

Resourcing the world

A background image of water with a bokeh effect, showing bright, out-of-focus light spots reflecting off the surface of the water.

Guidance Notes

Capacity check

April 2016

Guidance Notes relating to Capacity check Applications

Veolia Water Projects Ltd. provides an optional Capacity Check service to assist developers in identifying any possible constraints that may be associated with servicing a development site. The Capacity Check can assist developers in understanding the potential costs and timescales involved in servicing a site prior to land acquisition or the submission of a planning application. Capacity Checks are available for both water and wastewater systems. The results of the Capacity Checks are for information only and should not be regarded as an approval or rejection of your proposals.

Level 1 – Preliminary Capacity Check

This is a simple check that will identify whether the required capacity is available adjacent to, or close to the proposed development. Should capacity not be available, you will be provided with an indication of the nearest point at which capacity is available.

It should be noted that a charge will be made for any repeat enquiries.

Where we are unable to identify a simple solution, you will be offered the option of undertaking a Level 2 Design Capacity Check.

We will endeavour to provide you with a written reply within 15 working days of receipt of a completed application. If we are unable to do this you will be contacted and given the reason why.

Important Note: *The results of the Level 1 Preliminary Capacity Check do not necessarily provide an identified solution for servicing the proposed development site. The Level 1 Check is aimed at simply providing an indication of whether capacity is available.*

Please refer to the application form for the fee required.

This service is only available for developments which are less than 500 units. The impact of a development greater than 500 units is substantial and the more extensive Level 2 Design Capacity Check (see next section) is required.

Should you wish to take advantage of this service, please complete the Capacity Check Application Form and forward, together with the appropriate fees and drawings, to the address shown on the form.

Level 2 – Design Capacity Check

This is a more comprehensive service. In addition to identifying the nearest point of capacity, (as per the Level 1 Preliminary Capacity Check) this service will identify the preferred solution for servicing the site. For example, detailed investigations will be undertaken to determine whether any upgrading works will allow a local connection rather than extensive off-site infrastructure.

Important Note: *As with the Level 1 Preliminary Capacity Check, this service does not provide indicative costs of the work required to service the site.*

We will endeavour to provide you with a comprehensive report within 25 working days of receipt of a complete application. If we are unable to do this you will be contacted and given a reason why.

Please refer to the application form for the fee required.

Should you wish to take advantage of this service, please complete the Capacity Check Application Form and forward, together with the appropriate fees and drawings, to the address shown on the form.

If you would like any further information on capacity checks, please contact:

Veolia Water Projects Ltd
PO Box 3920
Swindon
Wiltshire
SN5 1BW

Telephone: (0845) 1482909 – Option 3

Telephone

Operations and billing enquiries:

08451 482 909*

Mon-Fri 8:30am-4:30pm

A 24 hour emergency service operates outside of these hours please call: 08451 482 909

*Calls may be monitored or recorded for training purposes.

Email

Billing: tidworth.billing@veolia.com

Operational: tidworth.operations.vesuk@veolia.com

Website

www.veoliawaterprojects.co.uk

Veolia Water Projects Ltd, PO Box 3920, Swindon SN5 1BW

Registered office: Veolia, 8th Floor, 210 Pentonville Road, London N1 9JY

