



# Water main diversion

## Application form

Please complete this form and return it to us at



[developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk) or



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

Please complete all sections of this form in BLOCK CAPITALS

## Are you or Thames Water designing?

Is your request for us to (please tick):

☐ Provide a design and quote?

OR

☐ Technically assess your design and provide a quote?

Have you carried out a pre-planning enquiry with us?

Yes ☐ No ☐

If yes, what was the DS reference number?

DS

## Applicant contact details

This is the person making the application. This person will receive all correspondence.

**Please tell us if  
you're applying as**

☐ An individual

☐ A business

**Title** ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr ☐ Other

**First name(s)**

**Last name**

**Business name** (if relevant)

**Preferred telephone  
number**

**Alternative telephone  
number**

**Email address**

## Applicant address

**Address** ☐ Same as site location ☐ Somewhere else

**Site name:**

Address line 1

Address line 2

Town

County

Postcode

# Nominated contact details

This is the person we'll contact to process the application.

Please tick here if these details are the same as the 'Applicant contact details'.

<b>Please tell us if this is</b>	<input type="checkbox"/> An individual	<input type="checkbox"/> A business				
<b>Title</b>	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Dr	<input type="checkbox"/> Other
<b>First name(s)</b>	<input type="text"/>					
<b>Last name</b>	<input type="text"/>					
<b>Business name</b> (if relevant)	<input type="text"/>					
<b>Preferred telephone number</b>	<input type="text"/>					
<b>Alternative telephone number</b>	<input type="text"/>					
<b>Email address</b>	<input type="text"/>					

## Nominated contact address

If the address is different from the location where the connection work is to be carried out, please include it below.

<b>Address</b>	<input type="checkbox"/> Same as site location	<input type="checkbox"/> Somewhere else
<b>Site name:</b>	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>

# Invoicing details

This is the name and address you'd like to appear on any invoices.

Send invoices to

Me

Someone else

If someone else

I have permission to provide this person's details

Business name

(if relevant)

Title

Mr

Mrs

Ms

Miss

Dr

Other

First name(s)

Last name

Preferred telephone number

Email address

Full postal address

Address line 1

Address line 2

Town

County

Postcode

They are the

owner / occupier

plumber or tradesperson

builder or developer

housing association

consultancy or agent

self-lay provider

other

(please specify)

# Site location

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

# Site agent

Site agent name

Site agent telephone number

Site agent email address

# About the work taking place

Please provide as much information as possible about the proposed works. We'll need you to specify the type of development, the reason for the diversion and, if applicable, the number of dwellings.

Development description

Date work is due to start

## Third-party landowner information

If applicable, please provide details of any landowner other than the applicant.

TitleMrMrsMsMissDrOther

First name(s)

Last name

Preferred telephone number

Alternative telephone number

# Enclose your documents

Please provide the following information. This will help confirm whether our existing assets need to be diverted/lowered, and, if a diversion is needed, the best way to do so, taking into account your site layout and requirements for any new water supplies.

## Site layout in AutoCAD (DWG) format

Please control the appearance of all elements using layers rather than separate line colour, type or weight properties.

The drawing should clearly show:

- The existing and proposed site, with any new buildings/ roadways / footways indicated, and where the new water service is to be located
- Separate layers, not in blocks, for trees, roads and street furniture
- Any existing utilities
- Frame and scale, revision number and date, company logo and name of designer

Please do not use hatches, layer 'O' or defpoints.

Please confirm whether any ground penetrating surveys have been carried out to indicate the location and depths of existing services, and, if so, provide the drawings.

Please also confirm whether any trial holes have been dug to locate existing assets, and, if so, provide the results.

Please provide details of the existing, and proposed, road lines and levels.

## Third party land

If the proposed main is likely to be routed through land which you do not own, we need written confirmation of the landowner's name and address so that we can service the appropriate notices. Failure to provide these details may lead to delays in laying and commissioning the main.

## Environmental issues

Please tell us about any environmental constraints identified during the planning stage. Failure to provide details of environmental issues or conditions imposed by the planning authority may lead to delays in laying and commissioning the main.

## CDM

Where sites are subject to Construction (Design and Management) Regulations 2015, you need to tell us who the principal designer is, so that we can pass on any health and safety information included in the Health and Safety File.

## Application and design fees

You'll need to pay upfront, non-refundable application and design / checking fees, which cover our initial costs including administration and preparation of your quote and finalising the technical solution required.

There's a fixed application fee of £200 (+VAT) per application, and the design fee is £4,015 (+VAT). If you provide your own design, the cost of us reviewing and validating this is £615 + VAT.

You can find out more about how we calculate our charges at [thameswater.co.uk/newconnectioncharging](https://thameswater.co.uk/newconnectioncharging)

Please use the table below to calculate the total cost of the application and design fees you're paying us.

		Number required	Cost
Application fee	£200		
Design fee: Please complete this section if we are designing your main.	£4,015		
Checking fee: Please complete this section if we are checking your design.	£615		
		Total	
		+ 20% VAT	
		Total cost	

## How to pay

You can pay using the following methods:

**BACS or CHAPS:** Please pay to the Thames Water Utilities Ltd account, using the following information and quoting your address and post code as the reference:

**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 get lost if you don't use your address and post code as the reference.

**Credit or debit card:** Please tell us the following details, and we'll call to arrange payment:

**Telephone number**

**Name of card holder**

Please note that we don't accept American Express.

**Cheque:** Please make payable to Thames Water Utilities Ltd.

**I will pay the non-refundable application and design fees by:**

BACS or CHAPS

Debit or credit card

Cheque

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

## Do you need us to provide you with a pro forma invoice for the application and design fees?

Some companies need us to issue an invoice before their accounts department can pay the upfront fees due. If you ask for a pro forma invoice, we'll send it within seven calendar days of receiving your application form. This will increase the total amount of time it takes to process your application.

No, I don't need a pro forma invoice

Yes, send me a pro forma invoice

If yes, please complete all the details below and a pro forma will be emailed to you. Missing details will delay your pro forma being sent.

Name

Address line 1

Address line 2

Town

County

Postcode

Email

## 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](https://thameswater.co.uk/Legal/Privacy).

## 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 (where applicable)

Date

Please note that Thames Water reserves the right not to make the final connection to its water network. Illegally connecting to the water network is a criminal offence.

Please return the completed form making sure you supply any additional information and return to us one of the following ways:

- By email to [developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk)
- By post to Thames Water, Developer Services, Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB.

Please ensure that you include copies of the required plans with your application.





# 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](https://thameswater.co.uk/developerservices)



[developer.services@thameswater.co.uk](mailto: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.