



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 (SWS) specific Code of Practice requirements under the WIRSAE scheme for Accredited Entities (AE).

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 Disconnection Activities.

Temporary disconnection requirements

The Retailer will provide SWS with at least **two (2)** Business Days' advance notice of the proposed date of Disconnection using Form J/01 and follow the market code for the I2 process. Temporary Disconnections (TDISC) must not be carried out:

- before 8am or after 4pm on a weekday
- on a weekend (Sat/Sun)
- 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 Retailer must immediately inform (within 2 hours) the Wholesaler when the disconnection has been completed by phone. The J/02 Form is to be submitted within 1 Business Day of the disconnection occurring. For temporary disconnection, the stop tap should be carefully turned to the ‘off’ position and a meter reading taken.

Reconnection requirements

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 immediately be reported to Southern Water’s emergency number of **0330 303 0368**.

Before reconnection, the Retailer will need to confirm how long the premise has been disconnected for. If the reconnection occurs **under 6 weeks** from the disconnection having taken place the AE can carry out the reconnection with the Retailer giving notice to the

Wholesaler within **one (1)** Business Day after the reconnection has been made using the J/02 Form.

If the premise has been disconnected for **over 6 weeks**, the Retailer must speak to the Wholesale Services team first before carrying out / planning in any reconnection work due to water quality risks, by phoning **0330 3031272**.