

New water connections

Application form

This form is intended for developers and domestic customers who are applying only for new water connections (not new water mains).

Once completed, please return to
developer.services@thameswater.co.uk



Please complete all sections of this form in BLOCK CAPITALS

Site location

Plot address 1

Site name

Full postal address Address line 1

If there are different plots on site with different addresses / post codes, please use the section at the end of this form, headed 'Other plot addresses'. Address line 2

Town

County

Postcode

Contact details

Your 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

Business name (if relevant)

Title Mr Mrs Ms Miss Dr Other

First name(s)

Last name

Preferred telephone number

Email address

Your address

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

Address Same as site location Somewhere else

Site name:

Address line 1

Address line 2

Town

County

Postcode

Your role

I am the

owner / occupier	plumber or tradesperson	builder or developer
housing association	consultancy or agent	self-lay provider
other (please specify)		

Authorised representative

This is someone you're giving us permission to talk to about the work when processing your application. They might be a third party with technical understanding of the site. They will not be sent the quote.

The authorised representative is

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)		

Invoicing details

This is the name and address you'd like to appear on the new water connection quotation.

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)

Water billing account details

This is the name and address you'd like to appear on the water bill account.

Send water bill 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)

Your current supply

Is there already a supply?	Yes	No
	If No and you need a connection for building water, please tell us this on page 7	
If Yes, where is your meter located?	Outside the property	
	Inside the property, or my supply is unmetered	
	If the supply is unmetered, do you require a water meter?	
	Yes	No
If the meter is outside the property, will this supply be used for building purposes?	Yes	No
For how long do you need to use the metered supply for building works?	Up to one year	More than one year
If possible, do you wish to permanently retain this supply?	Yes	No
What is the purpose of the retained supply (e.g. to serve flat, landlord supply, etc)?		

Before starting construction, it's vital that you have an approved and registered Thames Water meter fitted to your temporary building supply. If not, you may be charged 0.17 per cent of the total contract value.

The meter will record the water consumption during construction work, and you'll be charged accurately via meter readings.

Before construction work begins:

- If there is no water supply on site, you should apply for a new water connection. We'll fit a meter to the new pipe as standard to measure and bill you on consumption, For more details, see [thameswater.co.uk/waterforbuildingwork](https://www.thameswater.co.uk/waterforbuildingwork).
- If there's an existing unmetered supply on the site, you should apply for a new meter. Once an approved Thames Water meter is installed the details will be forwarded to us by the open water market, where a retailer will be assigned to you for billing purposes.
- If there's a non-approved Thames Water meter on site, please note that we don't accept these for billing purposes, as they don't accurately measure flow. You'll need to apply for a Thames Water approved meter. Once this is installed, the details will be forwarded to the open water market, where a retailer will be assigned to you for billing purposes.
- If there's an existing Thames Water meter on site, you should arrange to open a billing account via the open water market.

What would you like to do?

Please tick all that apply.

Improve or separate my existing supply

I need more water flow to serve my needs (e.g. due to installing an extra bathroom, new power shower, megaflow system), or I share a supply with my neighbour and want my own supply.

Convert an existing property into multiple properties

I'm converting an existing property into multiple properties (e.g. one house into two flats, or converting part of own home into a business) and need water supplies for them.

Build a new property

I'm building a new property of any kind (e.g. house, flat, shop or factory) which requires a new water supply.

Your connection

How many new connections do you need?

Tell us how many of each type of property you require this work for

Houses

Flats

Commercial units

E.g. shop, office, hotel, hospital, school, care home

Industrial units

E.g. warehouse, car wash, car park, commercial garage

If Flats, what type of connection is needed?

Individual

Bulk supply

If your site has multiple blocks and/or cores, please tell us how many bulk supplies you need

Please tick here if you're installing a 'Tenant Valve Assembly' (TVA)

For large sites

A block of 12 or fewer flats will usually have individual supplies feeding each flat.

A block of 13 or more flats is usually connected through a bulk supply. A bulk supply enables multiple flats to be fed from a booster tank.

If you require a connection to a commercial or industrial unit, or will require a bulk supply, please provide a plumbing drawing (or 'schematic') showing the internal layout of the pipework.

Do you have any other supply requirements?

Don't worry if you don't have/need any of the following – we're asking just in case.

Tell us how many of these you require

Firefighting system

This could be a mist or sprinkler system, or a dedicated fire hydrant supply.

If you require a fire fighting system, have you carried out a fire flow and pressure test?

Yes

No

Please tell us the flow rate (l/s) or – if you don't know this – the outer/external diameter of each supply (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Supply 1

Supply 2

Supply 3

Supply 4

Supply 5

Knowing the size of supply allows us to start to process your application. However, we can't provide a quote until you tell us the flow rate, as this could affect the size of supply.

It's your responsibility to ensure that the main from which the fire supply is being taken can provide your firefighting requirements.

You will also need to ask a fire protection company to carry out a fire flow and pressure test from the nearest available fire hydrant or washout point on the main. The test will show whether the main has the required flow and pressure for your fire protection needs.

All fire suppression systems must come from a storage tank, and there is no guarantee of flow or pressure for fire suppression systems.

If you are planning to use a pumped system, you will also need to complete and send us a storage tank form.

If you require a firefighting supply, please provide a plumbing drawing (or 'schematic') showing the internal layout of the pipework.

Tell us how many of these you require

Landlord supply

This is a supply for shared (communal) use.

How many of each type of landlord supply do you need?

Energy centre Bin store Bike store Garden tap Irrigation

How many landlord supplies (if needed) do you want to be part of the bulk supply?

Bulk supplies - please number None

Please tell us the flow rate (l/s) or (if you don't know this) the outer/external diameter of each supply (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Supply 1
Supply 2
Supply 3
Supply 4
Supply 5

If you require a landlord supply that will be part of a bulk supply or will be used for multiple purposes, please provide a plumbing drawing (or 'schematic') showing the internal layout of the pipework.

Tell us how many of these you require

Agricultural supply / animal trough

This is water for use on a farm.

Please tell us the flow rate (l/s) or (if you don't know this) the outer/external diameter of each supply (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Supply 1
Supply 2
Supply 3
Supply 4
Supply 5

If you require an agricultural supply or a supply for an animal trough, please provide a plumbing drawing (or 'schematic') showing the internal layout of the pipework.

Tell us how many of these you require

New temporary supply for building work

If you have an existing water supply you're planning to use for building works, you don't need to apply for a new one.

Please tell us the flow rate (l/s) or (if you don't know this) the outer/external diameter of each supply (mm).

(If you have more than five, please copy this page and add further details as necessary.)

Supply 1
Supply 2
Supply 3
Supply 4
Supply 5

If you require a temporary building supply that's 50mm or larger or requires a flow rate higher than 1.15l/s, please provide a plumbing drawing (or 'schematic') showing the internal layout of the pipework.

For large sites – storage tanks

A storage tank can include any type of tank for storing water, such as a large tank serving multiple properties or a firefighting system.

Will you install a storage tank as part of the new connection?

Yes, with a required storage capacity of (litres)
If yes, please complete and attach the storage tank form on our website to provide details about the tank(s)

No

About your water fittings

We need to know about the plumbing in your property so that we can design your connection to provide enough water. Please insert the number of each fitting, grouped by property type. Note that we define properties with different numbers of bedrooms as different property types, e.g. two-bed houses, three-bed houses, etc.

Properties of the same type that share the same number of fittings can be listed together in one column. The example below shows 10 three-bed houses, each of which has three toilets, no urinals, etc.

Properties with a different number of fittings must be listed separately. So if the development below included some three-bed houses with only two toilets, these would need to be listed in a separate column.

If you need help completing this table, please call us on **0800 009 3921**.

	Example	Property type 1	Property type 2	Property type 3	Property type 4	Property type 5	Property type 6	Property type 7	Property type 8	Property type 9
Property type requiring a water supply (e.g. two-bed house, three-bed house, two-bed flat, three-bed flat, commercial unit, etc)	Three-bed house									
Number of property types	10									
Toilets	3									
Urinals	0									
Bidets	0									
Wash basins	3									
Domestic kitchen sinks	1									
Non-domestic kitchen sinks (e.g. in a restaurant)	0									
Domestic baths	1									
Non-domestic baths (e.g. in a care home)	0									
Showers (not including showers above baths)	1									
Domestic washing machines	1									
Domestic dishwashers	1									
Non-domestic washing machines or dishwashers (e.g. in a laundrette, or for communal use in student accommodation)	0									
Garden and garage taps	1									

Water fittings table for bulk supplies

For each bulk supply, please tell us the total number of fittings. If you have more than five bulk supplies, please copy this table and enclose it with your application.

	Example	Total quantity for bulk supply 1	Total quantity for bulk supply 2	Total quantity for bulk supply 3	Total quantity for bulk supply 4	Total quantity for bulk supply 5	Total quantity for bulk supply 6	Total quantity for bulk supply 7	Total quantity for bulk supply 8
Number of flats fed by this bulk supply	50								
Toilets	50								
Urinals	0								
Bidets	0								
Wash basins	50								
Domestic kitchen sinks	1								
Non-domestic kitchen sinks (e.g. in a restaurant)	0								
Domestic baths	40								
Non-domestic baths (e.g. in a care home)	0								
Showers (not including showers above baths)	10								
Domestic washing machines	50								
Domestic dishwashers	10								
Non-domestic washing machines or dishwashers (e.g. in a laundrette, or for communal use in student accommodation)	0								
Garden and garage taps	2								

Clean water environmental discount

Tier 1: Basic Water Efficiency Performance

Does every water fitting device being installed in your development comply with the maximum consumption for the fittings as detailed below? If Yes, please complete the following table. Please note, the devices must not exceed the consumption levels detailed below in order to achieve the discount.

Water fitting (Table 2.2 building Regulations)	Maximum consumption (Table 2.2 building Regulations)	Description of your development's water fitting (device make and model as a minimum, ideally including product code)	Water performance value of your development's fitting (flow rate at 1 bar for taps/showers) Please state in litres/litres/min/kg
Example		Shower – hansgrohe Vernis Blend Showerpipe 200 1jet EcoSmart with thermostat 26089000	Rain shower – 6.5 l/min Handheld – 6.8 l/min
WC	4/2.6 litres dual flush		
Shower	8 l/min		
Bath	170 litres		
Basin taps	5 l/min		
Sink taps	6 l/min		
Dishwasher	1.25 l/place setting		
Washing Machine	8.17 l/kilogram		

Tier 2: Rainwater harvesting and greywater recycling/reuse

For the Tier 2 Clean environmental discount to be approved, in addition to evidencing compliance with the criteria for Tier 1, please also send us your planning application and evidence to demonstrate that the technologies are capturing at least 50 litres of water use per property per day for reuse.

Please select Yes if you are applying for Tier 2 Yes No

Tier 3: Water Neutrality

A water neutral development does not add additional water demand pressures to its water resource zone supply needs. This is achieved by making the development as water efficient as possible (by adhering to Tiers 1 and 2) and then offsetting the development's remaining water demand through savings made on existing homes and businesses in the same water resource zone.

Please select Yes if you are applying for Tier 3 Yes No

Do you require Thames Water to carry out the smarter homes visit? Please select Yes if you are. Yes No

Sustainable surface water incentives

There are two options for achieving the surface water incentive. Please select Yes to the options that are applicable to your development:

- | | | |
|--|-----|----|
| a) Reduction of surface water run off discharged to the Thames Water network: the development utilises SUDS which reduces the overall volume discharged to our network by 95% or more, based on a 1-year return period. | Yes | No |
| b) Removal of all surface water run off discharged to the Thames Water network: the development has no surface water connection to our network or utilises SUDS so that all surface water flows outfall to ground/watercourse and ultimately the development discharges zero flows to our network. | Yes | No |

The incentive discount is £280 per property. To apply for this incentive, please submit evidence that your development's planning consent and associated drainage strategy meet the requirements above.

If you have selected Yes to either of the 2 options above, please submit evidence that your development's planning consent and associated drainage strategy meet the requirements above with your application form. To aid with speed of processing, please highlight where within your drainage strategy this information is outlined.

Wastewater disposal

Surface water drainage

Surface water is typically rain water run-off from roofs and roads. We need to know how you're discharging this, so that we can set up the correct billing once we have laid the new connection.

What method are you using to discharge your surface water?

Connection to public sewer	No connection to public sewer
Only part of the site is connected to the public sewer	

Which plots / properties will not be connected?

Not sure what method I'm using

Sewage disposal for all properties

How will sewage (i.e. everything except rainwater) be disposed of on site?

Public sewer	Other (e.g. septic tank)
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About your plumbing

Please let us know if you intend to install any of the following, which may require a higher water pressure or could pose a potential health risk if appropriate measures aren't taken (e.g. if untreated water is sucked back into a supply pipe). We'll contact you if there's anything we're concerned about – this will help protect your water supply, and could reduce delays during any inspections we carry out.

Will you have any of the following?

If yes, please provide a plumbing drawing (or 'schematic') showing the internal layout of the pipework.

Pump or booster to increase water pressure			
Does it draw more than 12 litres per minute?	Yes	No	
<small>Your builder or plumber will be able to confirm the flow rate</small>			
Rainwater (or any other type of water) recycling system	Yes	No	
Will it use water from our mains as a back-up water source?			
Heat Interface Unit (HIU)			Plant room
Energy Centre			Water conditioner/softener
Chilled cold water supply			

Will you have any of the following?

Douche spray (a hand-held trigger sprayer for personal hygiene)			
A pipe that will be laid less than 0.75m, or more than 1.35m, below surface level			
A pond or swimming pool with a capacity above 10,000 litres			
Will it be filled automatically (e.g. via a ball valve) with water from our mains?	Yes	No	
<small>(Answer 'no' if you plan only to fill it from your own private borehole supply or using rainwater harvesting.)</small>			
Borehole (a private underground water supply)	Yes	No	
Will it use water from our mains as a back-up water source?			

Enclose your documents

All drawings must be of suitable detail and have a drawing reference number on them.

What we need from you to process your application:

- **Water fittings table**
Please ensure you've completed the tables on pages 8 and 9.
- **Clean & waste water environmental discount**
If you're applying for either of these discounts, please include the information found on page 10 and 11.
- **Point of entry drawing**
This drawing must show the location of the proposed new connection pipework at your property boundary, and the location of your property in relation to surrounding roads and other buildings.
- **Soil analysis report**
Our key concern is to protect the water supply network, so that your water remains safe and drinkable at all times. That's why it's important your supply pipe should not be laid in, or pass through, any areas that are likely to cause contamination. These include:
 - Foul soil
 - Refuse or refuse chutes
 - Sewers
 - Cesspools or inspection chambers
 - Soil that's near a gas main
 - Ash pits
 - Drains
 - Petrol stations

If we're concerned that the site may have been contaminated at some time, our quote will require you to install 'barrier' pipework. This is a plastic pipe with a layer of aluminium sandwiched between the layers. All joints must be wrapped in aluminium tape to prevent contaminants entering the water.

If you've done work to decontaminate the land, or don't think barrier pipe is necessary, please provide a soil report as evidence.

Always check the pipe material with us before you install it. We accept no responsibility for the cost of replacing the wrong pipe material.

The soil report must be a full (not desktop) report and include all of the following:

- Site history
- Trial pits location plan
- Soil chemical analysis
- Adjacent sites
- Trial pit depths (0.5m and 1.2m)

Schematic drawing (if required)

Please provide a plumbing drawing (or 'schematic') showing the internal layout of the pipework. This will usually be prepared by your plumber and will show us whether your plans comply with the Water Regulations.

The drawing must include:

- The location of any tank (including CAT5 tanks)
- The location of any boosters
- The location of non-return valves or check valves to be fitted for each
- The internal fit meter location for any flat supplies
- Information showing whether there will be a landlord supply, and what it will be used for (e.g. irrigation system, energy centre, bin store, bike store or garden tap)
- Information showing how hot water will be provided (e.g. by individual boilers, individual immersion heaters, a common hot water system or a heat interface unit)

Please provide schematics for all of the following types of connection:

- Commercial unit
- Industrial unit
- Bulk supply
- Agricultural supply
- Any landlord supply that is part of a bulk supply
- Firefighting supply
- Landlord supply being used for multiple purposes (e.g. to serve a bin store and a garden tap)

Please make sure the schematics are clearly labelled to indicate which supply they relate to.

Application and design fees

You'll need to pay upfront, non-refundable application and design 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 £100 (+VAT) per application, and the design fee is £100 (+VAT) for each property, plus £60 (+VAT) for each additional property.

You can find out more about how we calculate our charges at 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	£100	1	£100
Design fee for first property	£100	1	£100
Design fee for additional properties*	£60 x		
		Total	
		+ 20% VAT	
		Total cost	

*When calculating the number of design fees, please take into account all of the supplies you have requested on pages 6 and 7: the number of houses, flats, commercial units and industrial units to be connected, plus the number of firefighting systems, landlord supplies, agricultural supplies and new temporary supplies for building work required.

How to pay

You can pay using the following methods:

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.

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.

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.

Declaration

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

Your name

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 to developer.services@thameswater.co.uk.

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

Other plot addresses

Plot address 2

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

Plot address 3

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

Plot address 4

Site name

Full postal address

Address line 1

Address line 2

Town

County

Postcode

Getting 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**

If you have any other questions for Thames Water

 thameswater.co.uk

 **0800 980 8800**

- Queries relating to your bill
- Change of address
- Meter readings

Minicom service if you are deaf or hard of hearing 0800 316 6899

0800 316 9800

- For emergencies
- Other non-billing enquiries
- Literature

Minicom service if you are deaf or hard of hearing 0800 316 9898

To contact us from abroad +44 1793 366011

 **Thames Water, PO Box 286, Swindon SN38 2RA**

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

