



# Setting up a clean water bulk supply to a NAV site

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

# Guidance notes

These guidance notes explain why we need the information we're requesting.

Please read them in relation to the relevant section of the form.

## 1. NAV applicant details

This section should be completed with the details of the person responsible for setting up the NAV site. We'll contact this person in relation to any quotation as well as issue such quotations to this address unless you inform us otherwise.

## 2. Location details

We need full details of the site to be connected, together with any relevant contact details of third party land owners.

## 3. Contamination and site issues

We must safeguard against contamination of water supplied through our pipes. The supply pipe should not be laid in, on, or pass through any areas which might cause contamination including the following: foul soil, refuse and refuse chutes, ash pits, sewers, drains, cesspools or inspection chambers. Where the ground is classified as contaminated (e.g. reclaimed land sites), or the supply pipe is close to a petrol or oil source, an alternative pipe material is used. A soils report may be required to determine the type of pipe material that should be installed.

We ask that you share any information you have of known issues that may affect the feasibility and/or timescales for providing a bulk supply to the NAV site.

## 4. Traffic management

We're required to carry out traffic management to ensure that our work can be carried out in a safe way, and to ensure the flow of road and pedestrian traffic is disrupted as little as possible.

Traffic management can include, but is not limited to: road closures, lane closures, lane rental, parking bay suspensions, and traffic management drawings.

Parking bays, including residential bays and loading bays, may be suspended for us to be able to work safely. The number of bays on either side of the road will be determined by us and our contractor, and depends on the width of the road, the location of the water main, and the flow of traffic around our works and vehicles.

We're charged for traffic management by the local authority as an additional cost for carrying out work. We include these additional charges into your quotation where applicable.

## 5. Existing supplies

If there are any existing supplies on site, please provide us with details, including any meter number(s) and customer account number(s). This will enable us to update our records accurately.

## 6. Supply requirements

Please provide details of the supply requirements and types of premises so that we can determine the tariffs and charges for a bulk supply.

The standard material used in new NAV connections is High Performance Polyethylene (HPPE) or an approved barrier pipe if the site is contaminated or the ground conditions require it.

If you have any fire flow requirements, please provide us details of these in section C.

## 7. Site phasing

Please provide us details of any site phasing you're proposing, so that we can produce the appropriate design and quotation.

## 8. Site plans

We'll need you to provide an electronic site plan in 'dwg' or 'dgn' format. The scale should be between 1:200 and 1:500 and the plan needs to clearly show the following;

- site outline
- the proposed point(s) of connection for the bulk supply, if you have this information
- all assets to be adopted, where applicable
- phasing, where applicable

This will enable us to provide you with the correct quotation and design for the bulk supply and carry out eligibility checks / consenting.

## 9. Health and safety

Under the Construction Design and Management (CDM) Regulations 2015 we require the name and contact details of the principal contractors and designer, and a copy of your health and safety plan. Although this may not be known at application stage, we'll need this information before we commence our work on site.

# Setting up a clean water bulk supply to a NAV site

Please use the guidance notes to help complete all sections on the form.

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

Yes

No

If yes, what was the DS reference number?

## Section B - Site details

Location details - see note 2

Site address

## Section A - Contact details

Applicant details - see note 1

Name of key contact

Company

Address

Postcode

Telephone number

Mobile number

Email

NAV to be appointed  
(if known and not applicant)

Name of key contact

Company

Postcode

Grid reference

Planning application number

Will any bulk supply connection(s) need to go through third party land to reach the NAV site?

Yes

No

If yes, please provide:

Land owner name

Address

Postcode

Telephone number

Mobile number

Email

## Section B - Site details (cont)

### Contamination and site issues - see note 3

Are you aware of any contamination, conservation or archaeological issues relating to this site or its surrounding areas?

Yes No

If yes, please provide details

### Traffic management - see note 4

Are there any parking bays of any kind in the vicinity of the site?

Yes No

If yes, please provide details

### Existing supplies - see note 5

Are there any existing supplies at the site?

Yes No

If yes, please provide details of:

- customer account number(s);
- whether it is a metered supply/ies;
- if so, the meter serial number(s); and
- whether it is or will be used for building

## Section C - Request for Network Information

### Supply requirements - see note 6

What is the total number of points of connection required?

What is the total number of domestic premises?

What is the total number of commercial premises?

What is your planned date for the bulk supply to be connected?

### Fire supplies?

Do you require any fire flow supplies?

Yes No

If yes, what is the flow rate (l/s) required for the fire?

Do you intend to have a storage tank?

Yes No

If yes, please state the size and required refill

litres

l/s

### Site phasing - see note 7

Will the site be phased?

Yes No

If yes, please attach a plan indicating phases

## Supply requirements

Please complete the table below confirming the number of points of connection to be specified in the BSA. You must complete the below tables for each point of connection to progress your application.

Point of connection ID (eg. POC1)	Size of connection	Grid reference of connection

## Residential properties

Point of connection ID (eg. POC1)	Number of properties	Maximum instantaneous flow rate (l/s)	Daily water demand (m <sup>3</sup> /day)	Annual water demand (m <sup>3</sup> /year)

## Commercial properties

Point of connection ID (eg. POC1)	Number of properties	Maximum instantaneous flow rate (l/s)	Daily water demand (m <sup>3</sup> /day)	Annual water demand (m <sup>3</sup> /year)

Please provide further details of the planned on-site premises, where this information is available.

Planned residential and commercial/non-residential premises		Number	Unit
<b>Residential</b>	Dwellings (House)		
	Dwellings (Flats)		
<b>Schools</b>	Non-residential with canteen		head
	Non-residential without canteen		head
	Boarding residents, include day staff and mid-day meals		head
	Assembly hall		seat
	Student accommodation		head
<b>Industrial</b>	Warehouse		m2
	Commercial		m2
	Manufacturing		m2
	Offices		m2
	Shopping		m2
<b>Amenity sites</b>	Golf club		head
	Local Community Sports Club		head
	Swimming (where a separate pool exists without an associated sports centre)		head
	Health Club/Sports Centre		head
	Tent sites		head
	Caravan - not serviced		head
	Caravan - serviced		head
	Leisure Park		head
	Cinema & Theatre		seat
	Restaurants - Full meals		seat
	Restaurants - Fast Food		seat/head
	Hotels (Prestige Hotels)		room
	Hotel Guests (3H & 4H hotels)		room
	Residential Training/Conference Guest (inclusive all meals)		head
	Non residential Conference Guest		head
	Holiday Camp/Chalet resident		head
<b>Hospitals</b>	Residential old people/ nursing		bed
	Small hospitals		bed
	Large hospitals		bed
<b>Others</b>			

Additional comments

## Site plans - see note 8

We require a site layout drawing in 'dwg' or 'dgn' format. The scale should be between 1:200 and 1:500 and the plan needs to clearly show the following:

- site outline
- the proposed point(s) of connection for the bulk supply, if you have this information
- all assets to be adopted, where applicable
- phasing, where applicable

Please also provide a build programme, indicating the number of premises being connected over time.

## Checklist

Please tick boxes to confirm you've provided the following along with this form;

Site plans - see note 8

Build programme

## Section D - 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.

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

	Cost
Application fee	£200
Design fee	£1,005
Total	£1,205
+20% VAT	£1,446
Total cost	£1,446

You can pay once you have received your DS reference 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 get lost if you don't use the 'DS' reference number.

## Credit or debit card

Contact our Helpdesk with your DS reference ready on **0800 009 3921** to pay by card.

Please note, 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 making your payment. 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

## Declaration

I confirm that the information in this form is complete and correct to the best of my knowledge and that I agree to the Additional NAV terms and conditions.

Your name

Your role in the company or job title  
(where applicable)

Date

Please return the completed form, making sure to supply any additional information to [developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk)

Please ensure that you include a copy of your boundary plan with your form, otherwise we cannot progress your application.



# Additional NAV terms and conditions 1

## 1 Definitions

- 1.1 “Applicant” means the NAV and/or applicant NAV who sends Thames Water a Service Request Form or accepts a Thames Water quotation or price on application for Services;
- 1.2 “Charges” means the relevant charges for the Services as set out in Thames Water’s quotation or price on application and/or the NAV Tariff Document;
- 1.3 “Contract” means the contract that shall exist between the parties, in accordance with clause 2.2;
- 1.4 “Data” means all personal data (as defined in the Data Protection Laws) and other data (including meter reading data) provided by the Applicant or collected, generated or otherwise processed by Thames Water as a result of, or in connection with, the provision of the Services;
- 1.5 “Data Protection Laws” means the Data Protection Act 2018, General Data Protection Regulation (EU 2016/679) (“GDPR”) and Privacy and Electronic Communications (EC Directive) Regulations 2003 and any other data protection laws and regulations applicable in the UK and any codes of practice, rule, policy, guidance or recommendation issued by any governmental, statutory, regulatory body or supervisory body all of which are current at the time of any Data processing by Thames Water;
- 1.6 “Loss” means claims, demands, actions, awards, judgments, settlements, costs, expenses, liabilities, damages and losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation, all interest, fines, penalties, management time and legal and other professional costs and expenses);
- 1.7 “NAV” means the licensed supplier of water services to whom Thames Water provides a bulk supply of water and/or a bulk discharge service;
- 1.8 “NAV Tariff Document” means the document of that name published by Thames Water which sets out the charges applicable to NAV services;
- 1.9 “Service Request Form” means a form completed by the Applicant requesting Thames Water to provides the Services;
- 1.10 “Service(s)” means those services (including but not limited to the Discrete Services) described in the NAV Tariff Document and as specifically identified in the Services Request Form; and
- 1.11 “Thames Water” mean Thames Water Utilities Limited.

## 2 Formation of contract

- 2.1 Thames Water will provide and carry out the Services in accordance with the Contract.
- 2.2 The Contract means the agreement that shall exist between the parties commencing on the date the
- 2.3 Applicant submits a Service Request Form that is accepted by Thames Water as being materially complete and which shall include the documents set out in clause 9.

## 3 Charges

- 3.1 The Charges shall be invoiced by Thames Water in accordance with the service description in the NAV Tariff Document.
- 3.2 The Applicant shall pay such invoice without deduction or set-off within 14 days of the date of the invoice
- 3.3 The Charges are exclusive of Value Added Tax and any other taxes that may be applicable, which will be charged in addition at the appropriate rate.
- 3.4 If any sums owing to Thames Water are overdue Thames Water may:
  - 3.4.1 charge interest on the outstanding amount at the rate of 3% above the base rate of Barclays Bank from the date of invoice until the date of payment (whether before or after judgment); and/or
  - 3.4.2 terminate the provision of the Services immediately (but the Applicant shall remain liable for payment of the Charges and any interest incurred to the date of termination).

## 4 Access to meters

- 4.1 Thames Water may provide access to the Applicant so that the Applicant can fix a data logger to Thames Water’s bulk supply and/or bulk discharge meter(s). Such access shall be at the Applicant’s risk and subject to clause 5

## 5 Liability

- 5.1 If Thames Water, its employees or agents have any liability to the Applicant for any Loss, such liability shall in all cases whatsoever be limited to the payment by Thames Water on its own behalf and on behalf of its employees or agents of an amount equal to the applicable Charges paid or payable for the particular service in dispute and where that particular service is an ongoing service, then the liability shall be limited to an amount equal to the previous year’s applicable Charges.

- 5.2 The Applicant shall always be liable to and shall always indemnify Thames Water against Loss suffered or incurred by Thames Water arising out of or in connection with:
- 5.2.1 the Applicant's use of a particular service, howsoever arising; and/or
  - 5.2.2 any damage caused by the Applicant or its employees, contractors, or agents when accessing Thames Water property (including any meter);
  - 5.2.3 any action brought against Thames Water by any customer of the Applicant or any third party with respect to the service; and/or
  - 5.2.4 any matter with respect to provision of services.

## 6 Data

- 6.1 In relation to the Data, Thames Water and the Applicant shall at all times comply with the requirements of the Data Protection Laws and shall not knowingly do anything or permit anything to be done which might lead to a breach of the Data Protection Laws. This Clause 6 is in addition to, and does not relieve, remove or replace a party's obligations or rights under the Data Protection Laws.

## 7 Force majeure

- 7.1 Neither party shall be liable to the other for any failure or delay in carrying out its obligations hereunder where such failure or delay is caused by circumstances beyond its control which it could not reasonably be expected to have foreseen at the time the Contract was made and whose effect it could not reasonably have avoided or overcome ("Force Majeure Event").

## 8 Termination

- 8.1 Thames Water may terminate this Contract by notice stating the ground for termination with immediate effect for the following reasons:
- 8.1.1 for non-payment as set out in clause 3.4.2;
  - 8.1.2 if Thames Water decides to withdraw the Service for any reason whatsoever;
  - 8.1.3 if equipment used to deliver the Service is no longer available or working;
  - 8.1.4 if the Applicant is no longer the NAV or applicant NAV for the relevant bulk supply or bulk discharge;
  - 8.1.5 if Thames Water is prevented by a legal authority or any other legal reason from providing the Service; and/or
  - 8.1.6 a Force Majeure Event.

## 9 Precedence

- 9.1 The order of precedence shall be as follows:
- 9.1.1 these NAV Additional Terms and Conditions;
  - 9.1.2 (if applicable) Thames Water's quotation or price on application;
  - 9.1.3 the NAV Tariff Document;
  - 9.1.4 the Services Request Form so far as it describes the Service.

## 10 Assignment

- 10.1 Neither party shall assign, transfer, charge, subcontract or deal in any other manner with all or any part of its rights or obligations under the Contract without the prior written consent of the other party.

## 11 Severance

- 11.1 If a court or any other competent authority finds that any provision (or part of any provision) of the Contract is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected. If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

## 12 Third party rights

- 12.1 A person who is not a party to this Contract shall have no rights under the Contracts (Rights of Third Parties) Act, 1999 to enforce any of its terms.

## 13 Law & jurisdiction

- 13.1 The Contract shall be subject to English Law and the parties hereto submit to the exclusive jurisdiction of the English Courts.



# 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.