

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

07/01/2019

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Blueprint for Yorkshire



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## Introduction

From the 1st April 2017, all Non-Household Customers will be free to select a Retailer (Licensee or Undertaker of Retail Business) who will be responsible for the customer service and billing elements of their water and waste water services. Yorkshire Water (YW) Wholesale will only be responsible for the provision of water and waste water wholesale services.

The YW Wholesale disconnection policy allows Applicants to request a temporary or permanent disconnection, or reconnection of a Non-Household Customer's water service. Relevant Applicants shall include Retailers, Non-Household Customers and Third Party Organisations. YW Wholesale also has statutory powers where we can instigate a disconnection of a Non-Household Customer's water service.

Under this policy:

- YW Wholesale shall be responsible for undertaking the temporary or permanent disconnection of the water service;
- YW Wholesale shall be responsible for undertaking the reconnection of the water service, following a temporary disconnection;
- a Non-Household Customer has the option to apply directly to YW Wholesale to request a permanent disconnection.

Applicants must obtain written confirmation (authorisation) from YW Wholesale before we will attempt a disconnection or reconnection of a water service.

This policy is intended to provide clear guidance to the Market Operator, Retailers, Third Party Organisations and Non-Household Customers on our disconnection and reconnection application process and guidelines.

This policy will be compliant with the Wholesale-Retail Code Part 3: Operational Terms, Part I Disconnection Processes and Part F: Monitoring, investigations, complaints and enquiries, shown below:

- Process I1 - Disconnection requested by the Retailer and performed by YW Wholesale in relation to Non-Household Customer non-payment;
- Process I3 - Disconnection performed by YW Wholesale for illegal use;
- Process I4 - Disconnection performed by YW Wholesale for breach of Water Fittings Regulations;
- Process I5 - Disconnection requested by the Non-Household Customer and performed by YW Wholesale;
- Process I7 - Gaining entry to an Eligible Premises for the purposes of Disconnection using the Wholesaler's powers of entry at Retailer request;
- Process I8 - Reconnection requested by the Retailer and performed by YW Wholesale;
- Process I10 - Reconnection performed by YW Wholesale following rectification of a breach of Water Fittings Regulations;
- Process I11 - Reconnection performed by YW Wholesale following a Disconnection requested by the Non-Household Customer;
- Process F1 - Unannounced and/or unplanned visits to Eligible Premises e.g. to conduct water sampling or to monitor compliance with the Water Fittings Regulations

- Process F2 - Announced planned visits to Eligible Premises e.g. to monitor compliance with the Water Fittings Regulations
- Process F6 - Water Fittings Regulations enquiries and notifications

Any charges related to the services outlined in this document can be found on the Yorkshire Water website (<https://www.yorkshirewater.com/business/services#ls2>).

## Aim

This policy aims to set out the general principles by which YW Wholesale and the Retailer shall interact in relation to making either a temporary or permanent disconnection of the water service connection to an Eligible Premise, and any subsequent reconnection.

The aims of the policy are:

- to ensure a consistent disconnection approach is followed within YW Wholesale operational area;
- to provide Applicants with YW Wholesale guidelines that shall be complied with at all time;
- to inform Applicants of the process to follow for a temporary and permanent disconnection, and reconnection following a temporary disconnection;
- outline the legal process YW Wholesale's shall follow for gaining entry to an Eligible Premises for the purposes of disconnection using our powers of entry.

If Non-Household Customers, Retailers and Third Party Organisations are found to be in breach of this policy, YW Wholesale may take enforcement action. The purpose of enforcement is to ensure that preventative or remedial action is taken to secure compliance with this standard, the market codes and associated regulation.

## Exclusions from Market Codes

- Accredited Entities – we do not allow the use of accredited entities for permanent disconnection of a water service;

## Principles

To ensure the policy is enforced fairly, the following sections contain the processes that shall be followed by all Applicants, and the processes YW Wholesale will follow to allow us to instigate a disconnection.

## Legitimate Reasons for Requesting a Temporary or Permanent Disconnection

1. A Non-Household Customer can request a permanent or temporary disconnection of service(s), for example when:

- a building is temporarily unoccupied or has been abandoned;
- the premises are being redeveloped or refurbished.

**Note:** As soon as practicable the Non-Household Customer shall initiate the application for a temporary or permanent disconnection. The Retailer is responsible for ensuring charge cease from the disconnection date.

2. A Retailer can request a permanent or temporary disconnection of service(s) for:

- non-payment of an amount properly due for water services;
- a non-household customer denying access to a water meter.

**Note:** The Retailer is responsible for ensuring Non-Household Customers keep up to date with paying their bills. Where a Non-Household Customer has failed to keep up to date with their payments and the Retailer has made every effort in trying to recover costs, the Retailer may request a disconnection. This should be regarded as a last resort relied upon only when other means of encouraging the appropriate behaviour from customers have failed.

3. YW Wholesale is responsible for ensuring it protects the integrity of its water network, safeguards the public water supply and the environment. Temporary disconnections are a potential water quality contamination and over time can become a source of leakage or can pollute the environment. Therefore YW Wholesale can instigate a permanent or temporary disconnection of service(s) in the following circumstances:

- illegal usage or breach of the (Water Supply [Water Fittings] Regulations 1999);
- emergency situations i.e. repair a water leak, public or environmental safety reasons;
- disconnection to prevent water quality contamination.

**Note:** YW Wholesale has certain statutory responsibilities for monitoring the behaviour of Non-Household Customers, e.g. in relation to compliance with the Water Supply (Water Fitting) Regulations 1999 or equivalent regulations made under section 74 of the Water Industry Act 1991.

The Environmental Health Department will be notified following disconnection, and any subsequent reconnection of supply, to any eligible premises where food or drink is prepared, served or manufactured.

## YW Wholesale's Legal Powers of Entry

4. YW has legal powers of entry under Section 170 and Schedule 6 of the Water Industry Act 1991, including seeking a warrant where necessary to gain access to the premises in order to make a survey or effect an immediate disconnection.

## Exceptions to Disconnection Process

5. Certain Non-Household Customers cannot be disconnected for non-payment by a Retailer as defined in the Water Act 1991 Schedule 4A 'Premises that are not to be disconnected for non-payment of charges'.
6. YW Wholesale shall not undertake a temporary or permanent disconnection (other than in an emergency situation) where we identify during our review of the application or during the site visit to the Eligible Premise that one of the following conditions are met:
  - if the Non-Household Customer is a 'sensitive customer', as defined in the Market Codes by YW Wholesale or the Retailer, and is to be disconnected for non-payment of charges;
  - if water service to any other premises will be adversely affected by disconnection of services to the Eligible Premise;
  - if the water service is for public use, e.g. for fire fighting, and it will be adversely affected by disconnection of water services to the Eligible Premise;
  - if there is a likely risk to public health or an environmental impact as a consequence of the disconnection of water service;
  - if YW Wholesale becomes aware that the Non-Household Customer has reasonably made a complaint directly related to the issue for which temporary disconnection is proposed, and all reasonable steps have not been taken to resolve the complaint using the Retailer's internal complaints handling procedures.
  - if an YW Wholesale representative is verbally abused or threatened whilst visiting the Eligible Premise.

**Note:** If YW Wholesale decides not to disconnect the supply incurring no direct costs, there will be no charges made to the Applicant.

## Temporary Disconnections

7. Temporary disconnections are those where the connection may be reconnected again in the future without a change of supply point.
8. A Non-Household Customer shall contact their Retailer to request a temporary disconnection.
9. Temporary disconnection can be undertaken for a period of six months, after which YW Wholesale may choose to instigate a permanent disconnection and recharge the Retailer, where we deem there to be a risk of contamination.

10. Temporary disconnections of a water service will generally involve installing a locking encapsulation mechanism on to the stop tap to prevent access and removing the water meter.
11. Where any meter is removed, a WRAS approved product, including WRAS approved washers, will be installed to prevent contamination of the depressurised pipework. The meter will not be removed leaving the manifold exposed.
12. Where third party data logging/ancillary equipment is attached to the meter, the data logger will be detached and left in the meter chamber. The Retailer and/or the Non-Household Customer are responsible for the refitting of their data logging equipment. YW accepts no responsibility for the failure of the data logger to operate following reinstallation of the meter and refitting of the data logging equipment.
13. Yorkshire Water will not allow temporary disconnections to be undertaken outside of the following times:
  - Before 8am or after 4pm on a weekday (Monday to Thursday);
  - Before 8am or after 12 noon on a Friday;
  - On a weekend;
  - On a public holiday or on the Business Day immediately before a public holiday.

## Permanent Disconnection

14. Permanent disconnections are those where the connection to the YW Wholesale network is removed or otherwise made unworkable, such that the supply of water service at the supply point could only resume if a new connection was made (which shall be done in accordance with YW Wholesale's new connection procedure).
15. A Non-Household Customer may contact YW Wholesale directly, or go through their Retailer to request a permanent disconnection. Where the Non-Household Customer chooses to use YW Wholesale, they shall submit an application to YW Wholesale's Developer Services Department via the appropriate links on our website.
16. All permanent disconnections are based on an individual quotation. If the Non-Household Customer goes via their Retailer they must confirm acceptance of the quotation before YW Wholesale will undertake the disconnection. Alternatively, if the Non-Household Customer comes direct to YW Wholesale, we will need payment up front before we will undertake the disconnection.
17. When YW Wholesale undertakes a permanent disconnection it will sever at the point of supply from our network to avoid any future threat of contamination. This will involve:
  - removing the service pipe and piecing through our water main (practices such as turning off the ferrule, capping the service pipe or simply turning off the old stop tap are strictly forbidden);
  - abandoned valves and stop taps shall be removed, but if left in situ they shall be made inoperable or blanked off;
  - YW Wholesale shall record the location of the abandoned service on our mapping system;
  - where a water meter is removed as part of a permanent disconnection then, YW Wholesale will provide the additional information listed below to the Retailer:
    - date and time of meter removal;
    - meter size and type;

- meter serial number;
- meter location;
- final meter reading.

## Reconnection of a Temporary Disconnection

18. Permanent disconnections cannot be reconnected.
19. A Non-Household Customer shall contact their Retailer to request a reconnection of a temporary disconnection.
20. The Non-Household Customer is responsible for ensuring they undertake a thorough flush of their supply pipe and internal plumbing to ensure they completely remove any stagnant water sat in the pipework following a reconnection of a water service.

## Standard and Non-Standard Disconnections

21. The Applicant shall be bound by YW Wholesale's decision regarding the most technically appropriate and cost-effective disconnection solution.
22. All standard disconnections are a fixed fee (see Scheme Charges section). The fee covers:
  - processing of the application;
  - feasibility study to understand most appropriate disconnection method;
  - visiting the Eligible Premises (on a Business Day only);
  - undertaking a standard disconnection, or undertaking a survey at the Eligible Premise for a non-standard disconnection;
  - providing an accurate quotation for a non-standard disconnection.
23. Standard disconnections are where:
  - the disconnection point is located in the public highway;
  - no excavation work is required on public footpaths or roads, or on land owned by third parties;
  - no work is required to gain access to the disconnection point on the Eligible Premises, i.e. material stored on top of chamber;
  - there are no Traffic Management Act restrictions;
  - it is a single supply to the Eligible Premise.
24. All non-standard disconnections are based on an individual quotation. The Applicant must confirm its acceptance of the quotation before YW Wholesale will undertake the disconnection.



## Disconnection and Reconnection Timescales

25. YW Wholesale will comply with the permitted timescales for temporary and permanent disconnections as set out in the Market Codes. Although, there may be instances where this is not possible due to factors beyond our control.

## Application Process

### Process I1 - Disconnection requested by the Retailer and performed by YW Wholesale in relation to Non-Household Customer non-payment

26. 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.
27. 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.
28. 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.
29. YW Wholesale will permit the Applicant to attend the disconnection, if required.
30. Where we identify a standard disconnection is required, we will undertake the disconnection as part of the initial site visit to the Eligible Premise.
31. 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.
32. YW Wholesale shall notify the Applicant of our findings, any action taken and, where relevant, provide a quotation for a non-standard disconnection.
33. The Applicant will confirm its request to proceed with the non-standard disconnection, based on the quotation provided.
34. YW Wholesale will visit the Eligible Premises to undertake the non-standard disconnection.

35. 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.
36. 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.
37. YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.

### **Process I3 - Disconnection performed by YW Wholesale for illegal use**

38. 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.
39. 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.
40. 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.
41. If we cannot make an emergency disconnection i.e. non-standard disconnection is required, we shall return to complete the disconnection.
42. 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 in order to have its service reconnected. A copy will be sent to their Retailer and any other Retailer serving the site.
43. 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 in order to rectify its breach.
44. When the deadline for the rectifying action has been reached, YW Wholesale may visit the Eligible Premise to check that the rectification has occurred.

45. 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.
46. YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.
47. The Non-Household Customer shall need to contact their Retailer once the connection is made legal to apply for a reconnection.

## **Process I4 - Disconnection performed by YW Wholesale for breach of Water Fittings Regulations**

48. 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.
49. 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.
50. 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.
51. 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.
52. Where an emergency disconnection cannot be undertaken i.e. a non-standard disconnection is required will return to undertake the disconnection.
53. 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 in order to have its service reconnected. A copy will be sent to their Retailer and any other Retailer serving the site.
54. 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 in order to rectify its breach.
55. When the deadline for the rectifying action has been reached, YW Wholesale may visit the premise to check that the rectification has occurred.

56. YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.
57. The Non-Household Customer shall need to contact their Retailer once the connection is made legal to apply for a reconnection.

## Process 15 - Disconnection requested by the Non-Household Customer and performed by YW Wholesale

58. The initial contact for a Non-Household Customer requiring a temporary disconnection shall be via its Retailer.
59. 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.

60. 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 request 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.

61. 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.
62. 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.
63. YW Wholesale will permit the Applicant to attend the disconnection, if required.
64. 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.
65. 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.
66. 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.

67. YW Wholesale will visit the Eligible Premises to undertake the permanent or non-standard temporary disconnection.
68. 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.
69. 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.

### **Process 17 - Gaining entry to an Eligible Premises for the purposes of Disconnection using YWWholesale's powers of entry at Retailer request**

70. 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.
71. YW Wholesale shall send the Retailer a copy of the notice, specifying we may seek a warrant to gain access.
72. YW Wholesale may use bailiffs to serve a warrant and contact the police to gain entry.
73. We will notify the Retailer of the date and time of the visit to the Eligible Premise.
74. YW Wholesale shall visit the eligible premises and undertake a standard disconnection or a survey.
75. YW Wholesale shall return to undertake a non-standard disconnection. We will notify the Retailer of the date and time.
76. 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.
77. 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.
78. 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.
79. The Retailer must confirm in writing the warrant is still required before YW Wholesale shall proceed.
80. 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.

81. YW Wholesale shall notify the Market Operator of the change in connection status and other information required, in accordance with the Market Codes.

## **Process I8 - Reconnection requested by the Retailer and performed by YW Wholesale**

82. 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.

83. 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.
84. 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.
85. 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.
86. For non-standard reconnections we shall undertake as soon as reasonably practicable i.e. where Traffic Management Act permits are required.
87. YW Wholesale shall notify the Market Operator of the reconnection of service, in accordance with the Market Codes.

## **Process I10 - Reconnection performed by YW Wholesale following rectification of a breach of Water Fittings Regulations**

88. 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.

89. YW Wholesale shall assess whether the breach has been rectified. This may involve a visit to the Eligible Premises.

90. 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.
91. 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.
92. 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.
93. For non-standard reconnections we shall undertake as soon as reasonably practicable i.e. where Traffic Management Act permits are required.
94. YW Wholesale shall notify the Market Operator of the reconnection of service, in accordance with the Market Codes.

## Process I11 - Reconnection performed by YW Wholesale following a Disconnection requested by the Non-Household Customer

95. 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.
96. 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.
97. 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.
98. 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.
99. For non-standard reconnections we shall undertake as soon as reasonably practicable i.e. where Traffic Management Act permits are required.
100. YW Wholesale shall notify the Market Operator of the reconnection of service, in accordance with the Market Codes.

## Scheme Charges

101. Where charges 'may' apply refer to YW Wholesale's Charges Scheme (<https://www.yorkshirewater.com/business/services#ls2>).
102. YW Wholesale may also charge for all additional work, on a time and materials basis, that is either requested by the Applicant, or reasonably imposed by YW Wholesale in order to allow work to be

undertaken in a safe manner. This will be in addition to the standard and non-standard disconnection charges.

103. Charges will also apply for any aborted visit or unplanned work on a time and materials basis. A return appointment will not be made until the appropriate fee has been paid and the issue has been corrected.
104. The quotation from YW Wholesale will be valid for three months from the date of the quote. After three months a re-quotation will be required.

## Defects Liability Period

105. The Defects Liability Period (DLP) will apply to any pipework, fittings, chambers and covers, installed to undertake the disconnection or reconnection, and the reinstated ground. The DLP normally applies for 12 months after the disconnection of a service and 12 months after the reconnection of a service.
106. During the DLP, YW Wholesale will expect the retailer to notify us in writing of any defect it identifies. The exception to this is in the event of emergencies which may compromise service levels to customers or public health when YW Wholesale will undertake the repairs as quickly as possible and inform the retailer thereafter in writing as soon as practicable.

## Contact Details

107. For more information contact the YW Wholesale Service Desk by email at: [wholesaleservice@yorkshirewater.co.uk](mailto:wholesaleservice@yorkshirewater.co.uk).

## References

- Wholesale-Retail Code Part 3: Operational Terms, Part I Disconnections.

## Review Date

108. This Policy will be reviewed annually or when necessary as a result of changes in Market Codes or centrally issued guidance. Date of last review August 2018.



<b>Version No</b>	<b>Date</b>	<b>Issued by</b>	<b>Summary of change(s)</b>
V1	21/03/2017	Scott Dexter	
V2	14/08/2018	Sue Ritchie	Changes made following YW's recognition of WIRSAE Scheme
V3	07/01/2019	Sue Ritchie	Change made to latest time for Temporary Disconnections – Monday to Friday 4pm.

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