

**Form C/02:**

**Gap site supply point request and  
addition of service components**

## Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
V2.0	30 <sup>th</sup> March 2018	GDPR and Data Protection Provisions Updates	CPW029	Introduction

# Form C/02: Gap site supply point request and addition of service components

For use by Retailers

**Application for registering one or more Supply Points associated with an eligible premises where services are provided but are not registered, and application for addition of service components**

**To Water Wholesaler** .....

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**To Sewerage Wholesaler** .....

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This form should be used in the case of

- Gap Sites proposed by the Retailer under Process C3 of the Operational Terms where
  - there is no Water Supply Point and/ or Sewerage Supply Point as applicable for the eligible premises;
  - Sites where there is a Water Supply Point and/ or Sewerage Supply Point as applicable registered to one Water and/ or Sewerage Wholesaler, but another Wholesaler supplies the same service to the same premises and is not registered;
- Supply Points which are registered, but where a service component is missing from the Supply Point Register and the Retailer is requesting the addition of the service component under Process C4 of the Operational Terms.
- Gap Sites identified by the Wholesaler under Process C2 of the Operational Terms where the customer has selected the Retailer to provide retail Water and/ or retail Sewerage services.

The form is divided into sections as follows

Number	Section
1.	Retailer details
2.	Purpose of the application
3.	Eligible premises details
4.	Services provided at the eligible premises

5.	New supply point request
6.	Additional information
7.	Consent to contact the Non-Household Customer
8.	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, and 8 must be completed by Retailers. For Gap Sites or addition of service components proposed by Retailers, sections 6 and 7 must also be completed and sections 3 to 5 should be completed where possible.

Where there is a separate Wholesaler for Water Services and for Sewerage Services, and both services are required to be registered, the Retailer should send the form to both Wholesalers.

Please note that sections 1, 2, 3, 4, 7 and 8 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. Purpose of the application

- Registration of new Supply Points for both Water and Sewerage Services
- Registration of a new Water Services Supply Point
- In this case, is there already a Sewerage Services Supply Point at the eligible premises?
- Yes                       No
- If yes please provide the SPID for the existing Supply Point
- .....
- Registration of a new Water Services Supply Point where there is an existing Water Services Supply Point at the eligible premises
- Please provide the SPID for the existing Water Services Supply Point
- .....
- Registration of new Water Service components where there is an existing Water Services Supply Point at the eligible premises
- Please provide the SPID for the existing Water Services Supply Point
- .....
- Registration of a new Sewerage Services Supply Point
- In this case, is there already a Water Services Supply Point at the eligible premises?
- Yes                       No
- If yes please provide the SPID for the existing Supply Point
- .....
- Registration of a new Sewerage Service Supply Point where there is an existing Sewerage Services Supply Point at the eligible premises
- Please provide the SPID for the existing Sewerage Services Supply Point

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Registration of new Sewerage Service components where there is an existing Sewerage Services Supply Point at the eligible premises

Please provide the SPID for the existing Sewerage Services Supply Point

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Registration of the Retailer to the new Water and/ or Sewerage Supply Point identified by the Wholesaler

Please provide the Wholesaler reference

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**3. Eligible premises details**

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

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UPRN, (if not available please provide a reason)

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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 property .....

**4. Services provided at the eligible premises**

Please indicate all services provided at the eligible premises and which should be registered at the Market Operator.

#### 4.1 Water services

Metered water

Unmetered water

Services to caravans .....

Services to troughs .....

Other

If other please specify .....

If Water Services to the property are provided through a revenue meter belonging to the Wholesaler, please provide meter details below. Complete as much information as available. If there are more meters, please use additional sheets

	Meter 1	Meter 2	Meter 3
Meter model	.....	.....	.....
Meter manufacturer	.....	.....	.....
Meter size	.....	.....	.....
Number of digits <sup>1</sup> to provide reading to 1m <sup>3</sup>	.....	.....	.....
Meter serial number(s)	.....	.....	.....
Meter reads	.....	.....	.....
Date of reading	.....	.....	.....
Meter location (GIS X)	.....	.....	.....
Meter location (GIS Y)	.....	.....	.....

Description of meter location

Meter 1 location .....

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Meter 2 location .....

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Meter 3 location .....

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<sup>1</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

## 4.2 Sewerage services

Foul Sewerage Services	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Highway Drainage Services	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Surface Water Drainage Services	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

- Yes  
 No

## 5. New supply point request

Please provide further information relating to the request for the new Supply Point(s)

Is only a Water Services Supply Point required?

- Yes       No

If only a Water Services Supply Point is required to be registered, please state the reason for requesting only a single Supply Point

Reason for no Sewerage Services Supply Point being requested

- Only a Water Services SPID is required because the Non-Household Customer only uses Water Services. Please give details of sewerage provision, e.g. septic tank

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- Only a Water Services SPID is required because the eligible premises is only eligible for Water Services

Is only a Sewerage Services Supply Point requested?

- Yes       No

If only a Sewerage Services Supply Point is required to be registered, please state the reason for requesting only a single Supply Point

- Only a Sewerage Services SPID is required because the Non-Household Customer only uses Sewerage Services. Please give details of water provision, e.g. private water supply

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Only a Sewerage Services SPID is required because the eligible premises is only eligible for Sewerage Services

**6. Additional information**

Please provide any additional information that may be useful in identifying the property, For example, GIS co-ordinates or a map of the site

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

The Wholesaler may wish to contact the Non-Household Customer to arrange a visit to the premises to confirm the services supplied to the eligible premises, and, as appropriate, install a water meter. 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 any visit

Yes

No

**8. Declaration**

We hereby acknowledge and declare that we have undertaken all reasonable endeavours to complete the required parts of this form, to confirm the status of Water Services and Sewerage Services, including Surface Water Drainage Services at this eligible premises.

Following the required investigations we believe this is a Gap Site requiring a new Supply Point or Supply Points as defined under the market terms, or an existing site requiring new service components to be registered.

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	.....