



Dŵr Cymru
Addendum to WIRSAE General Code of
Practice

Dŵr Cymru Cyfyngedig Addendum to WIRSAE General Code of Practice

Contents

1. Introduction	3
2. Scope of AE activities permissible in the Dŵr Cymru area	3
3. General Requirements associated with any activities carried out by an AE in accordance with the WIRSAE.....	3
3.1 Overview	3
3.2 Associated Documents.....	3
3.3 Exclusions.....	4
3.4 Notifications.....	4
3.5 Suspension of work.....	4
3.6 Damage to Dŵr Cymru apparatus.....	4
3.7 Liabilities	4
3.8 Cost recharge	5
4. Temporary Disconnection and Reconnection Activities Addendum	5
4.1 Temporary Disconnections	5
4.2 Reconnection	6
5. Inspections.....	6
Appendix 1: Tag for disconnected supplies	7

Version Number	Date of Issue	Modifications to previous issue
1.0	1 April 2020	First version of document
2.0	22 March 2021	Change of Wholesale website details
3.0	18 February 2022	Minor general text amendment
4.0	8 August 2022	Change from Lloyds Register to LRQA

This document is available in Welsh on request.

1. Introduction

This document details the Dŵr Cymru specific Code of Practice requirements for Accredited Entity (AE) providers under the Water Industry Registration Scheme - Accredited Entity. (WIRSAE). An AE must be accredited as a WIRSAE provider by LRQA and adhere to the criteria detailed in this addendum. Further details of the WIRSAE 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-wirsae/wirs-accreditation/>

In addition to being accredited under WIRSAE, AEs must confirm that they will adhere to the Dŵr Cymru addendum before they will be able to undertake any activities under the scheme. A copy of the addendum and acceptance form is available from the Dŵr Cymru Wholesale Service Centre at:

PO Box 3164

Cardiff

CF30 0FF

Email: wholesaleservicecentre@dwrcymru.com

Website: <https://wholesale.dwrcymru.com>

Telephone: 0800 260 5053

2. Scope of AE activities permissible in the Dŵr Cymru area

Dŵr Cymru recognises the WIRSAE and will allow AEs under this scheme to carry out the following defined activities on behalf of Retailers:

- Temporary Disconnection and Re-Connection for Non-Household Premises up to and including 40mm sized supplies.

Dŵr Cymru **DOES NOT** allow AEs registered as WIRSAE providers to carry out temporary disconnections or reconnections on over 40mm size supplies, any permanent disconnections, or metering activities.

3. General Requirements associated with any activities carried out by an AE in accordance with the WIRSAE

3.1 Overview

This document details the general requirements of Dŵr Cymru for works performed on behalf of Retailers by AEs under WIRSAE. Dŵr Cymru reserves the right to make amendments to this document without notice. AEs who have confirmed acceptance of the Dŵr Cymru addendum will be informed when this document is updated and will be required to re-confirm that they will adhere to the updated addendum.

3.2 Associated Documents

Any work undertaken by an AE must comply with the latest published version of:

- The Water Industry Act 1991
- The Water Supply (Water Fittings) Regulations 1999
- The Wholesale Retail Code
- WIRSAE Requirements Document
- WIRSAE Generic Code of Practice
- Any Welsh Government legislation applicable to properties with Dŵr Cymru's statutory area

3.3 Exclusions

No third party is authorised to commence any AE activities authorised within Dŵr Cymru's statutory area until they have been awarded WIRSAE accreditation and they have notified Dŵr Cymru of their acceptance of this addendum.

No AEs are authorised to operate any Dŵr Cymru network valves, work on any Dŵr Cymru water mains or meters or to disrupt the transfer of information to a data logger.

3.4 Notifications

No later than 1 hour prior to carrying out any activities authorised by this addendum, the AE must notify the Dŵr Cymru Wholesale Service Centre of the address where they will be carrying out those activities and the name and contact number for the person who will be carrying out the activities.

3.5 Suspension of work

Dŵr Cymru and any of its staff may instruct an AE to suspend any activities if it believes they:

- are not being carried out in accordance with the WIRSAE or this addendum;
- may impact the supply to any other customers;
- may cause damage to any Dŵr Cymru apparatus;
- may cause injury or ill health to persons or damage to property;
- may affect the public drinking water supply; or
- are not being carried out in accordance with the applicable health and safety standards.

3.6 Damage to Dŵr Cymru apparatus

If during the course of carrying out any activities associated with this addendum an AE damages any Dŵr Cymru asset the AE should immediately contact Dŵr Cymru's Wholesale Service Centre.

Dŵr Cymru will rectify the damage and recharge its costs to the AE in accordance with its Wholesale Tariff Document

3.7 Liabilities

The AE shall indemnify Dŵr Cymru against any claim or action by any third party and any liability for breach of any action, regulation, code, code of practice or byelaw arising out of any failure by the AE to carry out works in accordance with this addendum.

Dŵr Cymru does not accept liability for any losses incurred by the Retailer or AE during the carrying out of any activities associated with this addendum.

3.8 Cost recharge

If the AE is invoiced by Dŵr Cymru for any costs associated with this addendum, the costs will be payable within 14 days of the date of the invoice. Dŵr Cymru reserves the right to suspend the authorisation for an AE to work within its area if payment of its costs is not received within the required timescale.

4. Temporary Disconnection and Reconnection Activities Addendum

4.1 Temporary Disconnections

The AE must carry out a detailed survey prior to the proposed disconnection to ensure that this will not impact any other customer. If the disconnection proceeds without checks and other customers are affected the AE must carry out an emergency reconnection within 2 hours. If the AE is unable to carry out the reconnection within this timescale they must notify Dŵr Cymru within 1 hour of the disconnection. Dŵr Cymru will then reconnect the supply and recharge its costs to the AE.

Disconnections by an AE cannot be carried out within Dŵr Cymru's area:

- before 8am on a weekday;
- after 3pm Monday to Thursday;
- after 12 noon on a Friday;
- on a weekend;
- on a public holiday; or
- on a business day immediately before a bank holiday.

The AE must immediately inform the Retailer after the disconnection has been carried out and the Retailer must immediately inform Dŵr Cymru's Wholesale Service Centre providing the customer name, site address, SPID and the meter reading at the time of the disconnection.

If the metered or unmetered supply is located:

Within the building: the supply should be isolated on the internal stop tap to the premises and the meter and /or stop tap tagged (see standard tag in Appendix 1) and where possible the stop tap should be secured by a clamp or lock;

In a boundary box: the supply should be isolated within the boundary box and tagged (see standard tag in Appendix 1) and clamped.

Dŵr Cymru does not permit the AE to remove any of its meters.

If the disconnection requires the operation of a network valve the supply must not be disconnected by an AE but referred to the Retailer who will contact Dŵr Cymru.

Dŵr Cymru does not guarantee the availability of an operable outside stop tap. Retailers or AE's should report any damaged or faulty assets and Dŵr Cymru will assess the priority of the work and the timescale for any repair.

4.2 Reconnection

The supply should be restored and any tag removed.

Sufficient water should pass through the meter to ensure the digits turn, the connection is checked for leaks and water is flushed through the customers supply system to ensure there is no discolouration of the water supply. Prior to leaving the site the AE should verify that the customer is satisfied that their property is back on supply without any ongoing issues. The AE should also ensure that check with the customer that restoration hasn't caused any internal flooding or pressure issues. Any liabilities resulting from the supply being reconnected will rest with the AE and the Retailer.

The AE must immediately inform the Retailer after the reconnection and the Retailer must immediately inform Dŵr Cymru providing the customer name, site address, SPID and the meter reading at the time of the reconnection.

Any reconnection for a supply that has been disconnected for more than one month needs to be referred to Dŵr Cymru so a risk assessment can be undertaken before the supply is restored. The outcome of the risk assessment may result in the reconnection being undertaken by Dŵr Cymru.

5. Inspections

Auditing of the WIRSAE scheme will be set out in accordance with the WIRSAE requirements documents and will be carried out by LRQA, the administrators of the WIRSAE.

Dŵr Cymru will carry out inspections (without notice) and will continue to monitor all elements of an AE's performance, to ensure compliance with all required WIRSAE standards and specifications and the Dŵr Cymru addendum. Any identified non-conformance will be immediately advised to LRQA and Dŵr Cymru reserves to right to suspend or terminate an AE's authorisation to work within its area.

Appendix 1: Tag for disconnected supplies

All temporary disconnections carried by an AE are required to have tags attached to stop taps or placed within boundary boxes as appropriate. Tags left in external locations should be adequately protected to minimise damage by weather conditions.

The following text should be included in a tag left by an AE, with the relevant information completed. Please ensure no Dŵr Cymru's information is specified on the tag.

Your water supply has been disconnected on (date of disconnection) by (AE name) on behalf of your Retailer (Retailer name).

Please contact (Retailer Name and telephone number) to arrange the reconnection of your supply.

It is an offence to tamper with this apparatus or to attempt to reconnect your supply.