

Application

for a water supply for flats and apartments



This is an application for a new water connection(s) to United Utilities' existing water network. Please use this form if you're building flats, apartments or multi-occupancy premises. Please provide as much information as possible about your requirements 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 complete the form. If you need further help, please call us on **0345 072 6067**.

A processing fee is payable if you decide work is to go ahead, this will be payable on connection and will be added to your quote.

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 (please state) <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"/>		
	<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"/> Other (please state) <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 (please state) <input type="text"/>		
Name	<input type="text"/>	Preferred contact no	<input type="text"/>
Email	<input type="text"/>		
Address	<input type="text"/>		
	<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 (please state) <input type="text"/>		
Name	<input type="text"/>	Job title (if applicable)	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
Postcode	<input type="text"/>	Preferred contact number	<input type="text"/>
Email	<input type="text"/>		

This who we'll contact for payment if you're paying credit card or BACS, and who we'll send the invoice to.	
Who will be responsible for paying for this service?	
Please provide all relevant company details including contact name, company name, address and company number	

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) Please tell us where you plan to get your water used during development from.

c) Is the development on a brownfield site? Yes ☐ No ☐

d) What pipe material are you intending on laying? _____

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

If the desktop study identified a site investigation report was required, we will need to see a copy of the report.
A Risk Assessment for Water Pipes will also need to be completed by a suitably qualified competent person.

f) Has any ground contamination been identified at the desktop stage? Yes ☐ No ☐

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

h) 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) _____

i) 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

j) 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
New flats/maisonettes		
House of multiple occupation (HMO) <i>(please state number of rooms)</i>		
Watering point/bin store <i>(delete as appropriate)</i>		
Temporary connection for building purposes.		
Replacement of existing water supply		
Enlarge/re-route existing connection		

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.

5a) Individually metered apartments only				
Please provide details on the water connections you need for your development. You can apply for up to four on this form. If you need more, please complete an additional form.				
Connection number	1st	2nd	3rd	4th
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 apartments				
Number of landlord supplies required in the building.				
What will the landlord supply be used for ie concierge, cleaning, bin store, window cleaning etc?				
Meter location	Internal to each flat <input type="checkbox"/> Communal area <input type="checkbox"/>			
Please provide internal layout plans for each floor and schematic drawings for plumbing.				
5b) Apartments with shared meters				
Please note, shared meters will only be allowed in student accommodation or premises which are wholly household or wholly non-household and have a shared hot water system. All other premises will require individual meters.				
Please provide details on the water connections you need for your development. You can apply for up to four on this form. If you need more, please complete an additional form.				

Connection number		1st	2nd	3rd	4th
Apartment block number					
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 apartments.					
Connection number		1st	2nd	3rd	4th
Number of landlord supplies required in the building.					
What will the landlord supply be used for ie concierge, cleaning, bin store, window cleaning etc?					
Water fittings	Loading units	Number of fittings	Number of fittings	Number of fittings	Number of fittings
Washbasin, hand basin, bidet, WC-cistern	1				
Domestic kitchen sink, washing machine* dish washing machine, sink, shower head	2				
Urinal flush valve	3				
Bath domestic	4				
Taps (garden/garage)	5				
Non-domestic kitchen sink DN20, bath non-domestic	8				
Flush valves DN20	15				
Flow rate required (l/s) – maximum					
Flow rate required (l/s) – mean (average)					
Please provide internal layout plans for each floor and schematic drawings for plumbing.					
<p>Management company - for developments where you will be installing a shared meter that will be dealt with by a management company, please provide their details. We will need this information before we can provide a quote.</p> <p>Please note that shared meters will only be allowed on wholly household or wholly non household premises with shared hot water systems or student accommodation.</p>					
Name of management company					
Contact name					
Address					
Postcode					
Telephone number					
Company registration number					

Do you require an output for an energy management system (pulse unit)?

Yes ☐ No ☐

5c) 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? _____ m³

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 ☐

5d) Water supply for firefighting

Are you installing a sprinkler system? Yes ☐ No ☐

If yes, please provide information on the system including details of the manufacturer and installer of the system.

Do you require a separate supply for firefighting/sprinkler systems? Yes ☐ No ☐

What connection size do you require? _____ mm

Section 6: Sewer Arrangements

Please provide details of the 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: Environmental Incentives

United Utilities offer environmental incentives for homes built to meet certain criteria.

Details of our environmental incentives and how to apply can be found on our website at unitedutilities.com/builders-developers/guidance/our-charges/new-connections-and-developer-services

Applications for environmental incentives must be made alongside this application.

Please tick the below box to confirm you want the development to participate in UU's environmental incentive scheme and that all relevant application information has been provided alongside this application form.

By not ticking this box you accept that the development does not want to be eligible for any environmental incentives. ☐

Section 8: 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 my site drainage plan ☐

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

I have enclosed my desktop study ☐

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 sprinkler system. ☐

I have enclosed reclaim or re-use water specifications. ☐

I have enclosed a site investigation report and risk assessment for water pipes ☐

Guidance notes

for a water supply for flats and apartments

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 f) 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/builders-developers/guidance/application-forms/application-forms-guidance/ 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.

g) 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.

h) 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.

j) 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

5a) Complete this section if you plan to put individual meters in the apartments in your development. Please confirm the size of supply you require, the number of apartments being built and any landlord supplies required. These are any water connections that might be needed for taps in communal or service areas ie bin stores.

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 apartment. This will be sent to you with your quote.

- 5b) Complete this section if you propose to have a shared meter on the apartment block, this is one meter for the building with a management company that will pay for the water used in the apartments. Please note that shared meters will only be allowed on wholly household or wholly non household premises with shared hot water systems or student accommodation. Please confirm the size of supply you require, the number of apartments being built, and any landlord supplies needed. These are any water connections for taps that are needed 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.

The meter can either be installed in the plant room or externally, in a meter chamber, at the boundary of the property. 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 and internal layout plans of each floor, so we can make sure the water system is designed correctly, and won't cause issues for your development.

Please provide the management company details. We will undertake checks to ensure the company is currently operating before we send the quote for the connection, and legal agreement for the water bill.

- 5c) 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.
- 5d) 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 purposes will be required in addition to your drinking water supply. We also don't upsize our network for supplies for firefighting.

6: Sewer Arrangements

We require accurate information about the drainage of your wastewater and surface water. We may contact you to request a drainage plan for your development.

7: Environmental incentives

United Utilities offer environmental incentives for homes built to meet certain criteria.

Details of our environmental incentives and how to apply can be found on our website at unitedutilities.com/builders-developers/guidance/our-charges/new-connections-and-developer-services

8: 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.