

## Form I/04: Request for reconnection of a supply which has been temporarily disconnected

### For use by Retailers

To Dŵr Cymru Welsh Water

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This form should be used where temporary disconnections are to be reconnected under Processes, I8 to I12 of the Operational Terms.

Please note that where a previous supply was permanently disconnected and a new supply or supplies is required, the new connections processes should be followed.

- Request for reconnection by Dwr Cymru
- Notice of planned reconnection by an Accredited Entity (prior to reconnection)
- Notice following reconnection by an Accredited Entity

The form is divided into sections as follows:

Number	Section
1.	Retailer details
2.	Supply Point details
3.	Disconnection details
4.	Reconnection details
5.	Update following reconnection by an Accredited Entity
6.	Non-Household Customer contact
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

### 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. \*Disconnection details

Disconnection date .....

Type of disconnection

Temporary disconnection of water supply

Temporary disconnection of sewerage supply

Reason for the disconnection

- Non-payment
- Non-Household Customer requested disconnection
- Illegal use of Water Services and / or Sewerage Services
- Breach of Water Fittings Regulations

#### 4. \*Reconnection details

Proposed date / time for reconnection .....

Please note that where a reconnection is being undertaken following illegal use of water, or a breach of the Water Fittings Regulations, Dwr Cymru may need to undertake appropriate inspections prior to making the reconnection.

Where the reconnection was or will be carried out by an Accredited Entity, please confirm the Accredited Entity and provide the details requested below

Accredited Entity (full name of Company)

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#### 5. Update following reconnection by an Accredited Entity

	Meter 1	Meter 2	Meter 3
Date of reconnection	.....	.....	.....
Date of meter reading	.....	.....	.....
Meter read	.....	.....	.....
Photograph of meter included	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meter Serial Number	.....	.....	.....

## 6. 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 visit the premises without involvement from the Retailer. 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

## 7. Declaration

By submitting this form I accept the standard terms for reconnection activity in accordance with Dwr Cymru's Wholesale Tariff Document and Open Water operational Code.

For reconnection by Dwr Cymru, if activity is for a standard reconnection 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/yyyy) .....

Full Name (in capitals) .....

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

