



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

This document details the Northumbrian Water Limited 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 LRQA website at the following location:

<https://www.lrqa.com/en-gb/utilities/wirs-wirsae/>

Contents

- 1. Scope of AE activities permissible in the Northumbrian Water and Essex & Suffolk Water regions**
 - 2. Metering Activities Addendum**
 - 3. Disconnection and Reconnection Activities Addendum**
 - 4. Inspections**
-
- 1. Scope of Accredited Entities activities permissible in the Northumbrian Water and Essex & Suffolk Water region**

Northumbrian Water Limited (NWL) 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 Re-Connection Non-Household Premises up to and including 40mm sized supply.
- b) Temporary Disconnection and Re-Connection Non-Household Premises over 40mm sized supply.

2. Metering Activities Addendum

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

3. Disconnections/Reconnections

NWL's AE scheme is limited only to temporary disconnections requested by the retailer in relation to non-payment and any associated reconnections.

NWL does not require advanced notification where an AE is undertaking a temporary disconnection or reconnection for non-payment.

When undertaking temporary disconnections or reconnections under no circumstances are meters to be removed as part of the AE's activity.




If another customer that is not intended to be disconnected, is disconnected due to unforeseen circumstance not picked up in the planning stage, the AE shall restore the supply as soon as practicable after they are made aware and no longer than within one hour of this notification. The retailer will be charged if NWL are required to take action to rectify the unintended disconnection due to a failure of the AE to restore the customer's supply as above.

When undertaking re-connections if a supply has been disconnected for more than 7 days the AE shall ensure the associated water system is flushed in accordance with general water hygiene good practice specified by HSG274 Part 2.

NWL reserves the right to permanently disconnect temporary disconnected supplies if the duration of the temporary disconnection exceeds a period of 3 months.

4. Inspections

NWL reserves the right to inspect AE work at any time during the progress of the works being undertaken by the AE


[Mark Wilkinson \(Feb 27, 2024 15:14 GMT\)](#)

Mark Wilkinson
Head of Income
Northumbrian Water Limited

Version 4.0

Date Published: 27th February 2024

NWL - 2024 02 27 - WIRSAE Code of Practice Addendum Document

Final Audit Report

2024-02-27

Created:	2024-02-27
By:	David Pearse (dave.pearse@nwl.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAA5bj1AcD8U6yAwLEyV6ssY6NumzJuJeOu

"NWL - 2024 02 27 - WIRSAE Code of Practice Addendum Document" History

-  Document created by David Pearse (dave.pearse@nwl.co.uk)
2024-02-27 - 2:58:45 PM GMT
-  Document emailed to mark.wilkinson@nwl.co.uk for signature
2024-02-27 - 2:58:49 PM GMT
-  Email viewed by mark.wilkinson@nwl.co.uk
2024-02-27 - 3:13:43 PM GMT
-  Signer mark.wilkinson@nwl.co.uk entered name at signing as Mark Wilkinson
2024-02-27 - 3:14:41 PM GMT
-  Document e-signed by Mark Wilkinson (mark.wilkinson@nwl.co.uk)
Signature Date: 2024-02-27 - 3:14:43 PM GMT - Time Source: server- Signature captured from device with phone number XXXXXXXX2124
-  Agreement completed.
2024-02-27 - 3:14:43 PM GMT