

# WIRASE Accredited Entities

United Utilities Operational Requirements

Castlerigg, near Keswick

# WIRSAE – United Utilities Operational Requirements

## Scope

United Utilities supports the appointment of Accredited Entities to carry out work at non-household premises and will allow a retailer to appoint an accredited entity to undertake the following activities :

- Temporary Disconnection  $\leq 40\text{mm}$  for non-household premises
- Reconnections
- Meter exchanges Manifold 15mm and 20mm for B4 and B6 processes

All disconnections, reconnections and meter exchanges must be undertaken in line with

- ***WIRSAE Code of Practice***
- ***United Utilities Water Limited Addendum to WIRSAE Code of Practice\****

\*We do not require any advance notice of the disconnection and the Accredited Entity may perform the disconnection on their initial visit. The AE may visit a premises at any time, however, there are some restrictions on when disconnections can be executed

\*\* We do require to be notified when a Retailer requests an AE to carry out a 15mm or 20mm manifold meter exchange for B4 or B6

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## Disconnections

It is the AE's responsibility to undertake sufficient checks before completing the disconnection. This is to ensure the premises is not :

- A property with a domestic element
- A sensitive customer

The AE must also ensure that the proposed disconnection point only affects the property in question and that the supply is not shared with other premises. They need to be able to provide evidence of this for auditing and performance reporting purposes.

Temporary Disconnections may **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 the public holiday

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## Disconnections

Once the required checks have been completed, the AE has completed the Temporary Disconnection and applied the relevant tag, they must inform us via an email to [CommerciaDisconnections@uuplc.co.uk](mailto:CommerciaDisconnections@uuplc.co.uk), within 30 minutes of the Temporary Disconnection being completed and be able to provide evidence of this for auditing and performance reporting purposes.

The email **MUST** contain the following:

- The name of the AE Organisation
- The name of the individual who has completed the Temporary Disconnection
- Contact details
- Customer's name
- Customer's full address including Postcode
- Market SPID
- Date and time of the Disconnection

It is also the AE's responsibility to notify the relevant external agencies within 30 minutes of the Disconnection being completed, this includes:

- Environmental Health
- R.S.P.C.A – for any Disconnections where any animals/ livestock may have been impacted

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## Disconnections

Following the Disconnection, the Retailer/AE will be required to submit Form I/01, completed in line with Market Code requirements, to us via email to [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk) within 1 Business Day of the Temporary Disconnection having been made. This is to allow us to update the Central Market Operating System in accordance with our MPS commitments.

Where the supply has been Disconnected and Reconnected in the same day, there is no requirement for the I/01 form or the subsequent I/04 form.

A regular performance meeting will need to be agreed between the Accredited Entity and U UW. Records must be kept up to date to allow reporting against;

- The number of planned visits to premises within a defined period
- The number of actual disconnections vs successful and aborted visits
- Records that only supplies that are <=40mm are disconnected
- Records that relevant checks have been undertaken before disconnections are commenced
- Records that disconnections are performed within agreed hours
- Records of reconnections
- Records of any wholesaler interactions (including time between disconnection taking place and contact with wholesaler/form submission)

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## Reconnections

Where the Accredited Entity 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 also be 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.
- Relevant Checks have been undertaken with the customer to ensure the supply has been satisfactorily restored and that there are no resulting supply issues

Any subsequent liabilities arising from the supply being reconnected will rest with the Accredited Entity and the Retailer

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## Reconnections

The Accredited Entity must inform us 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 following:

- The name of the Accredited Entity Organisation
- The name of the individual who has completed the Reconnection activity
- Contact Details
- Customer's name
- Customer's full address and postcode
- Market SPID
- Date and time of Reconnection

It is also the Accredited Entity's responsibility to notify the relevant external agencies within 30 minutes of the Disconnection being completed, this includes:

- Environmental Health
- R.S.P.C.A – for any Disconnections where any animals/livestock may have been impacted

# WIRSAE – United Utilities Operational Requirements

## Reconnections

Following the Reconnection, the Retailer/AE will be required to submit Form I/04, completed in line with Market Code requirements, to us via email to [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk) within 1 Business Day of the Reconnection having been made.

This is to allow us to update the Central Market Operating System in line with our MPS commitments.

Where the supply has been Disconnected and Reconnected in the same day, there is no requirement for the I/01 form or the subsequent I/04 form.

The AE will need to be able to provide evidence of the above for auditing and performance reporting purposes.



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## B4 - Meter accuracy test (meter exchange manifold 15mm and 20mm meters)

The Retailer will notify U UW that they intend to request an AE to carry out a meter exchange so it can be tested. The notification will be sent by email to [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk) and must include:

- The name of the AE Organisation
- Contact details of AE organisation (to arrange suitable time to collect new meter)
- Customer's name
- Customer's full address including Postcode
- Market SPID
- Date and time planned meter exchange

The AE will collect a new meter for the exchange from U UW (Details where to collect from will be given at the AE induction).

Once removed the meter will have cap ends installed, be placed in a sealable bag, suitably packaged and delivered by the AE to the U UW appointed Meter Testing facility within 48 hours of exchange.

The Retailer shall return within 24 hours all meter readings from the removed meter and newly installed meter to BMS using the following email address [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk) This is to allow us to update the Central Market Operating System in line with our MPS commitments.

It is the AE's responsibility to return the removed meter to U UWs meter distribution store.

If for any reason the meter exchange does not and will not go ahead the new meter collected from U UW will be returned to U UW by the AE within 2 months of collection.

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## B6 – Repair or replacement of a faulty meter (manifold 15mm and 20mm meters)

The Retailer will notify UUW that they intend to request an AE to carry out a meter exchange due to a fault. The notification will be sent by email too [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk) . Details to be sent are below

- The name of the AE Organisation
- Contact details of AE organisation (to arrange suitable time to collect new meter)
- Customer's name
- Customer's full address including Postcode
- Market SPID
- Date and time planned meter exchange

The AE will collect a new meter for the exchange from UUW (Details where to collect from will be given at the AE induction).

The Retailer shall return, within 24hours, all meter readings from the removed meter and newly installed meter to BMS using the following email address [WholesaleServiceDesk@uuplc.co.uk](mailto:WholesaleServiceDesk@uuplc.co.uk) This is to allow us to update the Central Market Operating System in line with our MPS commitments.

It is the AE's responsibility to return the removed meter to UUWs meter distribution store.

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 by the AE within 2 months of collection.

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## Inspections

Auditing of this scheme will be set out in accordance with the Water Industry Accredited Entity Scheme requirements document and will be carried out by the administrators of the scheme, being Lloyd's register.

United Utilities may carry out inspections and may continue to monitor all elements of the Accredited Entities performance, to ensure compliance with all required technical standards and specifications. Inspections will also include supporting processes relating to transactions that have a financial implication and ensuring that full data compliance is being achieved.

To ensure the smooth running of these checks, Accredited Entity's will be required to keep appropriate records for audit purposes in line with WIRSAE Generic Requirements Document.

United Utilities may carry out a planned inspections of all works undertaken by AE's and may also review the work in course of its normal operations. Where any damage has been found to have been caused to the UUW infrastructure, the AE shall indemnify and hold UUW harmless for any costs, losses and liability of any kind and all identified non conformances will be reported to Lloyd's Register.



Water for the North West