



STW Addendum to WIRSAE Generic Code of Practice

Severn Trent Water Wholesale – Scopes Recognised under the WIRSAE Scheme and Addendum to the WIRSAE Generic Code of Practice

This document details the Severn Trent Water Wholesale specific Code of Practice requirements for, disconnections and reconnections for non-payment under the WIRSAE scheme for Accredited Entities and should be read in conjunction with the WIRSAE Generic Code of Practice. Severn Trent Water do not currently recognise any other activities under this scheme. In the event of any conflict, the provisions of this Addendum shall apply. The accredited entity must be accredited as a WIRSAE provider by Lloyd's Register, as well as adhering to the additional criteria outlined in the 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 the Severn Trent Water addendum before they are able to undertake activities under the scheme. The addendum is published on the Severn Trent Water site with all applicable documentation. 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 Severn Trent Water area.

<https://www.stwater.co.uk/businesses/retailers/>

Contents

1. Scope of AE activities permissible in the Severn Trent Water Wholesale region
2. Disconnection and Reconnection for non-payment addendum
3. Inspections

1. Scope

Severn Trent Water Wholesale recognises the Water Industry Accredited Entity Scheme (WIRSAE) and will allow accredited entities 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 40mm sized supply (TDNHS).

1. Disconnections/Reconnections

Temporary disconnection requirements

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

The AE must undertake the necessary checks to ensure that the proposed disconnection does not impact any other customers and only serves the property in question, should the disconnection proceed without these checks and we are notified that there are other customers detrimentally impacted by the work of the AE, we will instruct you to carry out an emergency reconnection within 2 hours. If you are unable to meet this request we will reconnect and recharge the costs to you.

Temporary Disconnections must not be carried out:

After 3pm on a weekday

After 12 noon on a Friday

On a weekend

On a Public holiday or on the Business day immediately before a public holiday

The AE must immediately inform the Retailer when the disconnection has been completed. The Retailer must then immediately inform Severn Trent Water, with all of the relevant information outlined in the associated appendices, who will then inform the appropriate external agencies including the Market Operator that the premises water has been temporarily disconnected.

The metered or unmetered water supply must be isolated at the most suitable point that only affects the premises supplied by the metered or unmetered supply.

Where the meter or control valve is situated will determine the temporary disconnection activity required. If the metered 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 the stop tap isolated shall be tagged and where applicable the stop tap will be clamped or locked in an off position.

In a boundary box – the water supply shall be isolated at the stop tap within the boundary box located on the water supply to the premises. The boundary box shall be tagged and a clamp will be applied to ensure that water supply cannot be reconnected illegally.

The supply must not be disconnected by an AE if it requires the operation of a network valve, in this instance the disconnection will be sent to the wholesaler through a bilateral request.

Without limiting the activities of the AE scheme in any way, we do not guarantee the availability of an operable outside stop tap for the accredited entity to use to disconnect the supply. Retailers and accredited entities should report any damaged or faulty assets and we the wholesaler will assess the priority of the work and determine the timescale for completing any repairs.

We Severn Trent do not accept liability for any losses incurred by the retailer and/or the accredited entity or non-household customer. The accredited entity or the retailer may be asked to rectify any damage caused to our network and/or pay any losses incurred by Severn Trent Water.

Accredited entities are only permitted to undertake works as outlined in this document they are not permitted to undertake permanent disconnections, they are also not permitted to remove any Severn Trent Water assets, including but not limited to water meters and data loggers. If Severn Trent Water believes that the AE scheme is not being complied with and they reserve the right to withdraw the scheme or request that the AE is terminated.

Reconnection Requirements

Where the AE has confirmed that the reconnection can proceed, the AE 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 and locked off and tagged at time of the temporary disconnection. Once reconnected that tag can be removed.

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

The AE must immediately inform the Retailer when the Reconnection has been completed. The Retailer must then immediately inform Severn Trent Water who will then inform the appropriate external agencies including the Market Operator that the supply to the premises has been restored.

Any reconnection that is requested for a supply that has been disconnected for more than 14 days needs to be sent back to Severn Trent Water, so that a risk assessment can be undertaken before the supply can be restored. The outcome of the risk assessment may result in the reconnection being undertaken by Severn Trent Water.

2. 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.

Severn Trent Water 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 Severn Trent Water's 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.

Severn Trent Water 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. All identified non-conformances will be reported to Lloyd's Register.