

WWDS-003G

Disconnecting a water supply

Guidance notes

If you decide you no longer require a water supply, you will need to apply for a temporary or permanent disconnection.

There are no charges for either temporary or permanent disconnections from the mains water supply.

However, the fees for reconnection are as follows:

Reconnection after any temporary disconnection	Normally free
Permanent /temporary disconnection	Normally free
Any reconnection after any permanent disconnection	Full cost

If we carry out a temporary disconnection and you would like this to be reconnected to the mains water supply, please contact the new connections team who will arrange for the supply to be tested and then reconnected.

If we carry out a permanent disconnection and you subsequently require a supply at that location, you will be charged the full cost of carrying out a new connection.

Please complete and return the application form to initiate the disconnection process. Water supply charges will apply up to the date the supply is permanently or temporarily disconnected. When the disconnection has been carried out, a meter reading, if applicable, will be taken and a final bill issued.

Important information: We require the form to be completed and written permission from the billing account holder before we can process any disconnections.

Getting in touch

For enquiries regarding obtaining a new water supply connection or a reconnection for a temporary disconnection, please contact us on:

Tel 01225 526222

Email water.connection@wessexwater.co.uk

Write to New Connections, Developer Services, Wessex Water, Claverton Down, Bath. BA2 7WW