



WHOLESALE BURST ALLOWANCE APPLICATION CHECKLIST

1 Introduction

In accordance with Scottish Water Wholesale Burst Allowance Policy (document ref. SW-WHPOL-BA-01) Licensed Providers can apply for Burst Allowance in respect of water lost through leaking or burst pipework. Scottish Water will assess applications based on the information provided and in accordance with the Wholesale Scheme of Charges and process 26A of the Operational Code.

Burst Allowance applications should be submitted on Operational Code form N and appended with the necessary supporting information set out in the checklists below.

2 Information Checklist

When submitting an application for a Wholesale Burst Allowance to Scottish Water, Licensed Providers should ensure that the following information is provided:

- SPID
- Meter Serial Number
- Physical Meter Size(s)
- Chargeable Meter Size(s)
- Type of allowance:
 - An allowance due to a burst between the meter and the property boundary where the meter is located outside the property boundary,
or
 - An allowance because of a burst on the customer side between the supply and the meter as a consequence of negligence on the part of Scottish Water,
or
 - An allowance in respect of sewerage volumetric charges where it can be clearly demonstrated that water escaping through a burst has not subsequently entered the Scottish Water sewer.
- Meter read history dating 12 months from the estimated start date of the burst.
- Meter read data from the estimated start date of the burst to the date the burst was repaired.
- The next actual (not customer) meter read following the repair of the burst.
- Sufficient evidence that the burst has been repaired e.g. a copy of the repair bill.
- Reference numbers of any previous relevant Service Requests (e.g. Meter Fault & Repair Service Requests in the event of a burst at the meter)

Additional Information required for Allowances in respect of sewerage volumetric charges

- A description of where the water has drained if it did not subsequently enter the Scottish Water sewer. Evidence such as photographs or insurance claims.

3 Submission

Applications should be submitted to the Scottish Water Wholesale Service Desk (wholesaleservicedesk@scottishwater.co.uk) where they will be logged and allocated a Service Request number. Applications will then be handled in accordance with process 27 of the Operational Code.