

# Application for a permanent disconnection of existing supply

## Filling out this form

If you'd like to complete this application form online, please log in to our online portal:

[developerservices.yorkshirewater.com/sign-up-sign-in](https://developerservices.yorkshirewater.com/sign-up-sign-in)

To fill out this PDF application form, please open and complete it using [Adobe Acrobat Reader](#) and email your completed application to [wbu.servicecentre@yorkshirewater.co.uk](mailto:wbu.servicecentre@yorkshirewater.co.uk)

Or, post it to: Developer Services, Yorkshire Water Services Ltd, PO Box 52, Bradford BD3 7YD

## Please confirm you can provide the following documents with your application:

Site location plan - a detailed plan showing where the property/ies requiring disconnection are. This plan should show an approximate layout of the site, including any existing assets that you're aware of

Address(es) of property/ies to be disconnected, including meter serial numbers, customer account reference numbers or billing references if available

### Additional documents (if applicable)

Supply pipe location plan

Plan highlighting explosion impact area

F10 notice (if the development is notifiable to the Health and Safety Executive)

Pre-construction information (site surveys and any relevant parts of your construction phase plan (if available) if your development is notifiable to the HSE)

Please be aware, we may contact you to seek feedback on your experience with this service.



YorkshireWater

## Initial information and terms and conditions

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

This is an application for a disconnection of an existing water supply.

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

### About your disconnection

We will only disconnect the water pipe from our water mains.

**Please note:** You'll need to employ your own plumber to disconnect the water pipe within the grounds of your property.

### How long will it take to get a response?

We aim to send you confirmation that we've received your enquiry within **5 calendar days**.

Once we've received your completed application form, we aim to respond within **28 calendar days** with a location plan indicating where we will disconnect the supply and details of how to book in the disconnection work.

### What do you need to pay for this application?

There is no application fee for this service and the work to carry out the disconnection is free of charge.

**Please note:** in special circumstances, we may need to divert existing infrastructure away from the site (i.e. if you plan to use explosives on site that could damage our existing assets). The cost for any diversionary works will be charged to the applicant. We will let you know if this work is needed when we respond to your application.



If you're filling out a paper copy, please complete in **BLOCK CAPITALS** using blue or black ink.

## 1. Your details

Are you a      Developer      SLP      NAV      Consultant      Other

If other, please specify

Full name

Company name

Company number

Phone number

Email address

Address

Town/City

Post code

**Would you like to authorise us to speak to anyone else about your application?**      Yes      No

Is the recipient a      Developer      SLP      NAV      Consultant      Other

If other, please specify

Full name

Company name

Company number

Phone number

Email address

Address

Town/City

Post code



## 2. Site details

Total number of properties requiring disconnection

### Site address (or closest existing address)

Address

Address line 2

Address line 3

Town/City

Post code

Meter serial numbers (if known)

Customer account numbers/billing reference (if known)

**If you have more than one property that requires disconnection, please attach/enclose the meter serial numbers/billing reference for each property on a separate document.**

We'll conduct a survey of your site when we receive your application. We may or may not need to visit your site to carry out this survey based on your requirements and the complexity of your site. We'll let you know if a site visit is needed once we receive your application.

If we need to visit your site, are there any known **risks or hazards** that we should be aware of?

Yes No

If yes, please provide details below

### Site contact details

Are the site contact details different from your contact details? Yes No

If yes, please provide the details of your site contact below

Site contact name

Site contact phone number

Site contact email address

### Demolition details

Are you demolishing a property? Yes No

If yes, are you using explosives? Yes No

If yes, you will need to upload 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. If we need to carry out a diversion, we'll send you a quote for the cost of the diversionary works, which you will be responsible for paying.

I have read and understood



YorkshireWater

## 3. Construction Design and Management (CDM) 2015

If your development is notifiable to the Health and Safety Executive (i.e., if construction is scheduled to last longer than 30 working days or 500 person days, or if there will be more than 20 workers on site at any one time), you'll need to provide us with an **F10 notice**.

Is your development notifiable to the Health and Safety Executive (HSE)?      Yes      No

If yes, please upload a copy of your F10 notice, and any other relevant pre-construction information, such as site surveys and the applicable parts of your **construction phase plan** (if available), with this application.

## 4. Declaration

I request that Yorkshire Water process my application based on the information I have provided and confirm all information is correct to the best of my knowledge.

I agree that Yorkshire Water may use the supporting information provided for any purpose connected with this application and with the company's statutory Sewerage and Water undertakings, including sharing information with its service partner.

I am applying as the applicant or their representative and, by doing so, agree that I will be liable for the payment of any cost associated with this application.

**By ticking this box I agree to the above declaration**

**Print name**

**Position in company**

**Date**      /      /



**Please email this completed form to:**  
[wbu.servicecentre@yorkshirewater.co.uk](mailto:wbu.servicecentre@yorkshirewater.co.uk)

**Or you can post it to:**  
Developer Services  
Yorkshire Water Services Ltd  
PO Box 52  
Bradford BD3 7YD

## 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.



**Visit our website [yorkshirewater.com/developers](http://yorkshirewater.com/developers)**



**Tweet us [@YWHelp](https://twitter.com/YWHelp)**



**Write to us**

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

## Other useful numbers

**Contact centre**

**0345 1 24 24 24**

(billing enquiries)

**Asian language**

**0345 1 24 24 21**

**Text telephone/minicom**

**0345 1 24 24 23**

**24 hour automated services**

**0345 1 24 72 47**

(meter readings and payments)

**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.

