

United Utilities Water Limited Addendum to WIRSAE Generic Code of Practice

United Utilities Water Limited – Scopes Recognised under the WIRSAE Scheme and Addendum to the WIRSAE Generic Code of Practice

This document details the United Utilities Water Limited (U UW) specific Code of Practice requirements for, disconnections and reconnections for non-payment under the WIRSAE scheme for Accredited Entities (AE) and should be read in conjunction with the WIRSAE Generic Code of Practice. U UW do not currently recognise any other activities under this scheme. In the event of any conflict, the provisions of this Addendum shall apply. The AE must be accredited as a WIRSAE provider by Lloyds Register, as well as adhering to the additional criteria outlined in this addendum. Further details of the scheme and how to apply for accreditation can be found on the Lloyd's Register website at the following location:

<http://info.lr.org/wirs-li>

In addition to being accredited under WIRSAE, AEs must also acknowledge U UW addendum before they are able to undertake activities under the scheme. This addendum, along with all applicable documentation is published on the U UW. The documentation outlines the specific operational requirements to operate these two processes – outlined in the market codes by process reference I2 and I9 – in the U UW area of appointment.

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1. Scope

U UW recognises the Water Industry Accredited Entity Scheme (WIRSAE) and will allow AE's under this scheme to carry out the following defined activities on behalf of a Retailer:

Temporary Disconnection and Re-Connection for Non-Household Premises for non-payment up to and including meters sized 40mm sized supply (TDNHS).

2. Metering Activities Addendum

For clarity, U UW does NOT currently permit AEs registered as accredited WIRSAE providers to undertake any metering activities in the U UW region. These are defined in the Wholesale Retailer Code Part 3: Operational Terms as:

- Process B2 – Installation of a meter performed by an AE
- Process B4 – Meter Accuracy test performed by an AE
- Process B6 – Repair or replacement of a faulty meter performed by an AE
- Process B8 – Retailer requested change to size or location of meter performed an AE
- Process B9 – Retailer requested change of model of meter performed by an AE

3. Disconnections and Reconnections Activities Addendum

UUW do not require any advance notice of the disconnection and the AE may perform the disconnection on their initial visit

Temporary Disconnection requirements.

The AE shall undertake sufficient checks to ensure that the premises does not have a domestic occupancy or contain a 'Sensitive Customer' as defined in the Market Codes, and that the proposed disconnection point only affects the property in question, and the supply is not shared with other premises.

Temporary Disconnections must not be carried out:

- Before 8am and after 3pm on a weekday (Monday to Friday)
- On a weekend
- On a public holiday or on the Business Day immediately before a public holiday

The AE must inform UUW via an email to CommercialDisconnections@uuplc.co.uk within 30 minutes of the temporary disconnection having been completed. The email must contain the name of the AE organisation, the name of the individual who has conducted the disconnection activity, contact details, customer's name and full address including postcode, Market SPID and the date and time of the temporary disconnection.

The AE must also notify the relevant external agencies:-

- Environmental Health
- R.S.P.C.A – for any disconnections where any animals/livestock may be impacted

within 30 minutes of the temporary disconnection having been completed. Where the supply has been disconnected and reconnected on the same day, there is no requirement for Form I/01 and subsequent form I/04 to be submitted to UUW. In all other instances the Retailer will be required to submit Form I/01, completed in line with market code requirements, to UUW via email to WholesaleServiceDesk@uuplc.co.uk within 1 business day of the temporary disconnection having been made to enable the Central Market Operator System to be updated.

The location of the water meter and/or controlling stop tap 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 tap located on the water supply to the premises. The meter and/or stop tap shall be also be tagged (See Appendix A) and the final meter reading should be noted where possible. The AE may also gain access to premises and isolate the supply at the internal stop tap / meter point within the premises.
- In a boundary box or other underground meter chamber – the water supply shall be isolated at the stop tap within the boundary box located on the water supply to the premises. The meter and/or stop tap shall be tagged (See Appendix A) and the final meter reading should be noted where possible.

Under no circumstances are AEs permitted to operate sluice valves to isolate supplies. Disconnection will be permitted only via the operation of controlling stop taps. Removal of meters and installation of no-flow devices is not permitted under the scope of this addendum.

Without limiting the activities in the AEs Scheme in any way, we do not guarantee the availability of an operable externally located controlling stop tap / gate valve for the AE to use to disconnect the supply.

AEs should promptly report any damaged or faulty assets to the Retailer who will then submit the relevant request to UUW, who will then assess the priority of the work and the timescale for completing any repairs.

UUW do not accept liability for any losses incurred by the Retailer and/or the AE or Non-Household customer where the AE undertakes this activity. The AE or the Retailer may be recharged costs if any damage occurs to UUW assets or other network damage occurs.

Reconnection Requirements

Where the AE has confirmed that the reconnection can proceed, they must comply with the following:-

- The metered or unmetered water supply will be restored to supply by operating the designated stop tap that was originally turned off and tagged at the time of the temporary disconnection. A meter reading should be also taken at the time of reconnection where possible. Once the water supply has been reconnected the tag can be removed.
- Reconnection of premises should not occur unless the occupier of the premises is present

Sufficient water should pass through the meter to ensure that the digits turn and the meter connection points should be checked for leaks and that the premises is back on supply. The AE must check with the customer that the restoration of supply does not cause any concern for the customer. Any subsequent liabilities arising from the supply being reconnected will rest with the AE and the Retailer.

The AE must inform U UW via an email to CommercialDisconnections@uuplc.co.uk within 30 minutes of the reconnection having been completed. The email must contain the name of the AE organisation, the name of the individual who has conducted the reconnection activity, contact details, customer's name and full address including postcode, Market SPID and the date and time of the reconnection.

The AE must also notify the relevant external agencies:-

- Environmental Health
- R.S.P.C.A

within 30 minutes of the reconnection having been completed. Where the supply has been disconnected and reconnected on the same day, there is no requirement for Form I/01 and subsequent form I/04 to be submitted to U UW. In all other instances the Retailer will be required to submit Form I/04, completed in line with market code requirements, to U UW within 1 business day of the reconnection having been made to enable the Central Market Operator System to be updated.

4. Inspections

Auditing of the scheme will be set out in accordance with the WIRSAE requirements document and will be carried out by the administrators of the scheme, being Lloyd's register.

U UW and/or its agents may carry out inspections and may continue to monitor all elements of the AEs performance, to ensure compliance with all required technical standards and specifications. These inspections will also include supporting processes relating to transactions that have a financial implication and ensuring that full data compliance is being achieved. Any identified non-conformances with U UW's minimum requirements will be advised to Lloyd's Register immediately as the administrators of the WIRSAE scheme.

To ensure smooth running of these checks, AEs will be required to keep appropriate records for audit purposes in line with the WIRSAE Generic Requirements Document and in any event, under this Code detailed records for inspection purposes shall be maintained for a period of five years.

U UW and/or its agents intend to carry out a planned inspection of both current and complete work and may also review the work of AEs in the course of its normal operations. Where damage has been found to have been caused to the U UW infrastructure, the AE shall indemnify and hold U UW harmless from any costs, losses and liability of any kind and all identified non-conformances will be reported to Lloyd's Register.

AEs are only permitted to undertake work as outlined in this document. If U UW believes that the Accredited Entity Scheme is not being complied with, then we reserve the right to withdraw the scheme or request that the AE is terminated.

APPENDIX A: TAGGING A TURNED OFF STOP TAP

United Utilities Water tagging requirements

All temporary disconnections carried out by the Accredited Entities are required to be accompanied by the 'tagging' of the customer's meter/stop tap.



The following details/format is to be used for a tag;

**Your water has been temporarily disconnected, it is
an offence to attempt to reconnect your supply.
Please contact your retailer on _____**

Time; _____ Date; _____ AE name; _____

The tag is to be placed on the meter and/or the stop tap that has been turned off.