Form I/01: Retailer disconnection request

For use by Retailers

To Dŵr Cymru Welsh Water

This form should be used in the case of

Retailer requested disconnection for non-payment implemented by means of a temporary

* disconnection/ restriction;
* Retailer requested permanent disconnection for non – payment

under Processes I1 and I2 of the Operational Terms.

For Non-Household Customer requested disconnections, Form I/02 should be used.

The form is divided into sections as follows:

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| **Number** | **Section** |
| 1. | Retailer details |
| 2. | Supply Point details |
| 3. | Water supplies |
| 4. | Information regarding the viability of the disconnection |
| 5. | Non-Household Customer contact |
| 6. | Update following disconnection by an Accredited Entity |
| 7. | Declaration |

If Dwr Cymru is to perform the disconnection, all sections are mandatory except section 6. If an Accredited Entity is to perform the disconnection then information marked with an asterisk (\*) is mandatory for initial submission, and section 6 is mandatory following disconnection (whether this is on first or subsequent submission).

This form is available in Welsh on request.

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| 1. Retailer details |
| Retailer Name  Retailer ID  Retailers own reference  Contact Name  Contact number  Contact e-mail |

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| 1. Supply Point details |
| SPID  Address of Premises  Building number  Building name  Address line 1  Address line 2  Address line 3  Town  Postcode  Customer banner name |

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| 1. \*Water supplies |
| Type of Disconnection  Permanent disconnection of water supplies  Temporary disconnection / restriction of water supplies |
| Metered water supply or supplies to be disconnected  Number of supplies to be disconnected  Meter details for each metered water supply to be disconnected - if there are more meters, please use additional sheets   |  |  |  |  | | --- | --- | --- | --- | |  | Meter 1 | Meter 2 | Meter 3 | | Meter Serial Number |  |  |  | | Meter Manufacturer |  |  |  | | Meter Size1 |  |  |  | | Where a meter has an associated combination, please provide the serial number for the associated meter | | | | | Associated meter |  |  |  |   1 Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15 |
| 3.1 Meter Information  |  |  |  |  | | --- | --- | --- | --- | |  | Meter 1 | Meter 2 | Meter 3 | | Meter location (GIS X) |  |  |  | | Meter location (GIS Y) |  |  |  |   Meter 1 location    Meter 2 location    Meter 3 location |
| Out of hours disconnection  Tick if an out of hours disconnection is requested  Indicate a requested 4 hour time window |

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| 1. \*Information regarding the viability of the disconnection |
| Is the occupier of the premises liable under an agreement with the Retailer to pay the charges? Yes  No |
| Has the Retailer served notice on the occupier requiring payment, which notice has not been disputed by counter notice  Yes  No |
| If the Retailer’s notice has been disputed by counter notice, has the Retailer subsequently obtained either a court judgement against the occupier for the payment of the charges, or entered into an agreement with the occupier since service of the counter notice for the payment of the amount outstanding, and which the occupier is now breaching.  Yes  No |
| Have any applicable consumer protection measures been exhausted?  Yes  No |
| Is a copy of the validly served notice attached to this form?  Yes  No  If No, please confirm why this notice has not been attached |
| Is the payment in the notice still outstanding?  Yes  No |
| As far as you are aware, do the water supply or supplies also supply any other premises (i.e. another Non-Household Customer or a Household Customer)?  Yes provide details  No |
| In the case of a request for a disconnection / discontinuation of the water supply or supplies, is the occupier of the eligible premises a "Sensitive Customer" 2 ?  Yes  No  2 As defined in the Operational Terms – Part 3 of the Wholesale-Retail Code |
| As far as you are aware, will the disconnection affect the supply of water to premises that are listed in Schedule 4A of the Water Industry Act 1991 (see below)?  Yes  No |
| Is the property used for any food related activities, i.e. food production?  Yes  No  If Yes please provide details |
| Is the occupier also the owner of the eligible premises of which the supply is to be disconnected / restricted / discontinued?  Yes  No  If No, has the owner of the eligible premises consented to the disconnection / restriction / discontinuation of the service?  Yes  No  If No, is a copy of the validly served notice of intention to disconnect attached to this form?  Yes  No  Has the period of notice expired?  Yes  No  Has any objection been raised to the notice of intention to disconnect?  Yes  No |
| Do you intend to use an Accredited Entity to perform the disconnection?  Yes  No  If Yes, please indicate the name of the Accredited Entity who will undertake the work    Has the Accredited Entity carried out an initial visit to confirm that the disconnection may proceed?  Yes  No  If the disconnection has taken place on the initial visit, please indicate here |

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| 1. Non-Household Customer contact |
| Please indicate whether you give consent for Dwr Cymru to visit the premises without involvement of the Retailer.  Yes Please provide contact details below  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 |

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| 1. Update following disconnection by an Accredited Entity |
| |  |  |  |  | | --- | --- | --- | --- | |  | Meter 1 | Meter 2 | Meter 3 | | Temporary disconnection (Y/N) |  |  |  | | Permanent disconnection (Y/N) |  |  |  | | Date of Disconnection |  |  |  | | Closing meter read |  |  |  | |

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| 1. Declaration |
| By submitting this form I accept the standard terms for disconnection activity in accordance with  Dwr Cymru’s Wholesale Tariff Document and Open Water Operational Code.  For disconnection by Dwr Cymru, if activity is for a standard disconnection in standard circumstances as priced in the Wholesale Tariff Document then it will take place without a quote being issued, and may take place on the first visit.  I hereby acknowledge and declare that the information provided in this form is correct and up to date at the date of submission, and that any applicable statutory or other regulatory requirement has been followed.  Signature  Date(dd/mm/yy)  Full Name (in capitals)  Role in the company or job title |

Summary of types of premises listed in Schedule 4A of the Water Industry Act 1991 which may not be disconnected for non-payment

* Any dwelling or any house in which any person has their only or principal home;
* Accommodation for the elderly
* Any hospital or other premises used for the provision of medical or dental services
* A children’s home
* A school or other educational institution
* A nursery or other premises which is used for registered childcare
* A prison or removal centre; and/or
* A premises occupied by the police, fire, rescue or ambulance services