



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). 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)
Replacement meter in existing chamber / inside building limited to 20mm screw-in meters in the Southern Water region.	(MIRMS)



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:

The Retailer will provide SWS with at least **two (2)** Business Days' advance notice of the proposed date of Disconnection using Form I/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 AE or Retailer must immediately inform (within 2 hours) the Wholesaler when the disconnection has been completed. The **Retailer remains responsible** for making sure this information has been 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 I/01 Form is also to be re-submitted within 1 Business Day of the disconnection occurring to SWS confirming the Temporary Disconnection has taken place.

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 I/04 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**.

3. Meter exchange

Metering exclusions to scope in the Southern Water Services region

The following work types are excluded from the permitted scope of works

- Meter exchange work where the in-situ meter exceeds **20mm** in size
- Meter exchange of in-line meters
- Meters that are not screw-in meters

Where any non-compliance is identified then SWS will communicate with AEs via the Retailer to enable appropriate corrective actions to be taken.

Where an AE creates a metering defect or causes damage to a third party's property, due to non-compliance with this code, 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 SWS may rectify the issue directly and look to recover from the AE or retailer any reasonable costs incurred.

Non-Household Meter Menu

New meters as part of exchanges must be of a type listed within the SWS Meter Specification document, found at <https://www.southernwater.co.uk/retail/accredited-entities>.

SWS will provide, on request, new meters for meter exchange work undertaken as part of AE permitted scopes of work. There will be a delivery charge on meter orders of less than 500 units. Please contact SWS Wholesale Services for delivery pricing.

All supplied or installed meters remain the property of SWS. The AE will be liable for reimbursing SWS for any losses or damaged meters and for any unused meters still in their possession. SWS will invoice the AE for the full cost of each unit unaccounted for, including any delivery costs, if incurred.



Meter Sizing and Selection

Where a meter exchange is to take place, the meter is to be exchanged on a like-for-like size basis.

SWS reserves the right to decline a meter exchange application if the meter size proposed is deemed inappropriate for the premise owner/occupier demand, if it poses a risk to the supply network or is for a meter SWS are logging.

If SWS agrees to the exchange of a meter by an AE at the Retailer's request and the new meter has an adverse effect on the supply to the premises, SWS will not be held responsible

for excessive pressure loss, flow restriction, inaccurate recording or consumption or any compromise in existing fire protection or firefighting systems.

Retention of Removed Meters

Meter recycling is a key element of SWS reducing waste initiative. Meters that are removed for the purposes of meter exchange work shall be returned (boxed) to ARAD UK for disposal (see Appendix C). SWS reserves the right to request the return of a removed meter up to 3 months from the date of removal from the Retailer for audit purposes.

Data Loggers / Ancillary Equipment

AE's are not permitted to exchange meters that have SWS loggers or ancillary equipment attached.

Where AEs exchange meters that have retailer or third-party loggers or ancillary equipment attached, the AE should obtain instructions/approval to proceed from their Retailer, or direction as to what to do with the equipment, if removed.

4. Inspections

Southern Water Services Limited and/or its agents may carry out inspections to monitor all elements of the AE's performance, to ensure compliance with all required technical standards and specifications. Such inspections will 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 reported to Lloyd's Register immediately as the administrators of the WIRSAE scheme.

To ensure the smooth running of these inspections/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 (I/01 Form)**
- 3. Meter Serial Number**
- 4. Time/Date of disconnection / reconnection**
- 5. Type of disconnection / reconnection – (e.g. stop tap in boundary box turned off, if any stop tap locking device has been used, 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.



APPENDIX C: RETURN ADDRESS FOR EXCHANGED METERS

Southern Water Services Limited (SWS) meter return information

All SWS's meter(s) that have been removed during meter exchange by an AE must be returned directly to ARAD METERING SERVICES (UK) for correct disposal and audit.

All returned meters should be securely packaged and placed in a box to prevent any further damage during transit.

The return address for exchanged ARAD meters is;

**Arad Metering Services (UK)
Unit 2B
Alton Business Park,
Alton Road,
Ross on Wye,
Herefordshire,
HR9 5BP**