

# Mains call-off request form

5M

## Filling out this form

**This form can't be filled out online, so before you start to complete it, please make sure you follow these steps:**

1. Download the PDF to your PC (Save it locally, for example on your desktop)
2. Open it using Adobe Acrobat Reader, and fill it out  
(if you don't have Adobe Acrobat PDF Reader you can download it [here](#))
3. Save the completed version
4. Email it to us at [newmains@yorkshirewater.co.uk](mailto:newmains@yorkshirewater.co.uk)

**Please note:** the fee listed in this form is fixed until **31 March 2024**. You can find the most up-to-date version of this form at [yorkshirewater.com/developers/water/mains/](https://yorkshirewater.com/developers/water/mains/)



**This form is to request new water mains installation or diversionary works to be carried out by Yorkshire Water.**

There is an admin fee of £217 + £43.40 (VAT) = **£260.40** per call-off request, (one call-off per request), which will be invoiced to you shortly after we issue the work order to our service partner.

If you want to request any additional phases of work, you'll need to complete another mains call-off request form and pay an additional admin fee of £217 + VAT. The cost of any additional phases not included in your initial quote will be charged at the time of the request. These costs can be found in our New Connection Charging Arrangements: [yorkshirewater.com/developers/developer-services-charges/](https://yorkshirewater.com/developers/developer-services-charges/)

If you need any service connection quotes sending, please fill in and return our bulk order request form, which you can find at [yorkshirewater.com/developers/water/mains/](https://yorkshirewater.com/developers/water/mains/)

**Please note:** if you cancel this job within 48 hours of the planned date, or if your site does not meet our requirements when we arrive, we will invoice you a remobilisation fee of **£650** to cover the cost of standing our team down from the planned work. You will then have to complete another call-off request form to rebook the work.

If you're filling out a paper copy, please complete in **BLOCK CAPITALS** using blue or black ink.

## Your Details

Contact Name

Developer Name

Telephone number

Email address

Yorkshire Water Reference

Phase number being requested

- |  |     |    |
|--|-----|----|
| 1. The payment for the work has been received by us and the terms and conditions associated with the main scheme have been read and understood.                          | Yes | No |
| 2. The most recent design we have issued to you is the most up-to-date version of the site layout/design (if not, please delay this request and send us the new design). | Yes | No |
| 3. You have attached the most up-to-date design indicating the mains you require to be installed/diverted and a description has been provided below.                     | Yes | No |



Please provide details of the call-off request below

If a previous call-off was requested, was the main installed/diverted as per request? If less or more main was installed/diverted, please provide details of this below



YorkshireWater

## Declaration

I am confirming that I will pay the administration fee for this request at the point that I receive the invoice.

I understand that by agreeing to this declaration I am agreeing to the terms and conditions issued with the quote for the works.

I am also aware that I will be invoiced for any extra phases, which were not incorporated within the original request.

**By ticking this box I agree to the above declaration**

**Print name**

**Position in company**

**Date**        /        /



**Please email this completed form to:**  
[newmains@yorkshirewater.co.uk](mailto:newmains@yorkshirewater.co.uk)

**Or you can post it to:**  
Developer Services  
Yorkshire Water Services Ltd  
PO Box 52  
Bradford BD3 7YD

## If you need to get in touch



**Call the Developer Services team on 0345 1 20 84 82**

Our Developer Services office is open Monday to Friday 8am–5pm.



**Visit our website [yorkshirewater.com/developers/](http://yorkshirewater.com/developers/)**



**Tweet us [@YWHelp](https://twitter.com/YWHelp)**



**Write to us**

Yorkshire Water Services Ltd, PO Box 52, Bradford, BD3 7YD

## Other useful numbers

**Contact centre**

**0345 1 24 24 24**

(billing enquiries)

**Asian language**

**0345 1 24 24 21**

**Text telephone/minicom**

**0345 1 24 24 23**

**24 hour automated services**

**0345 1 24 72 47**

(meter readings and payments)

**Fax number**

**01274 372 800**

## How much could you save?



**Use our online calculator**

See how you could save water and energy around the home.



**Buy discounted water saving gadgets**

Water butts, shower heads and more – on our website.

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