



DEVELOPER SERVICES

Technical & Regulation Team

Information request
**Storage tanks:
Information form
(External Version)**

©Thames Water Utilities Ltd 2026

1.0 Reason for completion:

This form has been sent because at least one storage tank (cistern) is being installed on the plumbing system.

[Note - A separate form should be completed for each tank and the location identified in the plumbing system.]

Please complete ALL sections and do not leave blank. Missing or inaccurate information affects our network assessment regarding water availability, and in turn may affect the operation of the tank infill rate or pipe connection size.

For design purposes it is not unreasonable to assume there will be 1 bar (10m head) pressure in the water main.

Section A: Site details

1.	What is your site address ?	<div style="border: 2px solid blue; width: 90%; height: 100%; margin: 0 auto;"></div> <div style="border: 2px solid blue; width: 30%; height: 20px; margin: 10px auto;"></div>	After completion, proceed to Section B.
		DS reference number	

Section B: Tank Purpose

2a.		<input type="checkbox"/> Domestic use only	Otherwise proceed to Section E.
2b.		<input type="checkbox"/> Dedicated Fire / sprinkler use only*	Proceed to section C.
2c.		<input type="checkbox"/> Combined fire AND domestic use	Proceed to section C.

→ continued

Section C : Tank feeds (Fire systems only)

Please consider this carefully in your design.

3.	Type of system	<input type="checkbox"/> Single fed fire system <input type="checkbox"/> Dual fed fire system	Tick one box, then proceed to Section D.
----	----------------	--	--

Section D: Flow & Pressure Test results (Fire systems only)

It is **strongly recommended** to have a fire flow & pressure test carried out by your Fire Protection Company because Thames Water have no responsibility whatsoever where the fire suppression system fails to perform correctly in the event of an incident. Any subsequent liability with the design parameters of a fire suppression system rests with your fire protection designer.

[Note - The results will help your fire protection company design an appropriate system for the building use.]

4a.	Have you completed a fire flow & pressure test ? <small>[Note - this may only be performed by a fire protection company]</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Tick one box. If 'yes', proceed to question 4b. If 'no', proceed to Section E
4b.	Are the results attached ?	<input type="checkbox"/> Yes <input type="checkbox"/> No* <small>*Note – Thames Water must verify any test results first to confirm whether any work we were carrying out in the vicinity has affected the results.</small>	Tick one box. If 'yes', proceed to Section E.

Section E : Storage capacity

How much water will the tank hold ?

For domestic use only :

Please complete in conjunction with Section H2.

→ continued

For fire / sprinkler use & combined use :

'Full capacity' storage means the tank will hold enough water to last the duration of an incident without being replenished from the water main.

A 'reduced capacity' tank will only last half the time of the incident and is reliant on the refill rate. Although it is considered a cheaper option, Thames Water does not guarantee any flow or pressure being available (see sections 52 & 55 of the Water Industry Act 1991) when the system activates. This could potentially mean the tank will run dry and therefore not be compliant with the current fire and building regulations.

5.	What is your storage capacity ?	<input type="checkbox"/> Full capacity storage* <input type="checkbox"/> Reduced capacity storage* <i>*Note – refer to the latest version of our document 'DGN EXTERNAL – Fire Suppression – Non-domestic'</i>	Proceed to Section F.
----	---------------------------------	--	-----------------------

Section F: Type of tank

6a.	Type of installation	<input type="checkbox"/> Single tank only <input type="checkbox"/> Sectional tank	If 'single tank only', proceed to question 6b. If 'sectional tank', proceed to question 6c.
6b.	Single tank only: Tank capacity	<input style="width: 200px; height: 20px;" type="text"/> Litres	Proceed to Section G.
6c.	Sectional tank only: How many sections?	<input style="width: 50px; height: 20px;" type="text"/>	Proceed to question 6d.
6d.	Sectional tank only: Total tank capacity	<input style="width: 200px; height: 20px;" type="text"/> Litres	Proceed to Section G.

→ continued

Section G : Inlet valves

Inlet valves are installed on the tank itself to regulate the infill rate. If this is too large it may fill the tank too quickly – consequences include stirring up sediment at the bottom of the tank, and too much water being drawn from the network at any given time.

From a hydraulic perspective Thames Water are looking for a smooth flow profile through the pipe from our water mains. It is better to have a smaller constant flow rather than a large surge flow because of the impacts on our pressure sensitive apparatus on the network.

7.	<p>What is your requested* pipe size from the main ?</p> <p><i>*Requested size may not be the actual size provided</i></p>	<p><input type="text"/> mm</p> <p><i>*Note – sizing for domestic consumption based on loading units (BSEN 806:3), as published in the current version of our 'Charging Arrangements'.</i></p> <p><i>Your designer should consider water efficiency throughout the whole building. This may allow environmental discounts to be applied to the cost of the quotation.</i></p>	Proceed to question 8.
8.	<p>How many inlet valves* in total ?</p> <p><i>*Note – multiple inlets will not increase the tank infill rate.</i></p>	<p><input type="text"/> In total</p>	Proceed to question 9.
9.	<p>Inlet control valve size</p>	<p><input type="text"/> mm</p>	Proceed to question 10.
10.	<p>Inlet control valve type</p>	<p><input type="checkbox"/> Ball valve / float valve</p> <p>OR</p> <p><input type="checkbox"/> Delayed action valve*</p> <p><i>*Note - A PRV is required where a delayed action valve is being used AND the required supply size is over 50mm o.d. in diameter.</i></p> <p><i>*Note – refer to the latest version of our guidance 'DGN EXTERNAL – Delayed Action Valves' and 'DRI EXTERNAL – Storage Tanks'</i></p>	<p>If a 'ball valve / float valve', proceed to Section H1.</p> <p>If a 'delayed action valve'. Proceed to question 11.</p>

→ continued

11.	<i>Delayed action valve only:</i> Control valve manufacturer	<input type="text"/>	Proceed to question 12.
12.	<i>Delayed action valve only:</i> Control valve model	<input type="text"/>	Proceed to Section H1.

Section H1 : Tank Filling (all cases)

INITIAL TANK FILL			
12.	Requested flow rate	<input type="text"/> Litres / sec	Proceed to question 13.
13.	Initial tank fill time from empty	<input type="text"/> Hours <input type="text"/> Minutes *MINIMUM OF 4:00 HRS <i>*Note – BSEN 12845, section 9.3.3 states that the tank refill rate from empty can be up to 36 hrs.</i> Guidance based on assumption of 1 bar pressure in the main and all supplies being metered: <ul style="list-style-type: none"> • 12,000 litre tank = 50mm o.d. supply = 4:00 hours • 67,000 litre tank = 32mm o.d. supply = 27:00 hours • 185,000 litre tank = 50mm o.d. supply = 14:30 hours • 450,000 litre tank = 50mm o.d. supply = 36:00 hours • 450,000 litre tank = 63mm o.d. supply = 18:00 hours 	Proceed to question 14 if there is a domestic use element. Otherwise proceed to Section H2.

[Note – for fire sprinkler tanks no further water is required except for a small volume for topping up or maintenance purposes. It is hoped that emergency activation of the system will not be required during the lifecycle of the building.]

Section H2 : Fire System Activation Filling (Fire systems only)

14.	Requested flow rate	<input type="text"/> Litres / sec	Proceed to Section I.
-----	---------------------	-----------------------------------	-----------------------

→ continued

Section H3 : Operational Tank Filling (where there is domestic usage)

OPERATIONAL TANK FILL			
14.	Typical daily operating range	<input type="text"/> % min <input type="text"/> % max <i>*Note - The tank should not be allowed to completely empty before re-filling commences, so a reasonable range is 20% - 100%</i>	Proceed to question 15.
15.	Requested flow rate	<input type="text"/> Litres / sec	Proceed to Section J.

Section I: Fire / sprinkler usage statement

We do not guarantee any flow or pressure being available during activation of a fire suppression system, as cited under sections 52 & 55 of the Water Industry Act 1991. Expected flow rates for the sprinkler system should be considered by the fire system designer against the amount of storage required.

Thames Water do not take any responsibility for failure of a fire suppression system due to the lack of water being drawn through the connection pipe.

16.	Fire use statement	<input type="checkbox"/> The above statements have been read and understood. <i>Tick box.</i>	Tick box, then proceed to Section J.
-----	--------------------	---	--------------------------------------

Section J : Supporting information checklist

17.	Checklist	<input type="checkbox"/> Flow & pressure test results <input type="checkbox"/> Tank location drawing <input type="checkbox"/> Tank sizing calculations	Tick boxes as appropriate, then proceed to Section K.
-----	-----------	--	---

→ continued

Section K : Declaration

I declare that the information is correct to the best of my knowledge and accept that any missing information may hold up the quotation.

Signed		Name (printed)	
Job Role		Company	
Date			

This form should be returned to developer.services@thameswater.co.uk along with the supporting information.