

South West Water - Water Industry Registration Scheme Accredited Entity

Scope Recognised under the WIRSAE Scheme and Addendums to the WIRSAE Generic Code of Practice

This document sets out South West Water’s Code of Practice (CoP) requirements under the WIRSAE scheme for Accredited Entities (AE). For the avoidance of doubt all references to South West Water (SWW) should be read as including and applying to Bournemouth Water.

Further details of the scheme and how to apply for accreditation can be found on the Lloyds Register website at the following location:

[Water Industry Registration Scheme \(WIRS\) \(Irqa.com\)](http://www.lloydregister.com/wirs)

SWW reserves the right to withdraw this scheme or amend this document without notice at any time, including the scope of permitted works.

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1. Scope of AE activities permissible

South West Water recognises the Water Industry Accredited Entity Scheme (WIRSAE) and will allow accredited entities under this scheme to carry out the following activities on behalf of a Retailer in accordance with the relevant process set out in the Wholesale Retail Code, Operational Terms:

	Operational Terms Process	Activity Performed by AE
1.	<i>Process I2</i>	Disconnection requested by the Retailer in relation to Non-Household Customer non-payment
2.	<i>Process I6</i>	Disconnection requested by the Non-Household Customer
3.	<i>Process I9</i>	Reconnection requested by the Retailer (after disconnection for non-payment)
4.	<i>Process I12</i>	Reconnection following a Disconnection requested by the Non-Household Customer

2. General

- 2.1 The Accredited Entity shall be asked to demonstrate that all staff involved in undertaking defined activities hold a current Energy & Utility Skills Register (EUSR) National Water Hygiene 'Blue Card'.
- 2.2 The Accredited Entity shall leave their name, address and 24/7 contact details in the chamber so that they can be contacted where there is an erroneous disconnection, this is to enable SWW to contact the Accredited Entity if necessary, to restore the supply.
- 2.3 If an Accredited Entity turns off a supply to a Household customer or to those identified in clause 4.1, and SWW attends site to turn on the supply, we will recover all reasonable costs from the Retailer.
- 2.4 Where an Accredited Entity
 - a) creates a defect, damages our asset, property or equipment, e.g. meter, meter cable, data logger, chamber and lid, and / or
 - b) causes a customer impact due to unforeseen consequences, e.g. causes a leak or discoloured water

which incurs cost to SWW, then SWW will undertake the remedial work and recover all reasonable costs from the Retailer.

2.5 Advance Notification of Works

Retailers are required to provide SWW with advance notification of all proposed Accredited Entity works.

- 2.6 The minimum required notification periods are defined in The Wholesale Retail Code, Part 3, Operational Terms Part B and Part I. Where the Operational Terms do not specify a timescale for advance notification, SWW require a minimum notice period of 5 business days.

- 2.7 The submission of a proposed Accredited Entity activity by a Retailer that complies with the minimum advance notification timescale is not a guarantee that the proposed works can commence on the date proposed.

- 2.8 SWW reserves the right to cancel work at any time if any agreed requirement of an approval or of the associated documents is not met.

2.9 Additional Information Requests

At any point, SWW may request additional information from a Retailer. SWW reserve the right to decline any request by a Retailer to undertake AE work where information requested has not been provided adequately or within the required timescales of the request.

The AE will find details of the market process, service level agreements and market forms here: <https://www.mosl.co.uk/market-codes/codes>. The AE can speak with the Retailer to get instructions on how to submit this form to SWW.

2.10 Third Party Notices and Consents

SWW is not responsible for the issue of notifications or requests of consent for any AE work undertaken. The Retailer will be responsible for providing the required evidence as part of the advance notification process as detailed within the requirements of the Operational Terms.

2.11 Where there is a need to interrupt the supply to a premise(s) to undertake approved work, it is the responsibility of the Retailer/AE to provide adequate notification to the premises affected.

2.12 AE On Site Identification

All AE's are required to carry appropriate identification whilst on site and be able to produce that identification if requested to do so by SWW or a member of the public.

2.13 General Charges

Any cost incurred by SWW for either rectification or completion of works undertaken by the AE will be charged at cost to the Retailer who commissioned the AE. SWW shall at its sole discretion determine whether the AE may be permitted to undertake the rectification or completion of works.

2.14 Not Used

2.15 Rectification costs may include, but are not limited to, the following:

- labour and materials including fittings
- water quality sampling
- disinfection activities
- issue of notices
- legal administration

2.16 Any costs incurred by SWW as a result of a late or inaccurate market data submission, that is a result of either the action of the Retailer or AE will be charged at cost. In addition, any site visits incurred by SWW to confirm market data where it is proven that the market data provided by the Retailer is incorrect, will also be charged at cost.

2.17 SWW will not be liable for any third party costs, losses or claims as a result of AE work.

2.18 Any costs incurred by SWW to reinstate data logging equipment after work has taken place will be charged at cost.

2.19 All open ended pipework and fittings must be suitably capped to prevent contamination and/or misuse.

- 2.20 SWW reserves the right to remove any locking device and shall not be liable for any damage incurred during its removal if SWW, at its sole discretion, consider there is an emergency or an immediate need to reconnect a supply.
- 2.21 The Retailer shall not remove any data logging device and fittings owned by SWW without the prior, written approval of SWW and shall comply with instructions for removal and return to SWW.
- 2.22 It is the responsibility of the Retailer to make similar arrangements in respect of data logging devices and fittings owned by third parties.
- 2.23 SWW will not be liable for any compensation claims raised by owners/occupiers of premises required to be disconnected or reconnected, or which have been unintentionally disconnected/reconnected, where SWW is not at fault and has acted in compliance with the provisions of the Wholesale Retail Code, Operational Terms Part I.
- 2.24 Where any non-compliance is identified then SWW will communicate with AEs via the Retailer to enable appropriate corrective actions to be taken.
- 2.25 Where an AE creates a metering defect or causes damage to a third party's property, due to
- a) non-compliance with this CoP, and/or
 - b) breach of the Wholesale Retail Code, and/or
 - c) negligence, defective parts, or poor workmanship

then the AE may be required to rectify the issue at its own cost. Subject to a formal process SWW may rectify the issue directly and seek to recover any reasonable costs incurred from the Retailer.

3. Disconnection & Reconnection

- 3.1 The Accredited Entity shall undertake sufficient checks to ensure the premises does not have a domestic occupancy, or contain a 'Sensitive Customer' as defined in the Market Codes, or is defined in Schedule 4A of the Water Industry Act 1991, as these types of premises cannot be disconnected for non-payment.
- 3.2 Permanent disconnections under any process are excluded from the permitted scope of works.
- 3.3 Where the AE has confirmed that the temporary disconnection can proceed, a Temporary Disconnection must not be carried out:
- after 3pm on a weekday
 - after 12 noon on a Friday
 - on a weekend
 - public holiday or
 - business day immediately before a public holiday

3.4 The AE must immediately inform the Retailer when the disconnection has been completed. The Retailer must then immediately inform SWW Wholesale Service Desk.

- 3.5 The metered or unmetered water supply must be isolated at the most suitable control valve that only affects the premises supplied by the meter or unmetered supply.
- 3.6 Where the meter or control valve is situated will determine the temporary disconnection activity required. If the meter or unmetered supply is located:
- Within the building
The water supply shall be isolated at the stop cock located on the water supply to the premises or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The meter and or the control valve isolated shall be tagged and where applicable the control valve will be locked off in an off position.
 - In a boundary box
The water supply shall be isolated at the valve within the boundary box located on the water supply to the premises or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The boundary box shall be tagged and the meter will be removed from the boundary and replaced with a supply plug that isolates the water supply.
 - In a chamber
The water supply shall be isolated at the control valve upstream of the chamber or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The meter and or the control valve isolated shall be tagged and the control valve shall be locked off in an off position.

Reconnection Requirements

- 3.7 Where the AE has confirmed that the reconnection can proceed, the AE must comply with the following:
- The metered or unmetered water supply will be restored to supply by operating the designated valve that was originally turned and locked off and tagged at time of the temporary disconnection.
 - Sufficient water should be passed through the meter to ensure the digits turn and the meter connection points should be checked for leaks and that the property is back in supply. The AE must check with the customer that the restoration of the supply does not cause any internal flooding or pressure issues for the customer.
 - The AE must immediately inform the Retailer when the reconnection has been completed. The Retailer must then immediately inform SWW.
- 3.8 Any subsequent liability arising from the supply being turned back on will rest with the AE and the Retailer.

3.9 Where there is a significant risk to Water Quality SWW reserves the right to carry out the reconnection itself.

3.10 The Accredited Entity shall ensure the Non-Household Customer is made aware of its responsibility to flush its supply of any stagnant water following a reconnection.

3.11 Where a supply has been disconnected for a period of less than 1 month, the length of pipe supplying the disconnection location should be adequately flushed to turn over the pipe volume 2.5 times. If it is unclear as to the length of pipe to be flushed, on request SWW can provide the required flushing duration and flow rate.

3.12 Where a supply has been disconnected for a period greater than 1 month (or at SWW discretion for any time period), SWW where appropriate will under request provide the Retailer/AE with any further instructions to be carried out before a supply is restored.

4.0 Inspections

4.1 SWW reserves the right to inspect the Accredited Entities work at any time during the works progress. Where it has been identified an Accredited Entity is falling below the standards set out by the WIRSAE scheme, and our Addendum, then SWW reserves the right to contact Lloyds Register to stop the Accredited Entity working in the SWW region.

4.2 If SWW identifies or is made aware of a serious breach of Health and Safety which could result in a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations), or permanent disability/fatality, then SWW reserves the right to report its concerns to Lloyds Register and stop the Accredited Entity working in the SWW region.