

# New water connections

## Application form

This form is intended for developers and domestic customers who are applying only for new water connections (not new water mains). Once completed, please return to Thames Water, Developer Services, Clearwater Court, Vastern Road, Reading RG1 8DB.



Please complete all sections of this form in BLOCK CAPITALS

## Site location

Plot address 1

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

If there are different plots on site with different addresses / post codes, please use the section at the end of this form, headed 'Other plot addresses'.

## Contact details

### Your details

This is the person making the application. This person will receive all correspondence.

Please tell us if you're applying as

An individual  A business

Business name (if relevant)

Title

Mr  Mrs  Ms  Miss  Dr  Other

First name(s)

Last name

Preferred telephone number

Email address

### Your address

If your address is different from the location where the connection work is to be carried out, please include it below.

Address

Same as site location  Somewhere else

Site name:

Address line 1

Address line 2

Town

County

Postcode

## Your role

I am the

owner / occupier	<input type="checkbox"/>	plumber or tradesperson	<input type="checkbox"/>	builder or developer	<input type="checkbox"/>
housing association	<input type="checkbox"/>	consultancy or agent	<input type="checkbox"/>	self-lay provider	<input type="checkbox"/>
other (please specify)	<input type="text"/>				

## Authorised representative

This is someone you're giving us permission to talk to about the work when processing your application. They might be a third party with technical understanding of the site. They will not be sent the quote.

The authorised representative is

Me  Someone else

If someone else

I have permission to provide this person's details

Business name (if relevant)

Title

Mr  Mrs  Ms  Miss  Dr  Other

First name(s)

Last name

Preferred telephone number

Email address

Full postal address

Address line 1

Address line 2

Town

County  Postcode

They are the

owner / occupier	<input type="checkbox"/>	plumber or tradesperson	<input type="checkbox"/>	builder or developer	<input type="checkbox"/>
housing association	<input type="checkbox"/>	consultancy or agent	<input type="checkbox"/>	self-lay provider	<input type="checkbox"/>
other (please specify)	<input type="text"/>				

## Invoicing details

This is the name and address you'd like to appear on any invoices.

Send invoices to Me  Someone else

If someone else I have permission to provide this person's details

Business name (if relevant)

Title

Mr  Mrs  Ms  Miss  Dr  Other

First name(s)

Last name

Preferred telephone number

Email address

Full postal address

Address line 1

Address line 2

Town

County  Postcode

They are the

owner / occupier  plumber or tradesperson  builder or developer

housing association  consultancy or agent  self-lay provider

other   
(please specify)

# Your current supply

Is there already a supply? Yes  No

If No and you need a connection for building water, please tell us this on page 7

If Yes, where is your meter located?  Outside the property

Inside the property, or my supply is unmetered

If the supply is unmetered, do you require a water meter?

Yes  No

If the meter is outside the property, will this supply be used for building purposes? Yes  No

For how long do you need to use the metered supply for building works? Up to one year  More than one year

If possible, do you wish to permanently retain this supply? Yes  No

What is the purpose of the retained supply (e.g. to serve flat, landlord supply, etc)?

Before starting construction, it's vital that you have an approved and registered Thames Water meter fitted to your temporary building supply. If not, you may be charged 0.17 per cent of the total contract value.

The meter will record the water consumption during construction work, and you'll be charged accurately via meter readings.

## Before construction work begins:

- If there is no water supply on site, you should apply for a new water connection. We'll fit a meter to the new pipe as standard to measure and bill you on consumption, For more details, see [thameswater.co.uk/waterforbuildingwork](https://www.thameswater.co.uk/waterforbuildingwork).
- If there's an existing unmetered supply on the site, you should apply for a new meter. Once an approved Thames Water meter is installed the details will be forwarded to us by the open water market, where a retailer will be assigned to you for billing purposes.
- If there's a non-approved Thames Water meter on site, please note that we don't accept these for billing purposes, as they don't accurately measure flow. You'll need to apply for a Thames Water approved meter. Once this is installed, the details will be forwarded to the open water market, where a retailer will be assigned to you for billing purposes.
- If there's an existing Thames Water meter on site, you should arrange to open a billing account via the open water market.

## What would you like to do?

Please tick all that apply.

Improve or separate my existing supply

I need more water flow to serve my needs (e.g. due to installing an extra bathroom, new power shower, megaflow system), or I share a supply with my neighbour and want my own supply.

Convert an existing property into multiple properties

I'm converting an existing property into multiple properties (e.g. one house into two flats, or converting part of own home into a business) and need water supplies for them.

Build a new property

I'm building a new property of any kind (e.g. house, flat, shop or factory) which requires a new water supply.

## Your connection

### How many properties is this for?

Tell us how many of each type of property you require this work for

Houses

Flats

Commercial units

E.g. shop, office, hotel, hospital, school, care home

Industrial units

E.g. warehouse, car wash, car park, commercial garage

If Flats, what type of connection is needed?

Individual

Bulk supply

If your site has multiple blocks and/or cores, please tell us how many bulk supplies you need

#### For large sites

A block of 12 or fewer flats will usually have individual supplies feeding each flat.

A block of 13 or more flats is usually connected through a bulk supply. A bulk supply enables multiple flats to be fed from a booster tank.

### Do you have any other supply requirements?

Don't worry if you don't have/need any of the following – we're asking just in case.

Tell us how many of these you require

Firefighting system

This could be a mist or sprinkler system, or a dedicated fire hydrant supply.

If you require a fire fighting system, have you carried out a fire flow and pressure test?

Yes  No

Please tell us the flow rate (l/s) or – if you don't know this – the outer/external diameter of each connection (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Connection 1

Connection 2

Connection 3

Connection 4

Connection 5

It's your responsibility to ensure that the main from which the fire supply is being taken can provide your firefighting requirements.

You will also need to ask a fire protection company to carry out a fire flow and pressure test from the nearest available fire hydrant or washout point on the main. The test will show whether the main has the required flow and pressure for your fire protection needs.

We will need to be present while the test is carried out. To arrange this, please call our operations team on 0800 316 9800 and select Option 1 to continue.

Knowing the size of supply allows us to start to process your application. However, we can't provide a quote until you tell us the flow rate, as this could affect the size of supply.

Tell us how many of these you require

Landlord supply

This is a supply for shared (communal) use.

How many of each type of landlord supply do you need?

Energy centre

Bin store

Bike store

Garden tap

Irrigation

How many landlord supplies (if needed) do you want to be part of the bulk supply?

bulk supplies - please number

None

Please tell us the flow rate (l/s) or (if you don't know this) the outer/ external diameter of each connection (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Connection 1

Connection 2

Connection 3

Connection 4

Connection 5

Tell us how many of these you require

Agricultural supply / animal trough

This is water for use on a farm.

Please tell us the flow rate (l/s) or (if you don't know this) the outer/ external diameter of each connection (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Connection 1

Connection 2

Connection 3

Connection 4

Connection 5

Tell us how many of these you require

New temporary supply for building work

If you have an existing water supply you're planning to use for building works, you don't need to apply for a new one.

Please tell us the flow rate (l/s) or (if you don't know this) the outer/ external diameter of each connection (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Connection 1

Connection 2

Connection 3

Connection 4

Connection 5

For large sites – storage tanks

A storage tank can include any type of tank for storing water, such as a large tank serving multiple properties or a firefighting system.

Will you install a storage tank as part of the new connection?

Yes, with a required storage capacity of (litres)

No

## About your water fittings

We need to know about the plumbing in your property so that we can design your connection to provide enough water. Please insert the number of each fitting, grouped by property type. Note that we define properties with different numbers of bedrooms as different property types, e.g. two-bed houses, three-bed houses, etc.

Properties of the same type that share the same number of fittings can be listed together in one column. The example below shows 10 three-bed houses, each of which has three toilets, no urinals, etc.

Properties with a different number of fittings must be listed separately. So if the development below included some three-bed houses with only two toilets, these would need to be listed in a separate column.

If you need help completing this table, please call us on **0800 009 3921**.

	Example	Property type 1	Property type 2	Property type 3	Property type 4	Property type 5	Property type 6	Property type 7	Property type 8	Property type 9
<b>Property type requiring a water supply</b> (e.g. two-bed house, three-bed house, two-bed flat, three-bed flat, commercial unit, etc)	Three-bed house									
<b>Number of property types</b>	10									
<b>Toilets</b>	3									
<b>Urinals</b>	0									
<b>Bidets</b>	0									
<b>Douche sprays</b>	0									
<b>Wash basins - bathroom or WC</b>	3									
<b>Wash basins - other</b> (e.g. garden, garage, commercial use)	1									
<b>Domestic kitchen sinks</b>	1									
<b>Non-domestic kitchen sinks</b> (e.g. in a restaurant)	0									
<b>Domestic baths</b>	1									
<b>Non-domestic baths</b> (e.g. in a care home)	0									
<b>Showers</b> (not including showers above baths)	1									
<b>Domestic washing machines</b>	1									
<b>Domestic dishwashers</b>	1									
<b>Domestic waste disposal units</b>	0									
<b>Non-domestic washing machines or dishwashers</b> (e.g. in a laundrette, or for communal use in student accommodation)	0									
<b>Garden and garage taps</b>	1									
<b>Other plumbed-in domestic appliances not listed above</b>	0									

## Water fittings table for bulk supplies

For each bulk supply, please tell us the total number of fittings. If you have more than five bulk supplies, please copy this table and enclose it with your application.

	Example	Total quantity for bulk supply 1	Total quantity for bulk supply 2	Total quantity for bulk supply 3	Total quantity for bulk supply 4	Total quantity for bulk supply 5
<b>Number of flats fed by this bulk supply</b>	50					
<b>Toilets</b>	50					
<b>Urinals</b>	0					
<b>Bidets</b>	0					
<b>Douche sprays</b>	0					
<b>Wash basins - bathroom or WC</b>	50					
<b>Wash basins - other</b> (e.g. garden, garage, commercial use)	0					
<b>Domestic kitchen sinks</b>	50					
<b>Non-domestic kitchen sinks</b> (e.g. in a restaurant)	0					
<b>Domestic baths</b>	40					
<b>Non-domestic baths</b> (e.g. in a care home)	0					
<b>Showers</b> (not including showers above baths)	10					
<b>Domestic washing machines</b>	50					
<b>Domestic dishwashers</b>	10					
<b>Domestic waste disposal units</b>	0					
<b>Non-domestic washing machines or dishwashers</b> (e.g. in a laundrette, or for communal use in student accommodation)	0					
<b>Garden and garage taps</b>	2					
<b>Other plumbed-in domestic appliances not listed above</b>	0					

## Wastewater disposal

### Surface water drainage

Surface water is typically rain water run-off from roofs and roads. We need to know how you're discharging this, so that we can set up the correct billing once we have laid the new connection.

**What method are you using to discharge your surface water?**

Connection to public sewer  No connection to public sewer

Only part of the site is connected to the public sewer

Which plots / properties will not be connected?

Not sure what method I'm using

### Sewage disposal for all properties

**How will sewage (i.e. everything except rainwater) be disposed of on site?**

Public sewer  Other (e.g. septic tank)

## About your plumbing

Please let us know if you intend to install any of the following, which may require a higher water pressure or could pose a potential health risk if appropriate measures aren't taken (e.g. if untreated water is sucked back into a supply pipe). We'll contact you if there's anything we're concerned about – this will help protect your water supply, and could reduce delays during any inspections we carry out.

**Will you have any of the following?**

Pump or booster to increase water pressure  
Does it draw more than 12 litres per minute? Yes  No   
Your builder or plumber will be able to confirm the flow rate

Douche spray (a hand-held trigger sprayer for personal hygiene)

A pipe that will be laid less than 0.75m, or more than 1.35m, below surface level

A pond or swimming pool with a capacity above 10,000 litres  
Will it be filled automatically (e.g. via a ball valve) with water from our mains?  
(Answer 'no' if you plan only to fill it from your own private borehole supply or using rainwater harvesting.)  
Yes  No

Rainwater (or any other type of water) recycling system  
Will it use water from our mains as a back-up water source?  
Yes  No

Borehole (a private underground water supply)  
Will it use water from our mains as a back-up water source?  
Yes  No

## Enclose your documents

All drawings must be of suitable detail and have a drawing reference number on them.

### What we need from you to process your application:

- **Water fittings table**

Please ensure you've completed the tables on pages 8 and 9.

- **Point of entry drawing**

This drawing must show the location of the proposed new connection pipework at your property boundary, and the location of your property in relation to surrounding roads and other buildings.

- **Soil analysis report**

Our key concern is to protect the water supply network, so that your water remains safe and drinkable at all times. That's why it's important your supply pipe should not be laid in, or pass through, any areas that are likely to cause contamination. These include:

- Foul soil
- Soil that's near a gas main
- Refuse or refuse chutes
- Ash pits
- Sewers
- Drains
- Cesspools or inspection chambers
- Petrol stations

If we're concerned that the site may have been contaminated at some time, our quote will require you to install 'barrier' pipework. This is a plastic pipe with a layer of aluminium sandwiched between the layers. All joints must be wrapped in aluminium tape to prevent contaminants entering the water.

If you've done work to decontaminate the land, or don't think barrier pipe is necessary, please provide a soil report as evidence.

Always check the pipe material with us before you install it. We accept no responsibility for the cost of replacing the wrong pipe material.

The soil report must be a full (not desktop) report and include all of the following:

- Site history
- Adjacent sites
- Trial pits location plan
- Trial pit depths (0.5m and 1.2m)
- Soil chemical analysis

### For large sites – schematic drawing

Please provide a plumbing drawing (or 'schematic') if you require a bulk supply and/or fire supply. This will usually be prepared by your plumber and will show us whether your plans comply with the Water Regulations.

The drawing must include:

- The location of any tank
- The location of any boosters
- The location of non-return valves or check valves to be fitted for each
- Information showing whether there will be a landlord supply, and what it will be used for (e.g. irrigation system, energy centre, bin store, bike store or garden tap)
- Information showing how hot water will be provided (e.g. by individual boilers, individual immersion heaters, a common hot water system or a heat interface unit)

Please provide schematics for all of the following types of connection:

- Bulk supply
- Any landlord supply that is part of a bulk supply
- Firefighting supply
- Landlord supply being used for multiple purposes (e.g. to serve a bin store and a garden tap)

Please make sure the schematics are clearly labelled to indicate which supply they relate to.

## Application and design fees

You'll need to pay upfront application and design fees, which cover our initial costs including administration and preparation of your quote and finalising the technical solution required. They're non-refundable, but will be deducted (excluding VAT) from the total balance due when you accept your quote.

There's a fixed application fee of £80 (+VAT) per application. The design fee is £90 (+VAT) for the first connection, plus £60 (+VAT) for each additional connection.

You can find out more about how we calculate our charges at [thameswater.co.uk/newconnectioncharging](https://thameswater.co.uk/newconnectioncharging)

Please use the table below to calculate the total cost of the application and design fees you're paying us.

		Number required	Cost
Application fee	£80 x	1	£80
Design fee for first connection	£90 x	1	£90
Design fee for additional connections*	£60 x		
		<b>Total</b>	
		<b>+ 20% VAT</b>	
		<b>Total cost</b>	

\*When calculating how many connections you need, please take into account all the connections you've requested on pages 6 and 7: the number of houses, flats, commercial units and industrial units to be connected, plus the number of firefighting systems, landlord supplies, agricultural supplies and new temporary supplies for building work required.

Remember that each bulk supply requires only one connection. You also don't need to include landlord supplies if they're part of a bulk supply.

## How to pay

You can pay using the following methods:

**BACS or CHAPS:** Please pay to the Thames Water Utilities Ltd account, quoting the reference number starting 'DS' and using the following information:

**Sort Code: 60-00-01**

**Bank Account: 90478703**

**For international payments, the IBAN number is GB96NWBK60000190478703**

**For CHAPS payments, the BIC number is NWBKGB2L**

Please note that payments can get lost if you don't use the 'DS' reference number.

**Credit or debit card:** Please tell us the following details, and we'll call to arrange payment:

Telephone number

Name of card holder

Please note that we don't accept American Express.

**Cheque:** Please make payable to Thames Water Utilities Ltd.

**I will pay the non-refundable application and design fees by:**

BACS or CHAPS  Debit or credit card  Cheque

If you're emailing your form, once we receive your application we'll respond to you with a DS reference number which you should quote when making your payment. If you're posting your form, you can attach a cheque to it directly.

**For large sites – do you need us to provide you with a pro forma invoice for the application and design fees?**

Some companies need us to issue an invoice before their accounts department can pay the upfront fees due. If you ask for a pro forma invoice, we'll send it within seven calendar days of receiving your application form. This will increase the total amount of time it takes to process your application.

No, I don't need a pro forma invoice

Yes, send me a pro forma invoice

## How we'll use this information

We'll use the information you give on this application form, and potentially share it with our delivery partners, to provide the service you've requested.

This could include contacting you to discuss your application and/or provide more details, visiting the site where work needs to be carried out, and invoicing you when appropriate. Your feedback is important to us, so we may also use the information to ask for your feedback on how we can improve our performance.

We won't use this information for marketing purposes without contacting you to seek your consent.

You can find Thames Water's privacy policy at [thameswater.co.uk/Legal/Privacy](https://thameswater.co.uk/Legal/Privacy).

## Declaration

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

**Signature**

**Name in BLOCK CAPITALS**

**Date**

Please return the completed form, making sure that you supply any additional information, to Thames Water, Developer Services, Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB.

## Other plot addresses

Plot address 2

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

Plot address 3

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

Plot address 4

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

# 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](https://thameswater.co.uk/developerservices)

 [developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk)

 **0800 009 3921**  
Monday – Friday, 8am – 5pm

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

## If you have any other questions for Thames Water

 [thameswater.co.uk](https://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

To contact us from abroad +44 1793 366011

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

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

