Market Code Schedule 10

Code Subsidiary Document No.0102

Registration: Transfers

Version: 11.0

Date: 2025-03-20

Document Ref: CSD 0102

Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
1.0	10/05/2007	Following reviews and alignment with Baseline Market Code		
	12/05/2007	Reissue incorporating S+W request (JH email 12/05) for revision to step b		
1.0 Revision-marked	10/08/2007	Reissue for errata and clarifications		
1.1	31/08/2007	Updated version including new transactions		
1.2	17/08/2009	Re-assessed Charges	MCCP035-CC	Sections 2.1.1 and 2.1.2; Section 2.2 diagram; Section 2.3
1.3	27/09/2010	T004 Transaction – Update to Information Provision Removal of T031	MCCP056 MCCP057	Section 2.1.1 Section 2.1.1
1.4(b)	11/11/11	Introduction of T033.0, T033.1	MCCP081-CC	Section 2.1.2
2	2014-03-21	Replacement of T18 with T36	MCCP128	Section 2.1
3	2015-03-31	Estimated Transfer Reads Notifications to SW	MCCP141 MCCP147	Section 2
4	2015-09-24	Clarification of T003.1 timescales	MCCP172	
5	2016-05-05	Use of S reads for POLR	MCCP192	Section 2
6	2017-09-28	Correction to visio and process table	MCCP213	Section 2.3
7	2018-04-01	Temporary Transfers	MCCP227-CC	Section 1
8.0	2019-06-09	Amending names of Transactions	MCCP242	Various
9.0	2020-03-26	Removal of reference to CSD0204	MCCP246	Section 2
10.0	2021-09-23	Transfer Reason Codes	MCCP259	Section 2
11.0	2025-03-20	Future-dated transactions	MCCP303	Section 2.1

Table of Contents

1.   Purpose and scope

The Supply Point Register enables Licensed Providers to record their responsibility for a Supply Point.

All Supply Points receiving any Water or Sewerage Services must be registered to a Licensed Provider, except where a Supply Point is subject to a Temporary Transfer. When a Customer changes its Licensed Provider, this change in responsibility must be recorded in the Central Systems in accordance with this CSD. This process applies to both Water Services and Sewerage Services Licensed Providers, who will each submit a Transfer Registration Application in respect of the Supply Point associated with the relevant Service Category.

2. Transfer of Registration

2.1 Registration and Following Actions

2.1.1 Process Description

The key responsibilities involved in the completion of a Transfer are outlined below:

- The Incoming Licensed Provider submits a Transfer Registration Application to the CMA. This triggers the Transfer process, which must be completed before responsibility for the relevant Supply Point(s) will be changed in the Central Systems;

- Where the CMA issues a Confirmation Notice Accepting the Transfer Registration Application, it will also notify the Outgoing Licensed Provider of their Registration End Date;

- The Incoming Licensed Provider is responsible for arranging the Initial Read for their Registration Start Date, which the CMA passes on to the Outgoing Licensed Provider

- The CMA notifies Scottish Water and assigns the Wholesale Charges for the Supply Point to the Incoming Licensed Provider with effect from their Registration Start Date and the Outgoing Provider's responsibility in this respect will cease on the Registration End Date.

In submitting a Transfer Registration Application, Licensed Providers should bear in mind that:

- Transfer Registration Applications can only be in respect of a future transfer date. If a past Registration Start Date is required, the process set out in CSD0105 (Error Rectification & Retrospective Amendments) shall be followed.

- Following a Confirmation Notice Accepting the Incoming Licensed Provider's Registration in the Supply Point Register, this Registration may be Cancelled by the Outgoing Licensed Provider, in certain limited circumstances outlined in CSD0103 (Cancel Registration).

- Where a Sewerage Services Supply Point has an Associated Pseudo Water Services Supply Point established in accordance with CSD0104, the Incoming Licensed Provider shall Register this Supply Point as well as the associated Sewerage Services Supply Point.

    o In the event that an Incoming Licensed Provider initially Registers only a Sewerage Services Supply Point which also has a Pseudo Water Services Supply Point[1] that Licensed Provider shall submit a Transfer Registration Application for the Pseudo Water Services Supply Point as soon as possible, and in any event no later than 5 Business Days after receiving the T020.0 at step d set out below.

---

[1] which can be noted from the Free Descriptor field in the SPID Address for the relevant Sewerage Services Supply Point

o   It is desirable that the Incoming Licensed Provider should Register the Pseudo Water Services Supply Point for the same Registration Start Date as the Sewerage Services Supply Point, however it is acknowledged that the Application Window may prevent the Incoming Licensed Provider from achieving this.

2.1.2 Description of the Process Diagram steps

This Section should be read in conjunction with the Process Diagrams in Section 2.2 and the Interface and Timetable Requirements in Section 2.3. The 'step' and 'decision' references appear to the bottom left of each step or decision symbol in the Process Diagrams. References shown thus [T003.1] relate to the associated Data Transaction, as set out in the Data Transaction Catalogue.

Step a: Registration Application [T003.1]

When a Licensed Provider acquires a new Customer in respect of the provision of Water Services or Sewerage Services, it will submit a Transfer Registration Application to the CMA, using Data Transaction T003.1 (Registration Application) in respect of the relevant Supply Point(s) related to those Services.

The Transfer Registration Application must be submitted within the Application Window (not more than 20 BDs and not less than 6 BDs prior to the Registration Start Date).

The T003.1 should include a valid Transfer Reason Code, with an appropriate Text Comment and other content, as follows:

- CR (Commercial Requirement), to be used where the transfer is associated with a new contractual arrangement, but with no regulatory requirement and no new customer. The Text Comment should confirm that either a valid Contract is in place, or agreement with the Outgoing LP has been reached.
- NC (New Customer), to be used where the transfer is associated with a new customer occupying the premises, but with no regulatory requirement. If this Transfer Reason Code is used, a valid Prospective Customer and Prospective Customer Occupancy Date should also be provided.
- RR (Regulatory Requirement), to be used where the transfer is associated with a regulatory requirement. The Text Comment should identify the reference for any communication dealing with such requirement.

Validation Checks

The CMA will apply validation checks to the Transfer Registration Application in accordance with the Appendix 1 of this document.

Following this process, the Transfer Registration Application may be rejected or Accepted. The outcome will be stated in the Confirmation Notice issued to the Incoming Licensed Provider by the CMA.

Confirmation Notice [T009.0] - Registration Rejected

In the event that the Transfer Registration Application fails the validation checks set out in Appendix 1, it will be rejected. The CMA will issue a Confirmation Notice via Data Transaction T009.0 (Notify Error/Acceptance (LP)) to the Licensed Provider within 1 Business Day of the Registration Application Date. The T009.0 will include a Data Item specifying an 'Error Code' to indicate why the Application has been rejected.

The Transfer in respect of that rejected Transfer Registration Application will terminate at this stage.

Step b1 & 2: Registration Accepted and Central Systems updated

After a Transfer Registration Application has passed the validation checks (b1) in Appendix 1, the CMA will load the relevant data to the Central Systems with the Incoming Licensed Provider's identity and their Registration Start Date.

The Incoming Licensed Provider's Registration will take effect on the Registration Start Date providing that no Cancellation Request is received and accepted by the CMA in respect of that Transfer.

The Incoming Licensed Provider's Registration will come into effect in the Central Systems from 00:01 on its Registration Start Date and the Outgoing Licensed Provider's Registration will consequently cease at midnight on the Registration End Date.

Steps c and d: Confirmation Notice and SPID Data Notifications [T008.1]

Within 1 Business Day of the Registration Application Date, the CMA will provide the Incoming Licensed Provider with a Confirmation Notice, using Data Transaction T008.1 (Notify RSD (Incoming LP)).

At the same time, the CMA will confirm the SPID Data as held in the Central Systems to the Incoming Licensed Provider. The relevant Data Transactions for these purposes are as follows:

- T019.0 (Notify WS SPID Data) - sent for Water Services SPIDs only.
- T020.0 (Notify SS SPID Data) - sent for Sewerage Services SPIDs only.
- T004.1 (Notify Meter Details) - repeated if multiple meters[2] exist. The following Transactions will be sent if that SPID Data is relevant to the Supply Point:

---

[2] If a new meter is created in a Transfer period by Scottish Water both Incoming and Outgoing LPs will be notified.

- T036.1 (Notify Meter Network Association) - sent for SPIDs with meter network arrangements.

- T029.0 (Notify SPID Special Arrangements) – sent for SPIDs with special arrangements (see CSD0301 (Data Transaction Catalogue) for details of the type of arrangements included in that Data Transaction.

- T033.1 (Notify Metered Building Water) – Sent to indicate SPIDs Metered Building Water status.

- Trade Effluent Services - in the event that any SPID Data relating to Trade Effluent Services is applicable at the Supply Point, this will be notified in accordance with CSD0206 Trade Effluent Services.

- T012.8 (Notify Live Rateable Value) – sent when there is a pending future-dated update to the Live Rateable Value.

Steps c and e: Outgoing Licensed Provider notified of Transfer Registration [T008.0]

Within 1 Business Day of the Registration Application Date, the CMA will issue a notification to the Outgoing Licensed Provider that the Supply Point is to be Transferred, using Data Transaction T008.0 (Notify RSD (Outgoing LP)). This notification will stipulate:

(1) The Registration Start Date for the Transfer;
(2) The Transfer Reason Code associated with the Transfer;
(3) The Prospective Customer, Prospective Customer Occupancy Date for Transfers involving a Transfer Reason Code of 'New Customer';
(4) Any Free Text provided in the Transfer Application; and
(5) That the Outgoing Licensed Provider's Registration will end on the Registration End Date.

Cancel Registration process

Decision f and g: Cancellation

The Market Code provides a Cancellation Window during which an Incoming Licensed Provider must submit a Cancellation Request (Section 5.6.1) and an Outgoing Licensed Provider may submit a Cancellation Request (Section 5.6.2). The process for Cancellation is set out in CSD 0103 (Registration: Cancellations), but this event is represented in this CSD to the extent that it terminates the Transfer.

In the event that:

i.   A cancellation is received and accepted from either Licensed Provider during the Cancellation Window, the Registration for the Incoming Licensed Provider will be Cancelled and the Registration will be reinstated to the Outgoing Licensed Provider without interruption ; OR

ii. A cancellation is not received or is received but not accepted from either Licensed Provider during the Cancellation Window, the Transfer process will proceed to its conclusion.

Transfer of Registration continues - CMA receives Meter Read(s)

The Incoming Licensed Provider must arrange for the submission of Transfer Read(s), or Estimated Transfer Read(s) to the CMA in accordance with CSD 0202 (Meter Read Submission: Process). The treatment of such Transfer Read(s) and Estimated Transfer Read(s) is detailed in CSD 0203 (Meter Read Submission: Validation).

Decision h: Supply Point Unmeasurable or has a Pseudo Meter

If the Transfer is related to a Supply Point that is Unmeasurable or has a Pseudo Meter[3], then a Transfer Read will not be required. The CMA will calculate the end and start points for the allocation of Wholesale Charges in accordance with CSD 0205 (Charge Calculation, Allocation & Aggregation).

Step i: Submit Meter Read [T005.1]

Water Services Supply Point which is Metered

Where a Water Services Supply Point is Metered, the Incoming Licensed Provider will submit a Transfer Read to the CMA, using Data Transaction T005.1 (Submit Meter Read (LP)), within +/-2 Business Days of its Registration Start Date, unless the following conditions apply, in which case, the Incoming Licensed Provider will submit an Estimated Transfer Read to the CMA, which shall be derived from the estimated advance approach identified in CSD0207, using Data Transaction T005.1 (Submit Meter Read (LP)), within -2/+5 Business Days of its Registration Start Date;

- A different meter is found onsite to that registered at the CMA, or the meter is inaccessible, or cannot be read (fogged glass etc), or no meter can be found on site but a meter is registered with the CMA, or there is no access to the premises/site,

- The Incoming Licensed Provider has initiated remedial action, such as submitting an appropriate form to Scottish Water, in accordance with the Operations Code,

- The transfer has resulted from a POLR process, as defined in CSD0003

Sewerage Services Supply Point with a Related Water Supply Meter The Incoming Licensed Provider will request the Licensed Provider Registered to the Supply Point with the Related Water Supply Meter to obtain and submit the Transfer Read to the CMA, using Data Transaction T005.1 (Submit Meter Read (LP)), within +/- 2 Business Days of the Registration

---

[3] See CSD0104 (Maintain SPID Data) Section 7)

Start Date, or if the conditions identified above apply, using Data Transaction T005.1 (Submit Meter Read (LP)), within -2/+5 Business Days of the Registration Start Date.

Sewerage Services Supply Point with Trade Effluent Services - In the case of a Transfer of a Sewerage Services Supply Point in relation to which Trade Effluent Services are also provided, the Incoming Licensed Provider for that Supply Point shall be responsible for the Wholesale Charges in respect of those Trade Effluent Services with effect from its Registration Start Date and the CMA shall allocate such Wholesale Charges in accordance with CSD0206 (Trade Effluent Processes).

Step j: Outgoing Licensed Provider receives Transfer Read [T005.2]

The CMA will notify the Outgoing Licensed Provider of the Transfer Read using Data Transaction T005.2 (Notify Meter Read (LP)) in accordance with CSD0202 (Meter Read Submission: Process).

Transfers at Supply Points with special arrangements

In specified circumstances, certain non-standard arrangements may be in place at a Supply Point which affect the calculation of Wholesale Charges (see CSD0205 (Charge Calculation, Allocation and Aggregation) for further details on these arrangements). In the case of a Transfer at a Supply Point affected by such non-standard arrangements, Wholesale Charges for that Supply Point will be allocated to the Incoming Licensed Provider with effect from its Registration Start Date. Consequently, the CMA shall not discontinue these arrangements on Transfer, unless otherwise notified – e.g. Scottish Water notify an end date for the particular arrangements at that Supply Point in accordance with CSD0104 (Maintain SPID Data).

The CMA shall notify the Incoming Licensed Provider of any non-standard arrangements using Data Transaction T029.0 (Notify SPID Special Arrangements) at the same time as it issues the Confirmation Notice (T008.1) (see steps c and d above).

Step k: Outgoing Licensed Provider considers whether the Supply Point is in the process of being evaluated for Re-assessed Charges

Where an Outgoing Licensed Provider receives Data Transaction T008.0 (Notify RSD (Outgoing LP)) from the CMA and it does not intend to submit a Cancellation Request within the Cancellation Window, the Outgoing Licensed Provider shall consider whether it is in relation to a Supply Point which is in the process of being evaluated by Scottish Water for Re-assessed Charges:

- The Outgoing Licensed Provider shall inform Scottish Water if the Supply Point is in the process of being evaluated for Re-assessed Charges within 2BD of the Registration Start Date.

Step L: CMA notifies Wholesaler of the transfer

Within 1BD of the Registration Start Date the CMA shall notify the Wholesaler of the transfer using Data Transaction T008.2 (Notify RSD (SW))
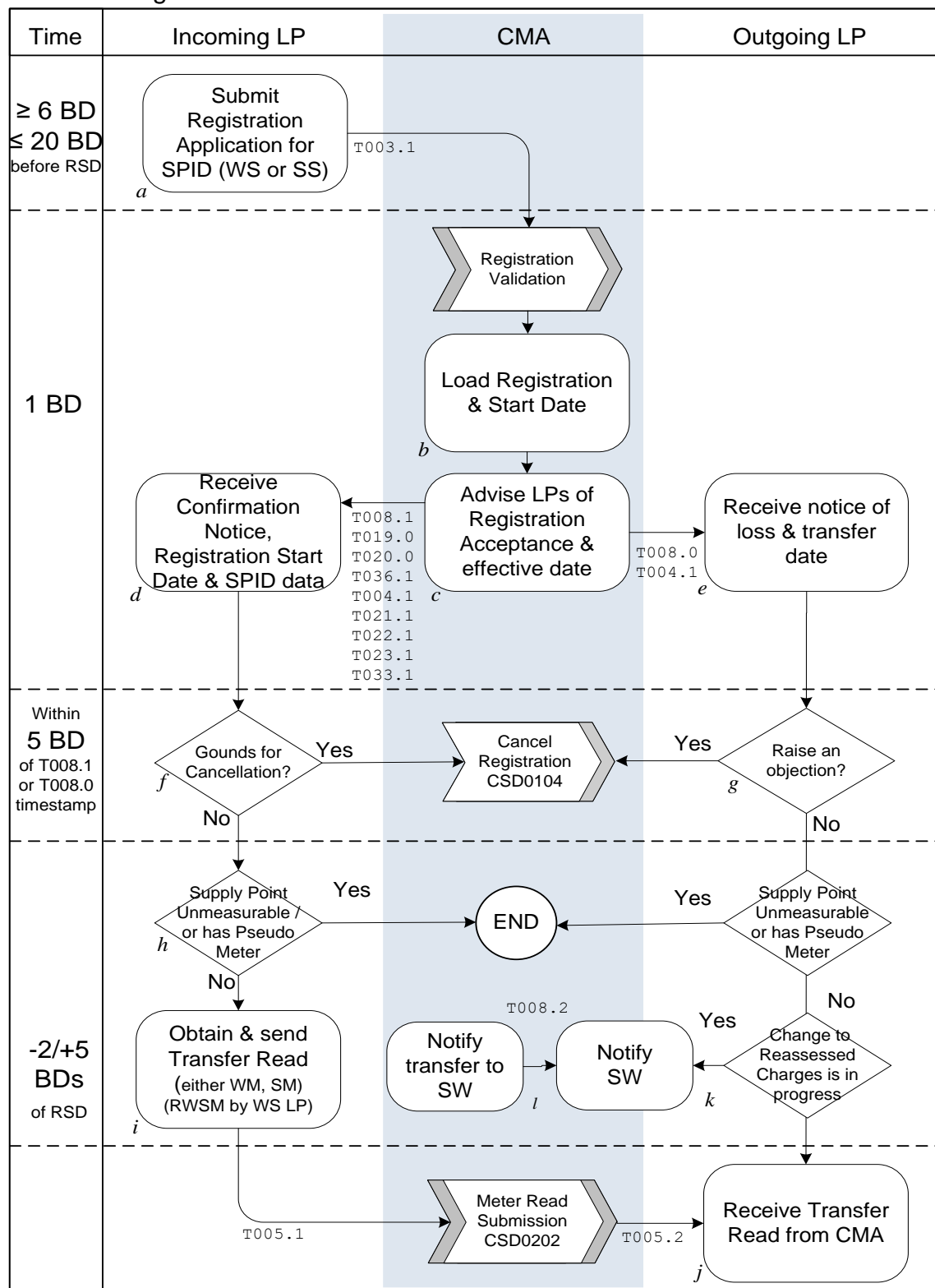
2.2 Process Diagrams

The Process Diagrams in this subsection consist of a consolidated view which shows either Water Services or Sewerage Services with decision diamonds splitting the process flow where appropriate.

2.2.1 Consolidated view – Sewerage Services & Water Services
Diagram amended for pseudo Supply Points

Transfer Registration 2.2.1.

Time	Incoming LP	CMA	Outgoing LP
≥ 6 BD ≤ 20 BD before RSD	Submit Registration Application for SPID (WS or SS) *a*		
1 BD		Registration Validation	
		Load Registration & Start Date *b*	
	Receive Confirmation Notice, Registration Start Date & SPID data *d*	Advise LPs of Registration Acceptance & effective date *c* — T008.1 T019.0 T020.0 T036.1 T004.1 T021.1 T022.1 T023.1 T033.1	Receive notice of loss & transfer date *e* — T008.0 T004.1
Within 5 BD of T008.1 or T008.0 timestamp	Gounds for Cancellation? *f* — Yes → Cancel Registration CSD0104 ← Yes — Raise an objection? *g* / No		
-2/+5 BDs of RSD	Supply Point Unmeasurable / or has Pseudo Meter *h* — Yes → END ← Yes — Supply Point Unmeasurable or has Pseudo Meter / No	T008.2 — Notify transfer to SW → Notify SW *l* ← Yes — Change to Reassessed Charges is in progress *k* / No	
	Obtain & send Transfer Read (either WM, SM) (RWSM by WS LP) *i*		
		T005.1 → Meter Read Submission CSD0202 → T005.2	Receive Transfer Read from CMA *j*

2.3 Interface and Timetable Requirements

step ID	Action/ Decision Process	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Txn ID
a	S	Submit Transfer Registration Application for Supply Point (WS or SS)	Incoming LP	CMA	≤20 BD, ≥6BD before RSD	The Transfer Registration Application Date	5.3.1	i and ii	T003.1
b1	P	Data Integrity Checks	CMA	internal	Upon receipt of Transfer Application	See validation checks –Appendix 1			
b2	D	If Accepted, record Registration & RSD	CMA	Internal	Within 1BD of Transfer Registration Application Date		5.3.3	ii	
c	S	Confirmation Notice of Accepted Transfer & SPID Data	CMA	Incoming LP	Within 1BD of Transfer Registration Application Date	Registration Confirmation Date and SPID data as applicable Any Complex Site arrangement will be notified. Any SPID Data for TE Services (See CSD0206) will also be notified Any non-standard arrangements will also be notified	5.3.2	Iv (a)	T008.1 T019.0 T020.0 T036.1 T004.1 T029.0 T033.1
c	S	Notice of Transfer & RED	CMA	Outgoing LP	Within 1BD of Registration Application Date	The day preceding the Registration Start Date of an Incoming Licensed Provider	5.3.3	i	T008.0
d	S	Receive Confirmation Notice, RSD & SPID data	CMA	Incoming LP					
e	S	Receive notice of loss & RED	CMA	Outgoing LP					T008.0
f	D	Grounds for Cancellation?	Incoming LP	internal	Within Cancellation Window – (5BD of notice)	see CSD 0103 (Registration: Cancellations)	5.6.1		

step ID	Action/ Decision Process	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Txn ID
g	D	Grounds for Cancellation?	Outgoing LP	internal	Within objection window	see CSD0103 (Registration: Cancellations)	5.6.2	i	Refer CSD0103
-	P	(go to) Cancel Registration process	CMA	internal	within 1 BD of Cancellation	If Cancellation received, Reinstate Outgoing LP – see CSD0103 (Registration: Cancellations)			
h	S	Supply Point Unmeasurable or has Pseudo Meter?	CMA	internal	At RSD	Calculate Settlement End & Start points. See CSD0205 (Charge Calculation, Allocation & Aggregation)	5.3.4.	iii	
i	S	If Metered obtain Transfer Read	Incoming LP/LP at SPID with Related Water Supply Meter	CMA	Within +/ - 2 BD of RSD, or within -2/+5 BDs of RSD for an Estimated Transfer Read	Incoming LP arranges the submission of Transfer Read(s)	5.3.4	i	T005.1
j	S	Receive Transfer Read from CMA	CMA	Outgoing LP	Within 1 BD of Read Validation	see CSD0202 (Meter Read Submission: Process) and CSD0203 (Meter Read Submission: Validation) Only if SPID has a physical meter	5.3.4	ii	T005.2
k	D	Change to Re-assessed Charges in progress	Outgoing LP	internal	Within 2BD of Registration Start Date				
k	S	Notify SW	Outgoing LP	SW	Within 2BD of Registration Start Date	Must inform SW If the Supply Point is in the process of being evaluated for Re-assessed Charges	5.16		Manual
L	A	Notify SW	CMA	SW	Within 1 BD of the RSD				T008.2

Appendix 1 – Validation Checks

Introduction

Under Section 5.3.2 of the Market Code, the CMA is required to undertake certain validation checks in respect of each Transfer Registration Application. If a Transfer Registration Application fails to comply with one or more of these checks, it will be rejected.

Accordingly, these validation checks should be considered by Licensed Providers prior to sending a Transfer Registration Application and in evaluating potential remedies in the event of a Confirmation Notice which rejects the Transfer Registration Application.
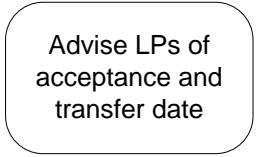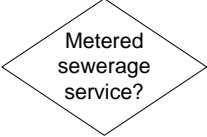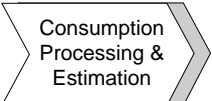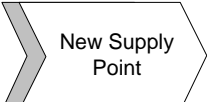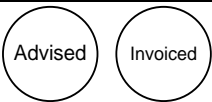
Description of the Checks

The validation checks to be applied by the CMA are as follows:

Check (a): The Incoming Licensed Provider must:

 (1) hold a Water Services Licence or a Sewerage Services Licence as appropriate in respect of the Service Category to which the Transfer Registration Application relates; and

 (2) be in compliance with Section 5.2.2 of the Market Code.

Check (b): A Transfer Registration Application received whilst another Transfer is pending will be rejected. Any future Transfer Registration Applications will not be Accepted until the next Business Day following the Registration Start Date specified in the first Transfer Registration Application;

Check (c): The Registration Start Date specified in the Transfer Registration Application must:

 (i) be a true date;

 (ii) be on or later than the Go Live Date;

 (iii) be in the future;

 (iv) fall within the Application Window; and

 (v) be later than any pending Registration Start Date for the relevant Supply Point;

Check (d): A Transfer Registration Application by a Licensed Provider will not be accepted where the Licensed Provider is already (or due to become) the Licensed Provider Registered in respect of the relevant Supply Point;

Check (e):   In the event that any limit on the frequency and/or number of Transfers is in force under the Market Code, and such limit has been reached in relation to the relevant Supply Point, no further Transfer Registration Applications will be allowed; and

Check (f):   All data contained within the Transfer Registration Application must be complete, valid and from an authenticated source recognised by the Central Systems.

Appendix 2 – Process Diagram Symbols

Symbol	Name	Details
Advise LPs of acceptance and transfer date	Step	An action step. It appears in the "swimlane" of the party responsible for performing the action.
Metered sewerage service?	Decision	A decisive question rather than an action. Followed by Yes or No, or occasionally Water Services (Water Service) or SS (Sewerage Service) the process splits depending on the answer to the question in the decision diamond.
Consumption Processing & Estimation	To another process	A flow in, or input to, another documented process
New Supply Point	From another process	A flow in, or output from another documented process.
Registration Validation	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	End	Used after a decision diamond, generally to mean "do nothing" as it is the end of the process.
Advised Invoiced	Advised/Invoiced	Used after a process step to show "passive" action on the part of a data flow receiver e.g. to represent "Advised" or "Invoiced"
5.3.1 (i)	Market Code reference	Reference to the appropriate clause in the Market Code.
OC 11/3	Ops Code reference	Reference to the Ops Code process and step number.
g	Step/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.
T005.2	Transaction reference	Reference to the data transaction occurring as an output from the step it appears next to.