

Application

for a new water supply for houses



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 house, a small number of houses, or replacing your existing water supply. 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

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 £115.20 (including VAT) for the first connection, plus £48.00 (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 2023. 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		Preferred contact no	
Company name (if applicable)		Email	
Company number			
Address			
Postcode			
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"/> 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.

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			

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		Job title (if applicable)	
Address			
Postcode		Preferred contact number	
Email			

Section 2: Development details

If the site is the same as the applicant's details above, please tick here.

Yes No

If no, please complete the details below.

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: 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 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

Section 4: Proposed development

Type of development	How many	No of storeys
New house/bungalow		
Temporary connection for building purposes		
Replacement of existing water supply		
Enlarge/re-route existing connection		
Listed building		
Domestic sprinkler	Yes <input type="checkbox"/> No <input type="checkbox"/>	

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 meters

Please tick where you would like your water meter fitted:

Internal – fitted inside the property, this will be read externally without the need to enter the property.

Wall mounted box – fitted externally onto the property outer wall.

For self-lay providers only – are you fitting the meters yourself (in line with our guidance)? Yes No

Section 6: Water efficiency and sewer arrangements

Good news - if the houses you're building 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 <https://wrcuucalculator.co.uk> 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 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 contaminated land assessment report (for contaminated sites only).

I have enclosed a schematic drawings for the sprinkler system.

I have enclosed reclaim or re-use water specifications.

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

Guidance notes

for a new water supply for houses

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.

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 meters

Individual meters will be installed to measure the water usage of all separately occupied premises. Under our metering policy our preferred option is to fit meters above the ground, which can be read remotely, this means we won't need to go into the property to get a meter reading.

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 houses you're building 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 100 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 <https://wrcuucalculator.co.uk> and include the report and completion certificate with your application. A copy needs to be provided for each type of house you're 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

7: Check list

Please use the checklist 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 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.