



Form A/05: Application to be registered as the Retailer to a newly connected supply point

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Application process

You register interest and submit the A/05 Form to the retailer you wish to be billed by once work has finished.

The required Information regarding the application, site details and customer information is gathered.

The retailer submits A/05 Form to Thames Water with all of the required information provided.

Thames Water will begin the approval process and notify the retailer of the outcome within 2 weeks.

Account Setup

How to apply for a supply point

- When you wish to be billed by a specific retailer for a newly planned connection that is being made, then you will need to submit an A/05 Form to that chosen retailer. This will mean an account will then automatically be set up and billing will commence once work is complete.
- You can find all retailers available via the Open Water website <https://www.open-water.org.uk/for-customers/find-a-retailer/>. This will allow you to decide who is best for you.
- Once you have selected your retailer, you then need to submit the A/05 Form to them.
- When your chosen retailer has the A/05 Form, they will then submit this to Thames Water and the approval process will begin. (This process can take up to 2 weeks).

What do you need to provide with this request?

- All information needed is stated on the A/05 Form. This includes the following:
- Customer Name (must reflect the same customer as is on the application for Connection)
- Full site address details (must reflect the address as is on the application)
- The Thames Water reference number, this can be either the 'DS' reference e.g. DS4068653. Or the work order e.g. 80165789. Both of these references can be found on the application Quotation, and Point of Entry drawing.
- The Retailer details, and contact person(s) who submitted the form.

Things to avoid to ensure a successful application

Here are some reasons in which we may reject your case, and how to prevent the rejection;

- **Ensure that the Thames Water reference numbers are included** – This will allow the application to be located and completed correctly.
- **Make sure payment has been made before submitting the form** – If the form is submitted before payment has been taken the it will not be accepted. Make sure payment is made.
- **The form has been submitted before a connection has been made** – We are not able to assign a retailer to a connection that has already been made. Make sure that you have enough time before the connection will be made to get the application submitted and the process completed.
- **Make sure a retailer is not already assigned to this connection.**

Timescales and final account details

Thames Water will complete this process efficiently in order to deal with the forms in a timely manner. This will allow us to make sure a smooth transition of your information into account after the connection is made.

- As mentioned a form must only be sent when the connection hasn't been completed and is no more than 2 weeks away from connection, provided this is followed we will respond to the form within 2 weeks.
- If the application has errors we will leave your case open, but should the case lack information entirely we will reject it. A new form will need to be submitted with the corrected information.

Once the form has been received and actioned successfully against an application for New Water Connection, the account will be set up with the appropriate retailer, this will be in line with market timescales.

If there are any issues or queries to be raised, please contact Developer.Services@thameswater.co.uk. Or call on 0800 009 3921.