

Disconnection of water supply at customers' request

There are two types of disconnection which can be requested by a customer:

- a **permanent** disconnection, where the customer's supply pipe is physically disconnected from Dŵr Cymru Welsh Water's water main
- a **temporary** disconnection (referred to as a shutoff), where the supply is clamped or locked off by a device placed in our stop tap, which is usually situated at the boundary of the property.

Permanent Disconnections

Where a supply is no longer required to a property, we will at the customer's written request permanently disconnect the water supply at the point at which it is connected to our mains **free of charge**. The Company requires **14 working days notice for a permanent disconnection**.

If the property is occupied by a tenant we will require a written request from both the tenant and the property owner.

If a customer requires a permanently disconnected property to be reconnected, we would charge for a new connection (based on the charges applicable at the time of restoration of supply).

The new connection would not be liable for infrastructure charges unless the disconnection has lasted for longer than five years or redevelopment has taken place.

Temporary Shutoff

If a customer requests a temporary shutoff because the supply is not needed for a period of time we will lock off the supply at our stop tap **free of charge**.

Charges

Water charges will cease from the date the disconnection request is received, or on any later date as specified in the request.

We request 14 working days prior notice for disconnections.

Sewerage charges will also be reduced or cease when a property is disconnected. Where a property discharges surface water drainage to our sewers, the surface water drainage charge will continue to apply if the property is occupied or furnished.

Exceptionally, premises may remain occupied and have a sewerage discharge to our sewers even though the mains water supply has been disconnected. In these cases the full sewerage charges will continue to apply.

Shared Supplies

If the water supply is shared with other properties (common supply pipe situation) we will not be able to carry out the disconnection at our mains or lock off the stop tap because it would affect a number of properties. However, provided that we are satisfied that the customer (at their own expense) has physically disconnected or isolated the property from the shared supply, we will not charge for water.

Requests for Disconnection and Reconnection

When a customer requests the reconnection of a temporarily shutoff supply we will arrange for the locking off device to be removed, however there is a charge for reconnection, please refer to the Scheme of Charges for more details. We would ask our customers to give us 14 working days notice prior to the date they require the supply to be restored.

Requests for permanent disconnection, temporary shutoff and reconnection of supply can be made in writing (mandatory for permanent disconnection) to:

Dŵr Cymru Welsh Water
Customer Services
PO Box 690
Cardiff
CF3 5WL

For requests by telephone, ring **0800 052 0145**.

Customers are asked specifically to provide the date the supply is to be disconnected or restored and the name and address for correspondence to be sent out.