



Portsmouth Water Ltd Addendum to WIRSAE Generic Code of Practice

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

This document details Portsmouth Water's specific Code of Practice requirements for disconnections under the WIRSAE scheme for Accredited Entities and should be read in conjunction with the WIRSAE Generic Code of Practice. In the event of any conflict, the provisions of this Addendum shall apply. 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>

Contents

1. Scope of AE activities permissible in the Portsmouth Water region
2. Metering Activities Addendum
3. Disconnection and Reconnection Activities Addendum
4. Inspections

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

Portsmouth Water Ltd 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:

- 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

Currently Portsmouth Water does not recognise any AE scopes regarding metering activity.



3. Disconnections/Reconnections

Temporary Disconnection Requirements

Temporary disconnections must not be carried out:

- Before 8am or after 2pm on a weekday (Monday to Friday);
- On a weekend;
- On a public holiday, or a Business Day immediately before a public holiday.

Portsmouth Water shall be informed, via email to wholesaleservicedesk@portsmouthwater.co.uk , within 90 minutes of the temporary disconnection having been completed. The email must contain the following:

- Name of the AE organisation;
- Name, and contact details, of the individual who conducted the disconnection activity;
- Date and time of disconnection;
- Customers name and full address;
- Market SPID;
- If measured supply:
 - Meter serial number
 - Meter reading

The relevant bilateral form should also be raised within the time frames dictated by the Wholesale-Retail Operational Code.

Reconnection Requirements

Portsmouth Water shall be informed, via email to wholesaleservicedesk@portsmouthwater.co.uk , within 90 minutes of the reconnection having been completed. The email must contain the following:

- Name of the AE organisation;
- Name, and contact details, of the individual who conducted the reconnection activity;
- Date and time of reconnection;
- Customers name and full address;
- Market SPID;
- If measured supply:
 - Meter serial number
 - Meter reading

The relevant bilateral form should also be raised within the time frames dictated by the Wholesale-Retail Operational Code.



4. Inspections

Auditing of the scheme will be set out in accordance with the WIRS Requirements Document and will be carried out by the administrators of the scheme, being Lloyd's Register.

Portsmouth Water and/or its agents will carry out inspections and will continue to monitor all elements of the AE's performance, to ensure compliance with all required technical standards and specifications. These inspections will also include supporting processes relating to transactions that have a financial implication and ensuring that full data compliance is being achieved. Any identified non-conformances with Portsmouth Water's minimum requirements will be advised to Lloyd's Register immediately as the administrators of the WIRSAE scheme.

To ensure the smooth running of these checks, AEs will be required to keep appropriate records for audit purposes in line with the WIRSAE Generic Requirements Document and in any event, under This Code detailed records for inspection purposes shall be maintained for a period of five years.

Portsmouth Water and/or its agents intend to carry out a planned inspection of both current and completed work and may also review the work of AEs in the course of its normal operations. All identified non-conformances will be reported to Lloyd's Register.

Sam Dawson

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