



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

This document details Yorkshire Water’s (YW) 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 LRQA website at the following location:

<https://www.lrq.com/en-gb/utilities/wirs-wirsa/wirs-accreditation/>

In addition to being accredited, AEs and Retailers must engage with YW prior to commencing any works to:

- confirm accreditation status for TDNHS and TDNHA;
- assure understanding of YW published policies and standards;
- agree operational approaches;
- enter into legal agreement;

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

Yorkshire Water (YW) 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:

- a) Temporary Disconnection and reconnection Non-Household Premises up to and including 40mm sized supply.
- b) Temporary Disconnection and reconnection Non-Household Premises over 40mm sized supply.

2. Metering Activities Addendum

At this time, YW does not recognise any metering activity AE scopes.

3. Disconnection and Reconnection Activities Addendum

Temporary Disconnections

YW require prior notice of request to disconnect and will complete an internal risk assessment with 2 business days (BD) of notice, unless agreed otherwise. If request for disconnection is rejected, YW will outline the reasons clearly.

YW reserve the right to carry out temporary disconnections if it is deemed high risk or non-standard activity. Examples of these include (but not exclusive to):

- Removal of Non-MSM meters
- Internal disconnections
- YW data logging equipment on the meter
- Repeated illegal reconnections
- Disconnections required outside of hours outlined below

When disconnection takes place, the AE must leave name, address and 24/7 contact details in the chamber. They must also provide YW notice as it takes place through agreed methods.

A standard temporary disconnection must be carried out between 8am and 3pm Monday to Thursday and between 8am and 12pm on a Friday. They cannot be carried on a weekend, a public holiday including the business day before a public holiday.

If a meter is removed to facilitate a disconnection, the AE must adhere to all obligations in the metering Generic Code of Practice and YW may charge the AE for any meters that fail to work following installation as part of reconnection.

Where meters have YW data loggers/ ancillary equipment attached the AE must follow the non-standard temporary disconnection process.

Where meters have retailer or third-party data loggers/ ancillary equipment attached the AE should obtain instructions from their Retailer

If an AE impacts any other customers supply, and YW have to reconnect, we will recover all reasonable costs from the AE.

Temporary Reconnections

YW require notice of standard reconnection as soon as it takes place through agreed methods.

YW reserve the right to carry out temporary reconnections if it is deemed high risk or non-standard activity. Examples of these include (but not exclusive to):

- Reinstallation of Non-MSM meters
- Internal reconnections
- Reconnection after 14 days to manage any water quality risks
- Reconnections required outside of hours outlined above

The AE shall ensure the customer is made aware to flush their supply of stagnant water following reconnection.

3. Inspections

YW reserve the right to inspect the AE work at any time and will make LRQA aware of any instances where the work falls below all policies and standards.

YW health and safety principle is “safe and well every day” and if we identify or are 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 we reserve the right to contact LRQA to stop the AE working in the Yorkshire region.