



# Wholesale Disconnections- Position Statement

## 1. Purpose

The purpose of this document is to outline the approach Anglian Water will follow when we receive a retailer request for a supply disconnection made by a retailer.

## 2. Scope

Under the Wholesale–Retail Contract and associated Operational Standard Documents (OSDs), there is a strict and legally governed process for progressing customer-requested disconnections.

Where a Non-Household Customer requests a disconnection, the Retailer must initiate this request through the Bilateral Hub in accordance with **OSD 0710**. This requires:

- Submission of a formal service request (“Request”) via transaction **T651.R/W**;
- Clear confirmation of the type of disconnection (temporary or permanent, standard or non-standard); and
- Provision of **formal notice of the customer’s request, together with all supporting documentation, within one Business Day** of submission.

## 3. Requirement for Valid Customer Authorisation

A critical element of this process is the requirement for **clear and verifiable evidence of the customer’s instruction to disconnect the supply**.

To satisfy both the contractual requirements for “notice” and the legal threshold for authorisation, we require **documentary evidence bearing the customer’s wet signature**. This ensures that:

- The instruction to disconnect is **explicit, unambiguous, and directly authorised by the customer**;
- The notice meets the formal service requirements set out in **Section 20 of the Wholesale–Retail Contract** (i.e. a properly evidenced written notice); and
- There is a robust audit trail demonstrating that the disconnection has been requested legitimately.

In the absence of a **wet-signed customer instruction**, we are unable to confirm that valid notice has been served in line with contractual obligations. As such, the request does not meet the required standard to proceed.

## 4. Contractual and Legal Obligations

If valid notice and supporting documentation (including the wet-signed customer authority) are **not provided within one Business Day**, the Wholesaler is required under **OSD 0710** to reject the request.

This level of control is essential due to the legal framework governing disconnections. Under **Section 63(3) of the Water Industry Act 1991**, it is a criminal offence for a water undertaker to:

- Disconnect a supply where there is no lawful authority to do so; or
- Fail to comply with the conditions and procedural requirements under which such authority is exercised.

## 5. Position Summary

We can only proceed with a disconnection where:

1. A valid request has been submitted through the Bilateral Hub;
2. Formal notice has been properly served in accordance with the Wholesale–Retail Contract; and
3. The request is supported by clear, written customer authorisation in the form of a wet-signed document (signed by the customer).

Where these conditions are not satisfied, we are **legally and contractually obliged** to reject the request to ensure compliance and to avoid unlawful disconnection.