

## Form I/01: Temporary disconnection by an Accredited Entity

### For use by Retailers

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To Dŵr Cymru Welsh Water

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This form should be used for Process I2: Temporary disconnection requested by the Retailer and performed by an Accredited Entity in relation to Non-Household Customer non-payment.

Number	Section
1.	Retailer details
2.	Supply Point details
3.	Water supplies
4.	Information regarding the viability of the temporary disconnection
5.	Update following temporary disconnection by an Accredited Entity
6.	Declaration

Sections 1- 4 and 6 are mandatory for the initial submission and Section 5 is mandatory following the disconnection.

This form is available in Welsh on request.

## 1. Retailer details

Retailer Name .....

Retailers own reference .....

Contact Name .....

Contact number .....

Contact e-mail .....

## 2. Supply Point details

SPID .....

Address of Premises .....

Building number / name .....

Address line 1 .....

Address line 2 .....

Address line 3 .....

Town .....

Postcode .....

## 3. Water supplies

Type of Disconnection

☐ Temporary disconnection / restriction of water supplies

Number of supplies to be disconnected .....

Meter details for each supply to be disconnected - if more than 3 use additional sheet

	Meter 1	Meter 2	Meter 3
Meter Serial Number	.....	.....	.....
Meter Manufacturer	.....	.....	.....
Meter Size	.....	.....	.....

#### 4. Information regarding the viability of the temporary 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

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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

Is the occupier of the eligible premises a "Sensitive Customer" <sup>2</sup> ?

- ☐ Yes
- ☐ No

<sup>2</sup> 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?

- ☐ Yes
- ☐ No

Please provide the name of the Accredited Entity who will undertake the work

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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. Update following temporary disconnection by an Accredited Entity

	Meter 1	Meter 2	Meter 3
Temporary disconnection (Y/N)	.....	.....	.....
Date of Disconnection	.....	.....	.....
Closing meter read	.....	.....	.....

## 6. Declaration

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 .....