



South Staffordshire Water PLC

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

This document details the SOUTH STAFFORDSHIRE WATER PLC 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 Lloyd's Register website at the following location:

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

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1. Scope of AE activities permissible in the region

SOUTH STAFFORDSHIRE WATER PLC recognises the Water Industry Accredited Entity Scheme (WIRSAE) and will allow accredited entities under this scheme to carry out the following defined activities on behalf of a Retailer:

1. Temporary Disconnection and Re-Connection of Non-Household Premises up to and including 40mm sized supply.
2. Temporary Disconnection and Re-Connection of Non-Household Premises over 40mm sized supply.

2. Disconnections/Reconnections

SOUTH STAFFORDSHIRE PLC AE scheme is limited only to temporary disconnections requested by the retailer in relation to non-payment and any associated reconnections.

SOUTH STAFFORDSHIRE PLC requires 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.

Temporary Disconnections must not be carried out:

After 4pm on a weekday

On a weekend

On a Public Holiday

The AE must immediately inform the Retailer when the disconnection has been completed. The Retailer must then immediately inform the Wholesale Service Desk, with all of the relevant information outlined in the associated appendices, who will then inform the appropriate external agencies including the Market Operator that the premises water has been temporarily disconnected.

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 SOUTH STAFFORDSHIRE PLC 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.

3. Inspections

SOUTH STAFFORDSHIRE WATER PLC reserves the right to inspect Accredited Entity work at any time.

4. Metering Activities

At this time, SOUTH STAFFORDSHIRE PLC does not recognise any metering activity AE scopes.

A handwritten signature in dark ink, appearing to read 'Robert Boswell', written in a cursive style.

Robert Boswell

Operations Director

South Staffordshire PLC

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