



Let's talk capacity.

Get in touch with us early and
smooth your journey through the
planning application process.





When you're planning a development, we don't want to delay things. So the sooner you can tell us about your proposals, the sooner we can plan how to address any network capacity issues.

Increasing development pressures across our region mean it's more important than ever to hear about your plans at the earliest stage, before you apply for planning permission.

Benefits to you

Our pre-planning process has the following advantages:

- You can fill in a single form to cover your clean, foul and surface water needs.
- You'll get a named contact for the enquiry, and their direct telephone number.
- Within 21 calendar days, we'll confirm whether we have capacity to support your development, and explain the plan of action if we don't.
- We'll give you a letter confirming this, that you should provide to the local authority to support your planning application.

Enabling smarter network reinforcement

The pre-planning enquiry process gives us early sight of planned developments, which helps us most effectively enable growth across our region. It assists us in identifying growth hotspots and potentially providing capacity ahead of need.

Making an application

We encourage you to make a pre-planning enquiry if you're proposing to develop 10 or more properties on a site.

It's simple to apply. Just visit thameswater.co.uk/preplanning and complete the form.

You don't need to wait until you have all the details, but please provide as much information as you can. The basics we need to know include:

- the size of your development – for example, the number of homes or the floor area of commercial units.
- for large developments, the phasing (i.e. the stages at which sections of your development will be occupied).
- the point of connection for water supplies.
- the point where wastewater will be discharged, and whether flows will be moved by gravity or be pumped.

What happens next?

Once you've applied, we'll write to you within 21 days.

We'll either tell you:

- we have enough capacity,
- you can connect some properties but we'll need to carry out modelling to determine what reinforcement is needed, or
- there's insufficient capacity to connect any properties, and we'll need to carry out modelling to determine what reinforcement is needed.

Your pre-planning assessment outcome has a life-span of 12 months, following which we have the right to amend the assessment



The pre-planning process

1 You don't yet have planning permission

Make pre-planning enquiry to Thames Water

There's just one application form for your clean, foul and surface water needs.

Submitting an enquiry as soon as possible will minimise the risk of later delays.

We produce capacity check and have no concerns

If we've no capacity concerns, we'll confirm this in a letter within 21 days. You should use this letter to support a planning application to the local authority.

OR

We produce capacity check and have concerns

We'll write you a letter within 21 days and, where possible, will permit you to connect an initial number of properties*. Beyond this, we'll need to model and reinforce our network. You should use this letter to support a planning application to the local authority.

Key:

You

Us

2 You apply for planning permission

Apply to local authority for planning permission

You send our capacity check to support your planning application. We'll liaise with the local authority and confirm what we've said.

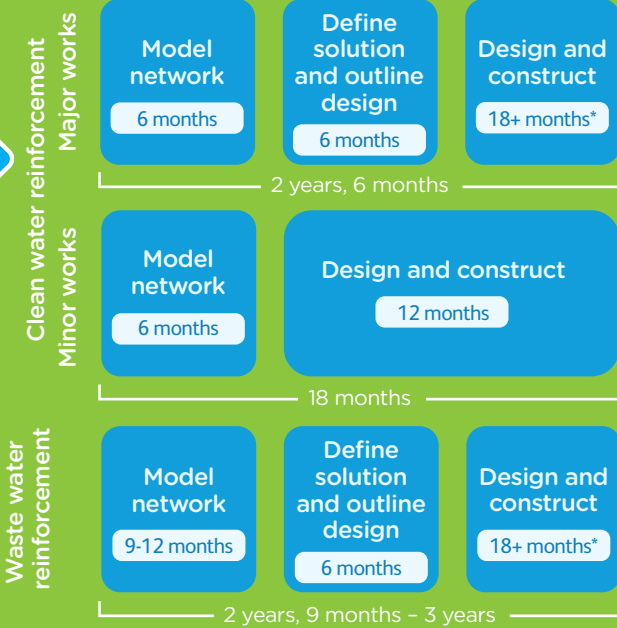
3 You have planning permission

Get planning permission

As we've no capacity concerns, you can apply for mains and service connections.



Connect all properties



Connect remaining properties

*for clean water capacity, this is subject to approval from our Network Operations team

*dependent on Highways and authority's approvals

We do this work at our cost – funded by the infrastructure charges which all customers pay. We'll keep you informed of progress at every stage.

Network modelling and reinforcement

If our capacity check shows concerns, we'll need to carry out network modelling to confirm this, and potentially then complete reinforcement works to create the required capacity.

We'll start the network modelling once you own the land and have outline or full planning permission – this is the point when we know there's enough certainty of the development going ahead for us to invest in the work.

Completing network modelling and reinforcement can typically take up to 3 years. That's why it's important you get in touch with us early through a pre-planning enquiry. This allows us to gather the information we'll need, ultimately helping avoid delays to your build programme.

We're responsible for the cost of modelling and network reinforcement, which we fund using the infrastructure charges we collect from all customers who make new connections to our network.



Working with a self-lay provider or NAV

Developers can choose to use a self-lay provider (SLP) to install new water mains and connections and carry out water mains diversions, or ask a New Appointment and Variation (NAV) to serve them within an inset area.

Using our pre-planning enquiry service doesn't affect your ability to choose to use an SLP or NAV. In fact, it's important you make a pre-planning enquiry to us regardless of who you may use to do the work, as we'll still need to make sure we have enough capacity in our network.



For more information

If you've any queries about our pre-planning enquiry service, please contact our strategic development manager, John Hernon.

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