

Application to provide clean water for new developments

Application form and guidance notes

Please detach and return the application form and keep our guidance notes for reference.

This form should be used for applications for New Development Sites for laying new mains and supplies.

Please also complete this form if you wish to make a self-lay application for mains and/or new supplies.

If you are unsure of what you need please contact us via our help desk.

Please complete all sections of this form and provide all relevant diagrams and information we. If we do not have all the information requested, your quotation maybe delayed.

thameswater.co.uk/developerservices



Guidance notes

These guidance notes explain why we need the information we are requesting. Please read them in relation to the relevant section of the application form.

Section A - your details

1 Applicant details

This section should be completed with the details of the person or company responsible for paying for the quotation. We will contact this person in relation to the quotation as well as issue the quotation to this address unless you inform us otherwise.

2 Developer details

If the applicant is not also the developer, we will require these details.

3 Self-lay

If you are intending to lay the new main and/or service connections please provide details of the company that will be carrying out these work.

4 Self-lay service required

Please confirm what service you would like Thames Water to provide as part of the self-lay quotation and what works the self-lay organisation will be carrying out. Please note that if the self-lay organisation is carrying out the design, we will need to approve the design and confirm that the design proposal is satisfactory.

Please confirm if you are intending to lay any pipework within the public highway as well as including a drawing showing the pipework you intend to lay. Please note, you will need have a licence from the local highway authority to carry out work within the highway.

Section B - site details

5 Site address

We need full details of the address to be connected, together with contact details and the planning application number.

Please note that we need full postal details of each plot to be connected before we can arrange the final connection.

6 Previous use of the site and contamination

Thames Water must safeguard against contamination of water supplied through its pipes.

The supply pipe should not be laid in, on, or pass through any areas which might cause contamination including the following:

Foul soil, refuse and refuse chutes, ash pits, sewers, drains, cesspools or inspection chambers. Where the ground is classified as contaminated, (e.g. reclaimed land sites) or the supply pipe is close to a petrol or oil source, an alternative to the blue MDPE plastic pipe is used. For all development sites you must submit a comprehensive Soils Report when returning your application to us. This will enable us to correctly determine the type of pipe material that should be installed. You should not install any service pipe until the material has been verified as suitable by Thames Water.

The soil report must include all of the following:

- site history
- adjacent sites
- trial pits location plan
- trial pits depths (0.5m and 1.2m)
- soil chemical analysis
- soil chemical analysis should include all the following:
 - any level which is equal to, or greater than that shown, will deem the site to be contaminated for the use of PE pipe

TPH must be broken down into 'carbon chain lengths', 'aliphatics and aromatics', BTEX & MTBE suites and chlorinated compounds must be indicated TPH:

- aliphatic C5 - C12 (0.5 mg/kg)
- aromatic C5 - C12 (0.5 mg/kg)
- aliphatic C12 - C21 (not chlorinated) (10 mg/kg)
- aromatic C12 - C21 (not BTEX) (10 mg/kg)
- aliphatic C21 - C35 (500 mg/kg)
- aromatic C21 - C35 (500 mg/kg)
- chlorinated short chain aliphatic hydrocarbons (0.5 mg/kg)
- chlorinated short chain aromatic hydrocarbons (2 mg/kg)

- BTEX compounds (0.1 mg/kg)
- MTBE compounds (0.1 mg/kg)

PAH:

- naphthalene (5 mg/kg)
- phenols:
- phenols (unless present with BTEX) (5 mg/kg)
- phenols (in conjunction with BTEX) (2 mg/kg)
- phenols (chlorinated) (2 mg/kg)

7 Traffic Management

We are required to carry out traffic management to ensure that our work can be carried out in a safe way for the contractors, and to ensure the flow of road and pedestrian traffic is disrupted as little as possible. Traffic Management can include, but is not exhaustive to: road closures; lane closures; lane rental; parking bay suspensions; and traffic management drawings.

Parking bays including residential bays and loading bays may be suspended for us to be able to work safely outside your property; the number of bays on either side of the road will be determined by Thames Water and our contractor, which is dependent upon the width of the road, the location of the water main, and to ensure the flow of traffic can be maintained around our works and vehicles.

Thames Water incurs these additional charges from the Local Authority and these charges must be paid to them which are an additional cost of completing your work. These additional charges are incorporated into your quotation where applicable, and you will see them displayed on your quotation.

Section C - what supplies are there already on the site?

8 Meter and account numbers

If there are any existing supplies on site please provide us with the meter number(s) and your customer account number(s). This will enable us to update our records accurately.

Section D - tell us about your proposed works and new water connections.

9 Building water

In many cases there will be an existing supply on the site. If this is metered, please contact our Customer Centre Billing Enquiries on 0845 9200 888 to set up an account for the use of water. If the supply is not metered there are two methods of payment for the water you use for building purposes.

You may either:

- a) pay on contract value (a fixed 0.17% of total contract value) or
- b) have a meter fitted

If you choose to have a meter fitted, this must be arranged with us before you begin work. If not, you will be obliged to pay under option a). Please note that it is illegal to use a neighbour's supply for building purposes.

If you pay under option a) you need to advise us when the building water supply is no longer required so that we can install the meter.

If you require a building water supply urgently, it may be possible to allow you temporary use of a hydrant licence. For further details please contact us on 0845 850 2777 and request information on hydrant use for building purposes.

10 Supply requirements

The standard material used in new connections is Medium Density Polyethylene (MDPE) and the standard sizes for domestic properties are 25mm and 32mm (external diameter). These equate to three quarter inch and one inch (internal diameter). We will size supplies for domestic use (in both domestic dwellings and commercial premises) according to either the type of property, or on the information given in the fittings table. Supplies for new build domestic projects, commercial projects, and domestic conversions are automatically metered under the Water Industry Act 1989 and 1991 (section 47).

If you require a fire supply, you will need to provide us with the following information:

- a) The size of the fire supply (internal pipe diameter)
- b) Whether the fire supply is to have security of supply (i.e. a dual feed)
- c) The main to which the supply is to be taken
- d) The peak flow rate of the supply.

In order to determine the above information, you may need to arrange a flow and pressure test on the nominated Thames Water main(s). You may do this through your designated Fire Protection Company in accordance with advice from the local Fire Authority. All valve operations will be carried out by our Operations personnel.

11 Internal fit meters (developments that may require a shared supply pipe / Developments requiring a communal bulk supply pipe)

The preferred method of supply is separate metered connections, with the meters externally fitted in the public highway. When a pumped system is installed to increase the flow and pressure within the property, we will provide internal fit meters to be installed by your designated plumber. Thames Water will provide a single supply (diameter to be determined accordingly) up to the property boundary and deliver the meters. The meters must be installed on the risers (after the break tank and pump) within a common area so that we will have access to read and maintain the meters. Please note that meters must not be installed above 1.5m from floor level or in ceiling voids. You will be required to provide a mechanical services schematic drawing with this application.

Where the proposed installation includes either an energy centre/common hot water system/common heating system in the property, it may not be possible to individually meter each spur.

Note - meters for hot water supplies are not used in the Thames Water area.

When you have paid for the meters, please contact our help desk who will arrange for the meters to be delivered to site.

12 Pulse meters (commercial buildings ie. offices, schools, factories etc)

Thames Water will read the meter. The pulse output facility is for customer internal energy management use only. Thames Water will only provide the pulse output facility. The installation will be carried out by the customers designated contractor. Thames Water will provide a single supply (diameter to be determined accordingly) up to the property boundary and deliver the meters. The meters must be installed on the risers (after the break tank and pump) within a common area so that we will have access to read and maintain the meters. Please note that meters must not be installed above 1.5m from floor level or in ceiling

voids. You will be required to provide a mechanical services schematic drawing with this application. When you have paid for the meters, please contact our Help Desk who will arrange for the meters to be delivered to site.

13 Water fittings table

This information is needed to size the supply and calculate infrastructure charges where applicable.

14 Water regulations domestic installation confirmation

We need to identify new applications as either 'domestic dwelling' or 'commercial premises' in accordance with the 'Water Supply (Water Fittings) Regulations 1999. These are national requirements for the design, installation and maintenance of plumbing systems, water fittings and water using appliances. Their purpose is to prevent inefficient use of water, waste, misuse, undue consumption and to prevent contamination of drinking water. We have a legal duty to enforce the Water Regulations and owners and occupiers of premises and anyone who installs plumbing systems or water fittings have a legal duty to ensure that the systems comply with the water regulations.

15 Site phasing

Please provide us details of any site phasing you are proposing, so that we can produce the correct design and quotation for the new mains and services. Phasing information will enable us to plan and design the correct fittings into the proposal. Without phasing information or if this changes at a later date you will incur additional costs for any additional fittings and work that maybe required to amend the design. Please ensure that your site plan shows details of the proposed phasing including details of the plots for each phase. If you are applying for self-lay; each phase will be treated as its own project and therefore attract its own application fee, quotation and self-lay agreement.

16 Highway information

Please provide us details of the new roads and footpaths which are to be adopted by the local authority. If you are intending to lay sustainable urban development system (SUDS) or porous roads please let us know as this will need to be taken into account when designing the new mains and services for your development.

17 Site plans

We will need you to provide an electronic site plan in 'dwg' or 'dgn' format. The scale should be no less than 1:200 and no more than 1:500 and the plan needs to clearly show the following;

- road layout and building lines
- the point of entry for the new supply / supplies
- any shared trenches
- any ducts to be laid in the new road for the water service pipes to be laid through
- all areas to be adopted where applicable
- proposed position of drainage systems
- new or existing trees
- private land (if applicable)

This will enable us to provide you with the correct quotation and drawing for the new mains and supplies for your new development.

18 Health and safety

Under the Construction Design and Management (CDM) Regulations 2007 we require the name and contact details of the CDM co-ordinator, principle contractors and a copy of your health and safety plan. Although this may not be known at application stage, we will require this information before our works commence on site.

Section E

19 Drainage details

Sewage drainage

This information is important as it determines whether any waste water infrastructure charges are applicable.

If you require information on how to apply for a new drainage/sewer connection and the fees involved, please visit our website thameswater.co.uk/developerservices.

Surface water drainage

So that we set up the correct billing once we have laid the new connection please can you tell us how you are discharging your surface water. Surface water is rainwater that falls on to your property and runs via guttering and drainpipes into the public sewer, or water that drains into the sewers from activities, such as car washing.

Section F

20 Checklist

Please use the checklist to make sure you have included all the information we require.

21 Development classification for VAT purposes

We use HM Revenue & Customs' interpretation of VAT legislation as our guide on how to correctly charge VAT on the services we provide. Our work attracts a different rate of VAT according to the type of service we are supplying, the type of property involved and where the work is being carried out. To help us understand more about your development or project please tick which category best suits your development/works.

In most cases VAT is applicable either at standard or zero rate. However if your property type is subject to a different rate of VAT than normal we will contact you to discuss further.

Important customer information

Thames Water's duties to provide water services are contained in the Water Industry Act, which also includes powers for us to access private land in order to lay pipes and other apparatus as well as carry out work on apparatus already present. Consequently, customers should not build over any Thames Water apparatus and should consult us if they wish to build close to such apparatus. Anything constructed over or close to our apparatus could be damaged in the event of a burst. In addition, we must have unrestricted access to our apparatus at all times in order to comply with our statutory duties. Customers are therefore advised that we may be obliged to take action to remove any construction that obstructs our rights of access. In the circumstances, please note that you should always check whether we have any apparatus in the vicinity before carrying out any works.

Design and technical services

Our design and technical services team offer a range of consultancy services from network analysis to budget estimates.

You can contact design and technical services visiting our website thameswater.co.uk/developerservices.

Help desk

Our help desk is available from Monday to Friday 8am to 5pm to help and provide any advice or assistance in completing this form. You can also visit our website thameswater.co.uk/developerservices, to find out more information about Developer Services and details on how to contact us.

Company

Company registration number

Address

Postcode:

Registered company if different from above

Postcode:

Project Manager/contact person

Telephone number

Mobile number

Email

If different from above please provide the:

Registered developer name

Company registration number

Registered developer address

Postcode:

Are you using a surety?

Yes No

If 'yes' please provide;

Surety company

Company registration number

Address

Postcode:

Registered company if different from above

Postcode:

Project Manager/contact person

Telephone number

Mobile number

Email

Telephone number

Mobile number

Email

Will the new main need to go through third party land to reach the new development site?

Yes No

If 'yes', please provide:

Land owner name:

Address:

Postcode:

Telephone number

Mobile number

Email

For self lay applications please also supply, if different from above;

Land owner name

Registered company address (if applicable)

Postcode:

Registered address

Postcode:

**Previous use of the site and contamination
(see note 6)**

Please tick what the current/previous usage of your site

Existing property

Greenfield site

Brownfield site

Petrol station

Industrial use

Garages

Workshop

Other – please state

Please send us a detailed soil report so that we can determine the material of the new water distribution main and service connections.

Are you aware of any conservation or archaeological issues relating to this site?

Yes No

If 'yes', please provide details

Are there any parking bays of any kind in the vicinity of the site? (See note 6).

Yes No

If 'yes', which side of the road? (Please tick as applicable)

Same side of the road

On the other side of the road

Both sides of the road

Section C - what supplies are there already on the site? (See note 8)

Are there any existing supplies at the site?

Yes No

If 'yes' please provide your customer account number(s)

If 'no', please move to section D

Are these supplies/this supply metered?

Yes No

If 'yes', please provide the meter number(s)

If no please move section D

Do you wish to retain this/any of the supplies?

Yes No

If 'yes', which plot(s) would you like it to feed?

Please move to section D

If 'no', do you require this or any other supplies to be disconnected?

Yes No

Please provide a plan showing the location of the existing supplies to be disconnected.

Section D – tell us about the new water connections

Building Water (see note 9)

Are you using an existing supply for building water?

Yes No

If 'yes' is it metered?

Yes No

Do you require a supply for building water/site welfare/ construction?

Yes No

If 'yes' What size do you require?

What is the total contract value of the construction works?

Type of property/supply - what are the new supplies be used for?

Type of property/supply (see note 10)

Please complete the table below confirming the number of connections required for each type of property/supply installation. Where 'yes' is indicated on the table for Water Regulations notification required, please also complete Water Regulation Domestic Installation Confirmation form further in the application.

Type	Number of connections required	Size	Water Regulations notification required
House			Yes
Flat			Yes
Site compound			Yes
Landlord supply (i.e cleaners cupboard)			Yes
Bin store			No
Bike store			No
Barn conversion			Yes
Conversion of dwelling into flats			No
Conversion of dwelling into more than one dwelling			No
Upgrade of supply for domestic purposes			Yes
Upgrade of supply for non-domestic purposes			No
Separation of supply for domestic purposes			Yes
Separation of supply for non-domestic purposes			Yes
Industrial unit			Yes
Offices			Yes
Mobile home/portakabin			Yes
Retail unit			Yes
Hotel			Yes
School			Yes
Agricultural			Yes
Animal trough			Yes
Standpipe			Yes
Sprinkler			Yes
Irrigation			Yes
Fire sprinkler			Yes
Other (please specify)			Yes

Supply requirements (see note 10)

What is the total number of domestic dwelling water supplies required?

What size of supply do you require (if known)?

What is the total number of commercial premises water supplies required?

What size of supply do you require for the commercial premises (if known)?

What is your planned date for the new connection(s) to be installed?

Fire supplies

Do you require any private fire hydrants?

Do you require any fire supplies?

Do you require a dual-feed supply?

Yes No

How many and what size of fire supplies do you require?

 litres per second

Have you carried out a flow and pressure test?

Yes No

What is the flow rate required for the fire supply?

Do you intend to have a storage tank?

Yes No

If 'yes', please state size

 litres

Please provide a diagram showing the water main you require the fire supply to be connected to.

Internal fit meters - developments that may require a shared supply pipe/developments requiring a communal supply pipe (see note 11)

Are you intending to install a booster pump or pumped system to increase the flow and pressure within any of the properties?

Yes No

Will there be a centralised energy centre or centralised hot water system?

Yes No

Will there be a centralised heating system?

Yes No

If 'no', please move to next section - water fittings table

If 'yes', what is the proposed diameter of feed to each unit?

What is the anticipated flow rate to each unit?

Will you have facilities for storing water?

Yes No

If 'yes', what is the storage capacity in litres?

Pulse meters (see note 12)

Are you planning to install pulse meters?

Yes No

Water regulations domestic installation confirmation



See note 14

Please complete this section as accurately as possible to ensure Thames Water has record of the proposed installation.

All installations must comply with the Water Supply (Water Fittings) Regulations 1999.

Plumber/contractor name (delete as applicable)

Plumber/contractor telephone number (delete as applicable)

Plumber/contractor email (delete as applicable)

Plumber/contractor postal address (delete as applicable)

Postcode:

Please confirm whether they are an approved plumber/contractor (delete as applicable)

Yes No

If 'yes' please can you confirm under what scheme they are approved (TAPS 5 external, TAPS 3 internal, WIAPS, WATERMARK etc)

Approval scheme

Membership number

Have you applied for a temporary building supply?

Yes No

If 'yes' will your site have a cement silo requiring a water connection

Yes No

Type of plumbing system (please tick as appropriate)

- Direct supply hot and cold (i.e. all fittings supplied from the mains supply)
- Indirect supply hot and cold (i.e. mixed supply to fittings mains/storage)
- A pump or booster drawing more than 12 litres per minute, connected directly or indirectly to a supply pipe (please see note 1 overleaf)
- Domestic fire sprinkler system
- Bidet with an ascending spray or flexible hose
- Common supply (more than one property being supplied by the same pipe)
- A garden irrigation system unless designed to be operated by hand
- Mains fed washing machines/dishwasher supplies (please see note 2 overleaf)
- Any supply or distributing pipe fed with potable water to be installed outside a building falling outside the regulation requirements of 750mm (min) depth to 1350mm (max) depth (Note you must consider re-routing the supply pipe so that you can reach the minimum or maximum depths as required.) (Please see note 3 overleaf)
- The construction of a pond or swimming pool with a capacity greater than 10,000 litres which is designed to be replenished by automatic means and is to be filled with water supplied by a water undertaker.
- Rainwater or any other recycling system
- Bore hole supply

Note 1 If you have ticked yes to item 3 we will require full schematic drawings showing the new pipework and fittings to be installed and we will also require the full specification of the pump.

Note 2 If you have ticked yes to item 8; For domestic washing machines & dishwashers where the supply or supplies (hot and cold) will be left with no appliance connected, Thames Water sets a condition in accordance with regulation 5, that the appropriate backflow protection device must be installed. An appropriate backflow protection device for domestic wash/dishwashers used for domestic use is double check valve(s) or an appropriate no less effective device.

Note 3 If you have ticked yes to item 9 you must submit a location plan to which the proposal relates and also justification as to why you are unable to comply with the requirements of the water regulations.

Site phasing (see note 15)

Will the site be phased?

Yes No

If 'yes', please provide details in the table below or a plan indicating phases

	Start date	Plots in phase	End date
Phase 1			
Phase 2			
Phase 3			

Highway information (see note 16)

Are you installing a sustainable urban development (SUDS) road?

Yes No

Are you installing porous roads?

Yes No

Are there attenuation tanks being installed?

Yes No

If you have answered 'yes' to any of the three questions above, please provide further details including plans when returning the application.

Will the roads, footways and verges on site become adopted by the local authority once the development is completed?

Yes No

Site plans (see note 17)

We require a site layout drawing in 'dwg' format. The scale should be no less than 1:200 and no more than 1:500 and the plan needs to clearly showing the following;

- road layout and building lines
- the point of entry for the new supply / supplies
- any shared trenches
- any ducts to be laid in the new road for the water service pipes to be laid through
- all areas to be adopted where applicable
- phasing
- underground heating pipes
- proposed position of drainage systems
- new or existing trees
- private land (if applicable)

Health and Safety (see note 18)

Please provide details of your CDM co-ordinator

Name

Company

Company address

Postcode:

Telephone number

Mobile number

E-mail

Please provide details of your principle contractor

Name

Address

Postcode:

Telephone number

Section E

Drainage details (see note 19)

Sewage drainage

What method will be used for sewage disposal on the site?

- Connection to public sewer
- Septic tank
- Other – please state

Surface water drainage

What method are you using to discharge your surface water?

- Connection to public sewer
- No connection to public sewer
- Part of the site only connected to the public sewer.
- Information not known

If part of the sewer is connected to the public sewer please provide details of which plots/properties will not be connected.

Section F

Checklist

Please tick to confirm you have provided the following along with this application;

- Site plans (see section 17)
- Extra copies of the fittings table where applicable (see note 13)
- Soil report (see note 6)
- For all non-domestic and fire supplies/energy centre/common hot water systems/common heating systems please provide a mechanical services schematic drawing (where applicable). (See notes 11-14).

Declaration

I confirm to the best of my knowledge that the information in this application is complete and correct.

Your signature

Your full name in BLOCK CAPITALS

Your role in the company or job title (where applicable)

Date

Please note that Thames Water reserves the right not to make the final connection to its water network. Illegally connecting to the water network is a criminal offence.

Please return the completed form making sure you supply any additional information and return to us one of the following ways:

By using our enquiry form on our website;
thameswater.co.uk/developerservices

By e-mail to developer.services@thameswater.co.uk

By post Thames Water, Developer Services, Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB.

Please ensure that you include copies of the required plans with your application.

Getting in touch with us

For enquiries regarding this application or any other questions relating to your building or development work please contact us on:



thameswater.co.uk/developerservices



developer.services@thameswater.co.uk



0845 850 2777
Monday - Friday 8.00am-5.00pm



**Thames Water, Developer Services, Clearwater Court,
Vastern Road, Reading, Berkshire RG1 8DB**

If you have any other questions for Thames Water



thameswater.co.uk



0800 980 8800

- Queries relating to your bill
- Change of address
- Meter readings

Minicom service if you are deaf or hard of hearing 0800 316 6899

0800 316 9800

- For emergencies
- Other non-billing enquiries
- Literature

Minicom service if you are deaf or hard of hearing 0800 316 9898



Thames Water, PO Box 286, Swindon, SN38 2RA



This leaflet can be supplied in
braille or audio-tape upon request.