

Annex 14: Application form C1b - Stage 2 application for access to Thames Water's Supply System via a combined access agreement

Stage two questionnaire

This form should be completed by any "Combined" Licensee who has already submitted a Stage 1 questionnaire applying to progress an application for the introduction to, and use of Thames Water's supply system in order to supply water to an eligible customer's premises.

A separate form is required (W1) where an applicant wishes to purchase a wholesale supply of water from TW for retail purposes.

You should familiarise yourself with Thames Water's Access Code (available from our website) before completing this application form

Following Thames Water's assessment of the detailed stage 2 application, we will submit a report setting out our findings to the licensee. At this stage Thames Water will detail the activity and costs required to meet the licensee's proposals.

Please return the completed questionnaire together with all supporting information and your payment to:

The Competition Manager
Thames Water Utilities Ltd
Clearwater Court
Vastern Road
Reading RG1 8DB

Application notes

Following on from your initial application and receipt of the Stage 1 questionnaire, we now require more detailed information regarding your proposal as the “Applicant”. This stage 2 questionnaire will ask you as the “Applicant” for a number of pieces of information. Please ensure that you supply all details requested as any omission will result in a delay in the application process.

If you have any questions about the information requested, please e-mail the Competition Manager at: competition@thameswater.co.uk

1 General Company Information

Required to ensure we have the correct details. Please provide the Applicant’s reference and TW’s Stage 1 application reference.

2 Technical information

This enables TW to gain a greater understanding of the Applicant’s technical and operational capabilities and experience in relation to the arrangements within this agreement.

- 2.1 This section establishes rights to abstraction. Please give information on rights to abstraction, any restrictions that apply to abstraction from the source and evidence of the drought reliability of the source.
- 2.2 This section is designed to provide knowledge of water treatment available at the source the treatment process, the standards the treatment process is designed to achieve and the quality of the treated water. Please provide as much detail as possible in this section.
- 2.3 This section is designed to collect information on the treated water distribution data - point of entry and exit points. The proposed point of entry is the point at which the Applicant wishes to access our network. If the access point is unclear, please indicate the location of the source and we will aim to identify access points where sufficient capacity exists for the Applicant’s source to enter the network. Details of the source are required and a ten – digit national grid reference should be supplied. The exit point of supply is the point where the Applicant proposes to leave the TW network. This may either be to the customer or transfer to another network. If you are unsure where you wish to exit our network, please indicate the location of the destination of the water and we will attempt to find a suitable place for exit from our network. Details of the exit point are required. This includes a full 10 - digit national grid reference for the exit point and details of flow patterns and monitoring.

3. Customer Information

- 3.1 Provision of details of the customers intended to be supplied is required at this stage of the application along with any TW customer account reference numbers.
- 3.2 These details are required to confirm that the customers are existing customers of TW for the services, which the Applicant wishes to take over and to confirm eligibility. Release by TW of any customer information, other than that we are legally obliged to provide, will require permission of the customer. The Applicant must obtain this permission.

4. Safety and Emergency Procedures

- 4.1 This section covers requirements for safety and emergency procedures. Details are required of any plans in place to minimise problems caused by outages and other maintenance problems. This includes procedures in place to deal with advance warning of maintenance work, including how customers will be contacted.
- 4.2 Copies of all emergency procedures, incident plans and plans for asset failure are required.

5. Declaration

The Applicant must complete this section of the form.

Stage 2 Application

TW Stage 1 Application Reference:	
Ofwat Water Supply Licence Reference Number:	

1	General Company Information
1.1	Company name: Address: Telephone number: Fax: E-mail: Website:
1.2	Address of registered/principal office, if differs from above: Company registration number: Details of product and liability insurance:
1.3	Contact name: Address (if different from above): Position held: Telephone number:

2.2.1	Specify water quality monitoring activities that are undertaken on the source water. (List the parameters)
2.2.2	<p>What are the contingency plans in the event of the supply failing? Please attach details of any supply storage, back up and contingency provisions in the event of the supply failing?</p> <p>Does the licensee require that TW will provide a back up supplies facility in the event that the licensee source should fail?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
2.3	<p>Provide details (including a map at a scale of not less than 1:25000) of the proposed access point to the TW network (if known)</p> <p>Is it an existing entrance point? <input type="checkbox"/></p> <p>Map attached <input type="checkbox"/></p> <p>Please provide 10 digit National Grid Ref: <input type="text"/></p>
2.4	<p>Provide details (including a map at a scale of not less than 1:25000) of the proposed exit point(s) from the TW network (if known):</p> <p>Map attached <input type="checkbox"/></p> <p>Please provide 10 digit National Grid Ref: <input type="text"/></p> <p>Is it an existing exit point?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Provide the proposed flow profile and method of measurement:</p>

	Provide details of sizes for any exit connections:
2.5	Specify when the service is to commence: dd/mm/yy Specify the likely duration of the service:
2.6	Provide details of any input meters that will be used to measure the water flow into the TW network. This should include sketches and working drawings of the meter installation along with technical specifications and design calculations for the anticipated minimum and maximum expected flow rates.

3	Technical Information (From Previous Detailed Application)
3.1	Raw Water – Abstraction Rights (please complete for each source proposed or actual)
3.1.1	<p>Please indicate the source type.</p> <p>Reservoir <input type="checkbox"/></p> <p>Natural fill <input type="checkbox"/> Pumped fill <input type="checkbox"/></p> <p>Catchment Type: <input type="checkbox"/></p> <p>If fed from river source, number of days retention in reservoir _____</p> <p>Details of assessment</p> <p>Combined (Natural/pumped) <input type="checkbox"/></p> <p>Raw water source for pumped fill?</p> <p>River intake <input type="checkbox"/></p> <p>Pumped <input type="checkbox"/> Gravity <input type="checkbox"/></p> <p>With bank side storage? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

	Yes No <input type="checkbox"/>																				
3.2.3.2	<p>Please describe the treatment processes (to be) used and the treatment standards they are designed to achieve</p> <p>Guidance note: Evidence will be required to demonstrate that the treatment processes can achieve the design standards. This will include commissioning data and may, where appropriate, include full-scale operating data, pilot plant data or references to peer reviewed technical reports, papers and books. Key process design values should be submitted e.g. filtration rate and backwash rate for filtration processes, CT values for disinfection, surface loading for clarification. These design parameters are given for example purposes only. The licensee will be required to submit all relevant measures of hydraulic and process loadings.</p>																				
3.2.3.3	<p>What treatment chemicals are used?</p> <table border="1" data-bbox="248 837 1449 1189"> <thead> <tr> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>Coagulants</td><td></td></tr> <tr><td>pH correction</td><td></td></tr> <tr><td>Phosphate</td><td></td></tr> <tr><td>Disinfection</td><td></td></tr> <tr><td>Fluoride</td><td></td></tr> <tr><td>Polymers</td><td></td></tr> <tr><td>Phosphate</td><td></td></tr> <tr><td>Softening agents</td><td></td></tr> <tr><td>Other – please specify</td><td></td></tr> </tbody> </table>	Type	Description	Coagulants		pH correction		Phosphate		Disinfection		Fluoride		Polymers		Phosphate		Softening agents		Other – please specify	
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3.2.4	<p>On line monitoring Please indicate level of any on-line monitoring of final water for the following:</p> <table border="1" data-bbox="248 1312 1433 1641"> <thead> <tr> <th>Monitor</th> <th>Monitoring method</th> </tr> </thead> <tbody> <tr><td>Chlorine</td><td></td></tr> <tr><td>Fluoride</td><td></td></tr> <tr><td>Phosphate</td><td></td></tr> <tr><td>Turbidity</td><td></td></tr> <tr><td><i>Cryptosporidium</i></td><td></td></tr> <tr><td>pH</td><td></td></tr> <tr><td>Colour/organics</td><td></td></tr> <tr><td>Conductivity</td><td></td></tr> <tr><td>Metals (Iron/Aluminium/Manganese)</td><td></td></tr> </tbody> </table>	Monitor	Monitoring method	Chlorine		Fluoride		Phosphate		Turbidity		<i>Cryptosporidium</i>		pH		Colour/organics		Conductivity		Metals (Iron/Aluminium/Manganese)	
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3.2.6.	<p>Quality issues associated with the Licensee's pipe connecting the Licensee's point of production and point of entry</p>																				
3.2.6.1	<p>Provide details of treated water main upstream of point of entry</p>																				
3.2.6.2	<p>Are there any other connections or access points (e.g. branches, hydrants)?</p> <p style="text-align: center;">Yes <input type="checkbox"/> <input type="checkbox"/></p> <p>If yes, give details</p>																				

3.2.6.3	What is the material or materials of the pipe?
3.2.6.4	Provide details of the historic use of the pipe?
3.2.6.5	<p>Is the expected flow-rate through any part of the pipe greater than its historical use?</p> <p style="text-align: center;">Yes No <input type="checkbox"/> <input type="checkbox"/></p> <p>If yes, please specify % increase for all parts of the main.</p>
3.2.6.6	<p>Please confirm that a contaminated land review has been carried out.</p> <p style="text-align: center;">Yes <input type="checkbox"/> <input type="checkbox"/></p> <p>If yes, what were the contaminants of concern?</p> <p>If yes, what steps have been implemented or are planned to mitigate the problem?</p>
3.2.6.7	What method of residual disinfection is employed?
3.2.7	Water Quality
3.2.7.1	<p>Risk assessment for Cryptosporidium</p> <p>Is risk assessment provided? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Risk assessment submitted to DWI Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>The risk assessment must be carried out in accordance with the Water Supply (Water Quality) Regulations 2000 (the Regulations) specifically regulations 27 and 28. A notice of satisfaction from the Drinking Water Inspectorate confirming the results of the risk assessment must be submitted with the risk assessment. The licensee's risk assessment format must be consistent with the Thames Water format examples of which can be issued for this purpose</p>
3.2.7.2	<p>General water quality – at point of entry</p> <p>All water entering the supply system must comply with the requirements of the Water Supply (Water Quality) regulations 2000 (the regulations) DWI guidance and information letters including any subsequent amendments revisions or updates</p> <p><input type="checkbox"/> I attach water quality sample results, analysed for the parameters set out by Thames Water in Annex 3, Tables 10 and 11 of the Thames Water Access Code</p>

	<p><input type="checkbox"/> I confirm that sampling and analysis has been carried out in accordance with the requirements of section 16 of the Water Supply (Water Quality) Regulations 2000, and in particular the requirements of Regulation 16 (e) on analytical quality control.</p> <p>A statistically significant number of treated water sample results should be submitted to Thames Water. As a minimum, the samples must be representative of water quality over 4 seasons in 1 year. However the licensee should submit all available water quality data.</p> <p>Treated water samples should be taken at a point where the water is representative of that which the licensee proposes to introduce into Thames Water's Supply system.</p> <p>Where data is not representative of the proposed input because samples have only been taken from untreated or partially treated water, the same analysis and interpretation of data is required as is defined for treated water. However the licensee will additionally be required to make quantitative predictions about the change in each parameter occurring as a result of treatment.</p>
<p>3.2.7.3</p>	<p>List all determinands for which there is evidence or risk of exceedance at the customer's tap and indicate what steps have been taken to mitigate these.</p> <p>List all issues for which there have been historical breaches of water quality regulations at customers' taps from specified supply.</p>
<p>3.2.7.4</p>	<p>General organics Please provide results of GC/MS scan carried out on the water by a UKAS accredited laboratory with interpretations of specific peaks.</p>
<p>3.2.7.5</p>	<p>Pesticides and related products as defined in Regulation 2 of The Water Supply (Water Quality) Regulations 2000 Please provide a list of potential pesticides and related products that could enter the supply.</p>
<p>3.2.7.6</p>	<p>Radioactivity Have you received a regulation 6(7) notice for exemption from radioactivity monitoring? Yes No <input type="checkbox"/></p>
<p>3.2.7.7</p>	<p>Further Water quality information Please provide as much of the following information as possible</p>

	<input type="checkbox"/> I attach a geographic and hydro geological specification of the water abstraction point <p>Guidance note: This should include the following (as appropriate to the nature of the source):</p> <ul style="list-style-type: none"> • Details of the assets involved in water abstraction, treatment and transfer from source to access point • Details of the depth, diameter, pump depth, rising main, water level monitoring and abstraction monitoring and geological description of each borehole • Details of the dissolved oxygen content of each borehole • Details of any known interaction with surface water • Details of the age, construction and condition of each borehole including details of CCTV surveys of the boreholes (to be made available on request) • Location of any surface water abstraction site • Pumping test data
3.2.7.8	<input type="checkbox"/> I attach details of the history and use of the water source prior to the application <p>Guidance note: If the source has not been used in the past two years, details must be provided of any operational or quality issues that have prevented its use</p>
3.2.7.9	<input type="checkbox"/> I attach details of an assessment carried out to ensure that the source complies with Regulation 15 of The Regulations <p>Guidance note: This regulation applies to “new source” as defined in Regulation 15 and to sources that have not been used for a period of 6 months.</p>
3.2.7.10	<input type="checkbox"/> I attach details of any known pollution incidents in the catchment that might jeopardise the quality of the water source.
3.3.	Treated Water Distribution Data
3.3.1	Access Point Details
3.3.1.1	Please confirm details of the proposed Access Point to TW’s network: 10 digit grid reference <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
3.3.1.2	At what pressure is the water proposed to enter the system? <input type="text"/> metres head
3.3.1.3	Please indicate the proposed flow profile at the entry point as follows: Diurnal variation (m ³ /hr)

Hour	1	2	3	4	5	6	7	8	9	10	11	12
Flow												
Hour	13	14	15	16	17	18	19	20	21	22	23	24
Flow												

Daily:

Average m³/day
Peak m³/day
Minimum m³/day

Weekly:

Average m³/day
Peak m³/day
Minimum m³/day

Annual:

Average m³/day
Peak m³/day
Minimum m³/day

Please indicate any other variation in flow pattern e.g. seasonal

3.3.1.4 Please provide any further details about the flow profile e.g. phased implementation.

3.3.2 Exit point details

3.3.2.1 Please provide all details of proposed Exit points(s) from TW's network.

Single point: (grid ref.)

Mutiple point: (grid ref)

Mutiple point: (grid ref)

Mutiple point: (grid ref)

Mutiple point: (grid ref)

Mutiple point: (grid ref)

Please provide details of the demand pattern at the point(s) of supply in the format that follows:

6	Declaration
	<p>I declare that the information provided is correct to the best of my knowledge. I acknowledge that the information will be relied upon in considering and processing this application.</p> <p>I agree to notify TW immediately if there is any change to the information that has been provided.</p> <p>Signed: _____ Date: _____</p> <p>Position held: _____</p>