



Anglian Water Wholesale – Scopes Recognised under the WIRSAE Scheme and Addendum to the WIRSAE Generic Code of Practice

This document details the Anglian Water Wholesale specific Code of Practice requirements for metering and 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 LRQA website at the following location:

<https://www.lrq.com/en/utilities/water-industry-registration-scheme-wirs-wirsaе/>

In addition to being accredited under WIRSAE, AEs must also have signed an agreement with Anglian Water Services before they are able to undertake activities under the scheme. A template version of the agreement between Anglian Water Services and the AE can be found on Anglian Water's website at the following location:

<https://wholesale.anglianwater.co.uk/resources/accredited-entities/>

Contents

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



1. Scope of AE activities permissible in the Anglian Water Wholesale region

Anglian Water Wholesale 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 Non-Household Premises up to and including 40mm sized supply (TDNHS).
2. Temporary Disconnection and Re-Connection Non-Household Premises over 40mm sized supply (TDNHA).
3. Installation or replacement meter in existing chamber / inside building up to and including 40mm sized supply (MIRMS).
4. Installation or replacement meter in existing chamber / inside building over 40mm sized supply (MIRML).
5. Installation or replacement meter with pipework modifications and / or excavations works all sizes (MIRMA)

2. Metering Activities Addendum

Meter Menu and Asset Transfer

For our latest Meter Menu, please refer to:

<https://wholesale.anglianwater.co.uk/resources/useful-documents/>

Anglian Water's scope of permissible metering activities does not include the installation or replacement of electromagnetic type meters. We are also undertaking a region wide meter upgrade programme and our practices for installing and replacing smart meters are currently under review and development. AE's will be provided with details of any omissions and/or restrictions as part of the AWS AE onboarding process.

All water meters to be installed under the scope of the WIRSAE Requirements Document and Anglian Water's Addendum to the Generic Code of Practice will be issued through Anglian Water's current distribution store(s). Details of the arrangements for procuring the water meter will be provided to AE's as part of their induction to operate in Anglian Water's region. AEs will be responsible for ordering meters as specified by the Retailer directly from that distribution store. The decision as to what meter to fit at a property, other than sizing will be based on the meter choice which is defined in the Anglian Water Meter Menu.

Payment to AEs for any meters installed and associated activities undertaken under this scope will be the responsibility of the instructing Retailer.



Ownership of an asset provided under this scope will remain with AEs until accepted by Anglian Water. Subject to full compliance with the Code of Practice requirements, Anglian Water will take ownership of the asset once all the required information relating to the activity undertaken is received by Anglian Water from the Retailer. Where any non-compliance is identified then Anglian Water will communicate with AEs via the Retailer to enable appropriate corrective actions to be taken.

Where an AE creates a metering defect or causes damage to a third party's property, due to non-compliance with This Code, negligence, defective parts, or poor workmanship then the AE may be required to rectify the issue at its own cost. Subject to a formal process Anglian Water may rectify the issue directly and look to recover from the Retailer any reasonable costs incurred.

Meter Location

In the case of a change of location of an existing meter the new location must always have been approved by Anglian Water.

Where Anglian Water has issued Technical Approval, then the meter must be fitted in full compliance with this. If there is no approval document setting out where the meter should be located, then this must be obtained by the AE from the Retailer.

Anglian Water's current policy is that wherever possible the meter should be installed externally at the boundary of the premises. However, where it is impossible or impracticable to install the meter externally at the boundary, Anglian Water has developed a hierarchy of preferred locations.

Our preferred meter location is set out below in descending priority:

1. Wherever possible the meter should be installed externally at the boundary of the premises. If this is not possible, due to it not being possible to safely access the meter then the next preference is.
2. For the meter to be installed externally as close as possible to the boundary of the premises. If this is not possible, due to it not being possible to safely access the meter then the next preference is.
3. For the meter to be installed internally at the point where the water supply enters the premises. We will install a maximum of two internal meters if there are more than one entry point.

Where Anglian Water identifies that a meter has been installed outside of its preferred location requirements, rectification may be required in line with the agreement between Anglian Water and the AE, at no cost to Anglian Water.

Where any meter is identified as having been incorrectly located through either audits or general metering activities, this non-compliance will be notified to Lloyd Register as part of the WIRSAE Scheme.



Meter Accuracy Testing

All meter tests will be performed by Anglian Water's approved meter test provider. It is important that the AE has a process in place which follows the correct procedure for delivering removed meters requiring tests to the test provider. Details of the address of the approved test provider will be provided by contacting the Anglian Water Wholesale Service Centre.

The AE must ensure they are instructed by the Retailer that the meter is being exchanged for an accuracy test to be undertaken.

The AE must ensure that this task is differentiated from a standard meter exchange due to the sensitivity of the test process.

The AE will need to ensure that they have available appropriate test centre packaging for the removed meter, which will include:

- Sealable bag
- Meter end caps
- Bubble wrap
- Plastic carry box with lid.

If any of the details at the site are different from the instructions and information provided by the Retailer, then the AE must always stop the work and revert back to the Retailer for instructions.

Removed Meters

Meter recycling is a key element of Anglian Water's reducing waste initiative. Meters removed by the AE, and not required for testing, are to be recycled. Removed meters must be returned to Anglian Water's meter distribution store or some other place as directed by Anglian Water.

Data Loggers / Ancillary Equipment

Where AE's exchange meters that has Anglian Water's loggers or ancillary equipment attached, they should obtain approval and instructions from Anglian Water prior to commencing work on the meter.

Where AEs exchange meters that has Retailer loggers or ancillary equipment attached, they should obtain approval and instructions from their Retailer as to what to do with the equipment once removed.



3. Disconnections/Reconnections

Temporary disconnection requirements

Where the AE has confirmed that the temporary disconnection can proceed, then the AE must comply with the following:

Temporary Disconnections must not be carried out:

- on a weekend
- public holiday or
- business day immediately before a public holiday

Prior to commencing the temporary disconnection, the AE must contact the Anglian Water Operational Management Centre (OMC) via telephone and provide the AWS call agent with the following minimum details;

- Quote “Accredited Entity Temporary Disconnection for Non Payment”
- Provide the name of the AE company and the name of the Retailer they are carrying out the disconnection, the AWS agent will confirm that the job has been raised and provide the AE with a job reference which the AE should record and feedback to their Retailer.
- Customer name
- Full customer address including post code
- SPID reference
- Confirm if a lock/clamp is to be fitted or not – note a lock or clamp can only be fitted if the meter remains installed, where this isn't possible the AE must not remove the meter and should report this to their Retailer.

The AE must immediately inform the Retailer when the disconnection has been completed. The Retailer must then immediately inform Anglian Water who will then inform the appropriate external agencies that the premises supplied are no longer supplied by water.

The metered or unmetered water supply must be isolated at the most suitable control valve that only affects the premises supplied by the meter or unmetered supply.

Where the meter or control valve is situated will determine the temporary disconnection activity required. If the meter or unmetered supply is located: -

- Within the building – the water supply shall be isolated at the stop cock located on the water supply to the premises or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The meter and or the control valve isolated shall be tagged and where applicable the control valve will be locked off in an off position.
- In a boundary box (e.g., manifold type meter) – the water supply shall be isolated at the valve within the boundary box located on the water supply to the premises or the most suitable control valve that



only affects the premises supplied by the meter or unmetered supply. The meter and or the control valve isolated shall be tagged) And the meter reading should be recorded for feeding back to AWS.

- In a chamber – the water supply shall be isolated at the control valve upstream of the chamber or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The meter and or the control valve isolated shall be tagged and the control valve shall be locked off in an off position.

Reconnection Requirements

Where the AE has confirmed that the reconnection can proceed, the AE must comply with the following: -

- The metered or unmetered water supply will be restored to supply by operating the designated valve that was originally turned and locked off and tagged at time of the temporary disconnection.

Sufficient water should be passed through the meter to ensure the digits turn and the meter connection points should be checked for leaks and that the property is back in supply. The AE must check with the customer that the restoration of the supply does not cause any internal flooding or pressure issues for the customer. Any subsequent liability arising from the supply being turned back on will rest with the AE and the Retailer.

The AE must immediately inform the Retailer when the reconnection has been completed. The Retailer must then immediately inform Anglian Water who will then inform the appropriate external agencies that the premises supplied are reconnected.

Where the meter or control value is situated will determine the reconnection activity required. If the meter or unmetered supply is located: -

- Within the building – the water supply would have been isolated at the stop cock located on the water supply to the premises or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The supply should be turned back on, and the tag should also be removed. The meter should be read at the time of reconnection and the read recorded against the job to reconnect the supply.
- In a boundary box – the water supply would have been isolated at the valve within the boundary box located on the water supply to the premises or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The supply should be turned back on, and the tag should also be removed. The meter should be read at the time of reconnection and the read recorded against the job to reconnect the supply.
- In a chamber – the water supply would have been isolated at the control valve upstream of the chamber or the most suitable control valve that only affects the premises supplied by the meter or unmetered supply. The supply should be turned back on, and the tag should also be removed. The meter should be read at the time of reconnection and the read recorded against the job to reconnect the supply.



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 LRQA.

Anglian 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 Anglian Water's minimum requirements will be advised to LRQA 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. Any meters removed under the scope of This Code must be kept and made available when required by Anglian Water for a minimum period of twelve months from the date of removal.

Anglian 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 LRQA.

Paul Bramhall

*SLA & Commercial Manager, Wholesale Market Services
Anglian Water Services Limited*

Document Version 3.0

Date Published: 17th May 2024