

# **Non-household disconnection for non-payment policy**

- A retailer presence at a premise owner/occupier's disconnection for non-payment is preferential.
- The retailer must demonstrate that it has provided all information and notification required to the premise owner/occupier prior to the beginning of the disconnection process.

This policy details the requirements for the procedure of a retailer requesting a disconnection of a non-household premise owner/occupier supply due to non-payment.

## **Retailer attendance at site visits**

Wessex Water requests that the retailer, or a representative of the retailer, is present at all site visits relating to a disconnection for non-payment, including site surveys and the disconnection itself, where possible.

Wessex Water will not accept payment from the premise owner/occupier of any outstanding debt to cease the disconnection.

## **Information required prior to disconnection**

Wessex Water requires the retailer to demonstrate that it has served all appropriate notices and notifications to all parties affected by the disconnection prior to the site survey for the disconnection taking place.

## **Enabling work**

Wessex Water or the retailer may be responsible for carrying out any work required to enable the disconnection to take place. Enabling work may cause a delay in the disconnection process. Wessex Water will advise the retailer of any action they are required to take.

## **Subcontracts**

Wessex Water reserves the right to subcontract the disconnection work to a third party of its choice.

## **Standard and additional costs**

Details of Wessex Water's standard charges for disconnection work can be found in the Wessex Water wholesale charges scheme. Wessex Water reserves the right to recuperate any reasonable additional costs for items such as warrants etc. from the retailer.