

# **Form C/03: Request for deregistration of a supply point or removal of service components**

May 2015

# Form C/03: Request for deregistration of a supply point or removal of service components

For Use by Retailers

**To Wholesaler:** .....

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This form should be used in the case of:

- A Retailer identifying a requirement for deregistration of a Supply Point under Process C6 because:
  - it has been incorrectly Registered;
  - it was Registered in error; or
  - there has been a change in circumstances.

The form is divided into sections, as follows:

Number	Section
1.	Retailer details
2.	Eligible premises details
3.	Supply points or services to be deregistered
4.	Reason for the request
5.	Demolished
6.	Household premises (change of use)
7.	Duplicate SPID
8.	No water connection
9.	No sewerage connection
10.	Landlord meter
11.	Merged property

12.	Consent to contact the Non-Household Customer
13.	Additional information and attachments
14.	Declaration

All sections of this form are mandatory unless otherwise indicated.

Mandatory means that the Retailer must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Retailer must note this and, where relevant, provide a reason why it is not applicable.

Please note that sections 1, 2, 3, 4, 12 and 14 must be completed by Retailers and sections 5 – 11 and 13 should be completed where appropriate.

Where there is a separate Wholesaler for Water Services and for Sewerage Services and both Supply Points are to be deregistered, the Retailer should send the form to both Wholesalers. Where only one Supply Point is to be deregistered, the form should be copied to the Other Wholesaler.

## 1. Retailer details

Retailer name: .....

Retailer ID: .....

Retailer's own reference: .....

Contact name : .....

Contact number: .....

Contact e-mail: .....

## 2. Eligible premises details

UPRN, if available<sup>1</sup>: .....

VOA BA Reference, if available<sup>2</sup>: .....

Company name: .....

Building number: .....

Building name: .....

Address line 1: .....

Address line 2: .....

Address line 3: .....

Town: .....

Postcode: .....

Customer Banner name: .....

Contact name at site (if available):.....

Contact number at site (if available): .....

Does the premises have 2 (two) or more tenancy units which are separately assessed by the Valuation Office Agency and which are registered at the Market Operator as Supply Points?

- Yes
- No

<sup>1</sup> If not available please provide a reason

<sup>2</sup> If not available please provide a reason

### 3. Supply points to be deregistered or services to be removed from the Supply Point Register

#### 3.1 SPID<sup>3</sup>

Water SPID reference: .....

Water SPID registration date:.....

Please tick here if the Water Services Supply Point to be deregistered:

Tick here if the Supply Point has multiple supplies for water, and only some of these supplies are to be deregistered:

Please advise at 3.2 of the water supplies to be deregistered.

Date from which deregistration should be effective: .....

Sewerage SPID reference: .....

Sewerage SPID registration date: .....

Please tick here if all Sewerage Services are to be deregistered,  Yes  No  
namely Foul Sewerage Services, Surface Water Drainage Services and  
Highway Drainage Services:

Date from which deregistration should be effective: .....

Please tick here if Surface Drainage Services is to be removed:  Yes  No

Please tick here if Foul Sewerage Services is to be removed:  Yes  No

Please tick here if Highway Drainage Services is to be removed:  Yes  No

Date from which services should be removed: .....

Is there a discharge of Trade Effluent from the premises to the Sewerage System?

Yes

No

If Yes, please provide the Discharge Point Identification:.....

Please note that termination of a Trade Effluent Consent should follow the appropriate Trade Effluent process.

#### 3.2 Details of water supplies to be deregistered

<sup>3</sup> If multiple SPIDs are to be deregistered in relation to a bulk (landlord) meter, please enter the details of all SPIDs to be deregistered in section 10.4; this section can be left blank

Please provide details of all water revenue meters and supplies to be deregistered:

	Meter 1	Meter 2	Meter 3
Meter serial number:	.....	.....	.....
Physical meter size <sup>4</sup> :	.....	.....	.....
Number of digits:	.....	.....	.....
Date of meter installation:	.....	.....	.....
Most recent meter reading:	.....	.....	.....
Date of reading:	.....	.....	.....
Meter location (GIS X)::	.....	.....	.....
Meter location (GIS Y)::	.....	.....	.....

Description of meter location:

Meter 1 Location: .....

.....

Meter 2 Location: .....

.....

Meter 3 Location: .....

.....

Please advise if there is an Unmeasured or Assessed supply to be deregistered and any additional details:

.....

.....

Are there any meters that are part of a Meter Network?

Yes provide details .....

No

## 4. Reason for the request

### 4.1 Reason for Deregistration:

<sup>4</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

Please indicate the reason for the request and complete the relevant section below:

- |                          |                                                                                                                                      |                             |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| <input type="checkbox"/> | Demolished: property has been demolished and no longer exists                                                                        | Please complete section 5   |
| <input type="checkbox"/> | Merged Property: a formerly individual property has merged with a neighbouring property and is supplied through a different SPID     | Please complete section 6   |
| <input type="checkbox"/> | No water connection: property is not connected to the Water Supply System                                                            | Please complete section 7   |
| <input type="checkbox"/> | No Sewerage connection: property is not connected to the Sewerage System                                                             | Please complete section 8   |
| <input type="checkbox"/> | No Surface Water Drainage: no Surface Water from the property drains to the Sewerage System                                          | Please complete section 8.2 |
| <input type="checkbox"/> | Landlord Water Meter: Water and Foul Sewerage Services to the Eligible Premises as a whole are registered through the landlord meter | Please complete section 9   |
| <input type="checkbox"/> | Household Premises (change of use): premises is no longer an Eligible Premises                                                       | Please complete section 10  |
| <input type="checkbox"/> | Duplicate SPID: more than one SPID has been identified for the same Supply Point                                                     | Please complete section 11  |
| <input type="checkbox"/> | Other                                                                                                                                |                             |
- If other, please specify: .....
- .....

Date on which this change took place:  
.....

#### 4.2 Service request history

Please provide any relevant Wholesaler service request reference numbers in relation to the request:

.....

#### 4.3 Retailer summary

Please provide a summary of your findings and recommended actions; for example, "property demolished 21 September 2009 – deregister water and drainage SPID":

.....  
.....

**Please complete the relevant section/s below.**

## 5. Demolished

Please provide the effective date of demolition:

.....

Please provide a demolition certificate in support of your request where available.

## 6. Merged property

### 6.1 Current (merged) premises details

Water SPID: .....

Sewerage SPID: .....

UPRN, if available<sup>5</sup>: .....

VOA BA Reference, if available<sup>6</sup>:.....

Company name: .....

Building number: .....

Building name: .....

Address line 1: .....

Address line 2: .....

Address line 3: .....

Town: .....

Postcode: .....

Rateable value of the property registered at the Market Operator:

.....

Rateable value of property as registered with the Valuation Office Agency:

.....

Meter serial number: .....

Physical meter size<sup>7</sup>: .....

Number of digits<sup>8</sup> to provide reading to 1m<sup>3</sup>: .....

Meter serial number: .....

Please provide the date on which the property merged:

.....

<sup>5</sup> If not available please provide a reason

<sup>6</sup> If not available please provide a reason

<sup>7</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

<sup>8</sup> E.g if a x10 meter, the number of digits that are required to read 1m<sup>3</sup> is one more than the number of physical dials



Does the merged property only have one connection to the Wholesaler's Water Supply System:

- Yes
- No
- Unknown

If No, please provide a description of the current connection status. Please include all relevant references, address and meter details and any previous Wholesaler service request references in support of your application:

.....  
.....

### 6.2 Previous (unmerged) premises to be deregistered

Please provide the details of the previous property/properties which are now merged into the current property (as set out in section 11.1 above) and require to be deregistered. Please provide details on a separate sheet if necessary.

	Property 1	Property 2
Water SPID to be deregistered:	.....	.....
Effective date of Deregistration:	.....	.....
Sewerage SPID to be deregistered:	.....	.....
Effective date of Deregistration:	.....	.....
UPRN, if available <sup>9</sup> :	.....	.....
VOA BA Reference, if available <sup>10</sup> :	.....	.....
Company name:	.....	.....
Building number:	.....	.....
Building name:	.....	.....
Address line 1:	.....	.....
Address line 2:	.....	.....
Address line 3:	.....	.....
Town:	.....	.....
Postcode:	.....	.....

<sup>9</sup> If not available please provide a reason  
<sup>10</sup> If not available please provide a reason

Rateable value of property registered at the Market Operator:	.....	.....
Rateable value of property registered at the Valuation Office Agency:	.....	.....
Meter serial number:	.....	.....
Physical meter size <sup>11</sup> :	.....	.....
Number of digits <sup>12</sup> to provide reading to 1m <sup>3</sup> :	.....	.....
Meter serial number:	.....	.....

**7. No water connection**

Please indicate why the property is not connected to the Wholesaler's Water Supply System:

.....

.....

Private water supply, e.g. private borehole or other private source

If the property as a whole is served through the landlord's metered supply, please indicate and go to 10.4

No water connection/no services at the premises

Other

If other, please specify: .....

.....

If the Sewerage Services SPID is also to be deregistered please complete section 9.

**8. No sewerage connection**

**8.1 Sewerage**

Please indicate where sewerage from the property drains to:

No sewerage facilities at the premises

<sup>11</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

<sup>12</sup> E.g. if a x10 meter, the number of digits that are required to read 1m<sup>3</sup> is one more than the number of physical dials

- Septic tank
- Soak-away
- Septic tank and soak-away
- On-site treatment facility
- Other

If other, please specify: .....

.....

### 8.1A Wholesaler's response to request to deregister the Sewerage Services SPID

This section will be completed by the Wholesaler following the sewerage connection investigation and ensures the requisite information is passed to the Retailer.

Findings of Inspection	Response	Mandatory/ Optional
SPID(s):	.....	Mandatory
VOA BA Reference:	.....	Optional
UPRN:	.....	Optional
Address visited:	.....	Mandatory
Visit/Desk assessment:	.....	Mandatory
Date of visit (dd/mm/yyyy):	.....	Mandatory
Analysis undertaken to determine conclusion, e.g., dye test, GIS analysis, etc:	.....	Mandatory
Do Foul Sewerage charges apply?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mandatory
Do Surface Water drainage charges apply?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mandatory
Do Highways Drainage charges apply?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mandatory
Which sewerage charges apply? (list)	.....	Mandatory
Change to market data?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mandatory
If 'Yes' to above, expected date of transaction (dd/mm/yyyy):	.....	Optional
Charge to Retailer for visit:	.....	Mandatory
Other supporting information inc reason	.....	Optional

for visit: .....

**8.2 Surface Water drainage**

Does any rainwater or Surface Water drain from the property to the Sewerage System?

- Yes
- No

Please indicate where rainwater or Surface Water from the premises drains to:

- Soak-away
- On-site treatment facility
- Watercourse
- Septic tank
- Other

If other, please specify: .....

Please provide supporting documentation, including as built drawings of the premises, any consent from the Environmental Agency or rights to third party land or photographs. Please indicate which additional information has been provided with this application.

.....  
.....  
.....

For septic tanks, please provide evidence of the septic tank on site in support of the request, such as the septic tank registration number and/or registration certificate, a recent septic tank emptying invoice or the Wholesaler's reference number if applicable.

.....

**8.2A Sewerage Wholesaler's response to Surface Water drainage investigation**

This section will be completed by the Sewerage Wholesaler following the Surface Water drainage investigation and ensures the requisite information is passed to the Retailer.

Findings of Inspection	Response	Mandatory/ Optional
SPID(s):	.....	Mandatory
VOA BA Reference:	.....	Optional

Address visited:	.....	Mandatory
Visit/Desk assessment:	.....	Mandatory
Date of visit (dd/mm/yyyy):	.....	Mandatory
Analysis undertaken to determine conclusion, e.g., dye test, GIS analysis, etc:	..... .....	Mandatory
Do Surface Water drainage charges apply?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mandatory
Change to market data?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mandatory
If 'Yes' to above, expected date of transaction (dd/mm/yyyy):	.....	Optional
Charge to Retailer for visit:	.....	Mandatory
Other supporting information inc reason for visit:	..... .....	Optional

<b>9. Landlord meter</b>	
Please provide details of the landlord SPID through which Services to the SPID to be deregistered are arranged, in the case of more than one tenancy unit at the Eligible Premises as a whole.	
<b>9.1 Landlord SPID details</b>	
Water SPID:	.....
Sewerage SPID:	.....
<b>9.2 Landlord premises address details</b>	
UPRN, if available <sup>13</sup> :	.....
VOA BA reference number, if available <sup>14</sup> .....	.....
Company name:	.....
Building number:	.....
Building name:	.....
Address line 1:	.....
Address line 2:	.....

<sup>13</sup> If not available please provide a reason

<sup>14</sup> If not available please provide a reason

Address line 3: .....  
Town: .....  
Postcode: .....  
Rateable value of property registered at the Market Operator:  
.....  
Rateable value of property registered at the Valuation Office Agency:  
.....

**9.3 Landlord premises meter details**

Meter serial number: .....  
Physical meter size<sup>15</sup>: .....  
Number of digits<sup>16</sup> to provide reading to 1m<sup>3</sup>:  
.....  
Meter serial number: .....

**9.4 SPIDs supplied through the landlord meter**

Please provide SPID information and address details for all other tenancies supplied through the landlord meter. Please provide details on a separate sheet if necessary.

Water SPID (if applicable): .....

Please tick here if the Water SPID is to be deregistered:

Yes       No

Date from which Deregistration should be effective: .....

Please provide the same for all additional Water Services Supply Points to be deregistered.

Sewerage SPID (if applicable): .....

Please tick here if Foul Sewerage Services are to be deregistered:

Yes       No

Date from which Deregistration should be effective: .....

Please tick here if Surface Water drainage is to be removed:

Yes       No

Date from which Services Components should be removed:.....

VOA property reference number, if available<sup>17</sup>.....

<sup>15</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

<sup>16</sup> E.g if a x10 meter, the number of digits that are required to read 1m<sup>3</sup> is one more than the number of physical dials

Company name:	.....
Building number:	.....
Building name:	.....
Address line 1:	.....
Address line 2:	.....
Address line 3:	.....
Town:	.....
Postcode:	.....
Rateable value of the property registered at the Market Operator:	.....
Rateable value of property as registered with the Valuation Office Agency:	.....

<b>10. Household premises (change of use)</b>
Please provide the effective date for the change of use .....
Please provide the Council Tax reference number for the property, if available: .....

<b>11. Duplicate SPID</b>
<b>11.1 Duplicate SPID</b>
Where more than one SPID is registered in relation to the same Supply Point, please provide details of the SPID to be deregistered in section 3 of this form. <b>Details of the SPID to remain in the market should be entered in the section 11 below.</b> Please include the full details as held on your records:
Water SPID to remain in the market: .....
Sewerage SPID to remain in the market: .....
UPRN, if available <sup>18</sup> : .....
VOA BA Reference, if available <sup>19</sup> : .....

<sup>17</sup> If not available please provide a reason  
<sup>18</sup> If not available please provide a reason





.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

**12. Consent to contact the Non-Household Customer**

The Wholesaler may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for the Wholesaler to contact the Non-Household Customer directly to arrange a visit to the premises?

Yes Please provide contact details below

No

Customer Contact Details

Contact name at premises: .....

Contact number: .....

Please indicate if you want to be notified of the date of the visit

Yes

No

**13. Additional information and attachments**

Please provide any additional information relevant to the request where appropriate. If supporting information is provided separately please indicate here:

.....

.....

.....

Please indicate any attachments associated with this request:

As-built drawings of the site

Any permits, e.g. to discharge to a water course

Photos

Demolition certificate

Other permits or supporting documentation

If other, please specify: .....

.....  
.....

**14. Declaration**

We hereby acknowledge and declare that we have undertaken investigations to confirm the status of Water Services and/or Sewerage Services at this site and that following these investigations we believe this Supply Point or Service Component should be deregistered for the reason stated above. The information provided in this form is correct and up to date at the date of submission.

Signature: .....

Date (dd/mm/yyyy): .....

Full name (in capitals): .....

Role in the company or job title: .....