



Divert a public sewer

Application form

Please complete this form and return it to us at



developer.services@thameswater.co.uk or



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

Application to divert a public sewer

Please complete all sections of this form in BLOCK CAPITALS

A - About the person applying

This can be the property owner or someone acting on their behalf.

Company name

Title Mr Mrs Ms Miss Dr Other

First name(s)

Last name

Preferred contact number

Alternative number

Email address

Full postal address Address line 1

Address line 2

Town

County

Postcode

Are you a: Land promoter Property developer Homeowner

Self-lay provider NAV (inset provider)

Consultant,
working on
behalf of
which client

Other (please
specify)

B - Nominated contact

Who should we contact with any queries? Applicant Someone else

If someone else:

Company name

Title Mr Mrs Ms Miss Dr. Other

First name(s)

Last name

Preferred contact number

Alternative number

Email address

Full postal address Address line 1

Address line 2

Town

County:

Postcode:

Is this the owner of the site? Yes No

C - Invoices

Who should we send any invoices to? Applicant Nominated contact Someone else

If someone else:

Company name

Title Mr Mrs Ms Miss Dr. Other

First name(s)

Last name

Full postal address Address line 1

Address line 2

Town

County

Postcode

Email address

D - About the site

Please provide the address where the work is taking place.

Site address: Same as applicant Same as nominated contact Somewhere else

If somewhere else

Full postal address Address line 1

Address line 2

Town

County

Postcode

What is the local authority for the site?

Ordnance survey grid ref

Development description: Please provide as much information as possible, including information about the development overall and the diversion work required.

Please send any supporting information alongside this form.

If you have any other Thames Water DS Reference numbers for this site, please include them here e.g. DS1234567 – Connect to a public sewer

Anticipated first occupation date

(if unsure, please provide estimated dates)

MM YYYY

Anticipated final occupation date

(if unsure, please provide estimated dates)

MM YYYY

E - 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.

F – How to pay

About the application fee

You'll need to pay a non-refundable application fee in order for us to process your application. The fee you'll pay will depend on the nature of the diversion – we'll assess your application and contact you to let you know which fee applies. At this point we'll provide a DS reference number which you should quote when making your payment.

For more information on our charges please refer to our 'Charging arrangements for new connection services' on our website.

Once we receive your application, we'll respond to you with a DS reference number which you should quote when paying for the service (if you decide to progress with this).

Please note that payments can take up to three days to process. You can pay using the following methods:

Credit or debit card

You can call us on **0800 009 3921** Monday to Friday 8AM to 5PM to make a payment by credit or debit card.

Please note we don't accept American Express.

Alternatively, we can call you to take the payment. To have us call you, please tick below and tell us the following details.

Yes, call me to make payment

We'll call you between 8AM and 5PM within 5 working days of you submitting the application to attempt to take payment from a credit or debit card. Please note that we don't accept American Express.

Telephone number

Name of card holder

To help you confirm it's us calling, you can include a memorable word below that we'll confirm on the call before taking this payment. If this isn't required, you can leave this blank.

Memorable word

We'll ask you to confirm the DS reference, site address and that you are the person named on the card, so please have this ready or let the person we'll be calling know to expect a call from us.

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 be delayed if you don't use the 'DS' reference number.

If the BACS payer is not listed on this form, please send us the payer's full name, postal address and email address, as well as your 'DS' reference number once the payment is made. If we receive a payment without all the necessary supporting information, we may not be able to process your payment, which will cause delays with progressing your application.

Cheque

Please make payable to Thames Water Utilities Ltd and write your DS reference number on the back.

If you're posting your form, you can attach a cheque to it directly.

G - Checklist and declaration

You must provide the following before we process your application:

- **Site plan** showing the site boundary and proposed diversion route, plus any third party land to be crossed (if applicable)
- A report showing the results of a **CCTV survey** of the sewer
- **Non-refundable application fee**

If available, please also attach the following information to help us to process your application:

- Information from any surveys already undertaken
- Details and locations of any other utility services, such as gas and electricity
- Soils and borehole information, such as ground make up, soil types and depths
- Valid planning consent

Declaration

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

Signature

Name in BLOCK CAPS

Job title

Date

Please send your completed form and accompanying attachments by email to developer.services@thameswater.co.uk or by post to Developer Services, Thames Water, Clearwater Court, Vastern Road, Reading, Berkshire, RG1 8DB.



Get 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



developer.services@thameswater.co.uk



0800 009 3921

Monday – Friday, 8am – 5pm



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

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