



Yorkshire Water – Scopes Recognised under the WIRSAE Scheme and Addendums to the WIRSAE Generic Code of Practice

This document details Yorkshire Water’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://info.lr.org/wirs-li>

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1. Scope of AE activities permissible in the Yorkshire Water region

1.1 Yorkshire Water recognises the Water Industry Accredited Entity Scheme (WIRSAE) and will allow Accredited Entities under this scheme to carry out Temporary Disconnections and Reconnections following Temporary Disconnection, on behalf of a Retailer, as defined in the Wholesale-Retail Code Part 3: Operational Terms, i.e.:

- Process I2 - Disconnection requested by the Retailer and performed by an Accredited Entity in relation to Non-Household Customer non-payment.
- Process I6 – Disconnection requested by the Non-Household Customer and performed by an Accredited Entity.
- Process I9 - Reconnection requested by the Retailer and performed by an Accredited Entity.
- Process I12 – Reconnection performed by an Accredited Entity following a Disconnection requested by the Non-Household Customer.

1.2 Yorkshire Water shall require an Accredited Entity to gain accreditation for the following activities under the WIRSAE Scheme:

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



2. Metering Activities Addendum

2.1 Yorkshire Water does NOT currently permit an Accredited Entity accredited under the WIRSAE scheme to undertake any metering activities in the Yorkshire Water region. These are defined in the Wholesale-Retail Code Part 3: Operational Terms as:

- Process B2 - Installation of a meter performed by an Accredited Entity.
- Process B4 - Meter accuracy test performed by an Accredited Entity.
- Process B6 - Repair or replacement of a faulty meter performed by an Accredited Entity.
- Process B8 - Retailer requested change to size or location of meter performed by an Accredited Entity.
- Process B9 - Retailer requested change of model of meter performed by an Accredited Entity.

3. Disconnection and Reconnection Activities Addendum

WIRSAE Generic Code of Practice – Section 7.1 / 8.1 / 8.2 Planning Stage

- 3.1 Where the temporary disconnection/reconnection of a supply where the meter is over 40mm in size, has the potential to impact our customers, i.e., cause a localised no water, low pressure or discoloured water event, then Yorkshire Water need to understand any potential customer impact. Yorkshire Water shall complete an internal risk assessment prior to an Accredited Entity undertaking the activity. This will generally be completed in 2 business days following receipt of Form I/02. The Accredited Entity shall comply with all our conditions. Yorkshire Water reserves the right to carry out the temporary disconnection/reconnection, if it is deemed to be a high-risk activity.
- 3.2 The Accredited Entity shall be familiar with Yorkshire Water's Wholesale Policies on our website.
- 3.3 The Accredited Entity shall be asked to demonstrate that all staff involved in undertaking disconnection and reconnection activities hold a current Energy & Utility Skills Register (EUSR) National Water Hygiene 'Blue Card'.

WIRSAE Generic Code of Practice – Section 7.2 / 8.3 Delivery Stage

- 3.4 The Accredited Entity shall undertake sufficient checks to ensure the premises does not have a domestic occupancy or is designated 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.
- 3.5 Yorkshire Water's preferred temporary disconnection method is to isolate the supply using the external stop tap usually located at the boundary of the premises. The stop tap shall be turned off and locked off using an appropriate stop tap locking device.
- 3.6 If the Accredited Entity cannot undertake the external disconnection without removing the meter, Yorkshire Water shall permit the removal of external MSM meters only, to allow the Accredited Entity to complete the disconnection. Any other meter type requiring removal, is deemed a Non-Standard Disconnection, and Yorkshire Water shall provide the Retailer with a quotation to undertake the disconnection.
- 3.7 Internal disconnections are not permitted. This is deemed a Non-Standard Disconnection. Yorkshire Water shall provide the Retailer with a quotation to undertake the disconnection.

- 3.8 The Retailer must inform Yorkshire Water if a meter is removed as part of a temporary disconnection and provide the meter reading at the time of the disconnection.
- 3.9 Where any meter is removed, a WRAS approved product, including WRAS approved washers, must be installed to prevent contamination of the depressurised pipework. The meter must not be removed leaving the manifold exposed.
- 3.10 The Accredited Entity shall place the removed meter in a sealable bag, and place upright in a box to protect the meter. It shall be safely stored upright in a clean, dry environment until a time that the reconnection is carried out and the meter can be reinstalled. Yorkshire Water will charge the Retailer for any meters that fail to work following installation as part of a reconnection.
- 3.11 Where there is Yorkshire Water data logging/ancillary equipment attached to the meter, this is deemed as non-standard and Yorkshire Water must remove their equipment prior to the AE then undertaking the disconnection. Where any Third-Party data logging/ancillary equipment is attached to the meter, the AE can detach the data logger and leave it in the meter chamber. The data cable should be left connected to the meter and stored together with the meter as outlined above. Any failure of the data logger to operate following the AE reinstallation of the meter and data logger as part of the reconnection and which requires Yorkshire Water to attend site to fix a fault, or replace a damaged data cable, will incur a charge. The Retailer is responsible for the refitting of any third-party data logging equipment.
- 3.12 The Accredited Entity shall ensure a temporary disconnection is fully compliant with the Water Supply (Water Fittings) Regulations 1999 (England and Wales). Where Yorkshire Water is made aware, or find a disconnection is in breach of the Regulations, and we attend site to rectify the connection, the Retailer will be recharged for the work.
- 3.13 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, as defined in clause 3.4, this is to enable Yorkshire Water to contact the Accredited Entity if necessary, to restore the supply.
- 3.14 The Accredited Entity shall ensure the Non-Household Customer is informed of the disconnection. The information provided shall be sufficient to allow the Non-Household Customer to contact their Retailer and make the necessary arrangements to get their supply reconnected.
- 3.15 Temporary Disconnections must not be carried out:
- Before 8am or after 4pm on a weekday (Monday to Thursday);
 - Before 8am or after 12 noon on a Friday;
 - On a weekend;
 - On a public holiday or on the Business Day immediately before a public holiday.
- 3.16 The Retailer shall inform the Environmental Health Department following disconnection, and any subsequent reconnection of supply, to any eligible premises where food or drink is prepared, served or manufactured.
- 3.17 The Retailer shall comply with statutory requirements and inform the relevant Environmental Health Department following a disconnection.



- 3.18 The Retailer shall ensure that YW is notified of all disconnections or reconnections carried out on the same day of the work and by no later than 17:00 Monday to Thursday or 13:00 on a Friday. The notification must include the method of disconnection or reconnection.
- 3.19 If an Accredited Entity turns off a domestic customer's supply, and Yorkshire Water attends site to turn on the supply, we will recover all reasonable costs from the Retailer.
- 3.20 The Accredited Entity shall ensure the Non-Household Customer is made aware of their responsibility to flush their supply of any stagnant water following a reconnection. Any supply which has been disconnected for over 6 months is deemed a Non-Standard Reconnection, and the Accredited Entity shall not undertake the reconnection. Yorkshire Water shall provide the Retailer with a quotation to undertake the reconnection. Upon acceptance of the quote Yorkshire Water will make arrangements to reconnect the supply. If the meter was previously removed, the Retailer must return the meter to Yorkshire Water.
- 3.21 Where the Retailer applies for a permanent disconnection, they are responsible for returning any meters to Yorkshire Water, that were removed as part of the temporary disconnection.

WIRSAE Generic Code of Practice – Section 7.3 / 8.4 Reporting Stage

- 3.22 No additional requirements.

WIRSAE Generic Code of Practice – Section 7.4 / 8.5 Work Completion

- 3.23 Where an Accredited Entity creates a defect, damages our asset, property or equipment, e.g. meter, meter cable, data logger, chamber and lid or causes a customer impact due to unforeseen consequences, e.g. causes a leak or discoloured water which incurs costs to Yorkshire Water, then Yorkshire Water will undertake the remedial work and recover all reasonable costs from the Retailer.

4. Inspections

- 4.1 Yorkshire Water reserves the right to inspect the Accredited Entities work at any time during the works progress. Where Yorkshire Water identifies an Accredited Entity is falling below the standards set out by the WIRSAE scheme, and our Addendum, then Yorkshire Water reserves the right to contact Lloyds Register to stop the Accredited Entity working in the Yorkshire Water region.
- 4.2 If Yorkshire Water 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 Yorkshire Water reserves the right to contact Lloyds Register to stop the Accredited Entity working in the Yorkshire Water region.

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