

# Application

## for a water supply for commercial properties



**This is an application for a new water connection(s) to United Utilities' existing water network. Please use this form if you're building a commercial development eg care homes, industrial units, offices, troughs or irrigation supplies etc. Please provide as much information as possible so we can process your application as quickly and as accurately as possible.**

To make things easy, you can download and save a copy of this form to your computer. You can then complete it on screen, before saving it and emailing it to us at: [DeveloperServicesWater@uuplc.co.uk](mailto:DeveloperServicesWater@uuplc.co.uk)

Alternatively you can print it and send it to us at: **United Utilities Developer Services, 2nd floor Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP.**

There are guidance notes at the back to help you to complete the form. If you need further help, please call us on **0345 072 6067**.

There is an application fee of £96 (including VAT) for the first connection, plus £40.80 (including VAT) for each additional connection. This is payable when you submit your application form. For ways to pay please see section 7 of the guidance notes at the end of this document.

Application fees are valid until 31 March 2021. Further information on our fees is available at [unitedutilities.com/charges-scheme](https://www.unitedutilities.com/charges-scheme)

## Section 1: Applicant (correspondence) address

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other ( <i>please state</i> ) <input type="text"/>		
Name	<input type="text"/>	Preferred contact no	<input type="text"/>
Company name	<input type="text"/>	Email	<input type="text"/>
Company number	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
Postcode	<input type="text"/>		
Who are you?	<input type="checkbox"/> Owner <input type="checkbox"/> Agent <input type="checkbox"/> Consultant <input type="checkbox"/> Builder <input type="checkbox"/> Plumber <input type="checkbox"/> Project manager <input type="checkbox"/> Developer <input type="checkbox"/> Self-lay provider <input type="checkbox"/> Other ( <i>please state</i> ) <input type="text"/>		

How would you like us to contact you?  Email  Letter

*Please note your quote will be sent to you at the above address/email.*

If you're not the owner of the property, please confirm you are acting on behalf of the owner/occupier/developer.

Please provide below the name and address of the owner/occupier/developer if different from above. We reserve the right to contact the owner/occupier/developer to verify you are working on their behalf.

If you are a self-lay provider working on behalf of a developer, you will need to provide a letter of authority from the developer giving you permission to act on their behalf.

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other ( <i>please state</i> ) <input type="text"/>		
Name	<input type="text"/>	Preferred contact no	<input type="text"/>
Email	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
Postcode	<input type="text"/>		

Is there anyone else you might want us to speak to about your application?

Yes  No

If yes, please provide details below.

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other ( <i>please state</i> ) <input type="text"/>		
Name	<input type="text"/>	Job title (if applicable)	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
Postcode	<input type="text"/>	Preferred contact number	<input type="text"/>
Email	<input type="text"/>		

## Section 2: Development details

Site name			
Address			
Postcode			
Has planning permission been granted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Planning reference		Council area	

Please attach a site location plan and a site layout plan showing the point of entry for your new water connection(s).

Is the land/property you are developing situated on a: Private road/street  Council owned road/street

If it's on a private road, please complete the landowner's contact details below:

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other ( <i>please state</i> ) <input type="text"/>		
Name		Preferred contact no	
Email			
Address			
Postcode			

## Section 3: Site details

a) What was the site previously used for? \_\_\_\_\_

b) I confirm that a site investigation has been undertaken. Yes  No

c) Has any ground contamination been identified on-site? Yes  No

**If yes, complete a Risk assessment for water pipes form and also provide a copy of the geological report for your site.**

d) Is it intended for chemicals/fuel tanks/oil etc to be stored on site? Yes  No

e) Has mains water been supplied to the site within the last five years? Yes  No

**If yes, you may qualify for a discount on the total cost of the new water supply.**

**Have the building/s on the site been demolished or due to be demolished? Yes  No**

**If yes, when (if known) \_\_\_\_\_**

f) Is a conversion of an existing property planned? Yes  No

Please provide the address of all properties that have been or due to be demolished/converted, please include the business name of any commercial properties that previously occupied the development site.

Name of business (if applicable)	Address	Postcode

g) Is your construction work notifiable to the Health and Safety Executive? Yes  No

If yes, please provide a copy of your F10 notice.

## Section 4: Proposed development

Type of development	How many	No of storeys
Shop		
Office unit/building		
Industrial unit		
Care home accommodation		
Sheltered housing accommodation		
Student accommodation		
School		
Hospital		
Irrigation system		
Agricultural trough		
Replacement of existing water supply		
Enlarge/re-route existing connection		
Temporary connection for building purposes		
Fire protection		
Other (please specify)		

What will the water be used for? \_\_\_\_\_

What date do you intend to connect the water supply? \_\_\_\_\_

Are you proposing to install a water reclaim or re-use systems (eg rainwater harvesting)?

Yes  No

If yes, please provide copies of the specifications.

## Section 5: Water usage and connection requirements

Please complete the sections below that are relevant to your development.

<b>5a) Details of connections required</b>				
You can apply for up to four water connections on this form. If you need more, please complete an additional form.				
Connection number	1st	2nd	3rd	4th
Building type eg retail units, sheltered accommodation, hospital etc				
Size of connection (mm) 25mm, 32mm, 63mm, 90mm or 110mm etc. Your plumber or mechanical engineer should be able to advise on this.				
Number of units in the building ie number of separate shops and offices.				
Number of landlord supplies required in the building.				
What will the landlord supply be used for ie concierge, cleaning, bin store, window cleaning etc?				

Connection number		1st	2nd	3rd	4th
Water fittings	Loading units	Number of fittings	Number of fittings	Number of fittings	Number of fittings
WC flushing cistern	2				
Wash basin in a building	1.5				
Wash basin elsewhere	3				
Bath (tap ¾"/20mm)	10				
Bath (tap >¾"/20mm)	22				
Shower	3				
Sink (tap ½"/15mm)	3				
Sink (tap >½"/15mm)	5				
Spray tap	0.5				
Bidet	1.5				
Domestic appliance	3				
Communal or commercial appliance	10				
Any other water fitting or outlet	3				
Flow rate required (l/s) – maximum					
Flow rate required (l/s) – mean (average)					
Flow rate (l/s) – peak					
Peak usage time for non-domestic use ie manufacturing (time of day and duration eg 1pm – 4pm = 3hrs)					
Please also let us know your operational hours/days					
<b>Meters</b>					
Meter type (enter relevant number from list below)					
1 Individually metered communal area	2 Individually metered in each unit	3 Single internal meter	4 Single external meter		

Do you require an output for an energy management system (pulse unit)? Yes  No

Please provide internal layout plans for each floor and schematic drawings for plumbing.

### 5b) Water storage

Will there be a cold water storage or pumping tank in any of the buildings on your development? Yes  No

What is the required capacity? \_\_\_\_\_ m<sup>3</sup>

What is the maximum inlet flow into the tank? \_\_\_\_\_ l/s

What type of valve will be used to fill the tank? Float  Solenoid

What size is the inlet pipe diameter to the tank? \_\_\_\_\_ mm

When will the tank generally be re-filled? Continually (demand driven)  During the day  During the night

## 5c) Water supply for firefighting

Do you require a separate supply for firefighting?

Yes  No

If yes, what type of system are you installing?

Sprinkler  Onsite hydrant

**Please provide information on the system including details of the manufacturer and installer of the system.**

What connection size do you require? \_\_\_\_\_ mm

What flow rate do you need? \_\_\_\_\_ l/s

*Please note: we do not guarantee water supplies for firefighting. You are advised to consider water storage for this purpose. For commercial properties a separate supply for firefighting will be required in addition to your drinking water supply.*

## Section 6: Water efficiency and sewer arrangements

Good news - if the buildings in your development are water efficient, you may be able to get a discount on the total cost of the new water connection for your property. Please complete the water fittings calculator at [www.thewatercalculator.org.uk/calculator.asp](http://www.thewatercalculator.org.uk/calculator.asp) and include the report and completion certificate with your application.

Please provide details for wastewater and surface water drainage for your development, this should be shown on your site layout plan (see section 2).

**Where will the wastewater drain to?**

United Utilities' sewer

Septic tank

**Where will the surface water drain to?**

United Utilities' sewer

Soakaway/watercourse/other

If you plan for your wastewater to drain to a United Utilities' sewer, and you've already applied for a connection, please provide our reference number \_\_\_\_\_

If you haven't already applied for a connection, let us know and we'll contact you to discuss it. Please contact me

## Section 7: Check list

**These are required for all applications:**

I have read the guidance notes and fully completed all relevant sections of this form.

I have enclosed both a site location plan and a site layout plan.

I have enclosed an internal layout plan for each floor and schematic drawings for plumbing.

I will pay by cheque.

OR – I would like to make payment by BACS, debit or credit card and would like you to contact me about payment.

**These may be required depending on your development:**

I have enclosed a Health and Safety F10 notice.

I have enclosed a schematic drawing for the firefighting system.

I have enclosed reclaim or re-use water specifications.

I have enclosed the certificate and results from the water fittings calculator.

For self-lay providers only - I have enclosed a letter of authority from my client.

# Guidance notes

## for a water supply for commercial properties

These notes relate to each of the numbered sections on the application form.

### 1: Applicant details

This section should be completed with the details of the person or company responsible for payment for the new connection(s). We will issue all correspondence to this address. If the applicant is not the owner, we will require the property owner's details to be completed.

If there is anyone else you might want us to speak to about your application, please include their name and contact details. This could be your partner, plumber, builder etc.

### 2: Development details

Please provide the address of your development.

#### Location map and site plan

Please provide a location map (including at least two road names for reference if possible) and a site layout plan – this should clearly identify the property, or properties, and surrounding area. It should also show the route of the pipework for water, wastewater and surface water within your boundary, and your preferred point of entry into the water main and public sewer (your plumber and drainage designer should be able to assist with this). If you need any help please give us a call on **0345 072 6067**.

Please advise if the land bordering your development where the proposed connection(s) will be made is owned by the council or is private land. If the land is private, you will need authorisation from the owner to carry out your works.

### 3: Site details

**a) to c)** Where sites have been previously developed or have been used for landfill, it is possible that contaminants could be present which could permeate plastic pipe affecting water quality.

These contaminants are generally associated with oil based products such as petrol or diesel. In these instances, it is a water regulation requirement that all pipes laid within the vicinity of the contamination both by the company and the developer shall be impervious to contamination. There are various pipes available often called barrier pipe. If the site is contaminated, you will need to complete a '**Risk assessment for water pipes**' form and include with your application, the form together with guidance is available on [unitedutilities.com/forms](https://www.unitedutilities.com/forms) under 'Water services'. **Please also provide a copy of your geological report**, this should have been provided as part of your planning application.

If the land isn't contaminated, please provide a copy of your desktop survey with your application, the survey is part of your planning application.

**d)** If you intend to store any chemicals on site this may also have implications on the type of pipework that needs to be installed. We recommend that you do not install any pipework until we've verified what material is suitable for your site.

**e)** Please provide details of whether the buildings previously on the site have been demolished or whether they are to be converted.

Details of what the site was previously used for are also required to ensure you are charged the correct infrastructure charges or given the correct level of infrastructure credit, if applicable. These charges help pay towards the cost of meeting future demand for water, specifically created by new developments. An allowance against water infrastructure charges will be made where there were properties supplied on the site within the last five years.

**g)** Health and Safety F10 notice, this is required if your construction work is notifiable to the Health and Safety Executive. This applies to projects where the construction work is expected to last longer than 30 working days and has more than 20 workers at the same time, or will exceed 500 person days. If this is the case for your development, please provide a copy of your F10 notice with this form.

## 4: Proposed development

Please let us know the type of development you are planning, we need this information to ensure we use the correct sized supply pipe. Please also let us know the indicative date you need your water supply connecting so your project runs to plan.

The VAT you will pay on the cost of your water and wastewater services will be dependent on the type or use of the buildings in your development.

### Water reclaim or re-use

Please indicate if a water reclaim or re-use (eg rainwater harvesting) system is to be installed. This is where non-drinking water or rainwater is to be stored and used for flushing toilets and other uses. Water reclaim systems must be inspected and signed off as compliant before a connection to the water main can be made, failure to advise us of installation may result in delays to your connection being made. To ensure that your water reclaim system complies with the Water Supply (Water Fittings) Regulations 1999, an inspection must be carried out by a Water Regulations Officer from United Utilities' Water Regulations team.

## 5: Water usage and connection requirements

Please confirm the size of the supply you require and the number of commercial premises being built, and any landlord supplies required. These are any water connections needed for taps in communal or service areas ie bin stores.

We also need a complete list of water fittings which you propose to install in the development, this includes any landlord supply fittings.

If the supply required is for process use we will also need confirmation of your operational hours and peak usage time. This information is essential as a large demand of water for process use would need to be modelled onto our water network to check we can supply the water required. It could delay your work if you don't provide accurate information with your application.

Please also confirm where you would like your meter located. We need this information so we can send you the correct specification drawing for the pipework you need to lay within your development, and the meter setup for each property. This will be sent to you with your quote. Depending on the type of development there are several options available. For multi-occupancy buildings eg offices, your meters can be installed in a communal area or within each office. For single occupancy buildings eg schools, your meter can be installed either in the plant room or externally at the boundary in a meter chamber. You can also request an energy management system (pulse unit) to be installed which enables you to read your meter remotely.

We also need full schematic drawings along with internal layout plans of each floor, this is so we can make sure the water system is designed correctly and won't cause issues for your development.

**5b)** Water storage facilities are recommended for multi-occupancy premises or any buildings with more than two floors. We recommend a minimum of half a day's storage to allow for any issues that could happen on the water network ie burst pipes.

If you're installing water storage and booster tanks, please also advise the size of the tank being installed, the size of the inlet valve, and the flow rate required into the tank. This will help us to establish if the size of the water connection you have asked for is suitable for your requirements, this means the flow will be sufficient and there will be no impact on water quality for the building.

**5c)** Please note, we do not guarantee water supplies for firefighting. We advise that you consider water storage for this purpose. For commercial properties a separate supply for firefighting purposes will be required in addition to your drinking water supply. We also don't upsize our network for supplies for firefighting.

## 6: Water efficiency and sustainable drainage

We offer discounts against the water and wastewater infrastructure charges that are payable when properties are connected to our networks. These discounts apply to buildings that are built to meet certain criteria for water efficiency and/or drain wastewater away from our existing sewerage networks.

### Water

If the buildings in your development are water efficient, you may be able to get a discount on the total cost of the new water supply for your property. If you fit water efficient fittings and appliances which mean the water use in the house will be 110 litres or less per person, per day, you will be eligible for the discount. To get the discount you will need to complete the water fittings calculator [www.thewatercalculator.org.uk/calculator.asp](http://www.thewatercalculator.org.uk/calculator.asp) and include the report and completion certificate with your application. A copy needs to be provided for each type of building.

### Wastewater

Sustainable drainage, such as soakaways and ponds, means surface water isn't channelled directly into sewers and watercourses which can help to avoid flooding. Properties built so surface water drainage does not enter the United Utilities' public sewer system may be eligible for a discount on the total cost of their wastewater connection.

Further information on infrastructure charges and how our discounts are applied is available at [unitedutilities.com/charges-scheme](http://unitedutilities.com/charges-scheme).



## 7: Check list

Please use the check list to make sure you have included all of the information required as the quote will be based on the information you provide in your application.

There is a fee for providing a quote which must be paid at the time of submitting the application form. You can pay by:

- **Cheque:** please make payable to United Utilities and enclose with your application. If you're emailing your form, write the site address including the postcode on the back of the cheque (so we can match it to your application), and post it to the address below.
- **Credit or debit card:** payment will need to be taken over the phone, we'll call you within three working days on the number provided in section 1.
- **BACS:** when we receive your application we will contact you within three working days with our BACS details and a reference number. If you already have our BACS details, it's important that you don't pay before you've received the reference number for this application. Please make sure you use this number as the reference for the transaction when making your transfer, otherwise we may not be able to match your payment to your form and this will slow down your application.

If, upon further investigation it is found that your development will need a new main(s) to be installed to service your site, additional application fees and design fees will be required. If this is the case, we will advise you and request payment for the additional fees.

When you've completed your application form, please save it and email it to us at:

**DeveloperServicesWater@uuplc.co.uk**

Alternatively you can print it and send it to us at: **United Utilities Developer Services, 2nd floor Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP.**

### About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.