

Form I/03: Request for Wholesaler to use its powers of entry for the purposes of disconnection

For use by Retailers

To Dwr Cymru Welsh Water

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This form should be used when Dwr Cymru has to use its powers of entry in order to make a survey or effect a disconnection under Process I7 of the Operational Terms.

The form is divided into sections as follows:

Number	Section
1.	Retailer details
2.	Supply Point details
3.	Non-Household Customer details
4.	Request details
5.	Retailers Authorised person
6.	Declaration

All sections are mandatory.

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

3. Non-Household Customer details

Customer name

Contact name at premises

Contact number

4. Request details

Please provide Dwr Cymru's reference number associated with the original request for disconnection for which access to the premises was refused

Dwr Cymru's reference number

Please provide any additional information in relation to the request for Dwr Cymru to use its powers of entry

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Are payments still outstanding?

Yes

No

Is the occupier of the eligible premise a "Sensitive Customer"¹?

Yes

No

¹ As defined in the Operational Terms – Part 3 of the Wholesale-Retail Code

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

Out of hours disconnection where feasible²

Tick if an out of hours disconnection is requested

Indicate a requested 4 hour time window

² Timing of a disconnection using powers of entry may need to be agreed with third party agencies

Retailer request for attendance

Tick if the Retailer will attend. You will be notified of the planned disconnection time

5. Retailer's authorised person

Please provide contact details of the Retailer's authorised person who will be available on the day of scheduled disconnection to confirm whether or not entry to the premises on that day using the Wholesaler's powers of entry is still required

Contact Name

Role in the Company or Job title

Contact number

Alternative contact number

6. Declaration

I hereby request, for and on behalf of the Retailer, that Dwr Cymru exercise its legal powers of entry under Section 170 and Schedule 6 of the Water Industry Act 1991, including seeking a warrant where necessary to gain access to the premises above in order to make a survey or effect a disconnection.

I hereby acknowledge that the information provided in this form is correct to the best of my knowledge and up to date at the date of submission.

I hereby accept liability for the reasonable costs incurred in disconnecting the Supply Point, in accordance with Dwr Cymru's Wholesale Tariff Document and Open Water Operational Code, recognising that the scale of these costs may not yet be fully known. Such costs may include non-standard costs such as extended time on site for Wholesaler resources, reasonable legal costs and the reasonable cost of third party resources to obtain and serve the warrant, gain access to the premises and subsequently secure the premises as required. In the event that the warrant cannot be obtained, disconnection is not viable or Dwr Cymru is subsequently requested not to disconnect by the Retailer, I accept liability for all reasonable costs already incurred.

To be signed by a duly authorised representative of the Retailer, being the named contact for receipt of notices under the Wholesale Contract or someone of equivalent seniority.

Signature

Date(dd/mm/yyyy)

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