

Form I/02: Non-Household Customer disconnection request

For use by Retailers

To Dŵr Cymru Welsh Water

This form should be used in the case of

- Customer requested disconnection implemented by means of a temporary disconnection / restriction;
- Customer requested permanent disconnection

under Processes I5 and I6 of the Operational Terms.

For Retailer requested disconnections, Form I/01 should be used.

This is a notice applying for a disconnection under section 62 of the 1991 Act. By signing the form below, the Non-Household Customer has confirmed that it wishes to make the application. By submitting this form, the Retailer confirms that, subject to completion of the remaining steps of process I5 or I6, as applicable, it accepts liability for the Wholesale Charges in respect of that disconnection.

The form is divided into sections as follows:

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 by the authorised signatory
8.	Retailer Declaration

If t 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

1. Retailer details

Retailer Name

Retailer ID

Retailers own reference

Contact Name

Contact number

Contact e-mail

2. 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

3. *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 Size ¹
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

4. *Information regarding the viability of the disconnection

Is the occupier also the owner of the eligible premises for which the supply is to be disconnected?

- Yes
 No

If No, has the owner of the Non-Household Premises consented to the disconnection of the Service?

- Yes
 No

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

5. Non-Household Customer contact

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

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

6. 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

7. Declaration by the authorised signatory

An authorised representative of the Non-Household Customer must sign this form.

Signature

Date(dd/mm/yy)

Full Name (in capitals)

Role in the company or job title

For and on behalf of (Company Name)

.....

Telephone number

Email address

8. *Retailer 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.

Signature

Date(dd/mm/yy)

Full Name (in capitals)

Role in the company or job title