# 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 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:
1.2	Address of registered/principal office, if differs from above.
	Company registration numbers
	Company registration number:
	Details of product and liability insurance:
1.3	Contact name:
	Address (if different from above):
	Position held:
	Telephone number:

	Fax:
	E-mail:
1.4	The Applicant holds a current combined licence Yes
	No L
	License number
	Data of any sixty and
	Date of appointment
	I enclose a copy of the Combined WSL licence held
1.5	Please provide a signed declaration that the proposed customer is eligible to be supplied by a
1.5	licensee as specified by the requirements of section 17A(3) of the Water Industry Act 1991. The
	declaration must address the following:
	decidration mast address the following.
	<ul> <li>The customer's premises are not household (as defined by section 17C WIA91)</li> </ul>
	The total quantity of water estimated to be supplied to the premises annually by the
	licensee must not be less than current WSL limit in megalitres p.a. (the 'threshold'
	requirement)
	The premises will only be supplied by one licensee
	The president time only decouppined by one meaning
	I enclose a signed declaration that I believe the premises served to be eligible
	I enclose a signed customer declaration for each customer
	Guidance note: This declaration should be in the form of a signed letter from the customer confirming:
	i. The customer's authorisation for the licensee to make an application to TW for access to and use of TW's supply system
	for the purposes of making supplies to the customer's premises in question.  ii. The customer's authorisation for TW to provide the licensee with information necessary to arrange for the transfer of
	supplier to take place.
2	Former Initial Application Detail (Not included in Detailed Application Requirements)
2.1	Please provide details of the water source including a map, at a scale of not less than 1:25000:
	Map attached
2.2	Please confirm that the Water Quality data will meet the requirements of Regulation 15 of the
	Water Supply (Water Quality) Regulations 2000.
	Yes
	No L
	If answered No, please explain how you will achieve compliance prior to entry to the TW
	If answered No, please explain how you will achieve compliance prior to entry to the TW

2.2.1	Specify water quality monitoring activities that are undertaken on the source water. (List the parameters)
2.2.2	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?
	Does the licensee require that TW will provide a back up supplies facility in the event that the licensee source should fail?
	Yes
	No
2.3	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)
	Is it an existing entrance point?
	Map attached  Please provide 10 digit National Grid Ref:
2.4	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):
	Map attached
	Please provide 10 digit National Grid Ref: Is it an existing exit point?
	Yes
	Provide the proposed flow profile and method of measurement:

	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	Please indicate the source type.
	Reservoir
	Natural fill Pumped fill Catchment Type:
	If fed from river source, number of days retention in reservoir
	Details of assessment
	Combined (Natural/pumped)
	Raw water source for pumped fill?

Gravity

Yes

No

Pumped

With bank side storage?

	If yes, number of days storage
	Groundwater:
	Borehole Spring
	Other
3.1.2	Please confirm the source name and grid reference:
	Grid reference
3.1.3	As the Applicant do you:
	Own the source?
	Lease the source?
	Purchase the water?
	Other (please specify)
3.1.4	Where water is purchased do you have:
	All the resource capacity?
	Part of the resource capacity?
	If part, please indicate the percentage%
	Please provide details below of the relevant clauses of the Agreement on which the supply from any secondary undertaker will be based.
3.1.5	For the named source do you have:
	A current abstraction licence from the Environment Agency Ye Ye
	No 🗌
	Provide copy of abstraction licence.

3.1.6	Abstraction licence /access to water source expires: dd/mm/yy
3.1.7	Actual quantity to be abstracted
	Daily: average m³
	max m³
	Annual: average m³
	max m³
	I attach evidence of the drought reliability of the source (equivalent to source "Deployable Output" for a water undertaker)  This should include technical information relating to how the yield assessment of the groundwater source has been
	derived, and must be compatible with the industry standard set out by UKWIR.
3.1.8	For ground water and surface water sources please provide the following additional information relating to the abstraction license:
	<ul> <li>License volumes including annual, daily, hourly and other time period restrictions, as well as any license aggregation</li> <li>Limitations on installed pump capacities</li> <li>Condition of use (i.e. use of the water as specified in the license)</li> </ul>
	<ul> <li>Geographical area over which the water can be supplied</li> <li>Any flow related restrictions such as flow constraints</li> <li>Statement of any Section 20 agreements (Water resources Act 1991), which may limit water resource availability at critical times</li> <li>Time limitations</li> </ul>
	<ul> <li>Any monitoring requirements</li> <li>Potential for sustainability reductions (reduction of license for environmental reasons)</li> <li>Source headroom (e.g. potential license reduction uncertainty)</li> </ul>
3.2	Water Treatment and Water Quality
3.2.1	Specify name and location of treatment works
	Grid reference
3.2.2	What is the capacity of the water treatment works?
3.2.3	Treatment process
3.2.3.1	Is this an existing potable water treatment supply?

	Yes		
	No $\square$		
2222	B	/1   1   1	
3.2.3.2	Please describe the treatment proces	sses (to be) used an	d the treatment standards they are
	designed to achieve		
	_		
	Guidance note: Evidence will be required to dem	onstrate that the treatme	nt processes can achieve the design standards
	This will include commissioning data and may, where the same and may and the same are the same and may and the same are th		
	references to peer reviewed technical reports, pa		
	filtration rate and backwash rate for filtration pro		
	design parameters are given for example purpose	es only. The licensee will b	e required to submit all relevant measures of
	hydraulic and process loadings.		
3.2.3.3	What treatment chemicals are used?	1	
3.2.3.3	Type	Description	
	Coagulants	Description	
	pH correction		
	Phosphate		
	Disinfection		
	Fluoride		
	Polymers		
	Phosphate		
	Softening agents		
	Other – please specify		
3.2.4	On line monitoring		·
	Please indicate level of any on-line m	onitoring of final w	ator for the following:
	riease indicate level of any on-line in	ionitoring of infat w	ater for the following.
	Monitor		Monitoring method
	Chlorine		
	Fluoride		
	Phosphate		
	Turbidity		
	Cryptosporidium		
	рН		
	Colour/organics		
	Conductivity		
	Metals (Iron/Aluminium/Manganese		
3.2.6.	Quality issues associated with the Li	censee's pipe conn	ecting the Licensee's point of
	production and point of entry		·
3.2.6.1		unctroom of point	of ontry
3.2.0.1	Provide details of treated water main	i upstream or point	or entry
3.2.6.2	Are there any other connections or a	ccass naints la a h	ranches hydrants12
3.2.0.2	Are there any other connections of a	· · · · -	
		Yes	
	If yes, give details		

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	Is the expected flow-rate through any part of the pipe greater than its historical use?  Yes  No
	If yes, please specify % increase for all parts of the main.
3.2.6.6	Please confirm that a contaminated land review has been carried out.
	Yes 🗔
	If yes, what were the contaminants of concern?
	If yes, what steps have been implemented or are planned to mitigate the problem?
3.2.6.7	What method of residual disinfection is employed?
3.2.7	Water Quality
3.2.7.1	Risk assessment for Cryptosporidium
	Is risk assessment provided? Yes No
	Risk assessment submitted to DWI Yes No
	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
3.2.7.2	General water quality – at point of entry
	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
	$\Box$ 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

	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.
	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.
	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.
	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.
3.2.7.3	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.
	List all issues for which there have been historical breaches of water quality regulations at customers' taps from specified supply.
3.2.7.4	General organics Please provide results of GC/MS scan carried out on the water by a UKAS accredited laboratory with interpretations of specific peaks.
3.2.7.5	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.
3.2.7.6	Radioactivity
	Have you received a regulation 6(7) notice for exemption from radioactivity monitoring?  Yes  No
3.2.7.7	Further Water quality information
	Please provide as much of the following information as possible

	$\square$ I attach a geographic and hydro geological specification of the water abstraction point
	<ul> <li>Guidance note: This should include the following (as appropriate to the nature of the source):</li> <li>Details of the assets involved in water abstraction, treatment and transfer from source to access point</li> <li>Details of the depth, diameter, pump depth, rising main, water level monitoring and abstraction monitoring and geological description of each borehole</li> <li>Details of the dissolved oxygen content of each borehole</li> <li>Details of any known interaction with surface water</li> <li>Details of the age, construction and condition of each borehole including details of CCTV surveys of the boreholes (to be made available on request)</li> <li>Location of any surface water abstraction site</li> <li>Pumping test data</li> </ul>
3.2.7.8	☐ I attach details of the history and use of the water source prior to the application
	Guidance note: If the source has not been used in the past two years, details must be provided of any operational of quality issues that have prevented its use
3.2.7.9	I attach details of an assessment carried out to ensure that the source complies with Regulation 15 of The Regulations  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.
3.2.7.10	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
3.3.1.2	10 digit grid reference
3.3.1.2	
3.3.1.2	At what pressure is the water proposed to enter the system?

	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												
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3.2		rovide nt deta rovide	any f	urther etails o	details	about	the flov	v profil	e e.g. p	hased i		nentati	on.

Flow		Hour	1	2	3	4	5	6	7	8	9	10	11	12
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3			•											
		<b>    3</b>					1	1			1			

4	Customer Information	ustomer Information									
4.1	Please provide details of the customer(s), which you intend to supply?										
	Account number (TW)	Name	Address of premises to be supplied								
-	Cofety and Surgery	Dun and dawn									
5.1	Safety and Emerger Maintenance Situat										
5.1.1		e in place for dealing wit TW's network?	h planned maintenance activities that will								
	Guidance note:  This should include an outline of proposed procedures, resources and communication links with various stakeholders during an event scenario										
5.2 5.2.1	What are the continu		of the supply failing (volume and/or water								
5.2.1	quality)? Please provide detai		of the supply familing (volume and/of water								
	Guidance note: This should include an outline of proposed procedures, resources and communication links with various stakeholders during an event scenario										

6	Declaration	
	I declare that the information provided is correct to the best of acknowledge that the information will be relied upon in considerable application.	,
	I agree to notify TW immediately if there is any change to the provided.	information that has been
	Signed: Position held: Date:	