

**Form I/01:**

**Retailer disconnection request**

# Form I/01: Retailer disconnection request

For use by Retailers

**To Wholesaler** .....

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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

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 the Wholesaler 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).

Mandatory means that the Retailer must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Retailer must note this and, where relevant, provide a reason why it is not applicable.

### 1. \*Retailer details

Retailer name .....  
Retailer ID .....  
Retailer's own reference .....  
Contact name .....  
Contact number .....  
Contact e-mail .....

### 2. \*Supply Point details

SPID .....  
VOA BA Ref, (if not available please provide a reason)  
.....  
UPRN, (if not available please provide a reason)  
.....  
Premises address  
Secondary Addressable Object .....  
Primary Addressable Object .....  
Address line 1 .....  
Address line 2 .....  
Address line 3 .....  
Address line 4 .....  
Address line 5 .....  
PAF Address Key (if available) .....  
Postcode .....  
Customer Name .....  
Customer Banner Name .....

**Please indicate below the supplies which are to be disconnected**

### 3. \*Water supplies

Type of Disconnection  
 Permanent disconnection of the water supplies  
 Temporary disconnection / restriction of the water supplies

Unmetered water supply or supplies to be disconnected

Number of supplies to be disconnected .....

Metered water supply or supplies

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 <sup>1</sup>	.....	.....	.....
Where the meter has an associated combination, please provide the serial number of the associated meter	.....	.....	.....

### 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 .....

<sup>1</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

**4. \*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

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"<sup>2</sup>?

- Yes
- No

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 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

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<sup>2</sup> As defined in the Operational Terms – Part 3 of the Wholesale-Retail Code

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

Please indicate whether you give consent for the Wholesaler to visit the premises without involvement of the Retailer.

- Yes Please provide contact details below
- No

Customer Contact Details

Contact name at premises .....

Contact number .....

Please indicate if you want to be notified of the date of the 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 submitting this form I accept the standard terms for disconnection activity in accordance with the Wholesaler's Wholesale Tariff Document.

For disconnection by the Wholesaler, 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/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