

# Disconnection

WMU

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# Disconnection

## Why

The wholesale Disconnection standard is an integral part of Hafren Dyfrdwy wholesale operations and provides further clarification in respect of the policy.

## Who

All wholesale Disconnections within Hafren Dyfrdwy will be managed in accordance with this standard and its supporting processes, practices and procedures. The standard applies to, and is the responsibility of all employees.

## Scope

The objective of this standard is to set out the company's approach to wholesale Disconnections as it applies to companies within Wales who use in excess of 50mlt per year . We need to ensure we understand the requirements for wholesale Disconnection, regularly measure and report compliance and ensure that corrective actions are established and delivered where the desired level of performance is not present.

## **1 Market Codes**

Latest version of Market Codes can be found on [www.mosl.co.uk/open-water/codes](http://www.mosl.co.uk/open-water/codes) (30/09/15)

Hafren Dyfrdwy will comply with the service level agreements as set out in the Market Codes.

### **1.1 Disconnection requested by the retailer and performed by Hafren Dyfrdwy in relation to non-household customer non-payment (process I1)**

Hafren Dyfrdwy will visit eligible premises; in accordance with Schedule 4A Water Industry Act 1991; within 12 business days from receipt of request, to temporary disconnect.

If disconnection is standard, Hafren Dyfrdwy will disconnect during the visit.

Hafren Dyfrdwy will notify retailers of our disconnection visit findings; any action taken and any quotation for non-standard temporary disconnections, within three business days of site visit or receipt of request if no visit.

Hafren Dyfrdwy will notify retailers of our disconnection visit findings; any action taken and any quotation for non-standard permanent disconnections, within 20 business days of completed form from retailer.

Hafren Dyfrdwy will disconnect within six business days of notifying retailers of our visit findings, any action taken and any quotation for standard temporary disconnections.

Hafren Dyfrdwy will disconnect within 12 business days of notifying retailers of our visit findings, any action taken and any quotation for non-standard temporary disconnections.

Hafren Dyfrdwy will disconnect within 30 business days of retailer quotation acceptance for permanent disconnections.

Hafren Dyfrdwy will notify the market operator within two business days of a completed temporary disconnection or five business days of a completed permanent disconnection.

### **1.2 Disconnection performed by Hafren Dyfrdwy for illegal use (process I3)**

Hafren Dyfrdwy will notify the customer and their retailer/s within 24 hours of disconnection, the reason for illegal use disconnection and provide contact details to arrange a legal connection.

Hafren Dyfrdwy will notify the market operator within two business days of a completed temporary disconnection or five business days of a completed permanent disconnection.

### **1.3 Disconnection performed by Hafren Dyfrdwy for breach of Water Fittings Regulations (process I4)**

Hafren Dyfrdwy will notify the customer and their retailer/s within 24 hours of disconnection for illegal use, specifying steps required before Hafren Dyfrdwy will restore supply.

Hafren Dyfrdwy will notify the retailer/s of any site visit within 24 hours of disconnection taking place.

Hafren Dyfrdwy will notify the retailer if we intend to take no further action and/or keep matters under review.

Hafren Dyfrdwy will notify the market operator within 2 business days of a completed temporary disconnection or five business days of a completed permanent disconnection.

#### **1.4 Disconnection requested by the non-household customer and performed by Hafren Dyfrdwy (process 15)**

Hafren Dyfrdwy will upon receipt of notice from the customer, send a copy to the retailer within two business days.

Hafren Dyfrdwy will visit the eligible premises; in accordance with Schedule 4A Water Industry Act 1991; and if disconnection is standard, make disconnection within 12 business days.

Hafren Dyfrdwy will explain to the retailer and customer why it is not viable to disconnect within three business days of site visit or receipt of request (if no visit), for temporary disconnections.

Hafren Dyfrdwy will explain to the retailer and customer why it is not viable to disconnect within 20 business days of receipt of form, for permanent disconnections.

Hafren Dyfrdwy will notify the retailer and customer of any charges and/or quotations within three business days from site visit or receipt of request (if no visit), for temporary disconnections.

Hafren Dyfrdwy will notify the retailer and customer of any charges and/or quotations within 20 business days of receipt of form, for permanent disconnections.

Hafren Dyfrdwy will arrange upon receipt of notification; a date and time slot to make disconnection with the customer directly or via retailer, within five business days for a temporary disconnection or three months for a permanent disconnection.

Hafren Dyfrdwy will complete disconnection for standard temporary disconnections within six business days of notifying the retailer and customer of any charges and/or quotations. Within 12 business days for non-standard temporary disconnections or 30 business days of the retailer confirming we should proceed for permanent disconnections.

Hafren Dyfrdwy will notify the market operator within two business days of a completed temporary disconnection or five business days of a completed permanent disconnection.

#### **1.5 Gaining entry to eligible premises for the purpose of disconnection using Hafren Dyfrdwy powers of entry at retailer request (process 17)**

Hafren Dyfrdwy will notify the retailer if a customer refuses entry and we are unable to make survey or disconnection. Hafren Dyfrdwy will leave notice at eligible premises; in accordance with Schedule 4A Water Industry Act 1991; advising a further attempt will be made and if access is still refused, may seek a warrant authorising use of any power of entry.

Hafren Dyfrdwy will write to the customer and send a copy to the retailer within five business days, giving the customer a minimum of five business days' notice of date and time of further attempt and invite the customer to arrange an alternative time and date through their retailer.

Hafren Dyfrdwy will notify the retailer of customer notice specifying we may seek a warrant authorising use of power of entry.

Hafren Dyfrdwy will write to customer within five business days of site visit, repeating the terms of notice and notify their retailer.

Hafren Dyfrdwy will follow the necessary steps to request warrant for use of powers of entry if we receive notification and acceptance of associated charges from the retailer, within five business days following our notification to the retailer of customer refusal of entry. Hafren Dyfrdwy will do so within 10 business days of receipt of form and Hafren Dyfrdwy will inform the retailer when we plan to make the request.

Hafren Dyfrdwy will notify the retailer if the warrant is granted, the retailers authorised persons date and time and our own authorised person.

Hafren Dyfrdwy may use bailiffs to serve warrant and contact the police to gain entry. Any change to date and time, Hafren Dyfrdwy will notify retailers.

#### **1.6 Reconnection requested by the retailer and performed by Hafren Dyfrdwy (process I8)**

Hafren Dyfrdwy will endeavour to reconnect water and/or sewerage services on the same business day if we are in receipt of form before 3pm or the next business day on receipt of form after 3pm.

Hafren Dyfrdwy will notify the market operator within two business days of reconnection.

#### **1.7 Reconnection performed by Hafren Dyfrdwy following rectification of a breach of Water Fittings Regulations (process I10)**

Hafren Dyfrdwy will endeavour to schedule a visit to inspect that a breach has been remedied and if appropriate make the reconnection on the next business day if we are in receipt of form before 3pm or within two business days on receipt of form after 3pm.<sup>1</sup>

Hafren Dyfrdwy will notify the retailer/s within one business day of site visit to confirm if water services have been restored.

Hafren Dyfrdwy will notify the market operator with two business days of reconnection.

#### **1.8 Reconnection performed by Hafren Dyfrdwy following a disconnection requested by the non-household customer (process I11)**

Hafren Dyfrdwy will as soon as practicable or otherwise agreed, reconnect water services upon receipt of form from the retailer.

Hafren Dyfrdwy will notify the market operator within two business days of reconnection.

## **2 Hafren Dyfrdwy Disconnections**

*This section refers to standards Hafren Dyfrdwy hold above the Market Codes*

### **2.1 Standard and non-standard disconnection**

Hafren Dyfrdwy may undertake standard and non-standard disconnections, subject to the limitations set out in this document.

All permanent disconnections will be treated as Non-Standard.

#### **Standard Temporary Disconnection**

The standard temporary disconnection process will apply where:

- The physical location of supply point is on the affected non-household customer's private property; and
- The supply point is not located such that access to it is difficult (e.g. no need to remove masonry, etc to access the connection point).

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<sup>1</sup> Please refer to the Finance and Commercial Standard for guidance on Appointments

## **Non-standard Temporary Disconnection**

The non-standard temporary disconnection process applies where:

- The physical location of the supply point is on ground owned by a third party; where Severn Trent; where instructed by a service provider, is required to secure access to the connection point; or
- The physical location of the supply point is on public ground and excavation of the footpath/road requires prior notification to other utilities / authorities under the New Roads and Streetworks Act 1991; or
- Where the supply point is located on the affected non-household customer's private property, but access to the connection point is difficult.

### **2.2 Informing Environmental Health**

Hafren Dyfrdwy will contact your local Environmental Health department when a supply is disconnected for non-payment and has not been reconnected within 24 hours. Under Section 63 of the Water Industry Act 1991 we must notify your local authority no later than 48 hours after disconnection.

### **2.3 Sensitive Customers**

There are non-household premises that cannot be disconnected for non-payment of charges, details can be found in Schedule 4A of the Water Industry Act 1991.

Hafren Dyfrdwy has further defined a non-household sensitive customer category list, detail can be found on our web-site.

### **2.4 Charging retailers for a cancellation of disconnection**

If the retailer requests a cancellation of disconnection for any reason; other than an inefficiency by Severn Trent, Hafren Dyfrdwy will charge the retailer as detailed within the Wholesale Scheme of Charges<sup>2</sup>.

### **2.5 Permanent disconnection of a temporarily disconnected supply**

Hafren Dyfrdwy will temporarily disconnect a non-household property for a period of time pre-agreed with the retailer. Hafren Dyfrdwy will extend this temporary disconnection period by mutual consent, if requested by the retailer. This request should be made no later than 28 calendar days prior to the end of the initial temporary disconnection period. If we do not receive a request to extend; Hafren Dyfrdwy will on mutual consent with the retailer, permanently disconnect supply.

### **2.6 Service Request**

Any service requested from the Wholesale Scheme of Charges<sup>3</sup> must be submitted by a retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format), any standard request accepted by Hafren Dyfrdwy will be deemed authorised by the retailer, and grants authority to Hafren Dyfrdwy to complete any works necessary and any relevant cost charged to the retailer. Where the work is non-standard a quotation will be provided prior to the work being completed. Service requests made over the phone will not be accepted.

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<sup>2</sup> Please refer to the Wholesale Scheme of Charges

<sup>3</sup> Please refer to the Wholesale Scheme of Charges

## **2.7 Follow on Work**

If a job Hafren Dyfrdwy has quoted for changes due to non-household customer/retailer activity on site; we will consider this an abortive visit, which is chargeable<sup>4</sup> and new quote from Hafren Dyfrdwy will be required.

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<sup>4</sup> Please refer to Wholesale Scheme of Charges