

# Application for a new water supply connection

Application form and guidance notes

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

This form should be used for applications for new mains and service connections. If you are unsure of what you need or if we consider it necessary to provide a new public water main we will contact you to discuss your proposals.

Please complete all sections of this form including the VAT Development Classification form and use the checklist in Section E to ensure you have included all the information we need. If we do not have all the information requested, your quotation will be delayed.

On completion, the application and accompanying diagrams should be returned to:

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

[www.thameswater.co.uk/developerservices](http://www.thameswater.co.uk/developerservices)



# Six stages to your new connection

## Stage 1 Application

Once you have sent us your application, one of our designers will produce a quotation and send it to you within 21 days. (If a new public water main is required, we will contact you to discuss your proposals and the quotation could take up to 35 days).

## Stage 2 Acceptance

You will need to sign a copy of the quotation and a diagram showing the point of entry of the new supply and return these documents to us. You can pay by cheque or credit card. (For card payments please call or email us and we will call you back using our secure payments line).

## Stage 3 Water Regulations

As soon as your underground pipework has been laid (up to and including the internal stop valve), you can book the Water Regulations Inspection. Details of the Water Regulations can be emailed to you. Please allow 7 working days for the appointment.

## Stage 4 Trench Inspection

One of our Schedulers will contact you to check that you are ready to pass your inspection and give you an appointment date.

## Stage 5 Setting up the account

We will commission the meter but you will need to provide the details of the eventual occupier. Full postal details of each plot to be connected must be supplied to us before we can make the connection to our network.

## Stage 6 Connection

When you have passed your inspection we will pass your details to one of our contractors who will contact you by telephone with a date for connection. If the work is to be carried out in a street that is designated as sensitive by the Highway Authority or subject to Highway Authority restrictions there may be a delay of up to 6 weeks in making the connection. We cannot make any arrangements to make the connection until after the External Water Regulations are passed and we advise you to include this time in your project plan. You or your representative needs to be on site on the day of connection otherwise we cannot complete the work on that day. If we have to make an additional visit, you may be charged for this.

# Guidance notes

These notes relate to each numbered question on the application form.

## 1 Applicant Details

This section should be completed with the details of the person or company responsible for paying for the new connection(s). We will issue the quotation to this address.

## 2 Property Owners Details

If the applicant is not also the owner, we will require the owner's details.

## 3 Site Details

We need full details of the address to be connected, together with contact details if different from 1 above. Please note that we need full postal details of each plot to be connected before we can arrange the final connection

## 4 Is the application for a new public water main?

You only need to complete this section of the application form if you are requesting a new public water main on a new development site. If there is no public water main in the area or the existing public main is deemed to be inadequate to serve the new development we may lay a section of new main to connect to your new supply. Any quotation involving a new public water main will take up to 35 days to prepare.

## 5 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, refuse chutes, ash pits, sewers, drains, cesspools or inspection chambers. Where the ground is classified as contaminated, (eg 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 and if the land you are developing is deemed contaminated for the use of plastic pipework, 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 the following:**

Site History

Adjacent Sites

Trial Pits Location Plan

Trial Pits Depths (0.5m and 1.2m)

Soil Analysis

**Soil Analysis should include all the following:**

Coal Tar

Cyclohexane Extractable Material (Adhesives, resins & rubbers)

Phenols (Carbolic Acid)

Poly aromatic Hydrocarbons (Tar)

Toluene Extractable Material (Road surfacing & roofing material)

Total Petroleum Hydrocarbons (Petrol & motor oils)

**The “trigger levels” for pipe material selection are:**

Coal Tar - 50mg/kg

Cyclohexane Extractable Material - 50mg/kg

Phenols - 5mg/kg

Toluene Extractable - 50mg/kg

Total Petroleum Hydrocarbons - 50mg/kg

Poly aromatic Hydrocarbons (Tar) 50mg/kg

The trigger levels are from the WRAS document “The selection of material for water supply pipes to be laid in contaminated land” (ref 9-04-03) October 2002.

As a company we adopt the WRAS document guidelines.

## 6 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 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.

## 7 Are there parking bays of any kind in the vicinity of the site?

Bays including Residents bays, parking bays and loading bays must be suspended for us to be able to work outside your property. The number of bays on either side of the road will be determined by our surveyor and dependant upon the width of the road and the location of the main. We need a certain amount of space in the road to dig the trench and at least one further bay to park our own vehicles.

## 8 What is the supply for?

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.

## 9 Drainage Details

If you require information on how to apply for a new drainage/ sewer connection and the fees involved, please phone our Helpdesk on 0845 850 2777 or visit our website [www.developerservices.co.uk](http://www.developerservices.co.uk)

## 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 ¾" and 1" (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.

When a pumped system is installed to increase the flow & pressure within the property, we will provide internal fit meters to be installed by your designated plumber.

Thames Water will provide for a single supply (diameter to be determined accordingly) up to the property boundary, and the meters will be installed on the risers (after the break tank and pump) within a common area to be agreed.

You will be required to provide a mechanical services schematic drawing. Our metering group will then make arrangements to visit you on site to discuss installation details.

## 12 Pulse meters (Commercial buildings i.e. 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 customer's designated contractor.

## 13 Water Fittings Table

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

## 14 Checklist

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

## 15 Quotation Fee

There is a fee for providing a new quotation which must be paid at the time of submitting the application. You can pay by cheque (payable to Thames Water Utilities) or by credit card by calling 0845 850 2777. This amount will be deducted from the quotation provided.

## 16 VAT Development Classification form

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, we need you to complete the VAT Development Classification form. It is important that the information you give us on this form is accurate, as this is how we will determine the correct rate of VAT to apply to your work.

## 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 via the Contact Centre on 0845 850 2777 or visit our website.

## Helpdesk

For application forms for clean or waste connections to make payments and to make appointments for inspections or connections, please call us on 0845 850 2777.

To find out more about our services or download application forms, you can visit our website at [www.developerservices.co.uk](http://www.developerservices.co.uk)

# Application for a quotation for new water supply connection(s) domestic dwellings & commercial premises

Please read the Guidance Notes and complete all sections of this form. Please write clearly in BLOCK CAPITALS.

## Section A Your Details

### 1 Applicant Details - See Note 1

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ Post code \_\_\_\_\_  
Phone \_\_\_\_\_  
Fax \_\_\_\_\_  
Mobile \_\_\_\_\_  
Email \_\_\_\_\_

### 2 Property Owners Details - See Note 2

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ Post code \_\_\_\_\_  
Phone \_\_\_\_\_  
Fax \_\_\_\_\_  
Mobile \_\_\_\_\_  
Email \_\_\_\_\_

### 3 Site Details - See Note 3

Address \_\_\_\_\_  
\_\_\_\_\_ Post code \_\_\_\_\_  
Site \_\_\_\_\_  
Phone \_\_\_\_\_  
Fax \_\_\_\_\_  
Mobile \_\_\_\_\_  
When is the supply required? \_\_\_\_\_  
Email \_\_\_\_\_

### 4 Health and Safety - See Note 4

Please send us a Health and Safety Plan for the site according to the Construction Design and Management Regulations 1994.

Name of Client \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_  
CDM co-ordinator \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Principal Contractor's name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_  
Telephone Number \_\_\_\_\_

### For office use only

Staffware No \_\_\_\_\_  
District No \_\_\_\_\_  
WPA \_\_\_\_\_  
Application No \_\_\_\_\_

## Section B What is already on the site?

### 5 What was the previous use for the site? - See Note 5

Is there an existing supply at the site? Yes  No   
Do you wish to retain this supply? Yes  No   
If "Yes", is this supply metered? Yes  No   
If "Yes" which plot would you like it to feed? \_\_\_\_\_  
If "No" do you require a supply for building water (see Note 6)? Yes  No   
What size? \_\_\_\_\_  
What is the total contract value? \_\_\_\_\_

### 6 Are you currently responsible for paying the water charges at this property?

Yes  No

Customer Account Number (if known) \_\_\_\_\_

### 7 If not, who will be responsible for paying any consumption charges until the property is occupied?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Yes  No

Please provide details \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 9 Are there any parking bays of any kind in the vicinity of the site? See Note 7

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 are you planning to do with the site?

### 10 Is the application for a new public water main? See Note 4

Yes  No

If yes, Will all roads, footpaths and verges be adopted on completion?

Yes  No

Please mark on site plan all areas to be adopted.

Will all footpaths be kept clear of all drains sewers or manholes?

Yes  No

### 11 What is the supply for? See Note 8

#### Development Details

Type of Development	Number of connections required	Is water regulations notification required?
House		Yes
Flat		Yes
Compound		Yes
Landlord supply		Yes
Barn conversion		Yes
Conversion of dwelling into flats		No
Conversion of dwelling into more than one dwelling		No
Upgrade of supply for domestic purposes		No
Upgrade of supply for non-domestic purposes		Yes
Separation of supply for domestic purposes		No
Separation of supply for non-domestic purposes		Yes
Industrial unit		Yes
Offices		Yes
Mobile home		Yes
Retail unit		Yes
Hotel		Yes
School		Yes
Agricultural		Yes
Trough		Yes
Standpipe		Yes
Sprinkler		Yes
Fire sprinkler		Yes
Other (Please specify)		Yes

If "Yes" please complete Water Regulations Domestic Installation Confirmation form at the end of this booklet.

### 12 Drainage details - See Note 9

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

Connection to public sewer  Septic tank   
Other

## Section D What sort of supply do you want?

### 13 Supply requirements - See Note 10

Total number of domestic dwelling supplies required   
Please state the size required if known   
Total number of commercial premises supplies required   
Please state the size required if known   
Total number of fire supplies required   
Please state the size required if known

### 14 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 pumped system to increase the flow & pressure within the property?

Yes  No

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 \_\_\_\_\_

**Please note that you are required to forward a schematic drawing when returning this application form.**

## 15 Water Fittings Table: See Note 13

Please complete the table below inserting the number of each relevant fitting.  
If you have more than 9 plots, please make extra copies of this table before you start to fill it in.

	Loading Unit	Example	Type 1	Type 2	Type 3	Type 4	Type 5	Type 6	Type 7	Type 8	Type 9
Property Type requiring a water supply (ie house, flat, bin store)											
Your property reference											
No of bedrooms											
Total No to be built											
WC flushing cistern	2.00										
Wash hand basin - House	1.50										
Wash hand basin - Elsewhere	3.00										
Bath – 20mm taps	10.00										
Bath – taps larger than 20mm	22.00										
Shower	3.00										
Sink – 20mm taps	3.00										
Sink taps larger than 20mm	5.00										
Spray taps	0.5										
Bidet	1.5										
Domestic washing machine											
Waste disposal, dishwasher	3.00										
Communal/commercial	10.0										
Internal/external tap	3.00										
Other not urinals or softeners	3.00										

## Section E

### 16 Checklist: See Note 14

Please note that we are unable to process your quotation without the following information;

- 1 A site location plan showing
  - the point of entry for the new supply / supplies
  - Private land
  - The owners name
  - All areas to be adopted
- 2 For non-domestic and fire supplies, a mechanical services schematic drawing (See question 13)
- 3 The 'Domestic Installation Confirmation' form completed (tear off page at end of this booklet)
- 4 Extra copies of the fittings table
- 5 Soil report for development sites (if relevant for suspected or known contamination on site)
- 6 Drainage / sewerage plans
- 7 Cheque or credit card payment for the quotation fee
- 8 VAT Development Classification form

### 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

Date

Please note that Thames Water reserves the right to make the final connection to its water network. Illegally connecting to the water network is a criminal offence.

Please complete the form making sure you supply any additional information using the checklist in Section E and return it to:  
Thames Water, Developer Services, Clearwater Court,  
Vastern Road, Reading, Berkshire RG1 8DB

# Water Regulations Domestic Installation Confirmation

This document must be completed and returned with the new supply application form.  
Please complete this form 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.

Customer Name \_\_\_\_\_  
 Tel No \_\_\_\_\_  
 Email Address \_\_\_\_\_  
 Postal Address \_\_\_\_\_  
 \_\_\_\_\_  
 Site Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_  
 Plumber/Contractor \_\_\_\_\_  
 Tel No \_\_\_\_\_  
 Email Address \_\_\_\_\_  
 Postal Address \_\_\_\_\_  
 \_\_\_\_\_

Please confirm whether they are an Approved Plumber/Contractor

Yes  No

If "yes" please can you confirm under what scheme they are approved (THAMES WATER, 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	Yes	No
1 Direct supply hot and cold (i.e. all fittings supplied from the mains supply)	<input type="checkbox"/>	<input type="checkbox"/>
2 Indirect supply hot and cold (i.e. mixed supply to fittings mains/storage)	<input type="checkbox"/>	<input type="checkbox"/>
3 A pump or booster drawing more than 12 litres per minute, connected directly or indirectly to a supply pipe (Please see note 1 below)	<input type="checkbox"/>	<input type="checkbox"/>
4 Domestic Fire sprinkler system	<input type="checkbox"/>	<input type="checkbox"/>
5 Bidet with an ascending spray or flexible hose	<input type="checkbox"/>	<input type="checkbox"/>
6 Common Supply (more than one property being supplied by the same pipe)	<input type="checkbox"/>	<input type="checkbox"/>
7 A garden Irrigation system unless designed to be operated by hand	<input type="checkbox"/>	<input type="checkbox"/>
8 Mains fed washing machines/dishwasher supplies (Please see note 2 below)	<input type="checkbox"/>	<input type="checkbox"/>
9 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 below)	<input type="checkbox"/>	<input type="checkbox"/>
10 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.	<input type="checkbox"/>	<input type="checkbox"/>
11 Rainwater or any other recycling system	<input type="checkbox"/>	<input type="checkbox"/>
12 Bore hole supply	<input type="checkbox"/>	<input type="checkbox"/>

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.

Name (please print)

Signature

Date

Please return the completed form including supporting paperwork if applicable to:  
Thames Water, Developer Services, Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB

# VAT Development Classification

This document should be completed as part of your application. It is important that the information you give us here is accurate, as this is how we will determine the correct rate VAT to apply to your work. Please read through the property type definitions and the 'How we apply VAT' matrix on the reverse side of this form before answering the question below.

## VAT and Developer Services

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.

Certain elements of work such as infrastructure charges and various application fees do not attract VAT and are classed as 'outside the scope'.

## Property type definitions

The following definitions are taken from Notice 708 Customs: Building and Construction (February 2008). A copy of this document can be found on HM Revenue & Customs website [www.hmrc.gov.uk/vat](http://www.hmrc.gov.uk/vat).

### New build properties

A new house or flat designed solely for residential or domestic use. Permanent residential caravan parks are also included in this definition.

### Existing properties

An existing house or flat designed solely for residential or domestic use.

### Commercial properties

A site designed for any form of business activity, including agricultural.

### Relevant residential or charitable property

We might be able to apply a zero rating to works involving properties constructed for relevant residential or charitable purposes. A detailed explanation of the terms 'relevant residential' and 'relevant charitable' properties can be found in Notice 708 Customs: Building and Construction (February 2008). This document also lists examples of these property types and explains how to complete the certificate you would need to submit to us to demonstrate that the building is eligible.

### Listed buildings

An existing building which is on the Statutory List of Buildings of Special Architectural or Historic Interest.

We might be able to apply a zero rating to work involving a listed building provided it can be classified as a residential, relevant residential or charitable property although cases of this nature will be dealt with individually. You will need to provide evidence that the building is listed, and that your proposed alterations have received Listed Building Consent.

### Conversions

An existing property which is in the process of being converted into residential accommodation, for example, a house into flats or bedsits, or a building into a relevant residential property.

The lower 5 per cent rate of VAT for certain conversions can only apply to our work if carried out within the property boundary. Our works are usually carried out on or outside the property boundary meaning that the current interpretation by HM Revenue & Customs of VAT legislation does not allow us to apply the lower rate in the majority of cases. However, there might be instances where we have to work within the property boundary and in these cases, we can apportion the VAT.

### Mixed

A development or building that comprises more than one property type. For example, this could be a new build housing development with commercial facilities, or new build commercial premises with a residential flat above. In some cases, we can apportion the VAT on a fair and reasonable basis to reflect the types of properties being served. If your development falls into this category, we might need to contact you for further information.

### Other

It is likely that if your property type is not mentioned above, it will be treated in the same way as a commercial property.

Please choose which category best fits your development:

- New build house or flat
- Relevant residential or charitable
- Commercial, existing or other
- Listed
- Conversion
- Mixed

# How we apply VAT

The table below gives examples of how we apply VAT to a selection of our services.

	New build house or flat only	Relevant residential or charitable only	Commercial, existing or other	Listed only	Conversion only	Mixed
Infrastructure charges	Outside the scope – VAT does not apply					
Network charges	Outside the scope – VAT does not apply					
New water supply connection - application fee	Standard rated in all cases					
New water supply connection - services and mains	Zero-rated <sup>1</sup>	Zero-rated <sup>1</sup>	Standard rated	Zero-rated <sup>1</sup>	Lower rated <sup>2</sup>	Standard rated <sup>5</sup>
Pre-development enquiry application fee	Standard rated in all cases					
Network capacity investigations	Standard rated in all cases					
Water for building purposes (SIC 1-5)	Standard rated in all cases					
Self lay - all elements	Standard rated in all cases					
Water main and sewer requisitions	Zero-rated <sup>1</sup>	Zero-rated <sup>1</sup>	Standard rated	Zero-rated <sup>1</sup>	Lower rated <sup>2</sup>	Standard rated <sup>5</sup>
Section 102 and 104 sewer adoption application fee, build over application fee (Class I, II and III), Section 106/107 sewer connection costs	Outside the scope – VAT does not apply					
Section 102 and 104 sewer adoption additional services - remedial works payments and 'As built' drawings	Standard rated in all cases					
Section 106/107 sewer connection - construction costs	Zero-rated <sup>1</sup>	Zero-rated <sup>1</sup>	Standard rated	Zero-rated <sup>1</sup>	Lower rated <sup>2</sup>	Standard rated <sup>5</sup>
Sewer diversion returnable bonds	Outside the scope – VAT does not apply					
Water main and sewer diversions	Zero-rated <sup>1</sup>	Zero-rated <sup>3</sup>	Standard rated	Zero-rated <sup>3</sup>	Lower rated <sup>2</sup>	Standard rated <sup>5</sup>
Protection of our assets as requested by customer	Zero-rated <sup>1</sup>	Zero-rated <sup>1</sup>	Standard rated	Zero-rated <sup>1</sup>	Lower rated <sup>2</sup>	Standard rated <sup>5</sup>
Disconnection	Standard rated in all cases <sup>4</sup>					

- Where VAT is stated as zero-rated, this is subject to the provision of evidence that the building is eligible. On occasion, there may be parts of the work on which we have to charge a standard rate of VAT.
- Where VAT is stated as lower-rated, this will only apply to works carried out within the property boundary. Otherwise, a standard rate of VAT will apply.
- Where VAT is stated as zero-rated, this will only apply to works that are carried out within the site. A standard rate of VAT will apply in all other circumstances, including diversions in the public highway.
- Although VAT applies to disconnections at a standard rate, Thames Water carries out this service free of charge.
- On mixed developments we might be able to apportion the VAT between standard and zero but usually, we would only do this at the customer's request.

# 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:

**0845 850 2777**

Monday - Friday 8.00am-5.00pm

You can write to us at

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

Alternatively you can email us on [developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk)  
or visit our website address at [www.thameswater.co.uk/developerservices](http://www.thameswater.co.uk/developerservices)

**You can contact Thames Water 24 hours a day, 365 days a year.  
We record all our calls to ensure that we always give you a quality service.**

**0845 9200 888**

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

Minicom service if you are deaf or hard of hearing  
0845 7200 899

**0845 9200 800**

- For emergencies
- Other non-billing enquiries
- Literature

Minicom service if you are deaf or hard of hearing  
0845 7200 898

To contact us from abroad:  
+44 1793 366011

If you prefer you can write to us at:  
Thames Water PO Box 286  
Swindon SN38 2RA

Visit the Thames Water website at  
[www.thameswater.co.uk](http://www.thameswater.co.uk)

Have you any comments about this leaflet?

We will be happy to hear from you regarding this or any other matter where you feel our service to you could be improved.

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

