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# S45 Guidance Notes

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New Water Connection Estimate

April 2020

# Guidance Notes

## Guidance Notes relating to Application for New Water Connection

Veolia Water Projects Ltd (VWP) provides water and sewerage services to domestic and commercial customers in the Tidworth, Ludgershall and Perham Down areas. Water mains are pipes that distribute water to a number of buildings in an area and are the responsibility of VWP. Connections to water mains are usually provided for individual buildings or properties and include a communication pipe and meter. The communication pipe is VWP's responsibility and usually runs between the main and the boundary of the street (as defined by the New Road and Street works Act 1991) in which the main is laid. The remainder of the Service Pipe (the supply pipe) is the customer's responsibility.

### Legislation

Section 45 of the Water Industry Act 1991 deals with the duty of the water company to make connections with the water main. All water connections to new or converted premises are metered in accordance with provisions in the Water Industry Act 1991.

### Scope of Guidance Note

These guidance notes will help you complete an application form for a new water connection. The application form can be found on the Developers and House Builders section of our website. The form should also be used if you wish to relocate existing supplies. For mains requisitions and on-site connections, mains diversions and self-lay requirements separate forms and guidance is provided. Please refer to our website notes for details.

Upon receipt of a completed application our Developer Services team will prepare an offer of terms to provide water connections to your development. The response time depends upon the complexity of the proposed works and sufficiency of the information that you have provided.

### Section A: Applicant's Details

Provide details for the person or company applying for a new water connection estimate. These details will be used for all correspondence relating to the application.

### Section B: Site/Survey Details

Provide a brief description of the proposal together with the address and postcode of the property for which the connection is required. Details of the sites previous water supply and demand history will help us to assess the effect that your proposal will have on the water distribution system for the area.

### Section C (Application S45a): New Connections and upsizing of existing connections

This section should be completed for all connections apart from relocations, separations, fire supplies and dedicated building water supplies. If this section does not apply leave it blank and proceed to Section D.

### Section C (Application S45b): New Domestic Property Connections

This section should be completed for connections to all domestic dwellings (apart from fire supplies). If you are not applying for any connections to domestic properties, leave this section blank and proceed to Section D.

### Section D (Application S45a): Relocation of an Existing Supply

Provide a plan showing the preferred point of entry for the new water supply and the location and size of the existing supply pipe. If this section does not apply leave it blank and proceed to Section E.

### Section D (Application S45ba): New Connections for Commercial Properties and other uses

This section should be completed for all connections required for any commercial purpose other than fire supplies or dedicated building water supplies. If this section does not apply leave it blank and proceed to Section E.

### Section E: Fire Supplies

If applicable, provide details of equipment you intend to use, the required connection size and flow rate. When the connection is to supply sprinkler systems in a residential property please request guidance on acceptable domestic fire sprinkler systems, prior to finalising your internal installation.

### Section F (Application S45a): Separation of common or shared supplies

Provide details of the new separate supply requirement and tell us which property is to retain the existing supply.

### Section G (Application S45a) / Section F (Application S45b): Water for Building Purposes

If required, provide details of your building water requirements and whether you are intending to use the supply as a permanent connection upon completion of the works. Where the supply is to be only temporary, a disconnection charge will be included.

### Section H (Application S45a) / Section G (Application S45b): Sewerage

If you are employing a WIAPS accredited plumber, your plumber can self-certify the new plumbing installation (VWP will undertake random spot checks on these installations). If you are not employing a WIAPS accredited plumber, VWP will need to undertake the water regulations inspection. Please use this section to advise which of the two scenarios applies.

### Section I (Application S45a) / Section H (Application S45b): Sewerage

Please advise if the development will connect to the public sewerage system either directly or indirectly (e.g. via a private sewer or drain).

### Section J (Application S45a) / Section I (Application S45b): Fittings Table

If applicable, please complete this table for commercial units, which will help us determine the new water supply demand and may also be used for calculating the infrastructure charges. You should also complete the table when a bulk connection is required to serve a block of flats or self-contained units, and a common billing agreement is to be entered into. For Brownfield sites (i.e. sites that have been previously built upon), Table 2 requests details of original fittings which will assist in reviewing previous water supply demand and enable us to calculate any infrastructure charge credits that may be due.

Demand figures for single houses and self-contained flats are derived from standard data.

## Guidance Notes

### Section K (Application S45a): Contamination Land

We need to assess whether there is a risk of contaminants in the ground that could result in contamination of the drinking water supply if certain specifications of pipe and materials are used.

### Section L (Application S45a): New Water Connection Location

We need to understand where you would like your connection. Please note, the actual location for the connection will be subject to the position of the existing water mains.

### Section M (Application S45a) / Section J (Application S45b): Checklist and Declaration

Make sure that you have supplied all the information required for a S45a application, including the development plans, Contaminated Land Check and the New Water Connection Location Form. Your Pre Construction Information to comply with CDM regulations, will be required if VWP are undertaking work within your site, however in the case of a S45b application, we will already have this. When VWP are carrying out work in the public highway only, that does not form part of your site, the Pre Construction Information will not be required. However, please note under the terms of the CDM Regulations 2007 you have a duty to provide us with all the information that you have available regarding any hazards or risks that may be encountered or affect our proposed works.

Please ensure that you sign and date the application. Completed applications are to be returned to the address below (also shown on the application form), together with the application fee. Cheques should be made payable to Veolia Water Projects Ltd.

### Queries

If you have any queries on completing either of the S45 application forms, you can contact us at:

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

- Telephone: (0845) 1482909 - Option 3

### What happens next?

In the case of a S45a application, a survey will be carried out to determine the extent of the work necessary in order to provide the connections, following which an estimate of costs will be prepared and issued. In the case of a S45b application, an estimate of costs will be prepared from the S41 mainlaying drawing and issued.

## Telephone

Operations and billing enquiries:

**03451 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](mailto:tidworth.billing@veolia.com)**

Operational: **[tidworth.operations.vesuk@veolia.com](mailto:tidworth.operations.vesuk@veolia.com)**

## Website

**[www.veoliawaterprojects.co.uk](http://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

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