

## ***United Utilities Water Limited Addendum to WIRSAE Generic Code of Practice***

### ***United Utilities Water Limited – Scopes Recognised under the WIRSAE Scheme and Addendum to the WIRSAE Generic Code of Practice***

This document details the United Utilities Water Limited (UW) specific Code of Practice requirements for disconnections and reconnections for non-payment, and manifold meter exchanges <25mm, under the WIRSAE scheme for Accredited Entities (AE). This addendum should be read in conjunction with the WIRSAE Generic Code of Practice. UW do not currently recognise any other activities under this scheme. In the event of any conflict, the provisions of this Addendum shall apply. In order for the AE to operate in the UW region, the AE must be accredited as a WIRSAE provider by Lloyds Register and hold the relevant scope for the work they are undertaking. 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 UW addendum before they are able to undertake activities under the scheme. Prior to commencing any works, the AE must have undertaken an on-board meeting with United Utilities for each individual scope. The on-board meeting will be arranged by the appointing retailer each time an AE is employed to undertake works for the first time in the UW region under a scope. This addendum, along with all applicable documentation is published on the UW Website. The documentation outlines the specific operational requirements in the UW area of appointment and should be read in conjunction with the market codes by process references I2, I9, B4 & B6.

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#### **1. Scope**

UW recognises the Water Industry Accredited Entity Scheme (WIRSAE) and will allow AE's 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 meters sized 40mm sized supply (TDNHS).

Replacement meter in existing chamber/inside building up to and including 40mm sized supply (MIRMS) – This scope is restricted to Meter exchanges required for a Meter Accuracy Test and repair or replacement of a faulty meter performed by an AE (15mm -20mm manifold meters only)

#### **2. Metering Activities Addendum**

Meter exchanges for existing 15mm and 20mm manifold meters will be permitted to be undertaken by AE's registered as accredited WIRSAE providers for the following activities

Meter exchange for B4 - Meter accuracy test performed by an AE  
B6 – Repair or replacement of a faulty meter performed by an AE

For clarity, UUW does NOT currently permit AEs registered as accredited WIRSAE providers to undertake any of the following activities in the UUW region. These are defined in the Wholesale Retailer Code Part 3: Operational Terms as:

- Process B2 – Installation of a meter performed by an AE
- Process B4 – Meter accuracy test performed by an AE (meter exchange - inline and or 25mm or above)
- Process B6 – Repair or replacement of a faulty meter performed by an AE (meter exchange inline and or 25mm and above)
- Process B8 – Retailer requested change to size or location of meter performed an AE
- Process B9 – Retailer requested change of model of meter performed by an AE

#### **Permitted meter exchanges manifold 15mm and 20mm**

It is the AE's responsibility to ensure any information received from the Retailer is the same when on site. If any of the details are different then the AE must revert back to the Retailer for clarification.

All B4 and B6 requests for AE's to exchange the meter must be sent to [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk)

Details of the arrangements for procuring the water meter will be provided to AE's as part of their induction to operate in UUW region. AEs will be responsible for ordering meters as specified by the Retailer directly from United UUW. The decision as to what meter to fit at a property will remain with UUW and will normally be of a like for like basis.

Ownership of an asset provided under this scope will remain with AEs until accepted by UUW. Subject to full compliance with the Code of Practice requirements, UUW will take ownership of the asset once all the required information relating to the activity undertaken is received by UUW from the Retailer. Where any non-compliance is identified then United Utilities will communicate with AEs via the Retailer to enable appropriate corrective actions to be taken.

#### **Meters removed due to fault (B6)**

Meters removed by the AE, and not required for testing, are to be recycled. Removed meters must be returned to UUW's meter distribution store or some other place as directed by UUW.

#### **Meters removed for meter accuracy testing (B4)**

Testing will be undertaken by UUW's independent Meter test provider. The AE must ensure they have processes in place to follow the correct procedure for delivering meters to the test provider. Detail of the Test provider will be given as part of the induction to operate in UUW's region.

The AE must ensure the meter removed is to be tested and will be packaged in a sealable bag, meter end caps fitted and suitably packaged. The meter must be delivered to the test provider within 48 hours of removal UUW will not accept meters to be tested which are not packaged in the above way or appear damaged when unpacked. UUW recommend photographs are taken of the meter in situ prior to removal and after removal and packaging.

#### **Data Loggers / third party equipment attached to UU meters**

Where AE's exchange meters that has UUW loggers or ancillary equipment attached they should obtain approval and instructions from UUW prior to commencing work on the meter.

Where AEs exchange meters that has Retailer / third party has loggers or ancillary equipment attached they should obtain approval and instructions from their Retailer as to what to do with the equipment once removed.

Further information on our data logging equipment installation policy can be found on UUW's website at the following location: <https://www.unitedutilities.com/Business-services/retailers/key-retailer-forms/>

**NOTE - UUW installs AMR enabled meters the AMR unit is factory fitted to the meter on all 15mm and 20mm manifold meters and must not be removed.**

If for any reason the meter exchange does not and will not go ahead the new meter collected from UUW will be returned to UUW, within 2 months of collection, by the AE otherwise the Retailer will be charged for the meter

### Payment for meter exchange

Payment to AEs for any meters installed and associated activities undertaken under this scope will be the responsibility of the instructing Retailer. Retailers will be paid in line with the published charges scheme at the time of the meter exchange.

**Note** – where meters are found to pass the Meter Test (B4) no payment will be made to the Retailer, however, the Retailer will be charged for the Meter Test. Without limiting the activities in the AEs Scheme in any way, we do not guarantee the availability of an operable externally located controlling stop tap / gate valve for the AE to use to disconnect the supply to exchange the meter.

AEs should promptly report any damaged or faulty assets to the Retailer who will then submit the relevant request to UUW, who will then assess the priority of the work and the timescale for completing any repairs.

UUW do not accept liability for any losses incurred by the Retailer and/or the AE or Non-Household customer where the AE undertakes this activity. The AE or the Retailer may be recharged costs if any damage occurs to UUW assets or other network damage occurs.

### 3. Disconnections and Reconnections Activities Addendum

**UUW do not require any advance notice of the disconnection and the AE may perform the disconnection on their initial visit**

#### Temporary Disconnection requirements.

The AE shall undertake sufficient checks to ensure that the premises does not have a domestic occupancy or contain a 'Sensitive Customer' as defined in the Market Codes, and that the proposed disconnection point only affects the property in question, and the supply is not shared with other premises.

Temporary Disconnections must not be carried out:

- Before 8am and after 3pm on a weekday (Monday to Friday)
- On a weekend
- On a public holiday or on the Business Day immediately before a public holiday

The AE must inform UUW via an email to [CommercialDisconnections@uuplc.co.uk](mailto:CommercialDisconnections@uuplc.co.uk) within 30 minutes of the temporary disconnection having been completed. The email must contain the name of the AE organisation, the name of the individual who has conducted the disconnection activity, contact details, customer's name and full address including postcode, Market SPID and the date and time of the temporary disconnection.

The AE must also notify the relevant external agencies:-

- Environmental Health
- R.S.P.C.A – for any disconnections where any animals/livestock may be impacted

within 30 minutes of the temporary disconnection having been completed. Where the supply has been disconnected and reconnected on the same day, there is no requirement for Form I/01 and subsequent form I/04 to be submitted to UUW. In all other instances the Retailer will be required to submit Form I/01, completed in line with market code requirements, to UUW via email to [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk) within 1 business day of the temporary disconnection having been made to enable the Central Market Operator System to be updated.

The location of the water meter and/or controlling stop tap 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. The meter and/or stop tap shall be also be tagged (See Appendix A) and the final meter

reading should be noted where possible. The AE may also gain access to premises and isolate the supply at the internal stop tap / meter point within the premises.

- In a boundary box or other underground meter chamber – the water supply shall be isolated at the stop tap within the boundary box located on the water supply to the premises. The meter and/or stop tap shall be tagged (See Appendix A) and the final meter reading should be noted where possible.

Under no circumstances are AEs permitted to operate sluice valves to isolate supplies. Disconnection will be permitted only via the operation of controlling stop taps. Removal of meters and installation of no-flow devices is not permitted under the scope of this addendum.

Without limiting the activities in the AEs Scheme in any way, we do not guarantee the availability of an operable externally located controlling stop tap / gate valve for the AE to use to disconnect the supply.

AEs should promptly report any damaged or faulty assets to the Retailer who will then submit the relevant request to UUW, who will then assess the priority of the work and the timescale for completing any repairs.

UUW do not accept liability for any losses incurred by the Retailer and/or the AE or Non-Household customer where the AE undertakes this activity. The AE or the Retailer may be recharged costs if any damage occurs to UUW assets or other network damage occurs.

#### **Reconnection Requirements**

Where the AE has confirmed that the reconnection can proceed, they 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 off and tagged at the time of the temporary disconnection. A meter reading should be also taken at the time of reconnection where possible. Once the water supply has been reconnected the tag can be removed.
- Reconnection of premises should not occur unless the occupier of the premises is present

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

The AE must inform UUW via an email to [CommercialDisconnections@uuplc.co.uk](mailto:CommercialDisconnections@uuplc.co.uk) within 30 minutes of the reconnection having been completed. The email must contain the name of the AE organisation, the name of the individual who has conducted the reconnection activity, contact details, customer's name and full address including postcode, Market SPID and the date and time of the reconnection.

The AE must also notify the relevant external agencies:-

- Environmental Health
- R.S.P.C.A

within 30 minutes of the reconnection having been completed. Where the supply has been disconnected and reconnected on the same day, there is no requirement for Form I/01 and subsequent form I/04 to be submitted to UUW. In all other instances the Retailer will be required to submit Form I/04, completed in line with market code requirements, to UUW within 1 business day of the reconnection having been made to enable the Central Market Operator System to be updated.

#### **4. 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.

UUW and/or its agents may carry out inspections and may continue to monitor all elements of the AEs 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 UUW's minimum requirements will be advised to Lloyd's Register immediately as the administrators of the WIRSAE scheme.

To ensure 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.

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

**AEs are only permitted to undertake work as outlined in this document. If UUW believes that the Accredited Entity Scheme is not being complied with, then we reserve the right to withdraw the scheme or request that the AE is terminated.**

#### **APPENDIX A: TAGGING A TURNED OFF STOP TAP**

##### **United Utilities Water tagging requirements**

All temporary disconnections carried out by the Accredited Entities are required to be accompanied by the 'tagging' of the customer's meter/stop tap.

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

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

**Time; \_\_\_\_\_ Date; \_\_\_\_\_ AE name; \_\_\_\_\_**

The tag is to be placed on the meter and/or the stop tap that has been turned off.