



Wessex Water Services Ltd – Scopes Recognised under the WIRSAE Scheme and Addendums to the WIRSAE Generic Code of Practice

This document details Wessex Water Services Ltd. specific Code of Practice requirements under the WIRSAE scheme for Accredited Entities. 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 AE activities permissible in the Wessex Water Services Ltd. region

Operational Code processes permissible in the Wessex Water Services Ltd. region.

Part B - Metering	
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 the meter performed by an Accredited Entity
Process B9	Retailer requested change of meter performed by an Accredited Entity (other than a replacement following a fault or a change to the size or location of the meter)
Part I - Disconnections	
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

WIRSAE Accreditations permissible in the Wessex Water Services Ltd. region.

Meter Installations, Replacement and Meter Maintenance Activities	
MIRMS	Installation or replacement meter in existing chamber / inside building up to and including 40mm sized supply (Limited to 25mm in the Wessex region. See section 3 for more information)
MIRMA	Installation or replacement meter with pipework modifications and / or excavations works all sizes
Disconnections	
TDNHS	Temporary Disconnection and Re-Connection Non-Household Premises up to and including 40mm sized supply (Limited to 25mm in the Wessex region. See section 4 for more information)

WIRSAE Accreditations NOT permissible in the Wessex Water Services Ltd. region.

Meter Installations, Replacement and Meter Maintenance Activities	
MIRML	Installation or replacement meter in existing chamber / inside building over 40mm sized supply
Disconnections	
TDNHA	Temporary Disconnection and Re-Connection Non-Household Premises over 40mm sized supply
PDNHS	Permanent Disconnection of Non-Household Premises up to and including 40mm sized supply
PDNHA	Permanent Disconnection of Non-Household Premises over 40mm sized supply



2. General Requirements Addendum under the WIRSAE scheme

Addendum Overview

This document details the requirements of Wessex Water Services Ltd. (Wessex Water) for works performed for Retailers by Accredited Entities (AE) under the WIRSAE scheme and the market codes.

The document is designed for use by both Retailers and AE's.

Wessex Water reserves the right to amend this document without notice including the scope of permitted works at any time.

Associated Documents

All work undertaken by an AE must comply with this document and the latest published version of:

The Water Industry Act 1991

Water Supply (Water Fittings) Regulations 1999

The Wholesale Retail Code Part 3 Operational Terms Part B and Part I

WIRSAE Requirements Document

WIRSAE Generic Code of Practice

Wessex Water Services Limited Wholesale Meter Menu

It is the responsibility of the Retailer/AE to ensure that works are compliant with the latest version of the associated documents.

General exclusions to scope in the Wessex Water region.

Under no circumstances shall any work take place on a water main that is owned by Wessex Water.

Any work that involves an interruption to the supply of a premise(s) where there is no controlling valve to isolate the supply is excluded from the permitted scope of works.

Affiliation with Wessex Water Services Ltd.

The affiliation and/or use of the Wessex Water brand and/or logo by a Retailer or AE is strictly prohibited.

Use of Surface BPM

The use of Surface BPM is strictly limited to Retailers who hold an active user account. All proposals to undertake AE work and subsequent updates must be made through Surface BPM.

Communication Arrangements

Wessex Water will only discuss proposed works directly with Retailers except where stated below.

AEs are required to contact Wessex Water within 30 minutes of arrival on site and within 30 minutes of leaving site. This can be communicated direct either by the AE or via the Retailer.

All site arrival notifications should be communicated through Wessex Water's Wholesale Service Desk telephone number on 0330 123 1122.



AEs are required to hold details on site of Wessex Waters contact telephone number at all times.

In the event of an unplanned change to services or any other emergency, Wessex Water must be notified immediately. In the event of an emergency, Wessex Water reserves the right to undertake rectification work itself or request the work of the AE.

Any non-urgent requirements to deviate from an approved scope of works identified on site must be communicated by the Retailer to Wessex Water for approval prior to the work continuing.

Out of Hours Communication Arrangements

Retailers are required to provide Wessex Water with any out of hours emergency contact arrangements for AE work.

Advance Notification of Works

Retailers are required to provide Wessex Water with advance notification of all proposed AE works.

The minimum required notification periods are defined in The Wholesale Retail Code Part 3 Operational Terms Part B and Part I. In the absence of a defined advance notification timescale in the operational code, Wessex Water will require a minimum notification period of 5 business days.

The submission of a proposed AE activity by a Retailer that complies with the minimum advance notification timescale is not a guarantee that the proposed works can commence on the date proposed.

Approval of proposed AE work will be given to Retailers via Surface BPM along with any additional requirements.

Wessex Water reserves the right to cancel work at any time if any agreed requirement of an approval or of the associated documents is not met.

Additional Information Requests

At any point, Wessex Water may request additional information from a Retailer. Wessex Water reserves the right to decline any request by a Retailer to undertake AE work where information requested has not been provided adequately or within the required timescales of the request.

Third Party Notices and Consents

Wessex Water is not responsible for the issue of notifications or requests of consent for any AE work undertaken. The Retailer will be responsible for providing the required evidence as part of the advance notification process as detailed within the requirements of the Operational Code.

Where there is a need to interrupt the supply to a premise(s) to undertake approved work, it is the responsibility of the Retailer/AE to provide adequate notification to the premises affected.

AE On Site Identification

All AE's are required to carry appropriate identification whilst on site and be able to produce that identification if requested to do so by Wessex Water or a member of the public.

In addition to the requirements specified in WIRSAE Requirements Document, AE's are required to have on site the following information.



- The main customer contact telephone number for the Retailer.
- Wessex Water's Wholesale Service Desk telephone number.
- Wessex Water's internal reference ID for the agreed AE work.

All enquiries of a non-urgent nature from customers or members of the public should be directed to the Retailer in the first instance.

Hygiene Requirements

All work undertaken by an AE must comply with the hygiene requirements detailed within the associated documents.

For all work other than survey work, a suitable method of disinfection for fittings, tools and equipment must be available on site at all times and used appropriately.

Fittings and Materials

All work undertaken by an AE must comply with the fittings and materials requirements detailed within the associated documents.

Adoption and Liability Periods of AE Work

In general, Wessex Water will adopt an asset or works in the immediacy following the completion of the market process.

Wessex Water will hold the Retailer accountable for any rectification works and associated costs required as a result of a defect up to 12 months (60 months for reinstatement defects raised by the highways authority) from the date of work completion regardless of the AE's current accreditation status and/or trading status at the time in which a defect is identified.

Wessex Water will also hold the Retailer who commissioned the AE work accountable for any rectification works during the liability period regardless of whether the SPID still has a relationship with the Retailer or not at that time.

In all circumstances, defects requiring rectification works to either be undertaken by Wessex Water or the AE will be communicated to the Retailer in the first instance.

Relocation of Existing Meters

Any relocation of a meter owned by Wessex Water under any permissible work will require prior approval.

Retention of Removed Meters

Meters that are removed for the purposes of any metering or disconnection work shall either be returned to Wessex Water or retained by the Retailer/AE for a period of 3 months before disposal. Wessex Water reserves the right to request the return of a removed meter up to 3 months from the date of removal from the Retailer.

General Charges

Any cost incurred by Wessex Water for either rectification or completion of works will be charged at cost to the Retailer who commissioned the AE to undertake the work. Wessex Water reserves the right to undertake the works or request the works to be completed by the AE.



The decision for rectification works to either be undertaken by the AE or by Wessex Water or completion of works by Wessex Water is final.

Rectification costs may include but are not limited to the following:

- Labour and Materials including Fittings
- Water Quality Sampling
- Disinfection Activities
- Issue of Notices
- Legal Administration

Any costs incurred by Wessex Water as a result of a late or inaccurate market data submission that is a result of either the action of the Retailer or AE will be charged at cost. In addition any site visits incurred by Wessex Water to confirm market data where it is proven that the market data provided by the Retailer is incorrect will also be charged at cost.

Wessex Water will not be liable for any third party losses or claims as of a result of AE work.

Any costs incurred by Wessex Water to reinstate data logging equipment after work has taken place will be charged at cost.



3. Metering Activities Addendum

Metering exclusions to scope in the Wessex Water Services Ltd. region.

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

- Metering work where the proposed meter and/or in situ meter exceeds 25mm in size.
- Metering of supplies other than cold water supplies.
- Meters that create a sub arrangement.
- Premises requiring the installation of more than 1 meter to record the total consumption.
- The installation of loggers and associated connections to a meter.

Wessex Water will undertake work on meters that are greater than 25mm in size and/or the installation of connections for a logger under the appropriate market process when requested to do so. All other exclusions are not permissible under any circumstances.

Non-Household Meter Menu

New meters as part of new installations or replacements must be of a type listed within the wholesale meter menu.

Wessex Water is not responsible for the provision of new meters for work undertaken as part of AE permitted scopes of work.

Meter Sizing and Selection

Wessex Water is not responsible for sizing a meter to the requirements of the premise that is to be supplied.

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

The Retailer/AE will ensure that the meter size requested is adequate to meet the water demand requirements of the customer and also that the meter will record accurately.

Retailer requests for changes in meter size or new meter installations must be supported with indicative flow rates based on the demand of the premise owner/occupier. Provision of supporting logger data from the retailer is likely to reduce the likelihood of delays in processing a metering application. The supporting data must take into account all of the premise owner's/occupier's flow and demand requirements especially those for fire protection and firefighting purposes. Notional meter size changes will not be carried out.

Where necessary, the Retailer/AE should access the meter manufacturer's specifications for the meters available from the wholesale meter menu.

If Wessex Water agrees to the installation of a new meter by an AE at the Retailer's request and the new meter has an adverse effect on the supply to the premises, Wessex Water 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.



Meter Locations

The agreed location of a meter will not change or determine Wessex Water's ownership of an asset and/or pipework.

Meters should be installed at the location in which the point of responsibility for pipework and/or assets changes from the responsibility/ownership of Wessex Water to privately owned. In general, meters should be installed at the boundary of the highway in which the connecting water main is laid where possible or no greater than a distance of 1m from its curtilage.

New meters should be installed in an accessible location that must not pose a risk to health and safety when accessing the meter.

When a meter cannot be installed within the highway (carriageway, footway or verge) or within 1m of its curtilage, it is the responsibility of the Retailer/AE to submit a drawing of the proposed location to Wessex Water for approval along with the reasons why a highway install is impractical/infeasible.

In the event of shared ownership of pipework not owned by Wessex Water, new meters should be installed at an appropriate location where the full length of pipework can be metered for the premise. For example, an appropriate location would be a location immediately downstream of a point separating responsibility usually by a branch in pipework.

At the same location of any new meter installation, a controlling stop tap must be installed on the inlet to the meter.

In the event that there is no existing chamber, a sealed boundary box should be installed to house the meter. Where this is not possible, a chamber can be constructed using concrete sections. There should be adequate room left around the meter body to enable access and prevent contamination.

Meter chambers should not be installed in areas like flower beds or lawns. Meters should be installed at an accessible depth and be adequately protected against frost.

Covers for meter chambers should not be locked or require a specific piece of apparatus to lift or open and should be of an appropriate type for the locations use.

Meter Accuracy Tests

Wessex Water will only accept meter accuracy test certificates issued by an accredited testing house. Wessex Water will not accept the results of any in situ test undertaken. Meters removed for the purposes of an accuracy test must be replaced with a meter of the same size selected from the wholesale meter menu.

Metering Additional Data / Information Requirements

Wessex Water will require the submission of the following information by Retailers when work is completed by an AE in addition to the WIRSAE and Operational Code requirements.

- Photographs of meters removed showing the last reading and serial number of the meter.
- Photographs of new meters installed showing the start reading and serial number of the meter.
- Photographs of any new chambers constructed or modification to an existing chamber.
- Photographs of any pipework exposed clearly showing the pipework material.



Metering Charges and Credits

Upsize metering requests applied for under process B8 of the market codes may be subject to infrastructure charges as per the latest version of Wessex Waters Wholesale Charges Scheme. If applicable, a quote for the charges will be provided to the Retailer requiring acceptance before the metering work can take place.

Credits payable to Retailers for the replacement of faulty meters or meter accuracy tests where the meter fails the test will be credited at the current value of the non-primary charges detailed in the Wholesale Charges Scheme. It is the responsibility of a Retailer to submit evidence as to whether infrastructure costs were incurred or not within 1 month of the replacement of the meter. Wessex Water reserves the right to credit the value of new installations not requiring infrastructure modification where it is deemed that modification was not required and/or necessary.



4. Disconnections/Reconnections Addendum

Disconnection/reconnection exclusions in the Wessex Water Services Ltd. region.

Permanent disconnections under any process are excluded from the permitted scope of works.

Unmetered supplies where the communication pipe (Connecting pipe owned by the Adopting Utility) is greater than 32mm (32mm metric external diameter or 1 inch imperial internal diameter) or metered supplies where the meter is greater than 25mm are also excluded from the scope of permitted works.

The above mentioned exclusions will on request be undertaken directly by Wessex Water under the appropriate market process.

No work outside the scope of the listed I processes in section 3.1 must be undertaken. For example and not limited to, changes to meter sizes, locations, changes to pipe diameters etc. must be carried out separately using the appropriate market process.

Disconnection Methods and Location of Disconnections

Metered supplies must be disconnected at the meter. In the absence of a meter, at the main control valve.

If an external control valve does not exist, the disconnection must include the installation of a control valve and appropriate chamber.

The above excludes where a premise is solely supplied from an internal pipe and the only available disconnection location is within the premise itself.

All open ended pipework and fittings must be suitably capped to prevent contamination and/or misuse.

Where a disconnection can be performed without the disconnection of pipework a suitable flow prevention cap must be used or an appropriate locking device installed on the control valve.

Wessex Water at its discretion in the case of an emergency or an immediate need to reconnect a supply reserves the right to remove any locking device installed and will not be liable for any damage incurred during its removal of said device.

Reconnection of Metered Supplies

Meters that are removed as part of a disconnection are not permitted to be used again. A new meter of the same size must be installed as part of a reconnection.

If a meter is left in situ as part of a disconnection for 3 months or more, it must be replaced as part of a reconnection.

All new meters installed must be of a type listed in Wessex Water's meter menu downstream of any control valve in situ.

If a data logging device and fittings owned by Wessex Water is to be removed, prior approval must be sought by the Retailer with Wessex Water as to the arrangements of its removal and return to Wessex Water.



It is the responsibility of the Retailer to make similar arrangements themselves with the appropriate parties for any loggers or equipment not owned by Wessex Water.

Reconnection Water Quality Requirements

Where there is a significant risk to Water Quality Wessex Water reserves the right to carry out the reconnection itself.

Where a supply has been disconnected for a period of less than 1 month, the length of pipe supplying the disconnection location should be adequately flushed to turn over the pipe volume 2.5 times. If it is unclear as to the length of pipe to be flushed, on request Wessex Water can provide the required flushing duration and flow rate.

Where a supply has been disconnected for a period greater than 1 month or at Wessex Waters discretion for any time period, Wessex Water where appropriate will provide the Retailer/AE with any further instructions to be carried out before a supply is restored.

Disconnection and Reconnection Additional Data / Information Requirements

Wessex Water will require the submission of the following information by Retailers when work is completed by an AE in addition to the WIRSAE and Operational Code requirements.

Additional Data / Information Requirements for Disconnections

- Photographs of meters removed showing the last reading and serial number of the meter.
- Photographs of all disconnection points clearly showing the method of disconnection/isolation and any new control valves installed.
- Photographs of any pipework exposed clearly showing the pipework material.
- Location information must be provided for all disconnection points including a location description and approximate grid reference / GPS co-ordinates if the location is external.
- Approximate internal diameter of the communication pipe and private supply pipe.

Additional Data / Information Requirements for Reconnections

- Photographs of any new meters installed showing the current reading and serial number of the meter.
- Photographs of any modification of pipework or chambers including lids clearly showing the modifications.

Disconnection and Reconnection Charges

Reconnections applied for under process I12 of the market codes may be subject to infrastructure charges as per the latest version of Wessex Waters Wholesale Charges Scheme. If applicable, a quote for the charges will be provided to the Retailer requiring acceptance before the reconnection can proceed.

Wessex Water will not be liable for any compensation claims raised by premise owners/occupiers either intended to be disconnected/reconnected or premise owners/occupiers unintentionally disconnected/reconnected where Wessex Water is not at fault.



5. Inspections

Wessex Water reserves the right to attend site to inspect AE works without prior notification.

Wessex Water reserves the right to stop any works in progress where it deems necessary. The following reasons may apply but not limited to:

- Non-compliance by a person or works of the associated documents.
- Deviation from an approved scope of works.
- Risks or infringements of Water Quality.
- Risks or infringements of Health and Safety.
- Damage to Wessex Waters assets.

All site inspections will be notified to the Retailer and if appropriate WIRSAE.

[Insert Wholesaler signature]

Ryan Davies – Head of Wholesale Customer Services

Wessex Water Services Ltd.

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