

Non-household reconnection policy (after a temporary disconnection)

- Wessex Water will seek to reconnect a non-household premises within the timescales outlined in the operational code.
- Meters present at the time of disconnection will remain the same after reconnection, or be reinstated to the same standard if removed during disconnection.

This policy details the process for reconnecting a supply pipe to Wessex Water's network following a completed customer request for a temporary disconnection, or a completed retailer request for a temporary disconnection for non-payment. All permanent disconnections requiring a reconnection should be applied for as a new connection and are not covered by this policy.

Metered premises

Premises that were metered at the time of a temporary disconnection will continue to be metered following the reconnection process. If the meter was removed as part of the temporary disconnection or as part of the reconnection works, a new meter will be installed. Any new meter installed will be the equivalent size, type and in the same location as the previous meter. Any changes required to the meter should be requested by the premise owner/occupier via the retailer separately after the reconnection is complete.

Timings of reconnection work

Wessex Water will seek to reconnect a non-household property within the timescales outlined in the operational code. If a supply pipe has been isolated for more than 30 calendar days, Wessex Water may need to carry out preparation works to ensure water quality is maintained before a reconnection is made. Wessex Water will notify the retailer in this instance on receipt of the reconnection application. If a supply pipe has been isolated for more than 30 calendar days and has an outside diameter of 50mm or greater, a chlorination certificate may need to be provided to Wessex Water for the supply pipe to be connected before the reconnection can be made. Wessex Water will advise the retailer if this is required.

Charges for reconnections

Full details of reconnection charges can be found in the Wessex Water wholesale charges scheme.