

These guidance notes are provided to assist you in the completion of the application for new or replacement water connections onto an existing public water main.

Sections 45 and 55 of the Water Industry Act 1991 relates to the water companies duty to comply with making connections with the main respectively. Insufficient information may result in delays to the provision of the connection.

New connection reference number: This is the reference number provided on your email/letter sent with the application and should be stated on any correspondence sent to South West Water.

## Part 1- Application fee

Please note, whilst there is no upfront application fee charge; application, administration and inspection charges will be included in your quotation.

## Part 2 – Applicant details (correspondence address)

### Applicant

The person and/or company applying for the water supply. Please complete all sections including the post code.

### Site to be supplied

South West Water will process applications from other parties, provided they are acting with the approval of the owner/occupier as their sole representative regarding the new water supplies to the site.

If you are not the owner or occupier of the site, please make arrangements for the owner or occupier to put their name in block letters and sign, confirming their approval for you to act on their behalf.

## Part 3- Location of connection (site address)

### Address of the site/property

This will be the site/property requiring the new water supply. Please complete all sections including the post code.

## Part 4 – Water connection details

### 4a Please confirm the type of premises

On this part, please confirm if the premises which requires a new water supply is new, existing or a redevelopment of any kind.

Please follow the guidance on the application form which confirms which parts need to be completed, depending on which answer you have given for new, existing or redevelopment.

### 4b. Please confirm the type of development and the number/diameter of connections

South West Water cannot give advice on the correct size water supply pipe you should install as part of your new water connection(s). If you are not sure which size pipe you require, we recommend contacting a water engineer or a plumber who should be able to help you with this information. Please use this section to confirm how many connections and what size pipe in diameter you require. Please can you also confirm the plot numbers where applicable.

For combined domestic and fire supplies, South West Water will install a standard 15mm meter. Please factor this into your design. South West Water will not accept any liability as a consequence of private systems, which haven't taken this into account.

**4c. Do you require internal meters (flats/apartments only)?**

Please be advised that only new flats/apartments can have internal meters installed. Please see the 'Internal Meter Installation Terms & Conditions' guidance for more information.

**4d. If any of the pipe diameters are above 32mm, please complete the table below**

Please use this section to confirm the size of each connection which is over 32mm in diameter and what your maximum peak flow m<sup>3</sup> (cubic meter) per hour. If you are not sure we recommend that you speak with either a water engineer or a plumber who should be able to help you with this information.

We require this information so we can measure the correct size water meter(s) to install as part of your new water connection.

**4e. Are you currently on a private water supply e.g. borehole?**

This must be completed if the building/unit is currently supplied from a private water source. Examples include a bore hole, well or spring.

**4f. Please indicate below, which applies to your development**

On this section please confirm the type of connection from the following list;

Separation of a shared supply for domestic purposes - an example of this is coming off a joint water supply with neighbour/neighbours.

Enlarge/upgrade existing supply - an example could be installing a larger supply to replace a 15mm copper supply.

Re-route existing supply - an example could be re-routing your existing supply to a different location.

Conversion of existing building - an example could be turning a single household dwelling into two apartments.

Barn conversion - converting a barn for domestic purposes.

**4g. If you have an existing South West Water household account number for the address you are trying to connect.**

If you have an existing household account, please provide your customer number which can be found on a South West Water bill or letter.

**4h. Is there an existing meter supplied?**

Please confirm if there is an existing South West Water meter supplied to the existing water connection.

**4i. Please indicate if any of the following are being installed**

In this section it is important to advise us if any alternative sources of water are being used, other than water butts, to fill a bucket or watering can. For example, if harvested rain water or water from a borehole is connected to the same pipe as that used to carry South West Water's supply, there is a possibility that it may contravene the requirements of The Water Supply (Water Fittings) Regulations 1999 and contaminate your drinking water.

**4j. Please indicate how building water will be provided to the site (construction and/or site welfare)**

In this section you need to indicate how building water is being supplied to the site by ticking the appropriate box. If you are utilising an existing SWW Water supply or an alternative water source, please provide us with more information to help us process the application e.g. billing account number. If you do not require building water, for example the application is for a replacement water supply, then please also tick the appropriate box.

## Part 5 – Infrastructure charge

**5a. Normal household properties will be charged the standard charge. Please refer to our current charges for full details. For non-household and larger diameter supplies please complete the number of appliances where applicable, shown on the application form.**

Infrastructure charges are separate from and additional to connection charges. This charge is permitted under section 146 of the Water Industry Act 1991. Infrastructure charges need to be paid by anyone who wishes to build or develop a property, and are used to cover the cost of the extra demand on our existing network. This ensures that the extra demand does not reduce the level of service currently enjoyed by other customers in the area.

They are applicable to the following whether connecting directly or indirectly:

- Building of new domestic premises, including permanent caravans
- Additional new premises on the site of demolished premises
- Conversion of existing building into additional units/dwellings
- First time connection of an existing property
- New commercial and industrial units.

There are similar infrastructure charges for connection to the sewerage network. If your new property is serviced for sewerage by South West Water, we will also quote those infrastructure charges at the same time as the water infrastructure charge.

**5b. In some cases infrastructure charge credits may be applicable, this will be the case if there was a previous water connection to the site which was connected within the last five years.**

Please provide as much information as you can in this section so South West Water can investigate the possibilities of infrastructure charge credits.

## Part 6 – Additional information

**6a. Please confirm the highest point of the building/unit where water is required**

If you are unable to provide the exact highest point of the building/unit in metres, please provide an estimate.

**6b. Please indicate below the length of external pipe work that you or your contractors will be laying.**

This is generally the distance from the building/unit to the boundary of the street in which our water main is situated. If you are unable to provide this information, please select 'Unsure'.

**6c. Is the unit/building going to be connecting to our sewer system?**

We need confirmation on whether you will be connecting directly or indirectly into our sewer system. You may need to apply for a sewer connection via a separate application form. If you require a sewer connection application form, this can be obtained from our website or by calling the South West Water Services Helpline on 0344 346 2020 8am-6pm Mon-Fri, 9am-1pm Sat, Emergencies only at any other time.

**6d. Is the building/unit going to be subject to surface water drainage charges?**

We need to know whether you will be connecting directly or indirectly into our sewer system with your surface water drainage. This is the water that runs off your roof and hardstandings.

## Part 6 – Additional information (continued)

### 6e. Are you using an approved plumber for the internal plumbing?

Please confirm if you are using an approved plumber for your internal pipe installation and advise their name and approved plumber scheme number.

Please note: Failure to provide either of the above may result in plumbing inspections being required. Self Certification by approved plumbers or ground workers may negate the need for inspection. South West Water has the right to carry out water regulations' inspections to ensure compliance.

### 6f. Are you using an approved ground worker?

Please confirm if you are using an approved ground worker for your external pipe installation and advise their name and approved contractor scheme number (should start with a GW followed by 4/5 digits).

Please note: Failure to provide either of the above may result in a trench inspection being required. If the details are not known, please contact South West Water at a later date with the information.

### 6g. Is the site contaminated or has the potential to be contaminated? (For example: previous use on site, fuels or hydrocarbons.)

Please confirm if the site where you are laying your new service pipe has the potential to be contaminated.

Please note: If the site has been deemed as potentially contaminated please use either barrier or copper pipe.

In January 2011, UK Water Industry Research (UKWIR) published "Guidance for the selection of Water Supply Pipes to be used in Brownfield Sites" (ref 10/WM/03/21; the 'UKWIR Guidance'). Its aim is to ensure that the correct materials are selected for water pipes and components to be used below ground in Brownfield sites to protect the quality of drinking water whilst taking into account the service life of the distribution system. It supersedes the Water Regulations Advisory scheme (WRAS) Information and Guidance Note 9-04-03 "Laying Pipes in Contaminated Land" which has been withdrawn.

The UKWIR Guidance is for use by developers, self-lay organisations, water companies and consultants (the 'Developer') when planning, designing and constructing water mains and/or services in brownfield sites. It defines brownfield sites as "land or premises that have previously been used or developed. They may be vacant or derelict. However, they are not necessarily contaminated." The UKWIR Guidance states that it does not apply to Greenfield sites; however South West Water (SWW) considers this UKWIR guidance as being equally suitable for application to Greenfield sites potentially affected by contamination. And therefore requires submission of the relevant Site Assessment Report (SAR) in accordance with this UKWIR guidance.

Further information on the installation of water supply pipes in contaminated land can be found on the United Kingdom Water Research (UKWIR) website under Report Ref. No. 10/WM/03/21 – 'Guidance for the Selection of Water Supply Pipes to be used in Brownfield Sites' <http://www.ukwir.org/web/ukwirlibrary/93452>

## Part 7 - VAT

Please state whether the applicant/owner/occupier will be the person who uses the water.

**It is important to select the relevant type of property to ensure the correct VAT is applied to the charges. Civil engineering services include connections, infrastructure charges and new mains.**

**New domestic dwelling** – civil engineering services provided in the course of construction of a building designed as a new dwelling, or number of dwellings, will be zero-rated.

**Domestic conversion** – civil engineering services provide in the course of certain domestic conversions may qualify for a reduced rate of VAT.

**Relevant residential / charitable** – civil engineering services provided in the course of construction of a building intended to be used solely for a relevant residential purpose or relevant charitable purpose may be zero-rated, or reduced rate if relating to conversions or renovations.

**Note:** for zero or reduced rating for a relevant residential/charitable building you will need to provide a certificate in the format as set out in the VAT Notice 708 Buildings & Construction paragraph 18. Certificates are only valid when South West Water Limited is acting as a contractor. When acting as a sub-contractor all work is standard rated.

Work carried out on part qualifying building will be subject to the relevant apportionment rules as laid out by HMRC.

## Terms and conditions for obtaining a water supply

Please ensure all parts of the terms and conditions of the application form are read before progressing with your application.

## Declaration

Please ensure all parts of the declaration are read before signing.

In signing the declaration you are applying for a new water supply to be connected to South West Water's water distribution system.

Please note: You or your representative will be required to attend an on-site survey with one of our new connection inspectors. We will contact you within three working days of receiving your completed application.