

NORTHUMBRIAN
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ESSEX & SUFFOLK
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**GUIDANCE WHERE NON-
HOUSEHOLDS HAVE SELF
RECONNECTED
FOLLOWING
DISCONNECTIONS FOR
NON PAYMENT**

GUIDANCE ON HOW NWL WILL RESPOND IF THIS SITUATION OCCURS

Applicable to non-household customers only

Retailers are still obliged to read meters following a disconnection for non-payment, NWL will continue to monitor the reads submitted for disconnected meters to identify any advances when they are received and accepted into CMOS.

If NWL do identify any advances on a meter that is marked as TDISC and the last reading was an X read with a lower value, NWL will update CMOS to reflect that the supply is reconnected.

The effective date of the reconnection will be the day after the temporary disconnection was activated in CMOS. The affected retailer will be notified of our actions via an outbound contact on the daily report which can be found in their operational portal page under the reports section titled Operational process notifications.

If a Retailer wishes to dispute the dates of charge and has evidence to challenge the dates of reconnection in CMOS, please submit a F/01 General enquiry form attaching the evidence for us to consider and we will respond within the market SLA's.

There may be occasions where NWL will need to carry out a site visit following a suspected customer reconnection. In these instances the retailer may be billed a reconnection visit fee as stated in our Wholesale Charges Schedule.

Please note that in the circumstances where following a temporary disconnection customers make an illegal reconnection NWL will not accept liability for any losses incurred. Where an illegal reconnection is identified, a Retailer may request NWL to re-attend to carry out a further disconnection by submitting a further I/01 form detailing the reason for a request. On receipt we will look to carry out a more substantial temporary disconnection, such as capping the supply, removing the meter or where apparatus has been interfered with taking action under section 174 and 175 of the Water Industry Act 1991.

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