

# Water connections application

For a new connection to the existing water network.

For more information:

**W:** [hdcymru.co.uk/newconnections](http://hdcymru.co.uk/newconnections)

**T:** 0330 6781 481

Please keep a copy of your completed application form for your records.

## Contents

- Section 1** Applicant's details
- Section 2** Site details
- Section 3** Standard water connections
- Section 4** Plumbing details
- Section 5** Checklist and payment
- Section 6** Declaration

## Section 1

### 1a. Applicant's details

Contact name <b>Note 1.1</b>	
Address <b>Note 1.2</b>	
Postcode	
Telephone number	Mobile number
Email address	Registered company number <b>Note 1.3</b>

### 1b. Agent/consultant details (only complete if you use an agent or consultant) **Note 1.4**

Agent/consultant name	
Agent/consultant address	
Postcode	
Telephone number	Mobile number
Email address	Registered company number <b>Note 1.3</b>

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

2a. Site details

What are you building on the site?

Site name

Address **Note 2.1**

XY Coordinates

Postcode

2b. Previous site usage

If the site has been previously occupied, there may be a risk of the ground being contaminated. To make sure your supply and our network doesn’t become contaminated, please confirm the following:

What was the site previously used for? **Note 2.2**

Housing

☐

Greenfield/ Agriculture

☐

Industry

☐

Landfill

☐

Other:

If greenfield you don’t need to complete section 2c.

**If you’re applying for a water connection and the site was used for anything other than greenfield you need to include a soil analysis report of the site with your application OR you will be required to lay protective pipework (this may increase the cost of your application). Please tick which option is applicable. Note 2.3**

Soil report included ☐    Protective pipework to be laid ☐

2c. Previous supplies

Please tell us about any premises that may have had a previous water or sewer connection that has been billed by Severn Trent (ST) or Hafren Dyfrdwy (HD).

If these premises have had a connection which won’t be used as part of your development, we’ll use this information to work out if we can apply credits to your infrastructure charges which may reduce the amount you need to pay. **Note 2.4**

Address of previous premises	Former use (Commercial or domestic)	Demolition date	ST or HD account number

## Section 3 - Standard water connection(s)

(Sections 45 and 55 of the Water Industry Act 1991)

You only need to complete this section if you're applying for a standard water connection(s) (25mm or 32mm). If you need a larger connection please complete the Large Diameter Connection application form.

A standard water connection is a connection up to 32mm in diameter. This will provide up to 1 litre per second and should be sufficient for all domestic properties (flats/terrace/semi/detached houses).

It can also be used for commercial properties that don't require more than 1 litre per second, e.g. office block requiring water for kitchen and bathroom facilities only. If you're not sure you can use the flow type calculator at [hdcymru.co.uk/building-and-developing/overview](http://hdcymru.co.uk/building-and-developing/overview) to check.

Please give as much information as you can. This will help us to log your application correctly and arrange a site visit if necessary and send you an estimate as soon as possible.

### 3a. Existing supply

Is there an existing Hafren Dyfrdwy water supply on site?

Yes

☐

No

☐

Are you intending to retain the live supply?

Yes

☐

No

☐

If yes, which plot will it be used for?

Will you be using an existing metered supply for construction?

Yes

☐

No

☐

If yes, please tell us the Hafren Dyfrdwy account number: **Note 3.1**

### 3b. New connection(s) needed

If the connection is not for a domestic or commercial purpose please tell us the reason for connection. **Note 3.2**

Temporary building supply

☐

Agricultural trough

☐

Irrigation

☐

Process water only

☐

Other:

If process water, please tell us what it will be used for along with the flow rate needed in litres per second:

If you're only applying for a new water connection, please tell us how the used water will be disposed of. This is so we can keep a record for network demand and billing purposes.

**Note 3.3**

Will surface water be discharged into the public sewer? **Note 3.4**

Yes

☐

No

☐

Are you installing a sustainable drainage system?

Yes

☐

No

☐

If yes, please give details here (e.g. soakaway):

Have you applied separately to HD for a sewer connection?

Yes

☐

No

☐

If yes, please can you tell us the reference number here

Have you applied to another Water & Sewerage Company (WASC) for foul and /or surface water connections?

Yes

☐

No

☐

If yes, please can you tell us:

The name of the WASC you've applied to

The reference number of the application(s)

On the following pages:

**For domestic properties** you only need to complete table 1

**For commercial properties** you only need to complete table 2

### 3c. Retailer

The Water Retail Market does not apply in Wales, aside from limited competition relating to customers who use more than 50 megalitres of water a year. If this applies to your site then a list of retailers can be found at **[open-water.org.uk](https://open-water.org.uk)**

If you've already chosen your Retailer please tell us their name here:

**Further pages below**

**Table 1** Domestic properties **Note 3.5**[illegible]

### Table 2 Commercial properties

[illegible]

## 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 installations be used? **Note 4.1** Yes ☐ No ☐
5. Is the property accessed via a private road or street? Yes ☐ No ☐
6. Will fire sprinkler systems be fitted within the premises? **Note 4.2** Yes ☐ No ☐
7. Where the connection is a single supply to multiple occupied premises, will you be installing the water meters supplied by Hafren Dyfrdwy? **Note 4.3** Yes ☐ No ☐

## Section 5 - 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/application-forms-and-guidance](http://hdcymru.co.uk/application-forms-and-guidance) 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(s) within 30 days of receiving your application we'll assume that you don't want to go ahead with this application.

### 5a. Standard water connection

Item	Included	Not required
Location plan identifying the property needing connection (i.e. ordnance survey plan)	<input type="checkbox"/>	<input type="checkbox"/>
Soil analysis report if necessary (see section 2)	<input type="checkbox"/>	<input type="checkbox"/>
Site plan indicating the route of the customer service pipe to the highway boundary	<input type="checkbox"/>	<input type="checkbox"/>
For commercial premises a scaled site plan showing the total site area and the area occupied by each unit	<input type="checkbox"/>	<input type="checkbox"/>
Initial payment: please see our latest charging booklet available on our <a href="#">website</a>	<input type="checkbox"/>	<input type="checkbox"/>

### 5b. 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:

**Account name:** Hafren Dyfrdwy Ltd

**Bank:** Barclays

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

**Account Number:** 33604071

**UTR number:** GB486985565

**Company registration number:** 054 15325 13168

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 Ltd**

**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 6 - 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 Ltd 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.

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



# Support notes

## Note 1: Applicant's details

**1.1** 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.

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

**1.3** Registered Company Number: The registration number of the business as issued by Companies House ([www.companieshouse.gov.uk](http://www.companieshouse.gov.uk)).

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

## Note 2: Site details

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

**2.2** Previous use definitions

**a)** Greenfield/agriculture: An area of land used previously for agriculture, forest land or some other undeveloped site

**b)** Housing: A site dedicated to domestic premises

**c)** Industry: A site dedicated to commercial or industrial uses

**d)** Landfill: A disposal site where solid waste, such as paper, glass, and metal, is buried between layers of dirt and other materials in such a way as to reduce contamination of the surrounding land.

Made ground is an area of land that has been man-made, generally through the reclamation of marshes, lakes, or shorelines. An artificial land fill is used, consisting of natural materials, refused, etc.

**2.3** Soil and land contaminated investigation is undertaken in two steps<sup>1</sup>;

### Phase I – desk study

The principal aim of a Phase I environmental report is to gather the information needed to form a conceptual model in order to be in a position to assess the presence and/or significance of any land contamination on site. The resultant information then enables a preliminary risk assessment to be carried out.

### Phase II – intrusive study

This is an intrusive site investigation enabling the soil profile to be logged after which samples of soil and groundwater may be collected for chemical analysis. Risk is then assessed in order to determine the potential for harm to receptors both on and off-site from known contaminants.

**NOTE:** If a complete soil analysis report is not submitted we may not be able to determine the ground conditions and will continue to process the application and protected pipework will be laid, potentially increasing the cost of the work to be done.

**2.4** Infrastructure charges fund the maintenance of our local water and sewerage networks needed to service additional demand.

These charges are made under Section 146 of the Water Industry Act 1991. Liability for infrastructure charges arises when newly created premises are connected to the public water or sewerage systems and can receive water for domestic purposes. On redevelopment sites a credit is given for each premise which had a water connection in the last five years.

Infrastructure charges will be included in the quote you receive for the water supply connections although payment is not legally required until the water connection has been made. Please refer to our current charges scheme which sets out further information relating to infrastructure charges (note: this does not apply to the connection charges which must be paid in advance).

Please be aware that if you do not know the account number for the former premises this will not prevent the application from being processed, however this information will allow the application to be processed faster.

Additional premises information **MUST** contain the information that is requested in the table shown in question 1.

# Support notes

## Note 3: Standard water connection(s)

**3.1** If you have an active account but do not have any documentation containing the 10 digit account number please contact our Customer Service department on **0330 678 0646**

**3.2** You will be charged for water for construction if:

- you are not using an existing metered supply,
- the connection is a Large Diameter connection for a newly built domestic property,
- the connection is a standard 25mm or 32mm for any newly built domestic property,
- any commercial property with a 25 mm connection

**3.3 Foul water:** Foul water is the waste water from your toilet, bidet, bath, basins, sinks, washing machines, dishwashers and showers etc.

**3.4 Surface water:** Surface water is rainfall as it falls and collects on the roof and around the property within the boundary.

**3.5** Examples of the purposes of the property are given in the list below:

- Terraced/flat – House
- Semi-detached – House
- Detached – House

The number of bedrooms in a house affects the size of the pipe that will be used for the connection.

- 1 – 2 Bedroom property = 25mm pipe
- 3 – 5 bedroom property/3 storey property = 32mm pipe.

Where there is a requirement for sprinkler systems, the minimum pipe size will be 32mm.

**3.6** Please provide the address details that relate to the property that the connection is being made to.

## Note 4: Plumbing details

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

**4.2** Sprinkler systems should be designed to BS EN 12845:2004 and Amendment 2:2009.

**4.3** Unless otherwise agreed it is a condition of connection that all new premises connected must have a separate metered connection for billing purposes. Where we agree to a single connection to multiple occupied premises (typically flats and apartments) it is a condition of connection that the supply pipes and water meters are installed in accordance with the specifications as set out in Hafren Dyfrdwy's meter fitting installation requirements.

There are certain metering arrangements for multiple occupancy properties that need to be understood before the meters are fitted:

- Each separate occupiable premise and/or communal area in the property will be metered individually.
- The meters are provided by Hafren Dyfrdwy but in most cases will be fitted by the developer, however Hafren Dyfrdwy will fit the meter for a charge if requested. Only meters supplied by Hafren Dyfrdwy are permissible.
- At the "Quote acceptance" stage the developer needs to submit drawings of each floor identifying:
  - Each plot with plot number
  - Any communal and/or landlord area with a water supply
  - The proposed location of the each meter
- The site connection will not be progressed until this information has been provided and accepted. The Developer is required to provide us with amended drawings if any changes or additions are made to the number and/or position of the occupiable premises, landlord and communal supplies.

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