

# Water connections application



severn dee

For a new water connection to the existing water network that is currently on a Shared Supply **Note 1.1**

This application is for a new water connection that is currently on a shared supply. If you are not on a shared supply please fill out the correct application form. You can find out more information at [hdcymru.co.uk/developer](http://hdcymru.co.uk/developer)

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## Section 1

### 1a. Applicant's details

<b>Contact name</b> Note 1.2	
<b>Address</b> Note 1.3	
<input type="text"/>	<b>Postcode</b> <input type="text"/>
<b>Telephone number</b> <input type="text"/>	<b>Mobile number</b> <input type="text"/>
<b>Email address</b> <input type="text"/>	<b>Registered company number</b> <input type="text"/>

### 1b. Agent/consultant details (only complete if you use an agent or consultant)

<b>Agent/consultant name</b> Note 1.4	
<input type="text"/>	
<b>Address</b>	
<input type="text"/>	<b>Postcode</b> <input type="text"/>
<b>Telephone number</b> <input type="text"/>	<b>Mobile number</b> <input type="text"/>
<b>Email address</b> <input type="text"/>	<b>Registered company number</b> <input type="text"/>

### 1c. Correspondence

Who should we be corresponding with? Applicant  Agent

Is there anyone else you're happy for us to discuss your application with?

Please tell us here:

How would you like us to contact you? Email  Post

## Section 2

Site details Note 2.1

<b>Address</b>	
<input type="text"/>	<b>XY Coordinates</b> <input type="text"/>
<input type="text"/>	<b>Postcode</b> <input type="text"/>

## Section 3

### Account details

Please state your Severn Trent account number shown at the top of the water service bill related to the property requiring the replacement:

Are you currently on a metered supply?  Yes  No

If no, did you know that many customers find that their bills are cheaper after switching to a water meter, and if you use less water after switching to a water meter, it makes environmental sense too. Let the technician know if you would be interested to be billed via metered supply. Please note; all new supplies will be metered, however, it will be your choice how you wish to be billed.

Are you on any payment schemes such as WaterSure, Water Direct, Payment plan concession, Reduced Tariff etc.? If yes, please specify:

## Section 4

### Plumbing details

1. Is the ground floor of any property elevated more than five metres above the public highway, i.e. road or footpath?  Yes  No
2. Including the ground floor what is the maximum number of floors within an individual building?
3. Is the hot water system to be fed directly from mains water? (e.g. combi/unvented)  Yes  No
4. Will rainwater, recycled or grey water plumbing installation be used? Note 2.2  Yes  No
5. Is the property accessed via a private road or street?  Yes  No

## Section 5

WaterSafe plumber details (where applicable) Note 2.3

Note 2.3

<b>Name of plumber</b>	
<input type="text"/>	
<b>Address</b>	
<input type="text"/>	<b>Postcode</b> <input type="text"/>

## Section 6 - Checklist and payment

Please send us all information as soon as you can so that we can process your application and get back to you as soon as possible.

There's a fee for each type of application which is shown below and you can find more information on our charges at [hdcymru.co.uk/developer](http://hdcymru.co.uk/developer) or by calling us on **03306781481**. The payment options are on the next page, but if you're paying by cheque please make sure that it's securely attached to the application form and that all items are posted together.

If we don't receive the application fee within 30 days of receiving your application we'll assume that you don't want to go ahead with this application.

### 6a. Standard water connection

Item	Included
Location plan identifying the property needing connection (i.e. ordnance survey plan)	
Site plan indicating the route of the customer service pipe to the highway boundary	
Initial payment <b>£90.28 (incl VAT)</b> (one payment for all standard water connections on this request)	

### 6b. Payment details

Please tell us how you are going to pay the application fee:

Cheque

Debit/credit card

BACS

For debit/credit card payments, we'll contact you on receipt of the application to take payment.

Please make all cheques payable to Hafren Dyfrdwy and post it to us along with your completed application form.

Please attach your cheque to the completed application form and post together.

If you're making a BACS payment please send your payment to our bank using these details:

#### Barclays

**Sort code:** 20-00-00

**Account number:** 33604071

**UTR number:** 054 15325 13168

**Company registration number:** 03527628

Please tell us the date the payment was made, who made it and the BACS reference number so we can match your application to your payment.

Please make sure any BACS payment is made before you submit your application.

BACS ref	
Payer	
Date	
Amount	

Please send all completed applications and supporting information to:

**Hafren Dyfrdwy**

**PO Box 5311**

**Coventry**

**CV3 9FL**

Or email them to [new.connections@hdcymru.co.uk](mailto:new.connections@hdcymru.co.uk) in a zip file.

If you email your application to us, we'll assume that you're going to pay by credit/debit card and will contact you for payment.

## Section 7 - Declaration (to be signed by the applicant):

I confirm that I am the owner and or occupier of the premises to which this application relates. As such I will be liable for the charges relating to this application form as set out in the current Developer Charges and the quotation to be provided by Hafren Dyfrdwy for the water connection(s). I will comply with all statutory requirements including but not limited to the Water Supply (Water Fittings) Regulations 1999 and where appropriate, the CDM Regulations 2015 (as amended).

The information provided in this application form is true and accurate to the best of my knowledge and belief.

I accept that any changes to this information at a later stage may result in Hafren Dyfrdwy having to change their quotation. I am duly authorised to sign on behalf of the Applicant.

<b>Signed</b>		<b>Date</b>	
<b>Full name in capitals</b>		<b>Company name (if signing on behalf of a company)</b>	
<b>Address</b>			

**Ways of signing:** sign electronically (using the signature tool on Adobe Acrobat), upload a digital ID or sign by hand (scan the document and email it to us).

## Support notes

**1.1:** If any of the following statements are true this is **not** a shared supply replacement and this is **not** the correct application form to complete:

- The existing pipe is not shared.
- Your property is use for non domestic purposes in part or whole.
- The building is undergoing extensive renovation or the building is undergoing change of use.
- The required company owned service pipe exceeds 25mm outside diameter.
- The connection is required in a different Location to the original company owned service pipe and it is still possible to reconnect in the original location.
- The property is not linked to an existing Hafren Dyfrdwy account.
- The property is not occupied.

**1.2:** The Applicant is the owner/occupier of the site that requires the connection. It is this individual/company that is responsible for the content of the application form and accepting the conditions laid out in the application declaration.

**1.3:** Please ensure that the complete address and contact details are provided. These address details may be used for future contact and correspondence.

**1.4:** We will accept an application form that has been completed by Agent/Consultant, however, the Applicant remains responsible for the content of the application and must sign the application form.

**2.1:** Please provide as much of the site address as is available at the time of the application submissions. This address MUST contain Road name, Town/city, County.

**2.2:** Grey water: Waste water generated from domestic activities such as laundry, dishwashers and bathing.

**2.3:** WaterSafe plumbers are plumbers that are members of 'WaterSafe' approved plumber scheme. For more details on 'Watersafe' please refer to [www.watersafe.org.uk](http://www.watersafe.org.uk).

We strongly recommend that you employ a qualified plumber, such as a member of 'WaterSafe' approved plumb-er scheme.

### **WaterSafe approved plumbers will:**

- confirm the supply is shared;
- confirm the material of your existing service pipe;
- ensure the work is done safely, in accordance with the Government's 'Water Supply (Water Fittings) Regulations 1999';
- connect your new service pipe to your existing internal pipe work;
- save time by not having to wait for an inspection.

WaterSafe approved plumbers are not employed by Hafren Dyfrdwy, nor do we gain any financial benefit from you using them. However, to gain membership they have been audited for workmanship and compliance with the regulations. In this respect all warranties expressed or implied are excluded and we cannot accept any responsibility for their work or charges.

# Installing a water service pipe

Are you planning to connect a new property to the water supply? This sheet explains what you need to do to make sure your water connection(s) goes smoothly.

- 1 The depth of the service pipe should be between 750mm minimum and 900mm maximum. If you need to lay a pipe at a different depth you must agree this with your Customer Experience Manager before you start any work.
- 2 The service pipe must be insulated and ducted at the point it enters the property. The duct should be a continuous non perforated duct at least 4" in diameter and should extend from outside the exterior wall to the floor level inside the property.
- 3 A stop tap should be fitted internally.
- 4 At the point of connection, an end cap compression fitting should be fitted to prevent ingress and contamination of the service pipe. This cap end must be fitted when you install the pipe.
- 5 We would prefer the incoming stopping device to be a screw down stop tap, with a brass body and seat washer. This must be approved by the Water Regulations Advisory Scheme (WRAS).

You'll find details of approved water fittings at: [www.wras.co.uk](http://www.wras.co.uk)

- 6 Where multiple new metered connections are brought out to a similar point, the pipe tails should be labelled with the right plot number and be a minimum of 300mm apart. This will ensure service pipes are not cross connected.

**Before we inspect your service pipe you must make sure that:**

- you are compliant with points 1-6 above
- any scaffolding is a minimum of two metres away from the service pipe
- we have the postal address of the property
- at the point of entry the ground is left open outside the property so that we can check the depth and duct.

