

# Wholesale Policy on the Disconnection of Non-Household Water Services

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## Document Approval

<b>Karen Hardaker</b> Wholesale Service Desk Team Leader Wholesale Market Services	<b>Matthew Risk</b> Wholesale Market Services Manager Wholesale Market Services
<b>Document Owner (Author)</b>	<b>Document Approval Manager (Tier 1 or 2)</b>

## Document Revision History

Version	Date	Revised By	Reviewed By	Amendment Details
1	21/03/2017	Scott Dexter		New document
2	14/08/2018	Sue Ritchie		Changes made following YW's recognition of WIRSAE Scheme
3	07/01/2019	Sue Ritchie		Change made to latest time for Temporary Disconnections – Monday to Friday 4pm.
4	23/07/2025	Karen Hardaker	Rebecca Crowther	Change length of time a temporary disconnection has to be made into a permanent disconnection from six months to 3 months to be in line with the RWG Good Practice Guide.
4	02/02/2026	Rebecca Crowther	Rebecca Crowther	Moved to new template, no content changes

### **Business areas affected by this document**

This applies to all colleagues, both direct and indirect, when working for a company within Kelda Holdings.

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# 1. Introduction

From 1 April 2017, all Non-Household Customers have been free to choose a Retailer responsible for customer service and billing. Yorkshire Water (YW) Wholesale remains responsible for the provision of wholesale water and wastewater services.

This policy governs how Yorkshire Water Wholesale manages **temporary and permanent disconnections** of Non-Household water services, including reconnections. It sets out the processes, legal powers, responsibilities, and circumstances under which disconnections may occur.

The policy applies to:

- Yorkshire Water Wholesale colleagues
- Retailers
- Non-Household Customers
- Third-Party Organisations acting on behalf of customers

## Aim

This policy aims to:

- Ensure a consistent disconnection approach across the Yorkshire Water operational area
- Provide clear guidelines that Applicants must comply with
- Explain the process for temporary and permanent disconnections and reconnections
- Outline the legal process for gaining entry to premises using statutory powers
- Ensure compliance with the Wholesale-Retail Code and relevant legislation

If Non-Household Customers, Retailers or Third-Party Organisations breach this policy, YW Wholesale may take enforcement action to ensure compliance with market codes and regulation.

# 2. Policy and Procedure requirements

## 2.1. Principles

- Disconnections must follow the Wholesale Retail Code Part 3: Operational Terms.
- Applicants must obtain written authorisation from YW Wholesale before any disconnection or reconnection.
- YW Wholesale may instigate disconnections where required to protect water quality, public safety, or the environment.
- Accredited entities cannot be used for permanent disconnections. (Exclusions from Market Codes)

## 2.2. Legitimate Reasons for Disconnection

### Non-Household Customer Requests

- Temporary vacancy
- Redevelopment or refurbishment
- Customer initiated permanent disconnection

## Retailer Requests

- Non-payment of charges
- Denial of access to a water meter

## YW Wholesale Initiated

- Illegal usage
- Breach of Water Fittings Regulations
- Emergency situations
- Water quality contamination risks

Environmental Health must be notified following disconnection or reconnection at premises where food or drink is prepared or served.

## 2.3.Exceptions

YW Wholesale will not disconnect where:

- The customer is classified as a sensitive customer
- Disconnection would affect other premises
- Firefighting or public use supplies would be impacted
- There is a risk to public health or the environment
- A relevant complaint is unresolved
- YW representatives are verbally abused or threatened

## 2.4. YW Wholesale's Legal Powers of Entry

YW has statutory powers under Section 170 and Schedule 6 of the Water Industry Act 1991, including the ability to seek a warrant to gain access for surveys or immediate disconnection.

## 2.5. Temporary Disconnections

- Typically involve locking encapsulation and meter removal
- Maximum duration: **3 months**, after which YW may instigate a permanent disconnection
- WRAS-approved products must be used
- Data loggers must be removed and left in the chamber

Temporary disconnections cannot be carried out:

- Before 8am or after 4pm Mon–Thu
- Before 8am or after 12 noon Fri
- Weekends or public holidays

## 2.6. Permanent Disconnections

- Undertaken by YW Wholesale or Developer Services
- Require quotation acceptance or upfront payment
- Service pipe must be removed and the main pieced through
- Abandoned valves must be removed or made inoperable
- YW must record the abandoned service on mapping systems
- Meter removal details must be provided to the Retailer

## 2.7. Reconnection

- Only temporary disconnections can be reconnected
- Retailer must submit Form I/04
- If received before 3pm, YW will use reasonable endeavours to reconnect the same day
- Customer must flush internal plumbing after reconnection

## 2.8. Standard Vs Non-Standard Disconnections

### Standard

- Fixed fee
- No excavation
- No traffic management
- Single supply

### Non-standard

- Individually quoted
- Requires acceptance before work proceeds

## 2.9. Disconnection & Reconnection Timescales

YW Wholesale will comply with Market Code timescales for temporary and permanent disconnections, except where delays occur due to factors outside YW's control.

## 3. Application Processes (I1- I11)

All processes below follow the Wholesale Retail Code:

- **Process I1:** Retailer request for non-payment
- **Process I3:** Illegal use

- **Process I4:** Breach of Water Fittings Regulations
- **Process I5:** Customer requested disconnection
- **Process I7:** Gaining entry using powers of entry
- **Process I8:** Reconnection following temporary disconnection
- **Process I10:** Reconnection after rectifying Water Fittings breach
- **Process I11:** Reconnection after customer requested disconnection

Each process includes:

- Required forms
- Site visits
- Feasibility checks
- Quotation steps (if non-standard)
- Market Operator notifications

### 3.1. Process I1 Retailer Request for Non-Payment

- The Applicant will submit the following information:
  - form I/01 [Retailer disconnection request];
  - a copy of any notice the Retailer has served on the Non-Household Customer.

**Note:** YW Wholesale will check that all the relevant information has been received. Unsatisfactory completion of the form or supporting information will mean the Application is returned to the Applicant for resubmission.

- YW Wholesale shall verify whether the Non-Household Customer falls under schedule 4A of the Water Industry Act, or any of the exceptions defined within this policy. Where such exceptions apply YW Wholesale will inform the Applicant the disconnection will not be undertaken and the reasons why.
- YW Wholesale will determine whether a temporary or permanent disconnection is required, and the feasibility of undertaking a standard disconnection. This may require a visit to the Eligible Premise by prior arrangement with the Applicant.
- YW Wholesale will permit the Applicant to attend the disconnection, if required.
- Where we identify a standard disconnection is required, we will undertake the disconnection as part of the initial site visit to the Eligible Premise.
- If a non-standard disconnection is required, YW Wholesale shall use the site visit to undertake a survey to establish how to undertake a non-standard disconnection and provide an accurate quotation.

- YW Wholesale shall notify the Applicant of our findings, any action taken and, where relevant, provide a quotation for a non-standard disconnection.
- The Applicant will confirm its request to proceed with the non-standard disconnection, based on the quotation provided.
- YW Wholesale will visit the Eligible Premises to undertake the non-standard disconnection.
- If, in the period between making the application and the time of the appointment, the Non-Household Customer rectifies the issue giving rise to the disconnection, e.g. by paying outstanding sums due, the Applicant will contact YW Wholesale and the application to disconnect will be cancelled.
- YW Wholesale will use best endeavours to cancel the disconnection, but in some instances this may not be possible. Therefore, the Applicant will still be responsible for paying the abortive charges where work has been carried out. Otherwise, the disconnection will take place on the appointed date.
- YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.

### 3.2.Process I3 Illegal Use

- The Retailer has a duty where it suspects the illegal use of water is taking place to inform YW Wholesale immediately. The Retailer must not inform the Non-Household Customer it has taken these steps.
- Where YW Wholesale is informed or suspect's illegal usage it shall arrange a visit to the Eligible Premises to confirm the illegal usage. This may be prior to sending out any notice.
- During the visit to the Eligible Premises, where YW Wholesale identifies there is a significant risk we may undertake the disconnection at the same time.
- If we cannot make an emergency disconnection i.e. non-standard disconnection is required, we shall return to complete the disconnection.
- YW Wholesale shall notify the Non-Household Customer of the reasons for disconnection in writing, including details on how to arrange a legal connection, and to seek clarification or assistance from its Retailer to have its service reconnected. A copy will be sent to their Retailer and any other Retailer serving the site.

The notice shall include:

- the reason for issuing the notice e.g. how the Non-Household Customer has breached the applicable legislation;
- a statement that the breach must be rectified;
- a warning not to interfere with the disconnection;
- a timeframe within which the breach is to be rectified (it should be noted that immediate rectification will be required where the breach is causing an immediate threat to public health or the environment);
- a statement that if the breach is not rectified within the timeframe set out by YW Wholesale, services to the premises may be permanently disconnected;
- contact details that will allow the Retailer to seek clarification from the YW Wholesale to rectify its breach.

- When the deadline for the rectifying action has been reached, YW Wholesale may visit the Eligible Premise to check that the rectification has occurred.
- YW Wholesale will also assess whether the connection was illegal because of an act/omission of the Retailer and take steps against Retailer if appropriate.
- YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.
- The Non-Household Customer shall need to contact their Retailer once the connection is made legal to apply for a reconnection.

### 3.3.Process I4 Breach of Water Fittings Regulations

- Where the Retailer identifies or suspects the Non-Household Customer is in breach of the Water Supply (Water Fitting) Regulations 1999 it shall immediately inform YW Wholesale. The Retailer must not inform the Non-Household Customer it has taken these steps.
- YW Wholesale shall visit the Eligible Premises and confirm whether a breach of the regulations has occurred. This may be prior to sending out any notice.
- YW Wholesale shall assess whether the disconnection is required and if it can occur i.e., it is not prevented under Section 75 of the Water Act 1991.
- Where YW Wholesale consider there to be an emergency and there are grounds for a disconnecting we may disconnect the Eligible Premises as part of the initial site visit.
- Where an emergency disconnection cannot be undertaken i.e. a non-standard disconnection is required will return to undertake the disconnection.
- YW Wholesale shall notify the Non-Household Customer of the reasons for disconnection in writing, including details on how to arrange a legal connection, and to seek clarification or assistance from its Retailer to have its service reconnected. A copy will be sent to their Retailer and any other Retailer serving the site.

The notice shall include:

- the reason for issuing the notice e.g. how the Non-Household Customer has breached the applicable legislation;
  - a statement that the breach must be rectified;
  - a warning not to interfere with the disconnection;
  - a timeframe within which the breach is to be rectified (it should be noted that immediate rectification will be required where the breach is causing an immediate threat to public health or the environment);
  - a statement that if the breach is not rectified within the timeframe set out by YW Wholesale, services to the premises may be permanently disconnected;
  - contact details that will allow the Retailer to seek clarification from the YW Wholesale to rectify its breach.
- When the deadline for the rectifying action has been reached, YW Wholesale may visit the premise to check that the rectification has occurred.
  - YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.
  - The Non-Household Customer shall need to contact their Retailer once the connection is made legal to apply for a reconnection.

### 3.4. Process 15 Customer Requested Disconnection

- The initial contact for a Non-Household Customer requiring a temporary disconnection shall be via its Retailer.
- The initial contact for a Non-Household Customer requiring a permanent disconnection can be either their Retailer or YW Wholesale.

**Note:** The Retailer or Third-Party Organisation may apply for a permanent disconnection on behalf of Non-Household Customer.

The Applicant will submit the following information:

- form I/01 [Retailer temporary or permanent disconnection request];
- form on our website under Developer Services [Non-Household Customer permanent disconnection requests direct to YW Wholesale];
- state whether they require a temporary or permanent disconnection; • state if they consider it to be a standard or non-standard disconnection.

**Note:** YW Wholesale will check that all the relevant information has been received. Unsatisfactory completion of the form or supporting information will mean the Application is returned to the Applicant for resubmission.

- YW Wholesale will determine the feasibility of undertaking the disconnection. This may require a visit to the Eligible Premise by prior arrangement with the Applicant.
- Where we identify a temporary standard disconnection is required, we will undertake the disconnection as part of the initial site visit to the Eligible Premise.
- YW Wholesale will permit the Applicant to attend the disconnection, if required.
- If a permanent or non-standard temporary disconnection is required, YW Wholesale shall use the site visit to undertake a survey to establish how to undertake the disconnection and provide an accurate quotation.
- YW Wholesale shall notify the Applicant of our findings, any action taken, and, where relevant, provide a quotation for the permanent or non-standard temporary disconnection.
- The Applicant will confirm its request to proceed with the disconnection, based on the quotation provided. Permanent disconnections sent direct to YW Wholesale shall require payment up front before we will undertake the disconnection.
- YW Wholesale will visit the Eligible Premises to undertake the permanent or non-standard temporary disconnection.
- YW Wholesale will use best endeavours to cancel the disconnection, but in some instances this may not be possible. Therefore, the Applicant will still be responsible for paying the abortive charges where work has been carried out. Otherwise, the disconnection will take place on the appointed date.
- YW Wholesale shall notify the Retailer and Market Operator of the change in connection status and other information required, in accordance with the Market Codes.

### 3.5. Process 17 Gaining Entry using Powers of Entry

- If the Non-Household Customer refuses YW Wholesale entry to its Eligible Premise to undertake a disconnection or survey as defined within this policy, then:
  - YW Wholesale will leave a notice informing the Non-Household Customer we shall make a further attempt to gain access;
  - if access is still withheld YW Wholesale may seek a warrant authorising use of our powers of entry under The Water Act.
- YW Wholesale shall send the Retailer a copy of the notice, specifying we may seek a warrant to gain access.
- YW Wholesale may use bailiffs to serve a warrant and contact the police to gain entry.
- We will notify the Retailer of the date and time of the visit to the Eligible Premise.
- YW Wholesale shall visit the eligible premises and undertake a standard disconnection or a survey.
- YW Wholesale shall return to undertake a non-standard disconnection. We will notify the Retailer of the date and time.
- When we undertake the disconnection, we shall leave a warning notice informing the Non-Household Customer not to interfere with the disconnection. A copy will be sent to their Retailer.
- If the Retailer wishes YW Wholesale to use our powers of entry at this early stage it shall submit Form I/03 and confirm that it shall accept any charges associated with the seeking, obtaining and using such a warrant. If the YW Wholesale considers it appropriate, it shall accept the Retailer's request and proceed.
- YW Wholesale will notify the Retailer if the warrant is granted, the Retailers shall make available an authorised person at a specified date and time to confirm the disconnection is still required.
- The Retailer must confirm in writing the warrant is still required before YW Wholesale shall proceed.
- If, in the period between making the application and the time of the appointment, the Non-Household Customer allows access, the Applicant will contact YW Wholesale and the warrant process will be halted. The Retailer shall be responsible for paying any charges associated with the seeking, obtaining and using such a warrant already incurred.
- YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.

### 3.6. Process I8 Reconnection following Temporary Disconnection

The Applicant will submit the following information:

- form I/04 [Request for reconnection of a supply which has been temporarily disconnected].

**Note:** YW Wholesale will check that all the relevant information has been received. Unsatisfactory completion of the form or supporting information will mean the Application is returned to the Applicant for resubmission.

- YW Wholesale shall assess how best to undertake the reconnection based on information held on the original disconnection method, and the length of time the service has been disconnected.
- If YW Wholesale receives the Form I/04 before 3pm on a Business Day, it shall use reasonable endeavours to reconnect the relevant water service on that Business Day.

- If YW Wholesale receives the Form I/04 after 3pm on a Business Day, it shall use reasonable endeavours to reconnect the relevant water service on the next Business Day.
- For non-standard reconnections we shall undertake as soon as reasonably practicable i.e. where Traffic Management Act permits are required.
- YW Wholesale shall notify the Market Operator of the reconnection of service, in accordance with the Market Codes.

### 3.7. Process I10 Reconnection after rectifying Water Fittings Breach

The Applicant will submit the following information:

- form I/04 [Request for reconnection of a supply which has been temporarily disconnected].

**Note:** YW Wholesale will check that all the relevant information has been received. Unsatisfactory completion of the form or supporting information will mean the Application is returned to the Applicant for resubmission.

- YW Wholesale shall assess whether the breach has been rectified. This may involve a visit to the Eligible Premises.
- YW Wholesale shall assess how best to undertake the reconnection based on information held on the original disconnection method, and the length of time the service has been disconnected.
- If YW Wholesale receives the Form I/04 before 3pm on a Business Day, it shall use reasonable endeavours to reconnect the relevant water service on that Business Day.
- If YW Wholesale receives the Form I/04 after 3pm on a Business Day, it shall use reasonable endeavours to reconnect the relevant water service on the next Business Day.
- For non-standard reconnections we shall undertake as soon as reasonably practicable i.e. where Traffic Management Act permits are required.
- YW Wholesale shall notify the Market Operator of the reconnection of service, in accordance with the Market Codes.

### 3.8. Process I11 Reconnection after customer- requested disconnection

The Applicant will submit the following information:

- form I/04 [Request for reconnection of a supply which has been temporarily disconnected].

**Note:** YW Wholesale will check that all the relevant information has been received. Unsatisfactory completion of the form or supporting information will mean the Application is returned to the Applicant for resubmission.

- YW Wholesale shall assess how best to undertake the reconnection based on information held on the original disconnection method, and the length of time the service has been disconnected.
- If YW Wholesale receives the Form I/04 before 3pm on a Business Day, it shall use reasonable endeavours to reconnect the relevant water service on that Business Day.
- If YW Wholesale receives the Form I/04 after 3pm on a Business Day, it shall use reasonable endeavours to reconnect the relevant water service on the next Business Day.

- For non-standard reconnections we shall undertake as soon as reasonably practicable i.e. where Traffic Management Act permits are required.
- YW Wholesale shall notify the Market Operator of the reconnection of service, in accordance with the Market Codes.

## 4. Definitions

### Definitions of Terms Used:

<b>Yorkshire Water</b>	Yorkshire Water is used in this document to refer to Yorkshire Water Services Limited and all other subsidiary companies within Kelda Holdings.
<b>Non-Household Customer</b>	A business or organisation eligible for the competitive retail market.
<b>Retailer</b>	The appointed Retailer responsible for billing and customer service.
<b>Applicant</b>	Retailer, Non-Household Customer, or Third-Party Organisation submitting a request.
<b>Eligible Premises</b>	Premises defined as eligible under the Market Codes.
<b>Temporary Disconnection</b>	A disconnection where supply can be restored without a new connection.
<b>Permanent Disconnection</b>	A disconnection requiring a new connection to restore supply.

## 5. Compliance with this document

All colleagues must comply with this policy in line with the company Conduct Policy. Non-compliance may result in:

- Regulatory breaches
- Incorrect disconnections
- Customer harm
- Market Code non-compliance

Managers must ensure teams understand and follow the policy.

## 6. Assurance

Compliance will be monitored through:

- Internal audits

- Operational checks
- Review of disconnection and reconnection records
- Monitoring of Market Operator notifications
- Review of exceptions and escalations

Assurance findings will be used to improve processes and maintain regulatory compliance.

## 7. Related Documents

This is a section where you shall insert references to linked or relevant documents, where applicable.

### 7.1. Strategies/Standards/Procedures/Guidance

Document Reference	Document Title
<b>Wholesale Retail Code</b>	<a href="#">Market Codes - MOSL</a>
Table content	Table content

### 7.2. Reference Documents

Reference	Description
<b>Water Industry Act</b>	<a href="#">Water Industry Act 1991</a>
<b>Water Supply (Water Fittings) Regulations 1999</b>	<a href="#">The Water Supply (Water Fittings) Regulations 1999</a>
<b>Yorkshire Water Scheme of Charges</b>	<a href="#">Yorkshire Water - Developer Services charges</a>