

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
3. Save the completed version
4. Email it to us at newmains@yorkshirewater.co.uk

Please note: the fees listed in this form are fixed until **31 March 2026**. You can find the most up-to-date version of this form at 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 £565 + £113 (VAT) = **£678** per call-off request, (one call-off per request), which will be invoiced to you shortly after we issue the work order to our delivery team.

If you need any additional phases of mains work, you'll need to first complete a [follow-on mains phase quote request](#) to receive a quote for the additional phase. Once you have received your quote, you'll then need to complete another **mains call-off request** to book in the work. The costs for any additional phases will be based on the current [current charges](#) at the time of the request.

If you need any service connection quotes, please complete a [bulk order request form](#).

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, you will be charged a remobilisation fee of **£858** for the cost of standing our team down from the work. You'll then have to submit another call-off request to rebook the work.

The information you provide will be used solely in accordance with Yorkshire Water's [Privacy Policy](#). Please be aware, we may contact you to seek feedback on your experience with this service.

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

1. Your details

Are you the Developer Landowner NAV Consultant Other

If other, please specify

Full name

Company name

Company registration number

Phone number

Email address

Address

Town/City

Post code

Mains application 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 on the following page. | Yes | No |

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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

2. NAV sites

Please only complete this section if you are a new appointee or variant (NAV), or acting on behalf of a NAV. Otherwise, please go straight to section 3. A NAV is a company appointed by Ofwat to provide water and/or wastewater services in an area previously served by one water company.

Who is / will be responsible for the clean water network? Yorkshire Water NAV

If Yorkshire Water, we will invoice the relevant clean water infrastructure charges to the NAV. If you are not the NAV, please provide the NAV's details below, and attach **written authorisation** (letter or email) from the NAV confirming their liability for payment. We will not be able to proceed without this authorisation.

Full name

Company name

Company registration number

Phone number

Email address

Address

Town/City

Post code

Who is / will be responsible for the foul water network? Yorkshire Water NAV

If Yorkshire Water, we will invoice the relevant foul water infrastructure charges to the NAV. If you are not the NAV, please provide the NAV's details below, and attach **written authorisation** (letter or email) from the NAV confirming their liability for payment. We will not be able to proceed without this authorisation.

Full name

Company name

Company registration number

Phone number

Email address

Address

Town/City

Post code

Who is / will be responsible for the surface water network? Yorkshire Water NAV

If Yorkshire Water, we will invoice the relevant surface water infrastructure charges to the NAV. If you are not the NAV, please provide the NAV's details below, and attach **written authorisation** (letter or email) from the NAV confirming their liability for payment. We will not be able to proceed without this authorisation.

Full name

Company name

Company registration number

Phone number

Email address

Address

Town/City

Post code

3. 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.

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

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/



Tweet us @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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