

## Form C/03: Request for de-registration of a supply point or removal of service components

### For use by Retailers

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#### To Dwr Cymru Welsh Water

The form is divided into sections as follows:

Number	Section
1.	Retailer details
2.	Eligible premises details
3.	Supply points or services to be deregistered
4.	Reason for the request
5.	Demolished
6.	Merged Property
7.	No water connection
8.	Premises not eligible or change of use
9.	Consent to contact the Non-Household Customer
10	Additional information and attachments

Sections 1, 2, 3, 4, 9 and 10 of this form are mandatory and sections 5 – 8 should be completed where appropriate.

This form is available in Welsh on request.

## 1. Retailer details

Retailer Name .....

Retailer ID .....

Retailers own reference .....

Contact Name .....

Contact number .....

Contact e-mail .....

## 2. Eligible premises details

Company name .....

Building number .....

Building name .....

Address line 1 .....

Address line 2 .....

Town .....

Postcode .....

## 3. Supply points to be deregistered or services to be removed from the supply point register

### 3.1 Water SPID .....

Please tick here if the Water Services Supply Point to be deregistered

Tick here if the Supply Point has multiple supplies for water, and only some of these supplies are to be deregistered

Date from which deregistration should be effective .....

### 3.2 Details of water supplies to be deregistered

Please provide details of all water revenue meters and supplies to be deregistered

	Meter 1	Meter 2	Meter 3
Meter Serial Number(s)	.....	.....	.....
Physical Meter Size	.....	.....	.....
Most recent meter reading	.....	.....	.....
Date of reading	.....	.....	.....
Meter location (GIS X)	.....	.....	.....
Meter location (GIS Y)	.....	.....	.....

#### Description of meter location

Meter 1 location	..... .....
Meter 2 location	..... .....
Meter 3 location	..... .....

Are there any meters that are part of a Meter Network?

Yes                  No

If Yes please provide details

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## 4. Reason for the request

### 4.1 Reason for the request

Please indicate the reason for the request and complete the relevant section below

Date on which this change took place .....

Demolished: property has been demolished and no longer exists	Please complete section 5
Merged Property: a formerly individual property has merged with a neighbouring property and is supplied through a different SPID	Please complete section 6
No water connection: property is not connected to the Water Supply system	Please complete section 7
Premises not eligible or change of use	Please complete section 8
Other, please provide details .....	

### 4.2 Service request history

Please provide any relevant Wholesaler service request reference numbers in relation to the request

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### 4.3 Retailer summary

Please provide a summary of your findings and recommended actions; for example, "property demolished 21 September 2019 – deregister water SPID"

**Please complete the relevant sections below**

## 5. Demolished

Please provide the effective date of demolition .....

Please provide a copy of a demolition certificate if available.

## 6. Merged Property

### 6.1 Current (merged) premises details

Water SPID .....

Company name .....

Building number .....

Building name .....

Address line 1 .....

Address line 2 .....

Town .....

Postcode .....

Meter Serial number .....

Physical meter size .....

Please provide the date on which the property merged .....

Does the merged property only have one connection to the Wholesaler's Water Supply system

Yes

No

If No, please provide a description of the current connection status. Please include all relevant references, address and meter details and any previous Wholesaler service request references in support of your application

## 6.2 Previous (unmerged) premises to be deregistered

Please provide the details of the previous property/properties which are now merged into the current property (as set out in section 6.1 above) and require to be deregistered. Please provide details on a separate sheet if necessary.

	Property 1	Property 2
Water SPID to be deregistered	.....	.....
Effective date of deregistration	.....	.....
Company name	.....	.....
Building number	.....	.....
Building name	.....	.....
Address line 1	.....	.....
Address line 2	.....	.....
Town	.....	.....
Postcode	.....	.....
Meter serial number	.....	.....
Physical meter size	.....	.....
Meter serial number	.....	.....

## 7. No water connection

Please indicate why the property is not on a main water supply

Private water supply, e.g. private borehole or other private source

No water connection / no services at the premises

Other

If other, please specify .....

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## 8. Premises not eligible or change of use

Effective date of deregistration .....

Reason premises is not eligible or is no longer eligible

Cross border premises no longer eligible for Water Services

Premises not eligible for Water Services and Sewerage Services

Other, please provide details .....

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## 9. Consent to contact the Non-Household Customer

Dŵr Cymru may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Dŵr Cymru to contact the Non-Household Customer directly to arrange a visit to the premises

Yes      No

Where consent is being given to contact the Non-Household Customer, please provide two points of contact at the site

Contact Name 1 .....

Contact number and email address .....

.....

Contact Name 2 .....

Contact number and email address .....

.....

Please indicate if you want to be notified of the date of any visit

Yes      No

## 10. Declaration

We hereby acknowledge and declare that we have undertaken investigations to confirm the status of Water Services at this site and that following these investigations we believe this Supply Point or service component should be deregistered for the reason stated above. The information provided in this form is correct and up to date at the date of submission.

Signature .....

Date(dd/mm/yy) .....

Full Name (in capitals) .....

Role in the company or job title .....