



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

This document details the **Affinity Water Ltd** 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:

<http://info.lr.org/wirs-li>

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

Affinity Water 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:

- Temporary Disconnection and Re-Connection Non-Household Premises up to and including 40mm sized supply (**Process I2 and I9 for non-payment**) - **TDNHS**.
- Temporary Disconnection and Re-Connection Non-Household Premises over 40mm sized supply (**Process I2 and I9 for non-payment**) – **TDNHA**.

Affinity Water **do not** currently allow accredited entities registered as accredited WIRSAE providers to provide metering services/activities.

2. Disconnections/Reconnections Addendum (I2 and I9)

Affinity Water **do not** require any advance notification of the disconnection and the AE may perform the disconnection on their initial visit.

Affinity Water will allow the AE to notify them directly within the timeframes indicated under the Operational Terms; this includes submission of the I/01 form via Affinity Water's online portal.

The AE must contact the retailer to set up access to Affinity Water's portal (if required) and confirm Affinity Water's contact details for disconnection and reconnection notifications, prior to engaging in any activity on Affinity Water's network.

Temporary Disconnections must not be carried out:

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

Affinity Water's preferred temporary disconnection method is to isolate the supply using the external stop tap usually located at the boundary of the premises.



The AE shall leave their name (or the retailers) and a contact telephone number in the chamber so that they can be contacted if there is an erroneous disconnection.

The AE shall notify the customer that the disconnection is a request from their retailer and advise that they will need to speak to their retailer with regards to any reconnection.

If an AE turns off a domestic or sensitive customer's supply, and Affinity Water attends site to turn on the supply, Affinity Water will recover all reasonable costs from the Retailer.

Affinity Water do not guarantee the availability of an operable externally located controlling stop tap/gate valve for the AE to use to disconnect the supply.

The AE must be available to carry out the reconnection of the supply in line with the timescales placed on the wholesaler, these are indicated under process I8 within the Operational Terms.

The Retailer may be recharged costs if any damage occurs to Affinity Water assets or other network damage occurs.

3. Inspections

Affinity Water Ltd reserves the right to inspect Accredited Entity work at any time during the works progress.

A handwritten signature in blue ink, appearing to read 'B. Bowler', is located below the text.

Wholesale Service Desk Manager

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