

This form should be used to make an application for new or replacement water connections to an existing public water main under section 45 and/or 55 of the Water Industry Act 1991.

Please provide as much information about your requirements to enable us to process your application as quickly and as accurately as possible. Insufficient information may result in delays to the provision of the connection.

We will process the personal data you provide in a manner that accords with current UK data protection laws. We will, not keep it for longer than is necessary and will keep it safe, only permitting access to those who need to use it. If you wish to view our full Privacy Notice, please visit our website.

New Connection reference number:

**Part 1 – Applicant details (correspondence address)**

Mr/Mrs/Ms /Other please state _____	
Name of applicant _____	Contact number _____
Name/for the attention of _____	Mobile number _____
Property name/number _____	Fax number _____
Street _____	Email address _____
Village/town _____	
City/county _____	Postcode _____
Site to be supplied – are you: (please tick & complete)	
Owner <input type="checkbox"/>	Occupier <input type="checkbox"/>
Intermediary (agent) acting on behalf of owner or occupier <input type="checkbox"/>	
Self lay Provider (SLP) acting on behalf of owner or occupier <input type="checkbox"/>	
<b>If the applicant is acting on behalf of the owner/occupier, the owner/occupier will need to print and sign below.</b>	
<b>Who is responsible for the billing account once the connection is made? – applicant or owner</b>	
Owners name: _____	Owners signature: _____
Property name/number _____	Contact number _____
Street _____	Mobile number _____
Village/town _____	Email address _____
City/county _____	Postcode _____

**Part 2 – Location of connection (site address)**

Property name/number _____	
Street _____	
Village/town _____	
City/county _____	Postcode _____
Planning application number (if applicable) _____	
Previous use of address _____	

### Part 3 – Water connection details

3a. Please confirm the type of premises: (please tick & complete)

New  Existing  Redevelopment

- i. If **new** please complete **3b, 3c, 3d, 3i, 3j** and then complete **part 4** onwards
- ii. If **existing** please complete the whole of **part 3** and then complete **part 5** onwards
- iii. If **redevelopment** please complete all **parts**

3b. Please select the type of development below and the number/diameter of connections (you may tick more than one box if appropriate):

Please note the standard size supply for a domestic property is 25mm.

Type of development	Number of supplies	Diameter of supplies	Description of works to be carried out including plot numbers
<b>Household</b>			<i>If you wish to have a temporary building supply that will later be used for a premises please specify below:</i>
House			
Flat/Apartment			
Combined household & fire supply*			
Dedicated fire supply			
Mobile home			
<b>Non-Household</b>			
Temporary building supply			
Welfare/Compound			
Landlord			
Agricultural			
Retail/Shop			
Hotel			
School			
Industrial unit			
Sheltered housing			
Student accommodation			
Offices			
Holiday chalets			
Care home			
Fire supply			
Other (please specify in description)			

\*Please note for combined domestic and fire supplies, South West Water will install a standard 15mm meter. Please factor this into your design.

3c. Do you require internal meters (flats/apartments only)? Yes  No

If yes, please state how many flats:

3d. If you have selected a connection(s) of 50mm diameter or larger, please state the maximum required flow rate (m<sup>3</sup>/h):

Size of connection	Required flow rate (m <sup>3</sup> /h)

Please note, South West Water will use this information to determine the appropriate sized meter.

Please also note that you do not need to provide this information if you are having internal meters.

**For existing/redevelopment only**

3e. Are you currently on a private water supply e.g. borehole? Yes  No

If yes, please state what form of private water supply you have: \_\_\_\_\_

3f. Please indicate below, which applies to your development (please tick):

- Separation of a shared supply for domestic purposes
- Enlarge/upgrade existing supply
- Re-route existing supply
- Conversion of existing building
- Barn conversion

3g. If you have an existing South West Water account number for the address you are trying to connect

Please provide the customer number:

3h. Is there an existing meter supplied? Yes  No

3i. Do you require the old water supply to be disconnected? Yes  No

If yes, please specify the meter serial number. \_\_\_\_\_

\*Please note that all disconnections will be permanent.

3j. Please indicate if any of the following are being installed: (please tick & complete) .

- i. Grey water system
- ii. Rainwater harvesting system
- iii. Reclaimed water system
- iv. Solar or heat pump heating system
- v. Booster pump supply
- vi. Reduce pressure zone valve (RPZ)/BA backflow device
- vii. Bore hole supply
- viii. Any other alternative water supply

3k. Please indicate how building water will be provided to the site (construction and/or site welfare):

- Application made for a building water supply
- Use of an existing SWW water supply  Please provide details \_\_\_\_\_
- Alternative water source (e.g standpipe hire)  Please provide details \_\_\_\_\_
- Not applicable - no building water

**Part 4 – Infrastructure charge**

4a. 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 below:

	Number of units (applicant use)	Loading units	Load (SWW use)
Wash basin, hand basin, bidet, WC-cistern		1	
Domestic kitchen sink, washing machine* dish washing machine, sink, shower head		2	
Urinal flush valve		3	
Bath domestic		4	
Taps/ (garden/garage)		5	
Non domestic kitchen sink DN20, bath non domestic		8	
Flush valve DN20		15	

4b. In some cases infrastructure charge credits maybe applicable, this will be the case if there was a previous water connection to the site which was connected within the last five years.

i. Please confirm whether the site has benefited from a water supply within the last five years:  
(please tick & complete)

Yes  No  Unknown

If **yes**, please provide details (i.e. meter serial number, SWW household customer account number, or date of disconnection).

\_\_\_\_\_

\_\_\_\_\_

**Part 5 – Additional information**

5a. Please confirm the highest point of the building/unit where water is required (in metres);

\_\_\_\_\_

5b. Please indicate below the length of external pipe work that you or your contractors will be laying (typically this is the distance from the building/unit to the boundary of the street in which our water main is situated).

Up to and including 50m  Greater than 50m  Unsure

5c. Is the building/unit going to be connecting to our sewer system (either directly or indirectly)?  
If **no**, please confirm how you will dispose of your sewerage?

Yes  No  \_\_\_\_\_

5d. Is the building/unit going to be subject to surface water drainage charges?  
If **no**, please confirm how you will dispose of your surface water drainage?

Yes  No  \_\_\_\_\_

If you require a new sewer connection a separate application will need to be made, please visit our website for further details and to get a copy of the sewer connection application form online.

5e. Are you using an approved plumber for the internal plumbing?

Yes  No  Unknown

If **yes**, please complete (i) & (ii) \*

i. Approved plumber name \_\_\_\_\_

ii. 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.

5f. Are you using an approved ground worker?

Yes  No  Unknown

If **yes**, please complete (i) & (ii) \*

i. Approved groundworker's name \_\_\_\_\_

ii. Scheme number \_\_\_\_\_

**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 us at a later date with the information.**

5g. Is the ground contaminated or has the potential to be contaminated? (For example: previous use of site, fuels or hydrocarbons.)

Yes  No

## Part 6 - VAT

Please indicate below the type of property (if applicable):

As the applicant for the connection will you also be the customer that occupies the building and uses the water?

### **New domestic dwelling**

Civil engineering services provided in the course of the construction of new domestic dwellings will be zero rated.

### **Domestic conversion**

If the project is a domestic conversion and you are requesting for the 5% reduced rate of VAT to be applied which includes work required to make the connection to the nearest supply.

### **Relevant residential / charitable**

If you are applying for VAT zero rating because intended use is for a relevant residential or relevant charitable purpose. Please note this only applies if you are not engaging with South West Water via a sub contractor.

Charity number \_\_\_\_\_

**Please note: where you are applying for zero rate or reduced rate under the listed building, relevant residential/charitable or domestic conversion categories above, you must provide the necessary evidence to support your request.**

## Terms and conditions for obtaining a water supply

1. Please complete all sections overleaf, sign and return the form together with relevant application fee and a site plan, indicating where you propose to take water into the building
2. South West Water will not connect the supply to your premises until such time;
  - a. You have paid the account for the cost of the works. If payment has not been received by 31 March in any year, a supplementary quote may be sent and must also be paid prior to connection
  - b. That a separate service pipe has been provided from South West Water's water main to each house or building on the premises or where different parts of any house or building are to be separately occupied, to each of those parts (see note 5)
  - c. All pipes and fittings comply with the Water Supply (Water Fittings) Regulations 1999 and the South West Water Regulations department has received prior notification and given consent to commence work
  - d. The supply pipe has been provided to South West Water's proposed connection point and you have given notice to the Company of this
  - e. An approved standpipe has been erected for a building water supply
  - f. Trench inspection is complete and passed by South West Water
  - g. Your service pipe(s) are labelled with the relevant plot numbers (if applicable)
  - h. Your service pipe(s) are capped
  - i. Minimum of internal stop tap (domestic) is installed
  - j. A date has been agreed with the Highway Authority
3. For the purpose of this application the 'supply' pipe means that part of the service pipe for which you are responsible (under the provisions of the Water Industry Act 1991) from the property supplied up to the boundary of the street where the main to which it will connect is situated, excluding any section which is to be laid in a public highway by South West Water. Where you or your contractor lays the service in the public highway, you will be responsible for the entire pipe up to the main to which it will connect is situated
4. All new connections will be metered. Should you require a supply for fire fighting it should be noted that normal water meters may cause a reduction in flow. Please consult the Fire Service with regard to your requirements
5. It is an offence to connect a service pipe from one premise into the private service pipe supplying water to another property without the company's consent. It will be necessary to obtain the agreement of all land owners through which your pipe passes.
6. It will be necessary for you to obtain the agreement of all land owners through which your pipe passes prior to installation.
7. If South West Water is required to make a connection and/or lay pipe(s) in private land, we are required to give notice to the land owner which may delay your connections and incur added cost. This notice only covers the work for which SWW is responsible for. Please see point 6 above
8. If you are applying for a supply of water for non-domestic purposes (including fire fighting) you should note that South West Water may not be able to provide the supply without additional works being undertaken at your expense. Any non-domestic supply will be subject to additional terms and conditions with which you should satisfy yourself before signing the application form
9. Only one connection per site will be allowed for building purposes. The building connection will be provided to a specific plot only and cannot be transferred to another plot without further application being made
10. Receipts for payments will only be issued in the name/address of the payee
11. We would draw your attention to South West Water's infrastructure charges as set out in the Company's Charges Arrangement
12. In order to safeguard water quality and public health, it is a requirement that private supply pipes which fall into certain categories are disinfected (chlorinated) and tested as detailed below, before a connection is allowed to the water main  

After pressure testing and flushing systems shall be chlorinated in the following instances.

  - (a) service pipe is greater than 50mm internal diameter (63mm OD)
  - (b) service pipe is length is longer than 50m in length
  - (c) where it is suspected that contamination may have occurred, eg fouling by sewage drainage or animals
  - (d) where a system has not been in regular use and not regularly flushed
  - (e) where the supply is being converted from a private water supply

## Declaration

### I / We agree and confirm:

- That for the purposes of the Water Industry Act 1991 ('the Act') and the Data Protection Act 2008, the information provided in this form and in any supporting documents, may be held on a computer and processed by South West Water Limited and its servants and agents for all purposes connected with South West Water's statutory water and sewerage undertakings
- That the water supplied by South West Water will only be used (a) for the purposes applied for and agreed by the company and (b) in accordance with the Water Supply (Water Fittings) Regulations 1999, the provisions of the Act, and any other enactment, and any regulations, terms and conditions made pursuant to them, including (but not by way of limitation) the Company's terms and conditions for a supply of water for non-domestic purposes for the time being in force where such a supply has been agreed
- That my / our proposed plumbing design, the pipe work and associated fittings will, on installation, comply fully with the requirements of the Water Supply (Water Fittings) Regulations 1999 and their associated guidance notes
- To pay for the services provided in accordance with South West Water's Charges Scheme for the time being in force
- That in the event that I / we choose to excavate and backfill any trenches for the installation of any pipe, I / we will indemnify South West Water against all claims and charges howsoever arising from this work or any other work carried out by me / us which results in damage to South West Water's apparatus
- The written terms and conditions have been read and understood and I / we will abide by them

**Please complete this section in block capitals (failure to sign your application form may result in delays to the processing of your application);**

Name \_\_\_\_\_

Company \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Please note: You or your representative will be required to attend an onsite survey with one of our**

In order to continue improving our customer services, we may want to share data with a 3rd party company to conduct surveys on how we have performed. If you would prefer us to not share your personal data, please tick this box:

For further information, please go to [www.southwestwater.co.uk/site-utilities/privacy-and-cookies/](http://www.southwestwater.co.uk/site-utilities/privacy-and-cookies/)

**Please turn over for the application checklist**

## Checklist

- Complete all sections where applicable  Yes
- Read all terms and conditions  Yes
- Signed and dated  Yes
- Site plan attached (not required for existing properties)  Yes

Please return the completed application form via post to the following address;

New Connections (Water)  
Developer Services  
South West Water  
Peninsula House, Rydon Lane, Exeter, EX2 7HR

For charges please refer to current Developer Services Charges Scheme which can be found at [www.southwestwater.co.uk](http://www.southwestwater.co.uk) within the Developer Services section.

### Application fee information

Please note, whilst there is no upfront application fee charge; application, administration and inspection charges will be included in your quotation and will be payable should you not go ahead with your new connection.

## Useful contact details

### For enquiries regarding your new water connection:

Telephone 0800 083 1821  
Fax 01392 443400  
Letter New Connections (Water), Developer Services, South West Water, Peninsula House,  
Rydon Lane, Exeter, EX2 7HR

### For enquiries regarding extending/diverting a new public water main:

Telephone 0800 083 1821 08.30-17.00 Mon-Fri only, Emergencies only at any other time  
Email [DeveloperServicesWaterReqs&Divs@southwestwater.co.uk](mailto:DeveloperServicesWaterReqs&Divs@southwestwater.co.uk)

### For enquiries regarding a new sewer connection:

Telephone 0800 083 1821 08.30-17.00 Mon-Fri only, Emergencies only at any other time  
Email [developerservicesassetprotection@southwestwater.co.uk](mailto:developerservicesassetprotection@southwestwater.co.uk)

### Other useful telephone numbers:

Water Regulations 0800 083 1821  
Billing & Account enquiries 0344 346 1010 8am-6pm Mon-Fri, 9am-1pm Sat, closed on Sundays  
and bank holidays  
Water & Sewerage emergencies 0344 346 2020