



SWS Addendum to WIRSAE Generic Code of Practice

Southern Water Services Limited – Scopes Recognised under the WIRSAE Scheme and Addendums to the WIRSAE Generic Code of Practice

This document details Southern Water Services Limited’s specific Code of Practice requirements under the WIRSAE scheme for Accredited Entities (AE). 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://www.lr.org/en/utilities-building-assurance-schemes/uk-schemes/water-industry-registration-scheme/wirs-accreditation-for-self-lay-organisations.aspx>

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1. Scope of Accredited Entity activities permissible in the Southern Water Services Limited region

Southern Water Services Limited recognises the Water Industry Accredited Entity Scheme (WIRSAE) and will allow Accredited Entities (AE) under this scheme to carry out the following defined activities on behalf of a Retailer:

| | |
|---|---------|
| Temporary Disconnection and Re-Connection of Non-Household Premises up to and including 40mm sized supply | (TDNHS) |
| Temporary Disconnection and Re-Connection of Non-Household Premises over 40mm sized supply | (TDNHA) |

It is a requirement of SWS and WIRSAE that each Accredited Entity enters into a signed agreement with SWS before commencing any works permitted by the SWS Addendum and the WIRSAE Generic Code of Practice for Metering and Disconnection Activities.

Any person working on a restricted operations area at sites such as service reservoirs, water pumping stations, water treatment works, wells, springs and boreholes or working on the



Southern Water network of water mains, service pipes and meters must be in possession of a National Water Hygiene card. The same training package must be delivered to both direct employees of the Accredited Entities and all contractors and third parties that work on the restricted operations sites on their behalf.

2. Disconnections/Reconnections

Temporary disconnection requirements

Where the AE has confirmed that the temporary disconnection can proceed, then the AE must comply with the following:

Temporary Disconnections must not be carried out:

- before 7am or after 4pm on a weekday
- after 12 noon on a Friday
- on a weekend
- public holiday, or
- a business day immediately before a public holiday
- at the discretion of the wholesaler for any times in contravention of the above

The AE must immediately inform the Wholesaler when the disconnection has been completed. The Retailer remains responsible for making sure this information has been immediately passed to Southern Water Services Limited (Wholesale Services Team) who will inform the appropriate external agencies that the premise(s) reported are no longer supplied by water (See Appendix B for more information).

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.

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 tap 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 (see Appendix A) and where applicable the control valve will be locked off in an 'off' position and the final meter read should be noted.
- 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 also be tagged (see Appendix A) where possible and the final meter read should be noted.



- 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 (see Appendix A) and the control valve shall be locked off in an ‘off’ position and the final meter read should be noted.

Reconnection requirements

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

Where the supply has been isolated at the stop tap, the AE is to first remove the tag that was placed onto the meter/meter chamber after being temporarily disconnected.

The stop tap should then be carefully turned to the ‘on’ position and a meter reading taken. Checks should be made for leaks during and after turning the stop tap to the ‘on’ position. Any leaks should be immediately be reported to Southern Water’s emergency number of 0330 303 0368.

The AE must immediately inform the Wholesaler when the reconnection has been completed. The Retailer remains responsible for making sure this information has been immediately passed to Southern Water Services Limited Wholesale Services Team (See Appendix B for the information required).

3. Inspections

Auditing of the scheme will be set out in accordance with the WIRS Requirements Document and will be carried out by the administrators of the scheme, being Lloyd’s Register.

Southern Water Services Limited and/or its agents will carry out inspections and will continue to monitor all elements of the AE’s 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 Southern Water Services’ minimum requirements will be advised to Lloyd’s Register immediately as the administrators of the WIRSAE scheme.

To ensure the 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.



Southern Water Services and/or its agents intend to carry out a planned inspection of both current and completed 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 Southern Water Services infrastructure, the Accredited Entity shall indemnify and hold Southern Water Services harmless from any costs, losses and liability of any kind and all identified non-conformances will be reported to Lloyd's Register.



APPENDIX A: TAGGING A TURNED OFF STOP TAP

Southern Water Services Limited tagging requirements

All temporary disconnections carried out by the Accredited Entities (AE) are required to be accompanied by the 'tagging' of the customers meter / stop tap.

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

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

Time; _____ Date; _____ AE name; _____

The tag is to be placed on the meter and / or the control valve that has been isolated including on the stop tap, where the stop tap has been turned to the 'off' position. The boundary box should also be tagged where possible.



APPENDIX B: TEMPORARY DISCONNECTION / RECONNECTION - INFORMATION REQUIRED

Southern Water Services Limited information required

The Accredited Entity (AE) is to report all temporary disconnections and reconnections to Southern Water Services (SWS) as soon as the disconnection/reconnection is completed.

Please contact the SWS Wholesale Services team on – **0330 303 1272** to make the report, you will need to supply the following information;

- 1. SPID number**
- 2. SWS Case ID**
- 3. Meter Serial Number**
- 4. Time/Date of disconnection / reconnection**
- 5. Type of disconnection / reconnection – (e.g. stop tap in boundary box turned off, etc.)**
- 6. Meter Reading**

If the AE does not inform SWS of the required details (above) within the prescribed time on completing the temporary disconnection or reconnection, then SWS reserves the right to charge the AE for the full cost of a site survey to confirm the details, at a later date.

Where the temporary disconnection or reconnection is cancelled or cannot be carried out, the AE is to inform the retailer, who in turn when cancelling the temporary disconnection / reconnection request with SWS, is to give the reason for the cancellation (i.e. shared supply, vulnerable customer, payment made by customer, stop tap broken, stop tap seized, etc.).

Where a leak on the stop tap or meter is observed, the AE is to immediately phone Southern Water's emergency number of **0330 303 0368** to report the leak.