



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

This document details the Thames Water Utilities 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 LRQA website at the following location:

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

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1. Scope of Accredited Entity activities permissible in the Thames Water region

Disconnection & reconnection services

We allow Accredited Entities registered as accredited WIRSAE providers by LRQA to provide disconnection and reconnection services as described in:

- Process I2 – Disconnection requested by the Retailer and performed by an Accredited Entity in relation to Non-Household Customer non-payment
- Process I9 – Reconnection requested by the Retailer and performed by an Accredited Entity

Metering services

For clarity we do not allow Accredited Entities registered as accredited WIRSAE providers to provide metering services.

2. Metering Activities Addendum

Not applicable. We do not allow Accredited Entities registered as accredited WIRSAE providers to provide metering services.

3. Disconnections/Reconnections

WIRSAE providers may carry out temporary disconnections and reconnections for non-payment of a Retailer's invoice by turning off the outside stop valve on the Thames Water network.

We expect Accredited Entities and Retailers to meet the terms set out in our Wholesale Service Offering, Wholesale Tariff Document and Disconnections and Reconnections Code of Practice available on our [website](#).



4. Inspections

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

G P Lyden

Head of Market Development

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