



Dŵr Cymru Addendum to the WIRSAE General Code of Practice

Dŵr Cymru Cyfyngedig Addendum to WIRSAE General Code of Practice

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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 \(WIRSAE\)](#). AEs must sign a Dŵr Cymru Agreement confirming that they will adhere to the [Dŵr Cymru Addendum](#) before they are permitted to undertake any activities under the scheme. Please contact our Wholesale Service Centre at wholesaleservicecentre@dwrcymru.com or 0800 260 5053 with any queries.

2. General Requirements

2.1 Timing of works

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

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

No later than 1 hour prior to carrying out any temporary disconnection or reconnection, the AE must notify the Dŵr Cymru Wholesale Service Centre of the site address and the contact details for the person who will be carrying out the activity.

2.2 Exclusions

AEs are not 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.

2.3 Damage to Dŵr Cymru apparatus

If during the course of carrying out any activities 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 Charges Document](#).

2.4 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. Temporary Disconnection and Reconnection Activities Addendum

3.1 Temporary Disconnection

If the disconnection impacts other Dŵr Cymru 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 and Dŵr Cymru will reconnect the supply and recharge its costs to the AE.

3.2 Reconnection

If the disconnection proceeds 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.