Application to self-lay water main and service connections

Filling out this form

If you'd like to complete this application form online, please log in to our online portal: **developerservices.yorkshirewater.com/sign-up-sign-in**

To fill out this PDF application form, please open and complete it using <u>Adobe Acrobat Reader</u> and email your completed application to <u>newmains@yorkshirewater.co.uk</u>

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

Please note: the fees listed in this form are fixed until **31 March 2024**. You can find the most upto-date version of the form at **yorkshirewater.com/developers/water/self-lay/**

Please confirm you can provide the following documents with your application:

Site location plan (a plan showing where your site is and where the boundary is)

If SLP will design the works:

SLP design proposal (a PDF design in accordance with our Design and Construction Specification) Letter of authority from the developer formally appointing the SLP as designer

If Yorkshire Water will design the works:

Site layout plan (a CAD plan showing your site layout and any existing assets you're aware of)

Additional documents (if applicable)

Section 38 drawing, detailing any adoptable roads/footpaths

Sewerage proposal plan (if available)

Temporary site supply location plan (proposed location of your temporary building water supply)

Confirmation of request for consultation with the relevant fire authority

Details of any on-site water re-use systems (e.g. rainwater, borehole/spring or grey water)

Addresses and demolition dates of any properties demolished on site (if available)

Existing supply plan (a plan showing any existing supplies on site that need disconnecting)

Water calculator evidence (estimated water consumption per property)

Construction Design and Management (CDM) 2015 Requirements, including:

- Pre-construction information (i.e. site surveys / relevant parts of construction phase plan)
- Details of principal designer and contractor for the development (F10 notice)
- · Developer's project health and safety plan
- Risk Assessment Report

Contaminated land assessment, including:

- Completed Water UK Contaminated Land Assessment Form (CLAF)
- Geo-environmental report
- Pre- or post-remediation site investigation report

Legal easement drawing / right of access or wayleave drawing (PDF and CAD)

Details of any previous site water supplies

Please be aware, we may contact you to seek feedback on your experience with this service.



1

Initial information and terms and conditions

Your application to self-lay a new water main and service connections

This is an application to self-lay a new water main and service connections for a development site (typically involving a new road that will be built and maintained to adoptable standards).

If you're not building a new road as part of your development, please complete an application to self-lay new service connections to existing mains at **yorkshirewater.com/developers/water/self-lay**

Any self-lay provider (SLP) you employ to carry out contestable work must be accredited by Lloyd's Register under the Water Industry Registration Scheme (WIRS).

How long will it take to get a response?

We aim to send you confirmation that we've received your application within **5 calendar days**. Our response time to your application will depend on the site complexity, who is designing the main scheme and whether you have a valid **point of connection (POC) report**.

Site complexity*	Who's designing the works?	Response time (with valid POC report)	Response time (no valid POC report)
Non-complex	Self-lay provider	14 calendar days**	28 calendar days**
Non-complex	Yorkshire Water	28 calendar days	42 calendar days
Complex	Self-lay provider	21 calendar days**	49 calendar days**
Complex	Yorkshire Water	42 calendar days	70 calendar days

^{*} We'll let you know if we think your site is complex when we receive your application. To see what constitutes a complex site, please see Appendix E of the <u>Water Sector Guidance</u>.

What will we provide you?

Once we receive your completed application and payment, we'll provide you with a response containing:

- either acceptance/rejection of your design, if you're opting to design the mains scheme yourself (if the design is deemed unacceptable, our response will explain our grounds for rejection)
- a technical design, if you're opting for Yorkshire Water to design the scheme
- confirmation of contestable and/or non-contestable works, including (where applicable) details about how to carry out the under-pressure connection (UPC)
- a rundown of any network risks which may affect the source of water delivery date or method
- the delivery date or method
- a quote for the required works (which will be valid for 12 months from the date of issue).

What minimum information do you need to provide?

Before you start, please make sure that you can provide the required minimum information in your application, as laid out under the Codes for Adoption. You can find more details on minimum required information in Appendix E of the Water Sector Guidance: water.org.uk/water-sector-guidance-approved-documents/

Please note: if we receive incomplete or insufficent details, we won't be able to proceed with the assessment until you provide us with the information we need.



^{**} If we need to request changes to the SLP design, the time it takes you to respond will be added to this timescale.

What fees do you need to pay for this application?

You'll need to pay the **application fee** and either a **design checking fee** (if the SLP is designing the works) or a **design fee** (if you want Yorkshire Water to design the works).

Please note: you must pay both the application fee and the design / checking fee upfront when you submit your application. We cannot progress your application without full payment of both fees.

Please pay the relevant design / checking fee based on the <u>total number of properties</u> being developed. If you are a NAV, or applying on behalf of a NAV, please pay the NAV-specific design / checking fee. A new appointee or variant (NAV) is a water company appointed by Ofwat to provide water and/or sewerage services to customers in an area previously served by one water company.

Item	Charge	What the charge covers	When you need to pay	
Application fee	£277 + £55.40 (VAT) = £332.40	The cost of processing the application, doing a survey and producing a quote for the mains installation work	Upfront on submission of your application	
	<u>1-100 properties</u> £181 + £36.20 (VAT) = £217.20			
Design checking fee	101-200 properties £242 + £48.40 (VAT) = £290.40	The cost of reviewing	Upfront on submission of your application	
(SLP to design)	<u>201+ properties</u> £303 + £60.60 (VAT) = £363.60	design		
	NAV site £152 + £30.40 (VAT) = £182.40			
	<u>l-100 properties</u> £1,380 + £276 (VAT) = £1,656		Upfront on submission of your application	
Design fee	101-200 properties £1,740 + £348 (VAT) = £2,088	The cost of producing a		
(YW to design)	<u>201+ properties</u> £2,282 + £456.40 (VAT) = £2,738.40	mains scheme design to feed your development		
	NAV site £218 + £43.60 (VAT) = £261.60			

How to pay

Choose your payment method below

Credit/debit card - we'll contact you on the phone number you provide in this application to arrange payment over the phone.

BACS - to pay by BACS, the details are sort code: 57-49-55; account number: 111111111

Cheque - please enclose a cheque payable to 'Yorkshire Water Services Ltd.' with your application.

Credit/debit card BACS Cheque

(please include your site post code / BACS reference)



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

1. Contact details

Your details

Are you a Developer Landowner SLP NAV Consultant Other

If other, please specify

Full name

Company name

Company number

Phone number

Email address

Address

Town/City Post code

New Appointees (NAVs)

If you're acting on behalf of a NAV, please provide the NAV's company name

Would you like to authorise us to speak to anyone else about your application? Yes No

Is the recipient a Developer Landowner SLP NAV Consultant Other

If other, please specify

Full name

Company name

Company number

Phone number

Fmail address

Address

Town/City Post code



Please note: to draw up the S51A Agreement, we need the SLP's details and the developer's details as a minimum. If the landowner is different from the developer, or there are affected adjoining landowners, we will also need these details. Please indicate the land ownership details on your **site layout plan**.

SLP details

Are the SLP's details different to the details you've given us on the previous page?

Yes No
If yes, please provide the SLP's contact details below

SLP company name

Company number

Phone number

Email address

Address

Town/City Post code

SLP site contact details (if known)

Site contact name

Site contact phone number

Site contact email address

Developer details

Are the developer's details different to the details you've given us on the previous page? Yes No If yes, please provide the developer's contact details below

Developer company name

Company number

Phone number

Email address

Address

Town/City Post code

Site contact details (if known)

Site contact name

Site contact phone number

Site contact email address



Landowner details

Are the landowner's details different to the developer's details? Yes No

If yes, please provide the landowner's details below

Individual / company name

Registration number (if any)

Address

Town/City Post code

Affected adjoining landowner

Is there an adjoining landowner affected by your proposal? Yes No

If yes, please provide the landowner's details below

Individual / company name

Registration number (if any)

Address

Town/City Post code

If there are any other adjoining landowners affected, please provide their details on a separate document with your completed application.

Charges

Please let us know who you want the relevant payments/charges to be sent to:

Infrastructure charges, connection charges

Developer SLP

Deposit payable (if required)

Developer SLP

2. Site details

Site address (or closest existing address)

Address

Address line 2

Address line 3

Town/City Post code

Grid reference (centre of site): Easting Northing

Land registry number (if known)



Pre-development enquries

Have you previously submitted a Yorkshire Water pre-planning enquiry? Yes No

If yes, please provide your reference number

Have you previously submitted a Yorkshire Water point of connection enquiry? Yes No

If yes, please provide your reference number

Planning permission

Planning permission reference number (if available)

Planning permission approval date (if available)

Risks and hazards

We'll conduct a survey of the site when we receive your application. We may or may not need to visit the site to carry out this survey based on your requirements and the complexity of the site. We'll let you know if a site visit is needed once we receive your application.

If we need to visit the site, are there any known risks or hazards that we should know of?

Yes No

If yes, please provide details below

Site history

Is the site either a) on greenfield land, or b) previously used purely for housing? Yes No

If no, will you provide us with a completed Water UK Contaminated Land Assessment Form (CLAF)?

Yes No (If yes, please attach/enclose it with your completed application form).

You can find a copy of this form at <u>water.org.uk/guidance/contaminated-land-assessment-guidance</u>

If you cannot provide us with a completed Water UK CLAF, we will quote an uplifted cost for the barrier pipe needed per metre of pipe laying.

I have read and understood

Have there been any previous billable water connections on the site in the last 5 years? Yes No If yes, how many properties, and what type(s) of property, were connected?



Have any of the previous connections been disconnected? Yes No Not sure

If yes, what was the approximate date of disconnection (if known)?

If no, do you need any existing supplies disconnecting? Yes No Not sure

If yes, please provide the meter serial(s) or account number(s) if available (or attach separately).

Are there any properties that have been, or will be, demolished on site? Yes No

If yes, please provide the addresses of all the demolished properties and their demolition dates as a separate document with your completed application.

How many properties have been, or will be, demolished?

Expected water usage

Will the property/ies use 110 litres per person per day or less? Yes No Not sure

If yes, you may be entitled to a **20% discount** on your water and foul water infrastructure charges. You'll need to provide water calculator evidence (thewatercalculator.org.uk/calculator.asp) with your completed application to claim your discount. For more details, please see page 14 of this form.

3. Development details

What is the development type?

Building new properties Splitting existing property into multiple properties

Will the new road(s) being built be

Built and mainted to adoptable standards and gated not gated

Built and mainted below adoptable standards and gated not gated

How many phases will the road(s) be constructed in?

Do you have specific service strips? Yes No

If yes, please include these on your site layout plan.

4. Your requirements

Who do you want to design the mains scheme? SLP Yorkshire Water

Please choose a self-lay delivery method from the options below

Self-lay Option A (Off Site & Branch) – Developer will employ a self-lay provider to lay, chlorinate and test the water mains on site only. Yorkshire Water will carry out the off-site work and branch connections, including excavation and traffic management. Yorkshire Water will chlorinate and test the off-site water mains.

Self-lay Option B (Branch Only) – Developer will employ a self-lay provider to lay, chlorinate and test the water mains on and off site (all excavation and traffic management to be provided by the SLP). Yorkshire Water will carry out the branch connection.

Self-lay Option C (Chlorination & Branch) – Same as Self-lay Option B, but Yorkshire Water will carry out the chlorination and testing of the water mains laid (we would only use this option if the SLP is not accredited to do this activity).

Self-lay Option D (All Works by SLP) – Developer will employ a self-lay provider to lay, chlorinate and test the water mains on and off site (all excavation and traffic management to be provided by the SLP). The SLP will also carry out the under-pressure water mains connection (UPC).



If you are a NAV, or applying on behalf of a NAV, please choose from the options below. A new appointee or variant (NAV) is a water company appointed by Ofwat to provide water and/or sewerage services to customers in an area previously served by one water company. Please note: 'NAV Site Option A' is for Yorkshire Water to carry out all of the off-site works and is available on our NAV application form: yorkshirewater.com/developers/navs

NAV Site Option B (Branch Only) – Off site (on the public highway), the SLP will excavate the trench, lay the water main and reinstate the trench (all excavation and traffic management to be provided by the SLP). The SLP will also install the NAV metering arrangement. Yorkshire Water will carry out the branch connection.

NAV Site Option C (Branch & Metering) – Off site (on the public highway), the SLP will excavate the trench, lay the water main and reinstate the trench (all excavation and traffic management to be provided by the SLP). Yorkshire Water will install the NAV metering arrangement and carry out the branch connection.

NAV Site Option D (All Works by SLP) – Off site (on the public highway), the SLP will excavate the trench, lay the water main and reinstate the trench (all excavation and traffic management to be provided by the SLP). The SLP will also install the NAV metering arrangement and carry out the branch connection.

Under-pressure connection

Do you want the SLP to carry out the under-pressure connection(s) (UPC) as detailed in our Annual Contestability Summary? Yes No

If yes, what is the anticipated date of the UPC?

If yes, please also confirm the company name of the SLP

Yes

No

Please refer to section 11.14 of our Design and Construction Specification (DCS) to understand the requirements: yorkshirewater.com/developers/water/self-lay. You'll need to submit a formal request to make the UPC once the S51A Agreement has been entered into.

Service connections

Are there more than 500 plots?

· ·			
Number of houses			
Number of flats			
Number of non-household properties			
Total number of properties			
Anticipated date of first connection	1	/	
Please note: if you need water pressure of	of more t	han 15m head, you'll n	eed to install private pumps



32mm+ connections

Do you require any connections of 32mm in diameter or above? Yes No Not sure

Please note: most standard household properties only require a 25mm connection. You might need a larger connection if you're developing a block of flats or a large commercial property, for example.

If you answered 'Yes' or 'Not sure' to the above question, please complete the table below (if you have more than 4 plots/units, please copy this page and complete an additional column for each plot/unit).

Plot / unit no.	1		2		3		4	
Connection size (mm)								
Fittings	No.	Flow (I/s)						
Sink (standard)								
Sink (tap size >15mm)								
Wash basin (house/flat)								
Wash basin (elsewhere)								
Bath (tap size 20mm)								
Bath (tap size >20mm)								
Shower								
Bidet								
Spray tap								
WC flushing cistern								
Household appliance								
Commercial appliance								
Other water fittings								
Non-domestic appliances *	No.	Flow (I/s)						
Additional information								
No. of bedrooms								
No. of storeys								
Storage capacity (I)								
Peak flow (I/s)								
Estimated connection date								
Property type **								

^{*} We have a duty to provide a sufficient supply of water to household properties for domestic purposes i.e. drinking, cooking, central heating and sanitation. All other use is considered non-domestic, such as water for industrial or business use (including manufacturing processes, washing, cleaning and cooling) or agricultural use.

^{**} Property types: house, flat, hotel, care home, school, hospital, office, factory, warehouse, field, other.



Water supplies for commercial/industrial processes

Do you need a supply of water for commercial or industrial processes? Yes No If yes, please complete the table below.

Water for commercial or industrial processes						
Process no.	1	2	3	4		
Plot/unit no.						
No. of storeys						
Storage capacity (I)						
Peak flow (I/s)						
Daily water demand (m³/hr)						

Temporary supply of building water

Do you need a temporary supply of building water for construction works or staff welfare?

Yes No

If yes, please ensure you attach a **temporary site supply location plan** for your building water. We'll provide a quote for your temporary supply within 28 days of receiving your completed application.

Do you want to use one of the proposed permanent supplies as your temporary site supply?

Yes No

If yes, which plot do you want us to make the connection to for your temporary supply?

Do you need more than a standard 25mm temporary supply? Yes No

If yes, please provide the flow rate (I/s) below

Will you be using a retailer for your temporary site supply? Yes No

If yes, please provide details about the retailer below

Alternative water supply

Do you have, or intend to install, an alternative source of water other than that supplied by Yorkshire Water?

Yes No

If yes, please indicate the source of the alternative water supply:

Rainwater Borehole/Spring Grey water Other (please specify below)



Please note: regulation 5 of the Water Supply (Water Fittings) Regulation 1999 requires you to also notify the water regulations department for all types of commercial and industrial installations. All installations must be installed in accordance with the Regulations. We recommend using a WIAPS/WaterSafe approved plumber.

I have read and understood

Fire supplies

Do you need water specifically for firefighting purposes? Yes No

If yes, please provide the plot number(s)

The cost of fitting and installing the water meter will be covered by Yorkshire Water.

What type of firefighting supply do you need? Sprinkler Hydrant Other (please specify below)

Fire supply flow required (I/s) (please provide if you're requesting a fire supply)

if you need multiple firefighting supplies, please provide details on a separate document.

If the SLP is designing the scheme, please confirm you have consulted the relevant fire service about recommendations for fire hydrants on site

Yes No (If yes, please attach confirmation of your request for consultation with the fire service along with this application).

Fire supplies disclaimer

Yorkshire Water will, if requested, confirm if we are able to meet the flows and pressures for any proposed firefighting installation(s). Where the required flows and pressures can be achieved, we cannot guarantee that they can be sustained in the future. A decision to feed a firefighting supply directly from Yorkshire Water's mains network is the sole responsibility of the customer.

Yorkshire Water will not accept any liability for future expenses that may be incurred because of changes in the water mains pressures or available flows due to increased customer demands or any necessary reconfiguration or adjustments to the distribution network.

I have read and understood

Meter location

Before you select your meter location, please refer to our meter location policy at <u>yorkshirewater</u>. <u>com/developers/water/water-meter-locations-for-developers</u>

If you'd like to connect any monitoring equipment to your meters for data logging, you'll need to apply for a data cable to be installed after the meters have been fitted. You can find more information at yorkshirewater.com/business/data-logging

Please select your preferred meter location

- 1. Meter and chamber located at the highway boundary
- 2. Wall-mounted meter box with a stop tap/chamber at the highway boundary

Please note: all meter chambers and wall-mounted boxes must be WRAS-approved.

I have read and understood



On-site main diversions and disconnections

Is there an existing public water main on site that needs diverting or disconnecting?

Yes - Diversion Yes - Disconnection only No Not sure

Have you previously requested a diversion or disconnection of this, or any other, main on site?

Yes No

If yes, please provide your application reference number

5. Drainage and water re-use details

Do you know where the proposed sewers will be laid? Yes No

If yes, please attach a **sewerage proposal plan** with this application. The water network must be designed to our asset standard. If this clashes with the proposed sewer network, you'll need to submit a re-design/re-approval request form at a later date.

To make sure the subsequent property owners are correctly billed, please provide the following drainage details

What method will be used for foul water drainage? Public sewer Cesspool/Septic tank

What method will be used for surface water drainage?

Public sewer Soakaway Watercourse To ground/land

We will waive your surface water infrastructure charge if the final destination of the surface water for your property/ies is a **soakaway or watercourse** rather than an existing public surface water sewer. For more details, please see page 14 o this form.

Ground water and land drainage do not have a direct or indirect right of connection to a public sewer I have read and understood

Please specify the size of your site area from the bands below (≤ = up to and including; > = more than)

Band A: ≤ 500 m² Band B: ≤ 750 m² Band C: $\leq 1,000$ m² Band D: $\leq 2,000$ m²

Band E: ≤ 15,000m² Band F: ≤ 35,000m² Band G: ≤ 150,000m² Band H: > 150,000m²

Water re-use systems

Will there be any water re-use systems on site? Yes No

If yes, please provide details of your proposals (such as backflow protection and isolation provisions) and a list of properties that will use this system, and attach separately with your completed application.

6. Construction Design and Management (CDM) 2015

If your development is notifiable to the Health and Safety Executive (i.e., if construction is scheduled to last longer than 30 working days or 500 person days, or if there will be more than 20 workers on site at any one time), you'll need to provide us with an **F10 notice**.

Is your development notifiable to the Health and Safety Executive (HSE)? Yes No

If yes, please upload a copy of your F10 notice, and any other relevant pre-construction information, such as site surveys and the applicable parts of your **construction phase plan** (if available), with this application.



Assets future

Please answer if the SLP is completing the design

Has your design taken account of future inspection, maintenance and use requirements in relation to the assets being installed? Yes No

7. Further information

How we quote your charges

Quotes are issued to the applicant and are built up from the fixed charges published in our New Connection Charging Arrangements 2023/2024: <a href="mailto:yorkshirewater.com/developers/developer-

If you need us to re-issue a quote or re-quote or re-design a scheme, you'll need to put in the relevant request and pay the associated admin fee. You can find more information in section 2 of the Charging Arrangements.

Bespoke charges

Our published fixed charges do not cover the following special circumstances:

- complex or challenging works involving a certain degree of engineering difficulty (such as works in a dual carriageway, a road bridge or on a railway site)
- · easements to access new mains installed on third-party land
- · special fittings not listed in our Charging Arrangements.

Under the above special circumstances, we will issue a quote containing bespoke charges.

If we need to conduct a feasibility study to find out what methodology and costs are associated with a complex or challenging project, we'll let you know in advance. If you decide to continue, a non-refundable deposit will be charged via an invoice at the same time we issue the quote for the cost of the works. Please see our New Connection Charging Arrangements for more details.

Infrastructure charges and discounts

The standard total infrastructure charge is £306 per household property connected, based on an estimated water usage of 125 litres per person per day and surface water drainage to the public sewer network.

This consists of the following standard charges:

- Water infrastructure charge: £96
- Foul water infrastructure charge: £60
- Surface water infrastructure charge: £150

Please note that water and foul water infrastructure charges for non-household properties are calculated using a formula that puts the expected water usage of the property in ratio to a typical household property.

To promote environmental protection, we offer a **20% discount** on our water and foul water infrastructure charges if you can provide water calculator evidence (from thewatercalculator.org.uk/calculator.org.uk/calculator.asp) that your property/ies will use **110 litres per person per day or less**. We will also waive your surface water infrastructure charge entirely if the final destination of the surface water for your property/ies is a **soakaway or watercourse** rather than an existing public surface water sewer.

You may also be entitled to **infrastructure credits** if there has previously been a billable account(s) on your site/address within the last 5 years. An infrastructure credit is a waiver equal to an infrastructure charge (water or sewerage as applicable). For example, if you're building 5 new houses on a site where there were previously 2 houses billed for water/sewerage services in the last 5 years, you would only need to pay infrastructure charges for 3 of the new houses.



For a full breakdown of our infrastructure charges, credits and incentives, please see section 4 of our New Connection Charging Arrangements 2023/2024: yorkshirewater.com/developers/developer-developers/developer-services-charges

Council fees

We'll add to your quote the cost of any fees we pay to the local highway authority for permission to safely carry out roadworks. Council fees vary and are dependent on the amount of work being carried out. Please visit your local highway authority's website for more information on specific fees.

Retail competition

Under retail competition laws, most businesses and organisations in England may appoint a retailer to provide them with water and sewerage services. You'll need to appoint a retailer at least 8 days prior to connection. If you do not appoint a retailer yourself, one will automatically be assigned to you. For more information on retail competition, please visit open-water.org.uk

SLP responsibilities

The SLP is responsible for:

- installing new water mains and water meters
- routine in-line mains connections (including the initial piece-up to the YW branch main)
- · pressure testing the new water mains
- taking water samples for quality testing (test samples to be sent to approved UKAS lab)
- carrying out the under-pressure connections (if applicable), subject to our approval once the S51A
 Agreement has been signed by all parties.

I have read and understood

8. Declaration

I request that Yorkshire Water process my application based on the information I have provided and confirm all information is correct to the best of my knowledge.

Where the design has been produced by the SLP, I confirm that the SLP is accredited to complete the design and the design meets the requirements of Yorkshire Water's Design and Construction Specification.

Where I've requested for the design to be done by Yorkshire Water, I confirm that all supporting information has been provided to enable the design to be completed.

I understand that where details haven't been sufficiently provided, the application won't be able to proceed and I may encounter additional charges.

I agree that Yorkshire Water may use the supporting information provided for any purpose connected with this application and with the company's statutory Sewerage and Water undertakings, including sharing information with its service partner.

I understand that this application can be discussed with all parties incorporated within the application.

I am applying as the applicant or their representative and, by doing so, agree that I will be liable for the payment of any cost associated with this application.

By ticking this box I agree to the above declaration

Print nar	ne	
Position	in compa	iny
Date	1	/



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 <u>yorkshirewater.com/developers</u>



Tweet us <u>@YWHelp</u>



Write to us

三才 Yorkshire Water Services Ltd, PO Box 52, Bradford, BD3 7YD

Other useful numbers

Contact centre 03451242424 (billing enquiries)

Asian language 03451242421

Text telephone/minicom 03451242423

24 hour automated services 03451247247 (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.

4F



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