

**Form C/03:**

**Request for deregistration of a  
supply point or removal of service  
components**

## Change History

<u>Version Number</u>	<u>Date of Issue</u>	<u>Reason for Change</u>	<u>Change Control Reference</u>	<u>Sections Affected</u>
<a href="#">Version 2.0</a>	<a href="#">30<sup>th</sup> March 2018</a>	<a href="#">GDPR and Data Protection Provisions Update</a>	<a href="#">CPW029-</a>	<a href="#">Introduction</a>

# 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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**To Wholesaler** .....

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**To Other Retailer** .....

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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 of the Operational Terms 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.	Merged Property
7.	No water connection
8.	No sewerage connection
9.	Landlord meter
10.	Premises not eligible or change of use
11.	Duplicate SPID
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.

Please note that sections 1, 2, 3, 4, 6, 8, 9, 10, 11, 12 and 14 of this form may contain or lead to the identification of personal data.

## 1. Retailer details

Retailer name .....

Retailer ID .....

Retailer's own reference .....

Contact name .....

Contact number .....

Contact e-mail .....

## 2. Eligible premises details

UPRN, (if not available please provide a reason)  
.....

VOA BA reference, (if not available please provide a reason)  
.....

Secondary Addressable Object .....

Primary Addressable Object .....

Address line 1 .....

Address line 2 .....

Address line 3 .....

Address line 4 .....

Address line 5 .....

PAF Address Key (if available) .....

Postcode .....

Customer Name .....

Customer Banner Name (if different from Customer Name)  
.....

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

### 3. Supply points to be deregistered or services to be removed from the supply point register

#### 3.1 SPID<sup>1</sup>

Water SPID .....

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 removed.

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

Sewerage SPID .....

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

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

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

<sup>1</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 9.4; this section can be left blank

	Meter 1	Meter 2	Meter 3
Meter serial number	.....	.....	.....
Physical meter size <sup>2</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			
<input type="checkbox"/> .....			
.....			
Are there any meters that are part of a Meter Network?			
<input type="checkbox"/> Yes If Yes please provide details			
.....			
<input type="checkbox"/> No			

<sup>2</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

## 4. Reason for the request

### 4.1 Reason for Deregistration

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"/> | Premises not eligible or change of use   | 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<br>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.

<b>5. Demolished</b>
Please provide the effective date of demolition ..... Please provide a demolition certificate in support of your request where available.

<b>6. Merged property</b>
<b>6.1 Current (merged) premises details</b>
Water SPID .....
Sewerage SPID .....
UPRN, (if not available please provide a reason) .....
VOA BA reference, (if not available please provide a reason) .....
Secondary Addressable Object .....
Primary Addressable Object .....
Address line 1 .....
Address line 2 .....
Address line 3 .....
Address line 4 .....
Address line 5 .....
PAF Address Key (if available) .....
Postcode .....
Customer Name .....
Customer Banner Name (if different from Customer Name) .....
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>3</sup> .....

Number of digits<sup>4</sup> to provide reading to 1m<sup>3</sup> .....

Please provide the date on which the property merged  
 .....

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 6.1 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 not available please provide a reason)	.....	.....
VOA BA reference, (if not available please provide a reason)	.....	.....
Secondary Addressable Object	.....	.....
Primary Addressable Object	.....	.....

<sup>3</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

<sup>4</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

Address line 1	.....	.....
Address line 2	.....	.....
Address line 3	.....	.....
Address line 4	.....	.....
Address line 5	.....	.....
PAF Address Key (if available)	.....	.....
Postcode	.....	.....
Customer Name	.....	.....
Customer Banner Name	.....	.....
<hr/>		
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>5</sup>	.....	.....
Number of digits <sup>6</sup> to provide reading to 1m <sup>3</sup>	.....	.....
Meter serial number	.....	.....

<p><b>7. No water connection</b></p> <p>Please indicate why the property is not connected to the Wholesaler's Water Supply system</p> <p>.....</p> <p>.....</p> <p><input type="checkbox"/> Private water supply, e.g. private borehole or other private source</p> <p><input type="checkbox"/> If the property as a whole is served through the landlord's metered supply, please indicate and go to 9.4</p> <p><input type="checkbox"/> No water connection/no services at the premises</p>
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<sup>5</sup> Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

<sup>6</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

- Other  
 If other, please specify .....

If the Sewerage Services SPID is also to be deregistered please complete section 8.

## 8. No sewerage connection

### 8.1 Sewerage

Please indicate where sewerage from the property drains to

No sewerage facilities at the premises

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 for visit	.....		Optional

### 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.

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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.

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### 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

## 9. Landlord meter

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.

### 9.1 Landlord SPID details

Water SPID .....

Sewerage SPID .....

### 9.2 Landlord premises address details

UPRN, (if not available please provide a reason)

.....

VOA BA, (if not available please provide a reason)

.....

Secondary Addressable Object .....

Primary Addressable Object .....

Address line 1 .....

Address line 2 .....

Address line 3 .....

Address line 4 .....

Address line 5 .....

PAF Address Key (if available) .....

Postcode .....

Customer Name .....

Customer Banner Name .....

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>7</sup> .....

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

<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

**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 service components should be removed .....

UPRN, (if not available please provide a reason)

.....

VOA BA Ref, (if not available please provide a reason)

.....

Secondary Addressable Object .....

Primary Addressable Object .....

Address line 1 .....

Address line 2 .....

Address line 3 .....

Address line 4 .....

Address line 5 .....

PAF Address Key (if available) .....

Postcode .....

Customer Name .....

Customer Banner Name .....

Rateable value of the property registered at the Market Operator

.....



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

## 10. Premises not eligible or change of use

Effective date of deregistration  
.....

Reason premises is not eligible or is no longer eligible

Cross border premises no longer eligible for Water Services

Premises not eligible for Water Services and Sewerage Services

If the premises is now a Household Premises provide the Council Tax reference number for the property, if available  
.....

## 11. Duplicate SPID

### 11.1 Duplicate SPID

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. **Details of the SPID to remain in the market should be entered in the section 11 below.** 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 not available please provide a reason)  
.....

VOA BA reference, (if not available please provide a reason)  
.....

Secondary Addressable Object .....

Primary Addressable Object .....

Address line 1 .....

Address line 2 .....

Address line 3 .....

Address line 4 .....

Address line 5 .....

PAF Address Key (if available) .....

Postcode .....  
 Customer Name .....  
 Customer Banner Name .....  
 Rateable value of property registered at the Market Operator  
 .....

Rateable value of property registered at the Valuation Office Agency  
 .....

Is the Supply Point to be deregistered a duplicate Supply Point registered through the Gap Site process?

Yes  
 No

If Yes, please complete section 11.2

**11.2 Duplicate SPID registered through the Gap Site process**

Please complete this section only where the duplicate Supply Point was created through the Gap Site process.

Did you request the registration of the Supply Point through the Gap Site process?

Yes  
 No

Please provide the details of all data transactions submitted to the Market Operator in relation to the Supply Point to be deregistered

Sewerage SPID registration submitted. Date submitted .....

Water SPID registration submitted Date submitted .....

Please provide the details of any other Data Transactions submitted to the Market Operator in relation to the Supply Point to be deregistered

SPID	Data Transaction reference	Date submitted
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

## 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

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.....

.....

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 .....

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## 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 .....