

Setting up a clean water bulk supply for new appointments and variations (NAVs)

This form should be used for requesting

- information required before applying to Ofwat (sections C, D and E)
 - a Bulk Supply Agreement (section F)
- connection(s) to the Thames Water Network (section G)

Please complete sections A and B, and the relevant sections for your request.

If you're unsure of what you need please contact us (see last page).

Please complete the relevant sections of this form and provide all diagrams and information requested – this will help to avoid delays.

Once you've completed the form, please email it to Wholesale Market Services:

 wholesalemarketservices@thameswater.co.uk



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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. Eligibility

Complete this section to request an eligibility check.

7. Request for Network Information

Complete this section to request network information – we'll suggest a technical solution with a budget estimate and any price and non-price terms for the bulk supply.

8. 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 D.

9. Site phasing

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

10. 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.

11. 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.

Section A - Contact details

NAV applicant details (see note 1)

Name of key contact

Company

Address

Postcode

Telephone number

Mobile number

Email

Section B - Site details

Location details (see note 2)

Site address

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 water

Section C - Eligibility (see note 6)

Please indicate under which criterion you are intending to apply to Ofwat to become the new appointee for this site.

- Unreserved – please go to subsection i) below
- Large user – please go to subsection ii) below
- Consent – please go to subsection iii) below

i) Unreserved

If you're applying under the 'Unreserved' criterion, you may request a letter from us confirming the status of the site. To do this, return this form along with the information listed below, so that we can carry out the investigation to determine the status of the site.

Please provide:

- A site map, of scale between 1:200 and 1:500, clearly showing the boundaries of the site
- Site address, postcode and grid reference (completed in Section B above)
- If the site is not Greenfield, a description of why you consider that the 'Unreserved' criterion applies, including plans for demolition or capping of any existing pipework

We'll respond to your request within 15 business days and let you know if we need more information to determine the status of the site.

ii) Large user

If you're applying under the 'Large user' criterion, please provide us with details of the customer who is considered to be a 'Large user', so that we can make arrangements for the accounts to be transitioned.

iii) Consent

If you're applying under the incumbent 'Consent' criterion, you will need to request consent from us.

Please complete the information under 'Supply requirements', 'Site Phasing' and 'Site Plans' in Section D below and return this form to us.

Section D – Request for Network Information (see note 7)

Supply requirements (see note 8)

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 the daily water demand (m³/day) for the site?

What is the annual water demand (m³/year) for the site?

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 supply?

Do you intend to have a storage tank?

Yes No

If 'yes', please state the size and required refill rate

 litres l/s

Site phasing (see note 9)

Will the site be phased?

Yes No

If 'yes', please attach a plan indicating phases

Site plans (see note 10)

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 10)
- Build programme

Declaration

I confirm that the information in this form is complete and correct to the best of my knowledge.

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, either:

- By email to wholesalemarketservices@thameswater.co.uk; or
- By post to Thames Water, Wholesale Market Services, Clearwater Court, Vastern Road, Reading RG1 8DB

Please ensure that you include copies of the required plans with your form.

Section E - Request for Risk Assessment Information

Please use the box opposite to indicate what information you require in order to submit a satisfactory risk assessment to the DWI, associated with submitting your application to Ofwat (e.g. drinking water safety plans).

We'll respond to your request within 15 business days and let you know if we need more information to fulfil your request.

Section F - Request for a Bulk Supply Agreement (BSA)

Company name (for reference in BSA)

Company registration number

Registered office

When you wish for us to prepare a draft Bulk Supply Agreement, return the form with this box ticked and the information opposite completed.

We'll contact you if any further information is required and share a draft BSA once the network information has been compiled and inserted within the Site Schedule section of the BSA.

Supply requirements

Please complete the table below confirming the number of points of connection to be specified in the BSA.

Point of connection ID (e.g. POC1)	Size of connection	Grid reference of connection	Maximum instantaneous flow rate (l/s)	Daily water demand (m ³ /day)	Annual water demand (m ³ /year)

Section G - Request for connection work

Please confirm your proposed date of connection:

Please return this form, including the supply requirements information requested above, and tick the relevant box indicating the service required:

Detailed design and quotation for connection work

**Commencement of connection work, as quoted.
Payment has been arranged with the following reference:**

Please note that if a quotation has expired, we'll need to reissue the quotation. We'll contact you if this is the case and let you know how to proceed.

Health and safety (see note 11)

Please provide details of your principal designer.

Name

Company

Company address

Postcode

Telephone number

Email

Please provide details of your principal contractor

Name

Address

Postcode

Telephone number

Section H - Account Information

We need this information so that we can create / update our systems with your details for billing and account management purposes.

Key account contact

Telephone number

Email

Billing address (if different to Section A)

Get in touch

For enquiries regarding this form or any other questions relating to your building or development work at NAV sites, write to:

 wholesalemarketservices@thameswater.co.uk

 Thames Water, Wholesale Market Services
Clearwater Court, Vastern Road, Reading RG1 8DB

If you have any general questions

 thameswater.co.uk

 **0800 009 3975**
• Wholesale Market Services

0800 316 9800
• For emergencies

 Thames Water, PO Box 286, Swindon SN38 2RA

