

## Developer's Charter

At Thames Water Developer Services, we aim to give you the best possible service. In order to provide you with a new main or service connection we will need certain information. This document explains what you can expect from us at each stage of the process. It should be read in conjunction with the guidance notes on the Application Form and the Water Regulations Guide

### Stage 1 Application

<b>Your responsibilities</b>	<b>Our promise to you</b>
You can either call our Helpdesk to request an application form or download it from our website	To send you an application form within 3 working days of your request
To pay the quotation charge when you submit your application	
To provide all of the information we ask for both over the telephone and on the application form and send to us any supporting documents we request	To provide assistance with any questions you may have Send you an acknowledgement letter on receipt of your application form To advise you if a new main is required We will keep you updated if there are any changes to your site or if we need any further information to complete the design When we have all of the information we need we will send you a quotation within the following timescales: Mains Quotations – 35 days Services – 14 days from receipt of information or 14 days after sending you a corresponding mains quote.

### Stage 2 Acceptance

<b>Your responsibilities</b>	<b>Our promise to you</b>
To send us a signed copy of your quotation and point of entry diagram	To keep your quote valid for 90 days from issue
To send us your payment before we begin work. For new mains, our enabling, planning and preparation for the site will begin once we have received payment	We will provide you with alternative ways to pay: <ul style="list-style-type: none"> <li>◆ Cheque</li> <li>◆ Credit card</li> <li>◆ BACS</li> </ul> We will acknowledge your payment in writing
To advise us of your site contact for when we attend site	For new mains we will contact you within 2 weeks of payment to arrange a commencement meeting
To keep us updated of any changes to your site requirements and layout	When you tell us something has changed we will update our systems; the terms of your quote may change accordingly.

### Stage 3 Water Regulations

<b>Your responsibilities</b>	<b>Our promise to you</b>
To lay pipework as far as the boundary of your property in accordance with the Water Supply (Water Fittings) Regulation 1999, leaving the trench open for our inspector	We will send you details of the Water regulations with your application form, they are also available on our website
To call us to book a trench inspection allowing 7 days notice	We will arrange an inspection within 7 days of your phone call
If you are using a TAPS 5 approved groundworker, to send in the certificates by post to Ashford Water Treatment Works	We will provide TAPS 5 training courses at a reasonable cost We will process TAPS 5 certificates sent to Ashford within 5 working days and if there is a problem we will contact you

### Stage 4 Trench Inspection

<b>Your responsibilities</b>	<b>Our promise to you</b>
To ensure the pipework to be	We carry out Water Regulations Inspections under our statutory

inspected has been laid up to and including the internal stop valve and the trench is exposed when the inspector visits To have a representative on site at the time of the inspection	powers as a routine part of making a new connection so the visit is not classed as a customer appointment but we will call you an hour before the expected arrival time to advise you we are coming. We will report to your representative on arrival on site We will leave a calling card to advise you if the inspection has failed and list the items that failed
If the inspection fails you will need to put right the failed items and then call us to book a further inspection	We will arrange a water regulations inspection within 7 days of your phone call.

### Stage 5 Setting up the Account

Your responsibilities	Our promise to you
To provide us with the full postal address of each plot to be connected before we make the connection.	We will set up new accounts correctly and efficiently
To pay the water charges until you have notified us of the occupier	
To notify us of the occupier of each new property as soon as you have the details so that we can set up the account	

### Stage 6 Connection

Your responsibilities	Our promise to you
Your representative will need to be on site on the day of connection to allow access and to prove the supply. Your tail pipes must be tagged.	When you have passed your Water Regulations or submitted your TAPS 5 certificate, we will pass the details of your site to our contractor within 2 days Our contractor will contact you by phone to advise you of the next step in the process. We will make the connection within 21 days unless we need to make additional arrangements to comply with traffic legislation We will identify the need to make any additional arrangements such as parking bays to be suspended, traffic management, suspension of bus lanes for safety reasons or if we need to close the road within 5 days of passing the job to our contractor, but it can take up to 6 weeks to agree the connection date with the local Highways authority.
	For new mains, our mainlaying programme will be agreed at the pre-site meeting and our field engineer will act as co-ordinator and project manager for the site. We will deal with the new service connections as above following on from your trench inspections.
If the connection is to be made through a basement wall, you will break through the wall on the day of connection and properly duct and seal the pipework	
	Our contractors will introduce themselves to the site agent and wear the correct Health and Safety clothing and equipment

Whilst we aim to provide you with the best possible service, from time to time things can go wrong. In the first instance please call our Helpdesk on 0845 8502777 and advise them of the problem. In most cases they will be able to deal with the issue.

However if you wish to complain, you can write to our Customer Services Department at:

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Swindon  
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