Water main diversion

Application form

Please complete this form and return it to us at

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 asses 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'. ☐

Please tell us if this is 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

Nominated contact address

If the 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

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

If you have any other Thames Water DS Reference numbers for this site, please include them here e.g. DS1234567 – Connect to a public sewer

Third-party landowner information

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

Title	Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr ☐ Other
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 ‘0’ 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 £3,725 (+VAT). If you provide your own design, the cost of us reviewing and validating this is £580 + VAT.

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	**£200**		
Design fee: Please complete this section if we are designing your main.	**£3,725**		
Checking fee: Please complete this section if we are checking your design.	**£580**		
		Total	
		+ 20% VAT	
		Total cost	

How to pay

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).

Please note that payments can take up to three days to process. You can pay using the following methods:

Credit or debit card

You can call us on 0800 009 3921 Monday to Friday 8AM to 5PM to make a payment by credit or debit card. Please note we don't accept American Express.

Alternatively, we can call you to take the payment. To have us call you, please tick below and tell us the following details.

☐ Yes, call me to make payment

We'll call you between 8AM and 5PM within 5 working days of you submitting the application to attempt to take payment from a credit or debit card. Please note that we don't accept American Express.

Telephone number

Name of card holder

To help you confirm it's us calling, you can include a memorable word below that we'll confirm on the call before taking this payment. If this isn't required, you can leave this blank

Memorable word

We'll ask you to confirm the DS reference, site address and that you are the person named on the card, so please have this ready or let the person we'll be calling know to expect a call from us.

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.

If the BACS payer is not listed on this form, please send us the payer's full name, postal address and email address, as well as your 'DS' reference number once the payment is made.
If we receive a payment without all the necessary supporting information, we may not be able to process your payment, which will cause delays with progressing your application.

Cheque

Please make payable to Thames Water Utilities Ltd and write your DS reference number on the back.

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 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
- 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

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.

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