

**Form I/03:**

**Request for Wholesaler to use its powers of entry for the purposes of disconnection**

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

For use by Retailers

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**To Wholesaler** .....

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This form should be used when the Wholesaler 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.	Retailer's authorised person
6.	Declaration

All sections are mandatory.

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 number .....

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 .....

## 3. Non-Household Customer details

Customer name .....

Customer banner name (if different) .....

Contact name at premises .....

Contact number .....

#### 4. Request details

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

Wholesaler's reference number .....

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

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.....  
.....  
.....

Are payments still outstanding?

- Yes  
 No

Is the occupier of the eligible premises a "Sensitive Customer"<sup>1</sup>?

- Yes  
 No

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 feasible<sup>2</sup>

- Tick if an out of hours disconnection is requested  
Indicate a requested 4 hour time window .....

Retailer request for attendance

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

<sup>1</sup> As defined in the Operational Terms – Part 3 of the Wholesale-Retail Code

<sup>2</sup> Timing of a disconnection using powers of entry may need to be agreed with third party agencies.

## 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 the Wholesaler 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 the Wholesaler's Wholesale Tariff Document, 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 the Wholesaler 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