



Form I/01: Retailer disconnection request

September 2015

Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
ICP Housekeeping	25 August 2015	Non -material housekeeping changes	ICPWRC/CP001	All
ICP Quality Assurance	22 September 2015	Clarificatory and syntax changes following review of the texts	ICPWRC009	Introduction
20150930	30 September	For post-vendor MAP		As per Quality Assurance version.

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
Premises address
Building number
Building name
Address line 1
Address line 2
Address line 3
Town
Postcode
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 ¹
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

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

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

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"²?

- 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

² As defined in the Operational Terms – Part 3 of the Wholesale-Retail Code

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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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