler – charge affecting</b> <ul style="list-style-type: none"> <li>Add Meter (T104.W)</li> <li>Remove Meter (T105.W)</li> <li>Meter Exchange (T117.W)</li> <li>Meter Data (Chargeable) (T114.W)</li> <li>Add / Remove Meter Network (T136.W)</li> </ul>	<b>Sewerage Wholesaler – charge affecting</b> <ul style="list-style-type: none"> <li>Add Meter (T104.W)</li> <li>Remove Meter (T105.W)</li> <li>Meter Exchange (T117.W)</li> <li>Meter Data (Chargeable) (T114.W)</li> </ul>	<b>Retailer – charge affecting</b> <ul style="list-style-type: none"> <li>Yearly Volume Estimate (T146.R)</li> </ul>
<b>Retailer - Core Data - Non-Household Customer data – not charge-affecting</b> <ul style="list-style-type: none"> <li>Customer Name (T132.R)*</li> <li>Customer Banner Name (T132.R)*</li> <li>Customer Classification (T132.R)*</li> <li>SIC Code (T132.R)*</li> <li>SIC Code Type (T132.R)*</li> </ul>	<b>Wholesaler - Core Data – not charge-affecting</b> <ul style="list-style-type: none"> <li>Landlord / Tenant (T154.W)*</li> <li>Building Water status (T133.W)*</li> </ul>		<b>Wholesaler – not charge-affecting</b> <ul style="list-style-type: none"> <li>Update Pairing Details (T155.W)</li> <li>Multiple Wholesalers (T157.W)</li> <li>Site Specific Arrangements Flags (T167.W)</li> </ul>			<b>Water Wholesaler – not charge-affecting</b> <ul style="list-style-type: none"> <li>Meter Data (Non-chargeable) (T113.W)</li> <li>Associate / Disassociate Meter with SPID (T181.W)</li> </ul>	<b>Sewerage Wholesaler – not charge-affecting</b> <ul style="list-style-type: none"> <li>Meter Data (Non-chargeable) (T113.W)</li> </ul>	<b>Retailer – not charge-affecting</b> <ul style="list-style-type: none"> <li>Meter / Outreader Location notes (T160.R)</li> </ul>
	<b>Wholesaler - Core address data – not charge-affecting</b> <ul style="list-style-type: none"> <li>Address (T152.W)**</li> <li>VOA BA Reference (T153.W)**</li> <li>UPRN (T153.W)**</li> </ul>							

## 2. Common process description

### 2.1 Introduction

- 2.1.1 Much of the SPID Data maintenance that Wholesalers and Retailers are required to undertake on the Central Systems follows a common process. The common process is described in this Section and referred to throughout this CSD.
- 2.1.2 The process descriptions should be read in conjunction with the process diagrams in Section 2.3 of this CSD and the interface and timetable requirements in each subsequent Section. The step references appear beside each action or decision symbol in the process diagram. References shown in the process diagrams thus TXXX.M relate to a generic Data Transaction, the specific Data Transactions for which are identified in the interface and timetable requirements and are fully defined in CSD 0301 (Data Catalogue).
- 2.1.3 In the process steps described in this Section, the narrative refers to the Data Owner, which is either the Wholesaler or the Retailer who has responsibility for the maintenance of the relevant Data Item(s).
- 2.1.4 Where the process describes notifying other relevant Trading Parties, the specific Trading Parties notified are defined in the interface and timetable requirements section of this CSD relevant to that process, and in addition is subject to the following:
- (a) where the Wholesaler and the Other Wholesaler is the same Trading Party, only one (1) notifying Data Transaction is sent to the Wholesaler by the Market Operator;
  - (b) where the Retailer and the Other Retailer is the same Trading Party, only one (1) notifying Data Transaction is sent to the Retailer by the Market Operator;
  - (c) where the Incoming Retailer and the Other Retailer is the same Trading Party, only one (1) notifying Data Transaction is sent to the Incoming Retailer by the Market Operator; and
  - (d) where a SPID is not paired, there is no Other Wholesaler or Other Retailer, so no notifications are sent to such Trading Parties.

- 2.1.5 Any Data Transaction submitted to the Market Operator in respect of a SPID with a SPID Status of DEREG shall be rejected unless specified in Section 2.8 in CSD 0105 (Error Rectification and Retrospective Amendments).

## 2.2 Description of the process steps

### Step a: Data Owner becomes aware of a change or makes a change which has an impact on SPID Data

- 2.2.1 Where the Data Owner becomes aware of a change or makes any change which has an impact on SPID Data, it shall notify the updated SPID Data to the Market Operator within a specified number of Business Days of becoming aware of the change or of making the change. Unless otherwise specified elsewhere in this CSD, the Data Owner must submit the updated SPID Data to the Market Operator within:

- (a) two (2) Business Days for SPID Data updates which have an impact on charging. This requirement includes Temporary Disconnection and reconnection but otherwise excludes SPID Data updates which are required as a result of a physical change undertaken at a Supply Point;
- (b) five (5) Business Days for SPID Data updates which do not have an impact on charging, or for SPID Data updates which are required as a result of a physical change undertaken by the Wholesaler at a Supply Point, excluding Temporary Disconnection and reconnection as noted in Section 2.2.1(a) above. For the avoidance of doubt, this timescale also applies to the submission of SPID Data in relation to the installation, replacement or exchange of a Private Meter, where the SPID Data update shall be submitted within five (5) Business Days of the Wholesaler either verifying the installation by examining photographic evidence provided by the Non-Household Customer, or visiting the Eligible Premises if the photographic evidence is of insufficient quality; or
- (c) eight (8) Business Days for SPID Data updates which are required as a result of a physical change undertaken by an Accredited Entity at a Supply Point, excluding Temporary Disconnection and reconnection as noted in Section 2.2.1(a) above. This timescale allows an additional three (3) Business Days for updates to be provided by the Accredited Entity to the

Wholesaler who, in turn, submits the SPID Data update to the Market Operator.

2.2.2 For the avoidance of doubt, the processes described in this CSD and the timescales defined in Section 2.2.1 above include the submission of Meter Reads which are taken as part of processes involving physical changes such as meter installation, meter exchange, Temporary Disconnection and reconnection, but do not apply to the submission of either Regular Cyclic Reads or Transfer Reads, the timescales for which are set out in CSD 0202 (Meter Read Submission: Process) and CSD 0102 (Registration: Transfers) respectively.

2.2.3 The Data Owner shall submit the updated SPID Data using the relevant Data Transaction.

**Step b: Validation of data**

2.2.4 The Market Operator shall validate the information provided by the Data Owner, and shall confirm acceptance or rejection of the Data Transaction using the Data Transaction T109.M (Accept or Reject), within one (1) Business Day of submission of the Data Transaction by the Data Owner.

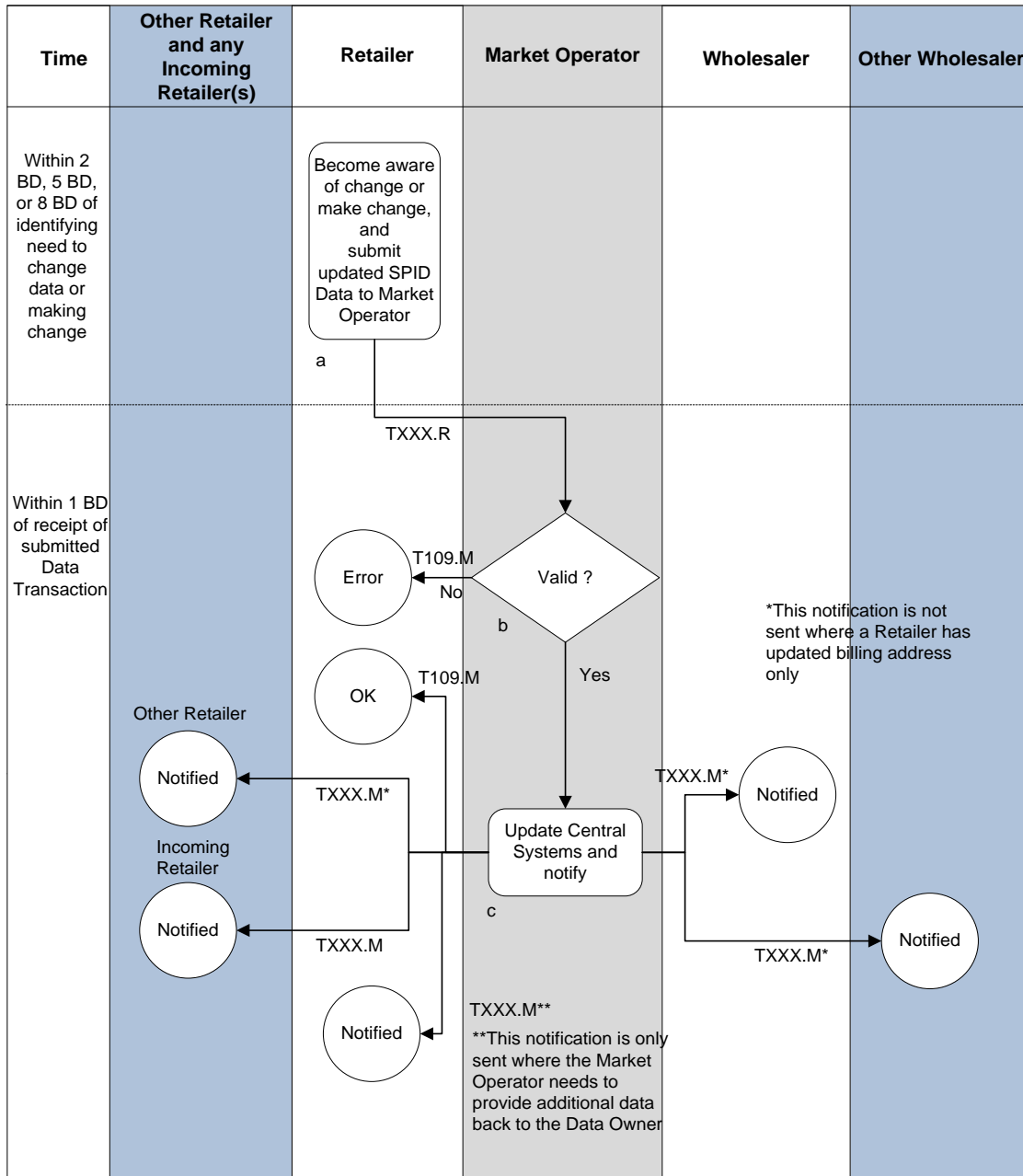
**Step c: Update Central Systems and notify**

2.2.5 If the Data Transaction submitted by the Data Owner is accepted by the Market Operator, it shall, within one (1) Business Day of submission of the Data Transaction:

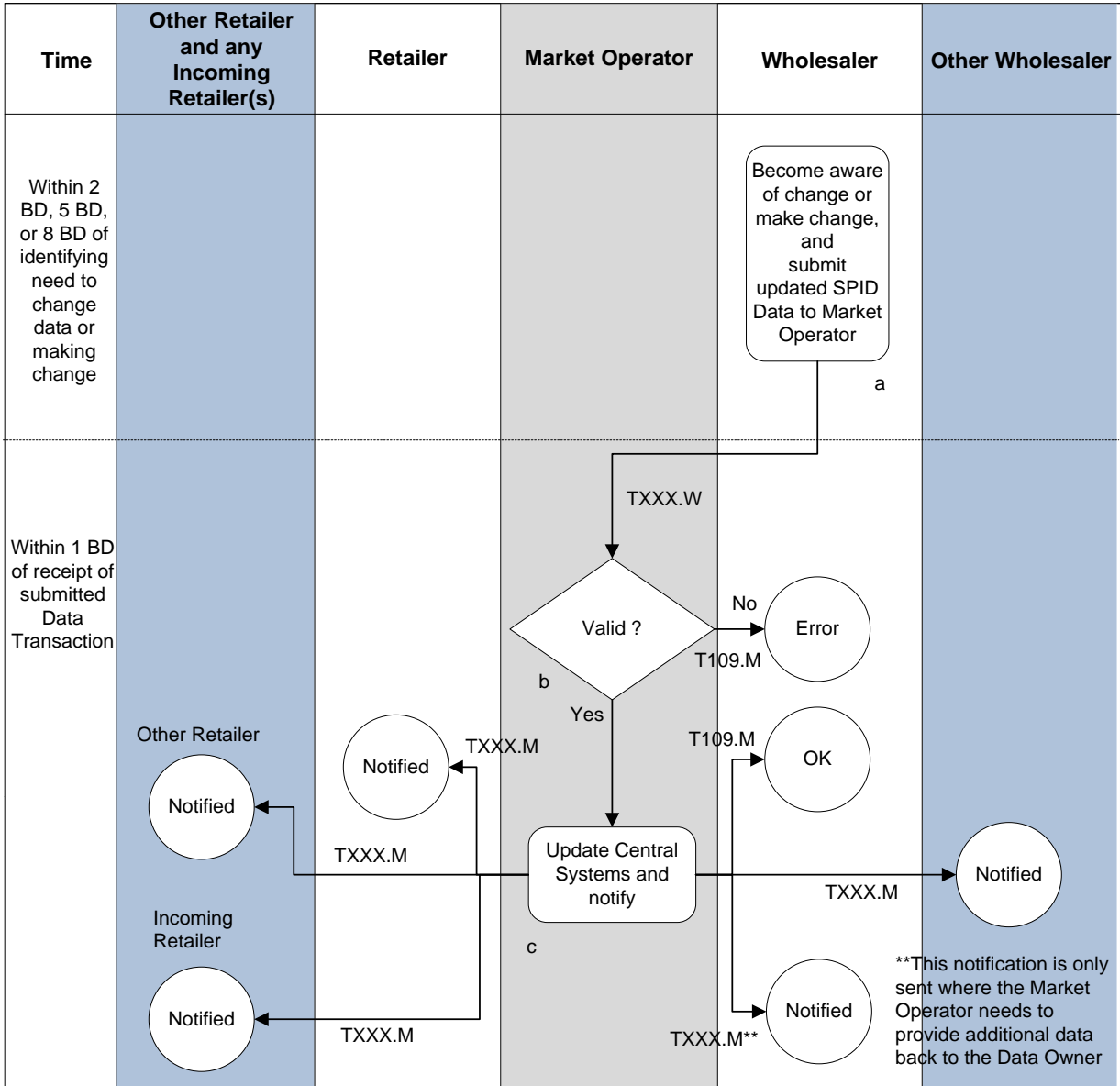
- (a) update the Central Systems accordingly;
- (b) notify other relevant Trading Parties of the updated SPID Data using the relevant Data Transaction; and
- (c) if the Market Operator needs to provide additional information back to the Data Owner as a result of the SPID Data update, it shall also notify the Data Owner using the relevant Data Transaction. For the avoidance of doubt, this shall be in addition to the Data Transaction T109.M (Accept or Reject) sent to the Data Owner to notify acceptance as part of step b.

## 2.3 Process diagrams

2.3.1 The process diagram below illustrates the process for Retailer submitted SPID Data updates, where TXXX.R is the relevant Data Transaction submitted by the Retailer.



2.3.2 The process diagram below illustrates the process for Wholesaler submitted SPID Data updates, where TXXX.W is the relevant Data Transaction submitted by the Wholesaler.



### **3. Retailer updates to Core Data (charge-affecting) – occupancy status**

#### **3.1 Introduction**

3.1.1 This Section sets out the process where the Retailer is aware of a change in occupancy status at an Eligible Premises.

3.1.2 Where either Wholesaler, or the Sewerage Retailer where different from the Water Retailer, identifies a potential error in the occupancy status of an Eligible Premises, it may pursue a Vacancy Change Application to change the occupancy status of the Eligible Premises as set out in CSD 0105 (Error Rectification and Retrospective Amendments), provided that the Eligible Premises is marked as a Vacant Premises in the Central Systems, and that the Water Services Supply Point is Tradable (but may be Temporarily Disconnected). Where there is only a Sewerage Services Supply Point, the Sewerage Services Supply Point must be Tradable.

3.1.3 An Occupied Premises is defined as:

- (a) One which is in use. This includes:
  - (i) Use as a place of work such as a factory, workshop, shop, office, exhibition or catering establishment;
  - (ii) Use for the storage of goods, such as a store or warehouse;
  - (iii) Use for plant and machinery, such as a property used by a utility or for other process control; and
  - (iv) Use by animals.
- (b) Premises which may not be manned and are therefore visited from time to time.
- (c) Premises which are not manned throughout the year and contain equipment or furniture for the business purpose. Typically this will include properties used for purposes which are seasonal in nature, for example holiday, student, hostel, hotel and other accommodation, caravan parks, or other seasonal activities such as catering or entertainment, where the

property is used from time to time and has furniture and fittings such that they will be used for the activity.

- (d) Premises which are used, for example car parks, bowling greens, cemeteries, Metered troughs or public conveniences.
- (e) A part-occupied or part-used premises is considered as occupied. This will include large sites where a section, building or floor may be vacant or unused but the rest of the premises is occupied or in use.
- (f) Premises which are in use and maintained by a concierge ready for letting are considered to be occupied.
- (g) Existing connected premises which are being renovated, refurbished, converted or fitted-out are considered to be occupied as the property is in use.
- (h) Premises which supply a second property under a local arrangement and the first property, i.e. the one Registered in the market, is vacant but the second premises is in use, then the premises Registered in the market is also considered to be occupied.

3.1.4 A premises is considered to be a Vacant Premises if all of the following criteria are met:

- (a) there is no physical occupation by any person, for any purpose, other than for the sole purpose of providing security services for the premises, for example as a security guard;
- (b) the premises is not open or available to the public or visitors;
- (c) there is no stock left in the premises, except where these items have been abandoned by a former tenant and the premises is not in use;
- (d) there are no moveable items left on the premises such as furniture, equipment tools or moveable equipment or machinery; and
- (e) any fixtures and fittings have been abandoned by a former tenant and the premises is not in use.



3.1.5 A property that is prohibited by law from being occupied, for example an unsafe property, is also considered to be a Vacant Premises.

## 3.2 Description of the process steps

3.2.1 The Retailer shall follow the common process steps described in Section 2.2 of this CSD.

3.2.2 As Occupancy Status is a Core Data Item, where an Eligible Premises has a Water Supply Point and a Sewerage Supply Point, the Water Retailer shall maintain the Occupancy Status. Where an Eligible Premises has a Sewerage Supply Point only, the Sewerage Retailer shall maintain the Occupancy Status.

3.2.3 For re-occupancy after a period of vacancy, where the Supply Point has any metered Service Components, the Retailer shall take account of whether the new occupier triggers a requirement to update the Yearly Volume Estimate, and any updates necessary shall be notified to the Market Operator in accordance with Section 19 of this CSD.

3.2.4 For re-occupancy after a period of vacancy, the Wholesaler shall take account of whether the new occupier triggers a requirement to update SPID Data as follows:

- (a) if the Supply Point has Assessed Water Charges or Assessed Sewerage Charges any necessary updates to the applicable tariff and/or Assessed Service Component Data shall be notified to the Market Operator in accordance with Section 13 of this CSD; and
- (b) if the Supply Point has any metered Service Components, any necessary updates to the Return to Sewer value, Sewerage Chargeable Meter Size and/or Water Chargeable Meter Size as relevant shall be notified to the Market Operator in accordance with Section 17 of this CSD.

### 3.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Retailer becomes aware of a change to the occupancy status at the Eligible Premises and submits update to the Market Operator	Retailer	Market Operator	Within 2 BDs of becoming aware		T112.R
e	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T112.R		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Wholesaler, Other Wholesaler, Other Retailer, Incoming Retailer	Within 1 BD of receipt of T112.R		T112.M
d	D	If a reassessment for change of tenancy, submit any consequent SPID Data updates	Retailer, Wholesaler	Market Operator	As per relevant Section of this CSD		

## **4. Retailer updates to Core Data – Non-Household Customer data**

### **4.1 Introduction**

4.1.1 The Non-Household Customer data which is updated via this process comprises:

- (a) the Non-Household Customer name, which describes the legal entity at the Eligible Premises contracting with the Retailer for the provision of Water Services or Sewerage Service at the Supply Point;
- (b) the Non-Household Customer banner name, which describes the trading name of the entity;
- (c) the Non-Household Customer classification, which identifies whether or not the Non-Household Customer is a Sensitive Customer;
- (d) the Non-Household Customer's Standard Industrial Classification of Economic Activities ("SIC Code"), and the version of the SIC code.

4.1.2 Where an Eligible Premises has both a Water Services Supply Point and a Sewerage Services Supply Point, one (1) Non-Household Customer name shall be retained in the Central Systems as Core Data. If each Supply Point has a different Retailer:

- (a) the Water Retailer shall provide any updates to the Non-Household Customer data; and
- (b) any updates to the Non-Household Customer data submitted by the Sewerage Retailer shall be rejected by the Market Operator.

4.1.3 Where there is only a Sewerage Services Supply Point and there is no paired Water Services Supply Point, the Sewerage Retailer shall provide any updates to the Non-Household Customer data.

### **4.2 Description of the process steps**

4.2.1 The Retailer shall follow the common process steps described in Section 2.2 of this CSD.

- 4.2.2 For a change of Non-Household Customer name resulting from a change of occupier, where the Supply Point has any metered Service Components, the Retailer shall take account of whether the new occupier triggers a requirement to update the Yearly Volume Estimate, and any updates necessary shall be notified to the Market Operator in accordance with Section 19 of this CSD.
- 4.2.3 For a change of Non-Household Customer name resulting from a change of occupier, in accordance with the Operational Terms the Wholesaler and Retailer shall take account of whether the new occupier triggers a requirement to update SPID Data, and the Wholesaler shall submit any SPID Data updates as follows:
- (a) if the Supply Point has Assessed Water Charges or Assessed Sewerage Charges any necessary updates to the applicable tariff and/or Assessed Service Component Data shall be notified to the Market Operator in accordance with Section 13 of this CSD; and
  - (b) if the Supply Point has any metered Service Components, any necessary updates to the Return to Sewer value, Sewerage Chargeable Meter Size and/or Water Chargeable Meter Size as relevant shall be notified to the Market Operator in accordance with Section 17 of this CSD.

### 4.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Retailer becomes aware of change to the Non-Household Customer data and submits an update to the Market Operator	Retailer	Market Operator	Within 5 BDs of becoming aware		T132.R
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T132.R		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Wholesaler, Other Wholesaler, Other Retailer, Incoming Retailer	Within 1 BD of receipt of T132.R		T132.M

## **5. Wholesaler updates to Core Data - address related data**

### **5.1 Introduction**

5.1.1 Where the address of the Eligible Premises provided at the time of SPID creation needs to be changed (which will normally only be to correct it or improve it), the Wholesaler shall notify the Market Operator.

5.1.2 Where the Valuation Office Agency (VOA) BA Reference or Unique Property Reference Number (UPRN) provided at the time of SPID creation needs to be changed (which will normally be to correct them), or these references change during the SPID lifecycle due to other changes in circumstance (for example, the property has been re-assessed or there has been a change to the configuration of the property), the Wholesaler shall notify the change to the Market Operator.

5.1.3 It is recognised that if there is a different Water Wholesaler and Sewerage Wholesaler at an Eligible Premises, there may be some discrepancy between address related data. Therefore the address, UPRN and VOA BA Reference from both Wholesalers are retained in the Central Systems against the Eligible Premises as Core Data. For the avoidance of doubt, if the Water Wholesaler and Sewerage Wholesaler at an Eligible Premises is the same Trading Party, then the address related data need only be provided for one of the Supply Points.

### **5.2 Description of the process steps**

5.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.

### 5.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler becomes aware of an update to the Core Data and submits an update to the Market Operator	Wholesaler	Market Operator	Within 5 BDs of identifying the need to change the data		T152.W or T153.W
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T152.W or T153.W		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler, Retailer, Other Retailer, Incoming Retailer	Within 1 BD of receipt of T152.W or T153.W		T152.M or T153.M

## **6. Wholesaler updates to Core Data (charge-affecting)**

### **6.1 Introduction**

6.1.1 Where the Rateable Value of the Eligible Premises needs to be changed, the Wholesaler shall notify the Market Operator.

6.1.2 It is recognised that if there is a different Water Wholesaler and Sewerage Wholesaler at an Eligible Premises, there may be a difference between the Rateable Value used in Water Services and Sewerage Services Primary Charges calculations. Therefore if Rateable Values are provided by both Wholesalers, both Rateable Values are stored in the Central Systems against the Eligible Premises as Core Data, and used in the relevant Primary Charges. For the avoidance of doubt, if the Water Wholesaler and Sewerage Wholesaler at an Eligible Premises is the same Trading Party, then the Rateable Value need only be provided for one of the Supply Points.

6.1.3 Where the number of dwelling units at an Eligible Premises that are eligible to receive payments under Section 154A of the Water Industry Act 1991 needs to be changed, the Wholesaler shall notify the Market Operator.

### **6.2 Description of the process steps**

6.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.



### 6.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler becomes aware of an update to the Rateable Value or the number of dwelling units at an Eligible Premises that are eligible to receive payments under Section 154A of the Water Industry Act 1991, and submits an update to the Market Operator	Wholesaler	Market Operator	Within 2 BDs of identifying the need to change the data		T163.W T149.W
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T163.W or T149.W		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler, Retailer, Other	Within 1 BD of receipt of		T163.M T149.M

Step	Action/Decision	Process step	From	To	Time parameter	Comments	Data Transaction
				Retailer, Incoming Retailer	T163.W or T149.W		

## **7. Wholesaler updates to Core Data – not charge-affecting**

### **7.1 Introduction**

7.1.1 The processes described in this Section cover Wholesaler updates to Core Data which are not charge-affecting. These comprise:

- (a) the relationship between tenancy Supply Points and an associated landlord Supply Point; and
- (b) whether or not Building Water is being supplied to the Eligible Premises.

7.1.2 The relationship between tenancy Supply Points and an associated landlord Supply Point shall be established and updated in cases where there are multi-tenancy units with, for example, Sewerage Services for each tenancy established as individual Supply Points plus a single landlord Supply Point with Water Services and Sewerage Services. The relationship shall be established 'looking up' from each of the tenancy Sewerage Services Supply Points to the landlord Water Services or Sewerage Services Supply Point.

7.1.3 Where the Sewerage Wholesaler becomes aware of a need to update the relationship between the tenancy Supply Points and the landlord Supply Point, it shall notify the Market Operator.

7.1.4 Where there is a change of Building Water status at an Eligible Premises, the Water Wholesaler shall notify the Market Operator.

7.1.5 As the flag indicating the presence of Building Water status is Core Data, any update to Building Water status submitted in respect of a Water Services Supply Point shall also be applied to the Sewerage Services Supply Point by the Market Operator, if relevant.

### **7.2 Description of the process steps**

7.2.1 The relevant Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.

7.2.2 If a Supply Point is to be removed from the market as part of the change in Building Water status, the Permanent Disconnection process shall be followed in accordance with Section 10 of this CSD.

### 7.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
e	A	Wholesaler becomes aware of an update to the Core Data and submits an update to the Market Operator	Wholesaler	Market Operator	Within 5 BDs of identifying the need to change the data		T133.W or T154.W
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T133.W or T154.W		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler, Retailer, Other Retailer, Incoming Retailer	Within 1 BD of receipt of T133.W or T154.W		T133.M or T154.M

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
e	D/A	If a Supply Point is to be removed from the market as part of the change in Building Water status, the Permanent Disconnection process shall be followed.				As per Section 10 of this CSD	

## **8. Retailer updates to SPID specific data**

### **8.1 Introduction**

- 8.1.1 The processes described in this Section cover Retailer updates to SPID specific data.
- 8.1.2 The SPID specific data which is updated via this process comprises the billing address of the Non-Household Customer, which is the address to which the Retailer sends invoices to the Non-Household Customer.
- 8.1.3 No Trading Parties other than an Incoming Retailer receives notification of any such changes.

### **8.2 Description of the process steps**

- 8.2.1 The Retailer shall follow the common process steps described in Section 2.2 of this CSD.

### 8.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Retailer becomes aware of an update to SPID specific data and submits an update to the Market Operator	Retailer	Market Operator	Within 5 BDs of identifying the need to change the data		T156.R
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T156.R		T109.M
c	A	Update the Central Systems and notify Incoming Retailer	Market Operator	Incoming Retailer	Within 1 BD of receipt of T156.R	No Trading Parties other than an Incoming Retailer receives notification	T156.M



## **9. Temporary Disconnection and reconnection of a Supply Point**

### **9.1 Introduction**

- 9.1.1 Temporary Disconnection and reconnection can be undertaken for some or all of the physical connections to an Eligible Premises, in accordance with the Operational Terms. However, the Temporary Disconnection and reconnection of a Supply Point with respect to the Market Terms applies only where all Water Services are Temporarily Disconnected or reconnected at that Supply Point.
- 9.1.2 The process detailed in this Section shall be used when a Temporary Disconnection or reconnection of all Water Services at a Supply Point is undertaken pursuant to the Operational Terms. This process sets out the actions required in relation to the Market Terms.
- 9.1.3 Temporary Disconnection shall only be notified to the Market Operator in relation to the Temporary Disconnection of all Water Services at a Supply Point.
- 9.1.4 Where one (1) or more Service Components at a Supply Point is removed or discontinued and other Service Components remain in place at that Supply Point, this shall not be treated as a Temporary Disconnection or Permanent Disconnection of the Supply Point, and such information shall be notified to the Market Operator in accordance with Section 13 of this CSD.
- 9.1.5 Where the Wholesaler is temporarily disconnecting individual meters at an Eligible Premises, but not Temporarily Disconnecting the Supply Point, a Temporary Disconnection Read (Meter Read Type X) shall be submitted for each of the meters being Temporarily Disconnected, in accordance with CSD 0202 (Meter Read Submission: Process), and the process described in this Section shall not be followed.
- 9.1.6 A Supply Point shall not be permitted to Transfer while it is Temporarily Disconnected.

## 9.2 Description of the process steps – Temporary Disconnection of a Supply Point

- 9.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD, for submitting notification of the Temporary Disconnection of a Supply Point.
- 9.2.2 The Wholesaler shall also submit Temporary Disconnection Read(s) (Meter Read Type X) taken at the time of undertaking the Temporary Disconnection in accordance with CSD 0202 (Meter Reads Submission: Process), where it has been possible to take the read, unless the meter(s) is removed during the period of Temporary Disconnection, in which case the Wholesaler shall also notify the removal to the Market Operator in accordance with Section 16 of this CSD and notify a Final Read(s).
- 9.2.3 The Wholesaler shall also notify the Market Operator of all relevant information in respect of the Temporary Disconnection, e.g. it shall have due regard to the Service Components at the Supply Point. In the event that a Temporary Disconnection also gives effect to a discontinuation of Trade Effluent Services, the Sewerage Wholesaler shall notify the Market Operator in accordance with CSD 0206 (Trade Effluent Processes).

### 9.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Notify Market Operator of Temporary Disconnection and Temporary Disconnection Read	Wholesaler	Market Operator	Within 2 BDs of Temporary Disconnection	Wholesaler may first have to remove meter(s) as per Section 16 of this CSD, and terminate Discharge Points in accordance with CSD 0206, then update Service Components as per Section 13 of this CSD	T115.W T105.W (unless Temporary Disconnection read has not been possible)
b	D	Market Operator validates transactions	Market Operator		Within 1 BD of receipt of T115.W (and T105.W)		T109.M (one for each of T115.W and T105.W)
c	A	Update the Central Systems to flag	Market Operator	Other Wholesaler,	Within 1 BD of receipt of		T115.M

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
		Temporary Disconnection, and notify relevant Retailer(s) and Wholesaler(s)		Retailer, Other Retailer, Incoming Retailer	T115.W (and T105.W)		(T105.M)

## 9.4 Description of the process steps – reconnection of a Supply Point following Temporary Disconnection

- 9.4.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD for submitting notification of the reconnection of a Supply Point following Temporary Disconnection.
- 9.4.2 The Wholesaler shall also submit the reconnection Meter Read(s) (Meter Read Type Y) taken at the time of undertaking the reconnection in accordance with CSD 0202 (Meter Read Submission: Process), if the meter(s) remained in situ during the period of Temporary Disconnection, noting that a reconnection Meter Read (Meter Read Type Y) shall only be submitted if a corresponding Temporary Disconnection Read (Meter Read Type X) was submitted at the time of the Temporary Disconnection.
- 9.4.3 If the meter(s) was removed at the time of undertaking the Temporary Disconnection and re-installed (or different meter(s) installed) on reconnection, the Wholesaler shall notify the Market Operator of the new meter(s) details and Initial Read(s) using the process for the addition of meters described in Section 15 of this CSD.
- 9.4.4 The Wholesaler shall ensure that it notifies the Market Operator of all relevant information in respect of the reconnection, e.g. they shall have due regard to the Service Components at the Supply Point(s), when notifying a reconnection.

## 9.5 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Notify Market Operator of Reconnection and the Reconnection Read	Wholesaler	Market Operator	Within 2 BDs of reconnection	Wholesaler may also have to add meter(s) as per Section 15 of this CSD, and update Service Components) as per Section 13 of this CSD	T115.W  T105.W (unless reconnection read has not been possible or is not to be submitted)
b	D	Market Operator validates transactions	Market Operator		Within 1 BD of receipt of T115.W and T105.W		T109.M (one for each of T115.W and T105.W)
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler, Retailer, Other	Within 1 BD of receipt of T115.W and T105.W		T115.M  (T105.M)

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
				Retailer, Incoming Retailer			

## 10. Permanent Disconnection of a Supply Point

### 10.1 Introduction

10.1.1 Permanent Disconnection can be undertaken for some or all of the physical connections to an Eligible Premises, in accordance with the Operational Terms. However, the Permanent Disconnection of a Supply Point with respect to the Market Terms applies where all Water Services or Sewerage Services are to cease at that Supply Point, and physical work is required at the Eligible Premises to effect the Permanent Disconnection.

10.1.2 The process detailed in this Section shall be used when a Permanent Disconnection of all Water Services or Sewerage Services at a Supply Point is undertaken pursuant to the Operational Terms. This process sets out the actions required in relation to the Market Terms.

10.1.3 Prior to notifying the Market Operator of the Permanent Disconnection, the Wholesaler must also:

- (a) In the case of a Supply Point with one (1) or more meter(s), the Wholesaler shall follow the process for removing all meters at the Supply Point as described in Section 16 of this CSD;
- (b) In the case of a Supply Point associated with a Meter Network, the Meter Network shall be discontinued as described in Section 18 of this CSD, prior to removal of the relevant meters; and
- (c) In the case of a Supply Point with Trade Effluent Services, the Wholesaler shall terminate all Discharge Points in accordance with CSD 0206 (Trade Effluent Processes).

10.1.4 In the event that a Supply Point retains any active Service Components, this is not a Permanent Disconnection of the Supply Point and the Wholesaler shall only update SPID Data to reflect the changed circumstances through the relevant Section of this CSD, without declaring a Permanent Disconnection of the Supply Point to the Market Operator. For example:

- (a) In the case of a Supply Point with multiple meters, where one (1) or more meter is permanently removed from the configuration, the Wholesaler shall



follow the process for removing meters described in Section 16 of this CSD;

- (b) In the case of a Supply Point associated with a Meter Network which is to be discontinued, the Meter Network shall be discontinued as described in Section 18 of this CSD; and
- (c) If Trade Effluent Services are terminated at a Supply Point, but other Sewerage Services Service Components remain, the Wholesaler shall provide updates to the Market Operator in accordance with CSD 0206 (Trade Effluent Processes).

10.1.5 The Permanent Disconnection of both a Water Services Supply Point and a Sewerage Services Supply Point at an Eligible Premises are treated independently, and shall be submitted to the Market Operator individually.

## 10.2 Description of the process steps

10.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD for submitting the notification of the Permanent Disconnection. The notification must be submitted within five (5) Business Days of undertaking the Permanent Disconnection if undertaken by the Wholesaler, or eight (8) Business Days of undertaking the Permanent Disconnection if undertaken by an Accredited Entity.

10.2.2 The Wholesaler shall also submit Final Read(s) taken at the time of undertaking the Permanent Disconnection, in accordance with CSD 0202 (Meter Read Submission: Process). Should the meter to which the Final Read applies be part of an existing Meter Network, the Wholesaler shall ensure that the Meter Network is terminated prior to sending the Final Read, as described in Section 18 of this CSD.

10.2.3 The Wholesaler shall ensure that it notifies the Market Operator of the correct Permanent Disconnection information, e.g. they shall have due regard to the Service Components at the Supply Point when submitting the Permanent Disconnection data, which could include:

- (a) If the Permanent Disconnection is in respect of a Water Services Supply Point and there is an associated Sewerage Services Supply Point, the

relevant Wholesaler must notify the Permanent Disconnection for each of the Supply Point(s) separately.

- (b) If the Permanent Disconnection is in respect of a Water Services Supply Point where the associated Sewerage Services Supply Point is to remain connected, the Sewerage Wholesaler must notify the Market Operator of any necessary revised Service Component Data at the Sewerage Services Supply Point.
- (c) If the Permanent Disconnection is in respect of a Sewerage Services Supply Point associated to a Water Services Supply Point which is to remain connected, the Sewerage Wholesaler must send notification of the Permanent Disconnection in respect of the Sewerage Services Supply Point only.
- (d) If the Permanent Disconnection is in respect of a Supply Point with Trade Effluent Services, the Wholesaler shall terminate all associations between meters and Discharge Points and terminate the Discharge Points at the Supply Point before notifying the Permanent Disconnection.

### 10.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Notify Market Operator of the Permanent Disconnection date and Final Read (if a metered Supply Point)	Wholesaler	Market Operator	Within 5 BDs (if undertaken by the Wholesaler) or 8 BDs (if undertaken by an Accredited Entity) of Permanent Disconnection	Wholesaler may also have to disassociate all meter-DPID associations and terminate Discharge Points in accordance with CSD 0206, and remove all Meter Network associations as per Section 18 of this CSD	T115.W  T105.W (if a metered Supply Point)
b	D	Market Operator validates transactions	Market Operator		Within 1 BD of receipt of T115.W (and T105.W)		T109.M (one for each of T115.W and T105.W)
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler, Retailer, Other Retailer,	Within 1 BD of receipt of T115.W (and T105.W)		T115.M  (T105.M)

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
				Incoming Retailer			

## 11. Deregistration of a Supply Point

### 11.1 Introduction

11.1.1 Deregistration of a Supply Point can only be applied where it is necessary to record in the Central Systems that Water Services or Sewerage Services are not being provided at that Eligible Premises, but that no physical Permanent Disconnection activity is required. This can be by virtue of the Supply Point:

- (a) no longer relating to an Eligible Premises due to an Exit Change of Use;
- (b) having been Registered in error, creating either a duplicate SPID or a SPID which does not represent a Supply Point at an Eligible Premises; or
- (c) no longer representing a Supply Point at an Eligible Premises, for example where the Eligible Premises no longer exists but no physical Permanent Disconnection activity has been required or recorded.

### 11.2 Description of the process steps

11.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.

11.2.2 Other than due to an Exit Change of Use submitted to the Market Operator in a timely manner, Deregistration uses the Data Correction version of the relevant Data Transaction, in accordance with CSD 0105 (Error Rectification and Retrospective Amendments).

11.2.3 If a SPID has a metered Service Component and is Deregistered due to an Exit Change of Use, then for each meter either:

- (a) the Wholesaler shall notify the Market Operator of the disassociation of the meter with the SPID in accordance with Section 17 of this CSD, if the meter is to remain as a Non-Market Meter due to being a Sub Meter in a Meter Network at another SPID; or
- (b) the Wholesaler shall submit a Final Read taken at the time of undertaking the Deregistration, in accordance with CSD 0202 (Meter Read Submission: Process), if the meter does not need to remain as a Non-Market Meter or if the meter is required to be a Cross Border Meter as a

result of the Deregistration. For the avoidance of doubt, the meter may not be removed physically, and the Final Read is with respect to inclusion in Primary Charges calculations in relation only to the Deregistered SPID. If the meter is required to be a Cross Border Meter, subsequent to the Water Wholesaler submitting the Final Read, the Sewerage Wholesaler shall add the meter as a Cross Border Meter in accordance with Section 15 of this CSD.

### 11.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Notify Market Operator of the Deregistration date and Final Read (if a metered Supply Point)	Wholesaler	Market Operator	Within 2 BDs of identifying the need for Deregistration	Wholesaler may also have to disassociate all meter-DPID associations and terminate Discharge Points in accordance with CSD 0206, and remove all Meter Network associations as per Section 18 of this CSD	T115.W or TCORR115.W  T105.W (if a metered Supply Point)  T181.W (if disassociating a meter with a SPID)
b	D	Market Operator validates transactions	Market Operator		Within 1 BD of receipt of T115.W or TCORR115.W (and T105.W and T181.W)		T109.M (one for each of T115.W or TCORR115.W, T105.W and T181.W)

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler, Retailer, Other Retailer, Incoming Retailer	Within 1 BD of receipt of T115.W or TCORR115.W (and T105.W and T181.W)		T115.M or TCORR115.M  (T105.M and T181.M)



## 12. Wholesaler updates to SPID specific data

### 12.1 Introduction

12.1.1 The SPID specific data which is updated via this process comprises:

- (a) identification of the existence of multiple Wholesalers of the same Service Category at the same Eligible Premises, for example there are two Wholesalers for Water Services at the same Eligible Premises;
- (b) updates of where site specific arrangements are in place for the Wholesaler. Public Health Related Site Specific Arrangements and Non-Public Health Related Site Specific Arrangements are indicated separately; and
- (c) updates to the pairing reference or the reason for not providing one, and updates to the identity of the Other Wholesaler. Where no Pairing Reference is provided, a reason must be given. For unpaired Supply Points, following any updates to the Other Wholesaler, the Market Operator will send a request to the Other Wholesaler to confirm if any services are being provided of the other Service Category, using Data Transaction T137.M (Request Confirmation of Any Services). The Other Wholesaler should respond using Data Transaction T137.W (Notify Confirmation of Any Services). For paired Supply Points, updates to the Other Wholesaler will be rejected, unless the Other Wholesaler on the Data Transaction matches the Other Wholesaler as registered in the Central Systems, in which case the Data Transaction is accepted, and the Central Systems shall populate the Other Wholesaler ID Data Item with the wholesale provider of services of the other Service Category at the Eligible Premises as Registered in the Central Systems.

### 12.2 Description of the process steps

12.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.

## 12.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler notifies Market Operator of changes	Wholesaler	Market Operator	Within 5 BDs of identifying the need to change the data		T155.W, T157.W or T167.W
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T155.W, T157.W or T167.W		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s)	Market Operator	Other Wholesaler, Retailer, Other Retailer, Incoming Retailer	Within 1 BD of receipt of T155.W, T157.W or T167.W		T155.M, T157.M or T167.M

## 13. Wholesaler updates to Service Component Data including Tariff selection

### 13.1 Introduction

13.1.1 The Service Component Data which is updated via this process comprises:

- (a) Addition or removal of a Service Component (which includes the addition and removal of Charge Adjustments), and selection of the Tariff to be applied to a Service Component. Note: where a Service Component is being added for the first time at a New Supply Point, the Wholesaler shall use the Data Transaction T139.W (Submit Water Services SPID Service Components) for Water Services and T140.W (Submit Sewerage Services SPID Service Components) as described in CSD 0101 (Registration: New Supply Points), rather than the processes described in this CSD. T139.W (Submit Water Services SPID Service Components) and T140.W (Submit Sewerage Services SPID Service Components) cannot be used once a SPID has a SPID Status of TRADABLE;
- (b) Addition or update of Metered Service Component Data, for both Water Services and Sewerage Services Supply Points;
- (c) Addition or update of Assessed Service Component Data, for both Water Services and Sewerage Services Supply Points;
- (d) Addition or update of Unmeasured Service Component Data, for both Water Services and Sewerage Services Supply Points;
- (e) Addition of Volumetric Adjustments, for both Water Services and Sewerage Services Service Components;
- (f) Addition or update of information relating to Special Agreements, for both Water Services and Sewerage Services Service Components;
- (g) Addition or update of Highway Drainage Service Component Data, for Sewerage Services Supply Points only; and
- (h) Addition or update of Surface Water Service Component Data, for Sewerage Services Supply Points only.

- 13.1.2 Volumetric Adjustments are applied to a Service Component for the purposes of adjusting Metered volumes for reasons such as firefighting or burst allowances, or under-recording meters.
- 13.1.3 Volumetric Adjustments apply separately to the volume at each Supply Point, i.e. to each of the Water Services or Sewerage Services separately, and shall only apply to Metered Service Components. The volumes applicable to the relevant Service Components associated with the Water Services Supply Points and Sewerage Services Supply Points are adjusted independently.
- 13.1.4 Volumetric Adjustments should normally be submitted to the Market Operator by the Wholesaler within twelve (12) months of the event that led to the allowance being granted, and within two (2) Business Days of the allowance being determined.
- 13.1.5 All Trade Effluent related updates shall be provided to the Market Operator in accordance with CSD 0206 (Trade Effluent Processes).

## **13.2 Description of the process steps**

- 13.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD for submitting notifications of updates to Service Components. The notifications must be submitted within five (5) Business Days of undertaking any change if undertaken by the Wholesaler, or eight (8) Business Days of undertaking any change if undertaken by an Accredited Entity.

### 13.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler becomes aware of the update and notifies the Market Operator	Wholesaler	Market Operator	Within 2 BDs (for SPID Data correction only, after verifying the required correction), 5 BDs (for SPID Data changes after completion of a physical change at a Supply Point by the Wholesaler) or 8 BDs (for SPID Data changes after completion of a physical change at a Supply Point by		T143.W or T147.W or T145.W or T144.W or T138.W or T129.W or T158.W or T159.W

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
					an Accredited Entity)		
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of the Data Transaction from the Wholesaler		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	For T129.M, T158.M, T159.M – Retailer and Incoming Retailer. For T138.M, T143.M, T144.M, T145.M, T147.M - Other Wholesaler (unless Other Wholesaler is Water), Retailer, Other Retailer	Within 1 BD of receipt of the Data Transaction from the Wholesaler		T143.M or T147.M or T145.M or T144.M or T138.M or T129.M or T158.M or T159.M

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
				(unless Other Retailer is Water), Incoming Retailer			

## **14. Wholesaler Meter exchange - "like for like"**

### **14.1 Introduction**

- 14.1.1 The process described in this Section covers a "like for like" meter replacement, where there is a physical change of the meter and where the only details which change are the Meter Manufacturer and Meter Manufacturer Serial Number, i.e. there is no change to the meter configuration (size, measurement units, location, location code, location description, Return to Sewer value, number of digits, outreader details, Meter Treatment).
- 14.1.2 If the meter to be exchanged is in one or more Meter Network(s), this association shall continue to exist following the meter exchange such that the replacement meter shall inherit the same associations to the Meter Network(s).
- 14.1.3 If any association exists between the meter to be exchanged and Trade Effluent Discharge Point(s) at the Supply Point, this association shall continue to exist following the meter exchange such that the replacement meter shall inherit the same associations to Trade Effluent Discharge Point(s).
- 14.1.4 In a meter exchange, the Meter Treatment of the removed meter and the replacement meter shall be the same.
- 14.1.5 If a change is made to a meter size (e.g. it is "right-sized" at replacement) or location, then this is not considered a "like for like" meter exchange and the processes for removing a meter in Section 16 of this CSD and adding a meter in Section 15 of this CSD shall be followed rather than this process.

### **14.2 Description of the process steps**

- 14.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.



### 14.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler notifies Market Operator of meter exchange information, including Final Read and Initial Read	Wholesaler	Market Operator	Within 5 BDs (if undertaken by the Wholesaler) or 8 BDs (if undertaken by an Accredited Entity) of meter exchange		T117.W
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receiving T117.W		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler (unless Other Wholesaler is Water), Retailer, Other Retailer (unless Other Retailer is Water), Incoming Retailer	Within 1 BD of receiving T117.W		T117.M

## 15. Wholesaler adds meter

### 15.1 Introduction

15.1.1 This process applies when a meter is added to an existing Supply Point under the Operational Terms.

15.1.2 If a “like for like” meter replacement has been undertaken i.e. a new meter has been added to replace an old meter but there is no change to the meter configuration as specified in 14.1.1 above, then the meter exchange process described in Section 14 of this CSD shall be followed, rather than this process.

15.1.3 When a meter is added to a Supply Point, Meter Treatment (Data Item D3022) is set to one of the following:

- (a) a Potable Water Meter (denoted by POTABLE). A Potable Water Meter can only be added at a Water Services Supply Point;
- (b) a Non-Potable Water Meter (denoted by NONPOTABLE). A Non-Potable Water Meter can only be added at a Water Services Supply Point;
- (c) a Sewerage Meter (denoted by SEWERAGE). A Sewerage Meter can only be added at a Sewerage Services Supply Point;
- (d) a Private Water Meter (denoted by PRIVATEWATER). A Private Water Meter can only be added at a Sewerage Services Supply Point;
- (e) a Private Trade Effluent Meter (denoted by PRIVATETE). A Private Trade Effluent Meter can only be added at a Sewerage Services Supply Point; or
- (f) a Cross Border Meter (denoted by CROSSBORDER). A Cross Border Meter can only be added at a Sewerage Services Supply Point.

15.1.4 For some Meter Treatments, the Wholesaler must not include certain Data Items within Data Transaction T104.W (Submit Meter Details) as follows:

- (a) for a Potable Water Meter, a Non-Potable Meter or a Non-Market Meter, the Return to Sewer and the Sewerage Chargeable Meter Size shall not be set to any value by the Water Wholesaler submitting the Data Transaction, as the Return to Sewer will be set by the Central Systems to

the Default Return to Sewer value for the Sewerage Wholesaler, and Sewerage Chargeable Meter Size will be set to the Physical Meter Size by the Central Systems. These Data Items may subsequently be changed only by the Sewerage Wholesaler, using the T114.W Data Transaction as described in Section 17;

- (b) for a Private Water Meter or a Cross Border Meter, the Water Chargeable Meter Size shall not be set to any value by the Sewerage Wholesaler submitting the Data Transaction, as it will be set to zero (0) by the Central Systems;
- (c) for a Sewerage Meter the Water Chargeable Meter Size and the Return to Sewer shall not be set to any value by the Sewerage Wholesaler submitting the Data Transaction, as it will be set to zero (0) and 100% respectively by the Central Systems; or
- (d) for a Private Trade Effluent Meter, the Water Chargeable Meter Size, Sewerage Chargeable Meter Size and Return to Sewer shall not be set to any value by the Sewerage Wholesaler submitting the Data Transaction, as they will be set to zero (0) by the Central Systems.

15.1.5 In all cases where a meter is added to a Supply point, the Wholesaler shall notify the Meter Addition Reason.

15.1.6 Within five (5) Business Days for activities undertaken by the Wholesaler and eight (8) Business Days for activities undertaken by an Accredited Entity, the Wholesaler shall also notify the Market Operator of any change to the Metered Building Water status as described in Section 6 of this CSD.

15.1.7 The Wholesaler shall ensure that any other SPID Data updates which are required are notified to the Market Operator, in particular the impact on any Service Component(s) arising from the installation of a meter or where the meter relates to Trade Effluent Services at a Supply Point, in which case the process in CSD 0206 (Trade Effluent Processes) should be followed.

15.1.8 Where a meter is installed at a Water Services Supply Point in order to change the Supply Point from Assessed or Unmeasured to Metered, the Wholesaler shall, within five (5) Business Days for activities undertaken by the Wholesaler and eight

(8) Business Days for activities undertaken by an Accredited Entity, update the Service Component Data to remove the Unmeasured Service Component or Assessed Service Component and separately add the relevant Metered Service Component, using the process described in Section 13 of this CSD. The Effective From Date of the removal of the Unmeasured Service Component or Assessed Service Component and the Effective From Date of the addition of the Metered Service Component must be identical.

- 15.1.9 Where a meter is installed at a Water Services Supply Point where there is a paired Sewerage Services Supply Point with an Unmeasured Service Component or Assessed Service Component, the Sewerage Wholesaler must update the Sewerage Service Component Data to remove the Unmeasured Service Component or Assessed Service Component and separately add the relevant Metered Service Component, using the process described in Section 13 of this CSD, i.e. there is no automatic association by the Market Operator. The Effective From Date of the removal of the Unmeasured Service Component or Assessed Service Component and the Effective From Date of the addition of the Metered Service Component must be identical.
- 15.1.10 The Effective From Date of the update to the Service Component Data as set out in Sections 15.1.8 and 15.1.9 above shall be no earlier than the date of the Initial Read.
- 15.1.11 In addition to the process described in this Section, where the added meter is part of a Meter Network, then the Meter Network shall be updated following the addition of the meter, using the process described in Section 18 of this CSD.

## **15.2 Description of the process steps**

- 15.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.

### 15.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler notifies the Market Operator of new Meter Data including Initial Read, plus updates to the Service Component Data if relevant	Wholesaler	Market Operator	Within 5 BDs (if undertaken by the Wholesaler or if undertaken by the Non-Household Customer and verified by the Wholesaler) or 8 BDs (if undertaken by an Accredited Entity) of installation of the meter or verification of the installation of the meter		T104.W T143.W (if relevant)
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receiving T104.W (and T143.W)		T109.M (one for each of T104.W and T143.W)
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler (unless Other	Within 1 BD of receiving T104.W (and T143.W)		T104.M (T143.M)

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
				Wholesaler is Water), Retailer, Other Retailer (unless Other Retailer is Water), Incoming Retailer			

## **16. Wholesaler removes meter**

### **16.1 Introduction**

16.1.1 This Section applies when a meter is removed from an existing Supply Point under the Operational Terms.

16.1.2 This process shall be followed when a meter is permanently removed at a Supply Point. Where such removal constitutes a Permanent Disconnection or Deregistration, the process in Section 10 or Section 11 of this CSD respectively shall also be followed.

### **16.2 Description of the process steps**

16.2.1 If the meter to be removed is associated with Trade Effluent Discharge Point(s) at the Supply Point, the Wholesaler shall terminate all such associations in accordance with CSD 0206 (Trade Effluent Processes) prior to submitting a Final Read for the meter being removed.

16.2.2 If the meter is part of an existing Meter Network, the Wholesaler shall remove the meter from the Meter Network in accordance with Section 18 of this CSD prior to submitting a Final Read for the meter being removed.

16.2.3 The Wholesaler shall submit a Final Read for the meter being removed, in accordance with CSD 0202 (Meter Read Submission: Process).

16.2.4 The submission of the Final Read notifies the removal of the meter to the Market Operator.

## 17. Wholesaler updates to Meter Data

### 17.1 Introduction

17.1.1 The Meter Data which does not have an impact on charging and is updated via this process comprises the following Data Items:

- (a) Meter Read Minimum Frequency;
- (b) Physical Meter Size;
- (c) whether or not the meter has a Wholesaler data logger (or similar device for data capture and transmission) installed;
- (d) whether or not the meter has a non-Wholesaler data logger (or similar device for data capture and transmission) installed;
- (e) the location of the meter, including X and Y coordinates, a Meter Location Code and the address at which the meter is located (including indication of any hazards associated with access to the meter);
- (f) if the meter has an outreader fitted, the X and Y coordinates and location code for the outreader;
- (g) whether or not the meter is a combi meter; and
- (h) details of any remote reading capability for the meter.

17.1.2 The Meter Data which does have an impact on charging and is updated via this process comprises:

- (a) Water Chargeable Meter Size, which can only be updated for Potable Water Meters and Non-Potable Water Meters;
- (b) Sewerage Chargeable Meter Size, which can only be updated for Potable Water Meters, Non-Potable Water Meters, Sewerage Meters, Private Water Meters and Cross Border Meters. For the avoidance of doubt, Sewerage Chargeable Meter Size can only be updated by the relevant Sewerage Wholesaler and by referring to the relevant Sewerage Services SPID, even though in the case of Potable Water Meters and Non-Potable



Water Meters these are the responsibility of the Water Wholesaler and added with reference to the Water Services SPID; and

- (c) Return to Sewer, which can only be updated for Potable Water Meters, Non-Potable Water Meters, Private Water Meters and Cross Border Meters. For the avoidance of doubt, Return to Sewer can only be updated by the relevant Sewerage Wholesaler and by referring to the relevant Sewerage Services SPID, even though Potable Water Meters and Non-Potable Water Meters are the responsibility of the Water Wholesaler and added with reference to the Water Services SPID.

17.1.3 Some Meter Data has a fundamental impact on charging and does not change over time, so will only ever need to be updated if the incorrect value has been submitted in the first instance. Such Meter Data cannot be updated using this process, and any updates required to these Data Items must be in accordance with CSD 0105 (Error Rectification and Retrospective Amendments). Meter Data which falls into this category is as follows:

- (a) Number of Digits;
- (b) Meter Treatment; and
- (c) Measurement Units.

17.1.4 Some Meter Data is fundamental to the unique identification of a meter and does not change over time, so will only ever need to be updated if the incorrect value has been submitted in the first instance. Such Meter Data cannot be updated using this process, and any updates required to these Data Items must be in accordance with CSD 0105 (Error Rectification and Retrospective Amendments). Meter Data which falls into this category is as follows:

- (a) Meter Manufacturer; and
- (b) Meter Manufacturer Serial Number.

17.1.5 Meters are either associated with a SPID, or are Non-Market Meters. Meters shall be associated or disassociated with a SPID under the following circumstances:

- (a) if a SPID has a metered Service Component and is Deregistered due to an Exit Change of Use, then for each meter associated with the SPID which is to remain as a Non-Market Meter due to being a Sub Meter in a Meter Network at another SPID, the Wholesaler shall notify the Market Operator of the disassociation of the meter with the SPID being Deregistered; and
- (b) if a new SPID is Registered due to an Entry Change of Use, then for each meter associated with the new SPID which is already a Non-Market Meter due to being a Sub Meter in a Meter Network at another SPID, the Wholesaler shall notify the Market Operator of the association of the meter with the new SPID.

## **17.2 Description of the process steps**

- 17.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.

## 17.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler becomes aware of change to the Meter Data and submits an update to the Market Operator	Wholesaler	Market Operator	Within 5 BDs of becoming aware		T113.W or T114.W or T181.W
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T113.W or T114.W or T181.W		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler (unless Other Wholesaler is Water), Retailer, Other Retailer (unless Other Retailer is Water), Incoming Retailer	Within 1 BD of receipt of T113.W or T114.W or T181.W		T113.M or T114.M or T181.M

## 18. Add/Remove Meter Network

### 18.1 Introduction

18.1.1 This process applies where a new Meter Network is to be established or an existing Meter Network is to be updated or removed. Meter Networks capture the relationship between a Main Meter and a Sub Meter within a Meter Network to ensure correct calculation of volumes at a specific Supply Point, where volumes at the Sub Meter are subtracted from volumes at the Main Meter.

18.1.2 Prior to submitting any updates to a Meter Network, both the Main Meter and the Sub Meter must already exist in the Central Systems. The Main Meter must be associated to a SPID, and any Sub Meter(s) must be associated with a different SPID unless the Sub Meter is a Non-Market Meter in which case it must not be associated with any SPID.

18.1.3 If the Sub Meter is a Private Water Meter it must be associated with a Sewerage Services Supply Point. The Water Services Supply Point for the Main Meter and the Sewerage Services Supply Point for the Sub Meter may be associated with either the same or different premises.

18.1.4 There are two different cases in respect of Meter Networks that can be established on the Central Systems:

- a) where the Sub Meter is not a Private Water Meter; and
- b) where the Sub Meter is a Private Water Meter.

18.1.5 Where the Sub Meter is not a Private Water Meter, the valid combinations of Main Meter and Sub Meter are:

- a) Potable Water Meter – Potable Water Meter;
- b) Non Potable Water Meter – Non Potable Water Meter; and
- c) Potable Water Meter – Non-Market Meter.

The meters are used for the calculation of both water and sewerage Volumes. The Meter Network affects the calculation of both water and sewerage Volumes

associated with the Main Meter. The Wholesaler must be the same for both Meters.

18.1.6 Where the Sub Meter is a Private Water Meter, the valid combinations of Main Meter and Sub Meter are:

- a) Potable Water Meter – Private Water Meter; and
- b) Non Potable Water Meter – Private Water Meter.

The Private Water Meter is only used for the calculation of sewerage Volumes. The Meter Network only affects the calculation of sewerage Volumes associated with the Main Meter.

18.1.7 In all cases, the responsibility for configuring the Meter Network is with the Water Wholesaler associated with the Main Meter.

## **18.2 Description of the process steps**

18.2.1 The Wholesaler shall follow the common process steps described in Section 2.2 of this CSD.

## 18.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Wholesaler becomes aware of change to the Meter Network data and submits an update to the Market Operator	Wholesaler	Market Operator	Within 2 BDs of a change to the Meter Network		T136.W
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T136.W		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Other Wholesaler (unless Other Wholesaler is Water), Retailer, Other Retailer (unless Other	Within 1 BD of receipt of T136.W	If a meter is added to a Meter Network, notification of the most recent Meter Read is sent	T136.M T105.M (for meter added to Meter Network)

Step	Action/Decision	Process step	From	To	Time parameter	Comments	Data Transaction
				Retailer is Water), Incoming Retailer		(which could be an Estimated Read)	

## **19. Retailer updates to Meter Data**

### **19.1 Introduction**

19.1.1 The processes described in this Section cover Retailer updates to Meter Data.

19.1.2 The Meter Data which is updated via this process comprises:

- (a) the Yearly Volume Estimate (YVE) for consumption at the meter; and
- (b) the meter location details owned by the Retailer (including indication of any hazards associated with access to the meter).

### **19.2 Description of the process steps**

19.2.1 The Retailer shall follow the common process steps described in Section 2.2 of this CSD.

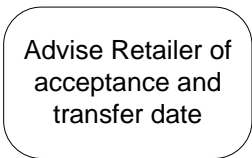
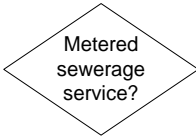
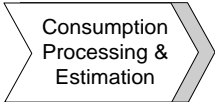
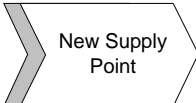


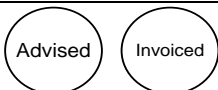


### 19.3 Interface and timetable requirements

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
a	A	Retailer becomes aware of the change and submits an update to the Market Operator	Retailer	Market Operator	Within 5 BDs of the change		T146.R or T160.R
b	D	Market Operator validates transaction	Market Operator		Within 1 BD of receipt of T146.R or T160.R		T109.M
c	A	Update the Central Systems and notify relevant Retailer(s) and Wholesaler(s)	Market Operator	Wholesaler, Other Wholesaler (unless Other Wholesaler is Water), Other Retailer (unless Other Retailer is Water),	Within 1 BD of receipt of T146.R or T160.R		T146.M or T160.M

Step	Action/ Decision	Process step	From	To	Time parameter	Comments	Data Transaction
				Incoming Retailer			

## A Appendix – process flowchart symbols

Symbol	Name	Details
	Action	An action step. It appears in the “swimlane” of the party responsible for performing the action.
	Decision	A decisive question rather than an action. Followed by Yes or No, or occasionally Water Service or Sewerage Services, the process splits depending on the answer to the question in the decision diamond.
	To another process	A flow in, or input to, another documented process
	From another process	A flow in, or output from another documented process.
	To and from another process	Used where a process is embedded within another. At this point, go to the embedded process chart before returning to the one in which it is embedded.
	End	Used after a decision diamond, generally to mean “do nothing” as it is the end of the process.
	Advised/Invoiced	Used after a process step to show “passive” action on the part of a Data Transaction receiver e.g. to represent “Advised” or “Invoiced”
g	Action/Decision reference	An alphabetic reference beside each step and decision. This reference appears on the table in each section to facilitate reading the table against the process flowcharts.
T115.W	Transaction reference	Reference to the Data Transaction occurring as an output from the step it appears next to.