WATER SERVICE CONNECTION APPLICATION FORM

Section 45 and 55 Water Industry Act 1991

This form can be used to apply for a new standard 25mm or 32mm water connection to an existing water main.

Before you begin

- Find what you need your water supply for in Section 1 or use the links and contact details below.
- It may take up to 28 days to receive a quotation for your new connection.
- Check you'll be ready for your new connection within 6 months from the date of your quotation or you will need to apply again.
- Submitting this form requires payment of an application fee and this charge is non-refundable.
- Average estimate costs and timescales for a new connection are provided for you to consider.
- Look at the checklist at the end of the form to know which documents to include.

How much could a new connection cost and how long could it take once you've passed an inspection?

These price ranges show what could affect the timescales and cost of your new connection.

Price range	Type of connection	Percentage of customers paying this price	Type of traffic management	Timescales
£1,000 - £1,999	A simple connection, with excavation works and reinstatement carried out by customers*.	2%	• To be arranged by customers if needed	21 days
£2,000 – £3,999	A simple connection, with works on the nearest side to the property, including excavation.	26%	• Manual give/take road signs • 2-way traffic lights	Up to 21 days
£4,000 - £5,999	Works could extend to the far side of the road.	35%	• 3 or 4 way traffic lights • Lane closure • Private land entry assessment	Between 21 days and 6 weeks
£6,000 - £7,999	Works could be for multiple connections and could extend to the far side of the road.	21%	• Lane closure • Out of hours working • Private land entry assessment	Minimum of 13 weeks
£8,000+	Works could be for multiple connections and could extend to the far side of the road.	16%	• Road closure • Out of hours working • Private land entry assessment • Multiple site visits from our teams	Minimum of 13 weeks

*Excavation and reinstatement can be carried out by customers only in specific circumstances which we'll discuss with you during our first site visit. Excavations and reinstatement must comply with **safe digging practices and excavation standards.** Any permit from highway and consent from private land owners must be obtained by customers in advance of any works. As well as ourselves, Self Lay Providers are also able to make your connection to some types of water mains. **Click here** or scan the QR code to find a list of all accredited SLP's.

Links and contact details:

- **lead pipe replacement** - **0800 917 2477** or **vftenquiries@severntrent.co.uk**
- **disconnections**
- **sewer connection approvals**
- **large diameter connections** - to supply a high water flow when standard connections cannot provide the required water demand for homes, businesses, firefighting or storage systems.
- To report a damaged asset and emergencies - **0800 783 4444** for our 24hrs Customer operations team.

We're here to help

0800 707 6600
Mon-Thu 9:00-16:00, Fri 9:00-15:30

new.connections@severntrent.co.uk

Our guidance documents:

customer guidance

domestic and residential fire sprinklers

MDPE or barrier pipe

Section 1 Reason(s) for the new connection(s)*

- [ ] Building new domestic properties - please specify the type of property (e.g. detached houses, flats)
- [ ] Building new commercial properties - please specify the type of property (e.g. office flats, shop)
- [ ] Converting use of existing properties
- [ ] Replacing existing water supplies
- [ ] Installing a fire fighting system
- [ ] Supplying agriculture troughs and irrigation systems
- [ ] Requesting a temporary water supply for a building site

Completing this form

- Download the form to complete it electronically or print it to fill it out manually.
- Fill out all sections marked with an asterisk(*) and complete any other section relevant to your application.
- Send your form and wait for us to contact you. If sections are left blank or documents in the checklist are missing, it might take longer to receive your quote.

Section 2 Contact details*

The person or company completing and signing this form is responsible for accepting the terms and conditions of the declaration and for paying the application fee(s). We can accept a form that has been completed by agents, consultants and contractors who are duly authorised by the applicant but the applicant details must always be provided, and the applicant remains ultimately liable for the application fee(s).

2a. Applicant details*

The applicant is the owner or occupier of the site /land/property.

Applicant (individual/company) name

Address

Street

Town

Postcode

Contact name (if completing on behalf of a company)

Contact email address

Contact phone number

Company registration number (specify if not applicable)

- [ ] Tick here if the applicant is our primary contact for this application
- [ ] Tick here if this is your first application for a new connection

2b. Agent/consultant/contractor details

Agent/consultant/contractor (individual/company) name

Address

Street

Town

Postcode

Contact name (if completing on behalf of a company)

Contact email address

Contact phone number

Company registration number (specify if not applicable)

- [ ] Tick here if the agent/consultant/contractor is our primary contact for this application
- [ ] Tick here if our primary contact for this application is anyone else and specify

Section 3 Linked applications

Here you can provide the reference numbers for any previous application. A reference number is given to you after you complete an application form.

Severn Trent reference number(s)

Section 4 Site location*

Please provide the site address or the closest address to your site.
You can tell us the location of your new connection as a grid reference or by providing your unique what3words address.

Site address/location of the work

Property name/No.

Street

Town

Postcode

Location Coordinates

You can find your xy coordinates on the UK national grid map: gridreferencefinder.com

Your what3words location

You can find this by visiting: what3words.com

Section 5 Previous site usage and connections*

5a. Previous site usage*

We ask how the site has been used to assess the risk of contaminants in the ground and to make sure no water supply becomes contaminated.

What has the site been used for?

- ☐ Greenfield, any land which has never been developed
- ☐ Other, please specify

What measures will you take to prevent contamination of the new water supply?

- ☐ Lay protective pipework.
- ☐ Submit a soil analysis report and wait for Severn Trent to advise on whether to lay protective or polyethylene (MDPE) pipework.

5b. Existing water supply*

Is the site already receiving a water supply?

Yes
- ☐ The site is supplied by Severn Trent and the billing account number is:
- ☐ The site receives water from a private supply (e.g. natural spring, borehole)

No
- ☐ Water is currently taken from a neighbouring property
- ☐ Water is sourced from a temporary supply
- ☐ There is no water supply at this site

If you've selected 'Yes – the site is supplied by Severn Trent', what do you intend to do with that water connection?

- ☐ Retain it for plot/property No.
- ☐ Change it – please add details
- ☐ Disconnect it

5c. Previous water or sewer connection *

If any properties on your development site have had a water or sewer connection in the last 5 years, you may be eligible for credits to your infrastructure charges. These may reduce the amount you need to pay.

Has the site been billed for water and wastewater services in the last 5 years?

- ☐ Yes - please specify the site address
- ☐ No

Section 6 Standard water connection(s)*

6a. New connection details*

How many connections do you need?

Considering the timescales explained on the front page under 'before you begin', is there a date when you need your new connection(s) by?

Are there any other details you would like to add to explain the reason for your new connection(s)?
(e.g. type of property, number of flats)

6b. Water for fire fighting*

Do you need a fire supply for the site?

- Yes
- No-please skip to the next section

If yes, what is the supply for?

- Fire sprinkler system
- Fire hydrant
- Other - please specify

Will the supply feed directly from our water mains or via a storage system (e.g. tank)?

- Severn Trent water main
- Water storage system

If the water is taken directly from a water main, what flow rate will you need?

litres/second

If the water is taken from a storage system, what is its capacity?

m3 or litres

Section 7 Wastewater removal*

7a. Wastewater removal

If the wastewater from the site is going to discharge to a public sewer or a private drain connected to a public sewer, you will need our approval to connect and/or to discharge into the public sewer system. Have you already applied for it?

- Yes - please specify Severn Trent reference No. in Section 3
- No - please continue to the next question or click **here** to apply

How will foul water be removed from the premises?

- Sewage removal not required (e.g. cesspit, septic tank or application for new water connection only)
- By another sewerage company (e.g. NAV or other water company)

How will surface water be removed from the premises?

- Surface water removal not required (e.g. drains to soakaway, watercourse, ditch, canal, highway system or application for new water connection only)
- By another sewerage company (e.g. NAV/ other water company)

Will any plumbing installations be used for rainwater, recycled or untreated water not supplied by us?

- Yes
- No

Section 8 Environmental Incentive Scheme – domestic properties only

Our Environmental Incentive Scheme could provide you, as a home builder, a financial incentive by building new homes to specified qualifying criteria. Click **here** to find out more.

Please tick the following statements: **Tick**

- I confirm that I intend to apply for the below environmental incentives.
- I understand that I will submit an Environmental Incentive application form with all required evidence for each plot within 12 weeks of making the water connection and all internal fittings and/or all external surface water management solutions have been installed.
- I understand that applying for an incentive does not guarantee that an incentive will be received.
- I understand that my incentive will be subject to review and audits.

If the below table is not fully completed, we'll assume you're not intending to apply for the incentive scheme.

Please let us know which incentives you intend to apply for (more than one can be ticked):

Type	Criteria	I intend to apply for (tick)	Number of plots
Water efficiency	**100 litres per person per day**		
	90 litres per person per day		
	85 litres per person per day		
Property level surface water management	**Rain garden**		
	Permeable paving		

Section 9 Billing and water usage - commercial properties only

9a. Water retailer

Most businesses and organisations in England can choose which company they want to supply their water and wastewater services (billing, meter readings, customer services). The list of water and wastewater retailers in the open market can be found on **open-water.org.uk.** Prior to the date of the new connection, your will need to chose your retailer and agree the terms of your agreement with them.

Have you already chosen your water retailer?

- ☐ Yes - please specify
- ☐ No
- ☐ Not applicable

9b. Surface water area details

If surface water drains from the commercial property directly or indirectly to a public sewer, we need to know the size of the property's roof and hard standing impermeable area to bill the property correctly.

What is the total surface area of the building you are proposing to connect to the sewer?

m2

9c. Water storage

Will you be installing any water storage system to supply any water fittings?

- ☐ Yes - please specify storage capacity m3 or litres
- ☐ No

Please provide the number of water fixtures and fittings in each commercial unit and specify how they'll be supplied.

	Plot:		Plot:		Plot:		Plot:		Plot:	
	Water to be supplied from									
Water fixtures and fittings	main and storage	storage only	main and storage	storage only	main and storage	storage only	main and storage	storage only	main and storage	storage only
WC flushing cisterns										
Auto flushing cisterns										
Basins household										
Basins elsewhere										
Baths (taps up to 20mm)										
Baths (taps over 20mm)										
Showers										
Sinks (taps up to 15mm)										
Sinks (taps over 15mm)										
Single spray taps										
Bidets										
Dishwashers										
Clothes washer										
Hose taps										
Drinks vending machines										
Hose bib taps										
Total										

Section 10 Payment and document checklist details *

10a. Payment - please confirm the number of connections and application fee(s) to be paid

Item	Number of connections	Fee(s) to be paid
Water service connection - up to 3 connections £195.00 (£162.50 excl. 20% VAT)		£
Water service connection - additional connections £118.45 (£98.71 excl. 20% VAT) Where more than 3 connections are required, this additional fee will be incurred. This fee is to provide a quote for up to 3 additional connections.		£
Total		£

10b. - Payer - please confirm who is going to pay the application fee(s) for invoicing purposes

☐ Applicant ☐ Agent/Consultant /Contractor ☐ Other - please specify

10c. Payment method - please confirm how the application fee(s) are going to be paid

☐ Debit/credit card

To pay, please call us on **02477 715204** once you have received our acknowledgment of your application including your reference number.

☐ Bank transfer (BACS and faster payments)

To pay, please use our bank details below and use your site postcode and address as reference for your payment.

Account name: Severn Trent Ltd
Bank: Barclays
Sort code: 20-00-00
Account number: 03398498
UTR number: 054 37510 61510
Company registration number: 2366686

Payment reference No. (site postcode and address)	
Effective date of payment	

10d. Checklist - please confirm the documents you are going to submit with your application

Checklist				
Scenario	**Document**	**Document details**	**Form section**	**Tick if included**
For connections to any premises	Site location plan	• the site boundary • the property (if existing) needing a connection • the route of the supply pipe(s) you are proposing to lay to the site boundary • the proposed point of connection to our water mains (if known)	4	
Planning to lay MDPE pipework	Full chemical soil analysis report	• soil contamination assessment	5a	
For connections to commercial premises	Surface water area plan	• hard standing non permeable area of the property	9b	
If paying by bank transfer	Proof of payment		10c	

Section 11 Declaration* (to be signed by the applicant or authorised persons on their behalf)

By signing this form:

- I confirm that I am the applicant and the owner or occupier of the site/land/property or an authorised person to complete this form on their behalf.
- I agree to pay all relevant costs as set out in the current "Severn Trent Charging Arrangement document". Unless indicated otherwise in the payer section, these costs include the relevant application fee(s) for the number of connections being made to the Severn Trent network. I accept that the application fees are non-refundable.
- I confirm that the information provided in this application form is true and accurate to the best of my knowledge and belief. I accept that making any changes to this application at a later stage may affect Severn Trent's timescales to issue their response and could result in additional fees being payable.
- I confirm that I am responsible for:
    a) complying with all relevant statutory guidance , approved codes of practices, and legislation in carrying out the works; and
    b) obtaining all appropriate consents, permissions, easements/wayleaves, etc. as may be necessary before carrying out any works.
- I understand that if the ground floor of any property is elevated more than 5 meters above the public highway, I may need to consider a tank-fed or pump and booster system.
- I understand that I will receive a quotation for my new connection within 28 days from the date I submit my application with all the required supporting documents and a connection will need to be made within 6 months from the date the quotation is issued.

Date	
Signature	
Full name in capitals	
Company name (if applicable)	
Role within the company (if applicable)	
Address (only complete if different to address provided in Section 2)	

Sending your application

- Send us your completed form and documents to support your application to **new.connections@severntrent.co.uk** or to Severn Trent Ltd, PO Box 5311, Coventry CV3 9FL
- Compress any large documents into a zipped folder or share them via WeTransfer

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