Application for a permanent disconnection of an existing water supply
Your application form for a permanent disconnection of an existing water supply

This form is used to apply for a disconnection of an existing water supply.

**Please note:** Only use this form if you require a permanent disconnection of the water supply. Should you need water following the disconnection, you will have to apply for a new supply as we cannot reinstate the disconnected supply. If you only require the water supply to be turned off temporarily please call our contact centre on 0345 1 24 24 24.

**What will you receive in response to your application?**

Once we've received your application form along with the correct payment, we'll send you:

- An estimate for the cost of the work required to provide a disconnection
- A location plan indicating where we will disconnect the supply.

**How much does it cost to process the application and how can you pay?**

There is a charge of £129.68 + (VAT)£25.92 = £155.60 for processing your application and providing an estimate for the work required. This charge covers the cost of undertaking a survey on site and providing an estimate to you for the disconnection. Your estimate will be valid for six months from the date on the estimate. If you don’t pay within six months, a re-estimate fee will apply. Please don’t apply unless you will require your connection to be made within 12 months, as this may require a resurvey of the site for which there will be a charge.

**How would you like to pay?**

You can pay either by cheque or by credit/debit card, please indicate your payment method below. If you wish to pay by cheque please enclose a cheque payable to ‘Yorkshire Water Services Ltd’ with your application. If you wish to pay by debit/credit card, we will contact you on receipt of this form to arrange payment over the phone. If you want to pay by BACS the details are 57-49-55 11111111. Your enquiry request will only be processed once payment is received.

- ☐ Cheque  ☐ Credit/debit card  ☐ BACS

You can send us your completed form by post or email.

- Post: Developer Services, Yorkshire Water Services Ltd, PO Box 52, Bradford, BD3 7YD
- Email: wbu.service.centre@yorkshirewater.co.uk
- If you have any questions please give us a call on 0345 1 20 84 82. Calls are recorded for monitoring purposes.
Completing your application form.

Please complete this form with as much information as possible, using black ink and block capitals.

1. Your details
The applicant should be the person who is responsible for paying the estimate prior to your disconnection taking place.

Company name ................................................................................................................................................................
Contact name ...................................................................................................................................................................
Address for correspondence ............................................................................................................................................
Postcode ...........................................................................................................................................................................
Daytime telephone number (including dialling code) ........................................................................................................
Mobile phone number ......................................................................................................................................................
E-mail address .................................................................................................................................................................

2. Details of the site where the disconnection is required
Only complete this section if the address you are disconnecting is different to the one you have given over the page.

Address of property(ies) requiring a disconnection (Please continue on a separate sheet if necessary).
Postcode ...........................................................................................................................................................................

Total number of properties requiring disconnection ....................................................................................................
Meter serial numbers (if known) .....................................................................................................................................
Customer account numbers/Billing reference (if known) ................................................................................................
We will require a site meeting to discuss the application. Will the applicant be the person we meet on site? □ Yes □ No
Contact details if different from over the page
Name ................................................................................................................................................................................
Address ............................................................................................................................................................................
Telephone number ............................................................................................................................................................
Are there any known risks or hazards that we should know of prior to our site visit? □ Yes □ No
If yes, please can you give details below:
...................................................................................................................................................................................................

Are you demolishing a property? □ Yes □ No
If yes, what method of demolition are you using? If you are using explosives to demolish buildings, please provide a plan showing the area highlighted that will be impacted. This is to decide if we need to divert any infrastructure away from the surrounding area. Any additional costs will be included in the estimate.
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3. About your disconnection
We will only disconnect the water pipe from our water mains. Please Note: You will need to employ your own plumber to disconnect the water pipe within the grounds of your property.

4. How long will it take?
Upon receipt of your fully completed application and payment our surveyor will visit your site and undertake a survey within 14 days and you’ll receive your estimate for the work required within 28 days. Once you've paid for your estimate and requested your disconnection, we’ll normally disconnect you within 28 days. Your disconnection may take longer if we need to work in a major road or need to close the road.
5. When do estimates change or expire?

Your estimate will be valid for 6 months from the date of issue. If your estimate expires and you require a re-estimate, there is a charge of £62.04 +VAT.

We try to provide an accurate estimate for the cost of your disconnection, however there are sometimes unforeseen circumstances that may affect this. These include additional local authority highway requirements such as road closures, out of hours working or the use of specialist traffic management. Engineering difficulties may also affect the cost of the work. In the unlikely event that these arise we will recharge any additional costs not identified at survey stage to the applicant.

6. What information do you need to supply with your application?

Please complete the checklist below to confirm that you have enclosed all the information required to provide you with a estimate for disconnection.

- Fully completed all relevant sections of this form – (failure to do so will result in your application being returned)
- Provide a detailed location plan for the property(ies) requiring disconnection, including location plan showing supply pipe if known
- Clearly indicated at the beginning of this form if you are paying by cheque or credit/debit card
- Enclosed payment of £129.68 + (VAT)£25.92 = £155.60 (if paying by cheque) payable to Yorkshire Water Services Ltd
- Sign and complete the declaration below.

We will be unable to carry out a survey without this information

7. How we will calculate your charges

Your estimate will be sent out to you detailing the site specific costs for your development.

You have two options for calculating the costs of your development.

Option 1 – Fixed Charge Estimate. Our fixed charges are published in our charging arrangement. This can be found on our website yorkshirewater.com/developers

Option 2 – Site Specific Bespoke Estimate. This will be calculated using site specific charges. This takes into consideration regional variations to costs.

Please indicate which option you would like us to use when calculating your estimate.

- Fixed Charges
- Bespoke Estimate

8. Declaration

I request Yorkshire Water to process my application and provide me with an estimate for disconnection based on the information I have provided. I am signing as the applicant or their representative and by doing so agree that I will be liable for the payment of any costs associated with this application.

Your signature ................................................................................................ Date ........................................................

Your name and title (in capitals) ........................................................................................................................................

Company Name (for commercial applications only) .........................................................................................................
If you need to get in touch:

Call the Developer Services team on 0345 1 20 84 82
Our Developer Services office is open Monday to Friday 8am-5pm.

Call our contact centre on 0345 1 24 24 24
Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm.
For water and sewerage enquiries we’re open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We’re open 24 hours a day for emergency calls.

Visit our website yorkshirewater.com

Tweet us @YWHelp

Write to us
Yorkshire Water Services Ltd
PO Box 52, Bradford BD3 7YD

Other useful numbers:

Asian language 0345 1 24 24 21
Text telephone/minicom 0345 1 24 24 23
24 Hour automated services (meter readings and payments) 0345 1 247 247
Fax number 01274 372 800

How much could you save?

Use our online calculator
See how you could save water and energy around the home.

Buy discounted water saving gadgets
Water butts, shower heads and more – on our website.