



BRISTOL
WATER

Developers' Charter

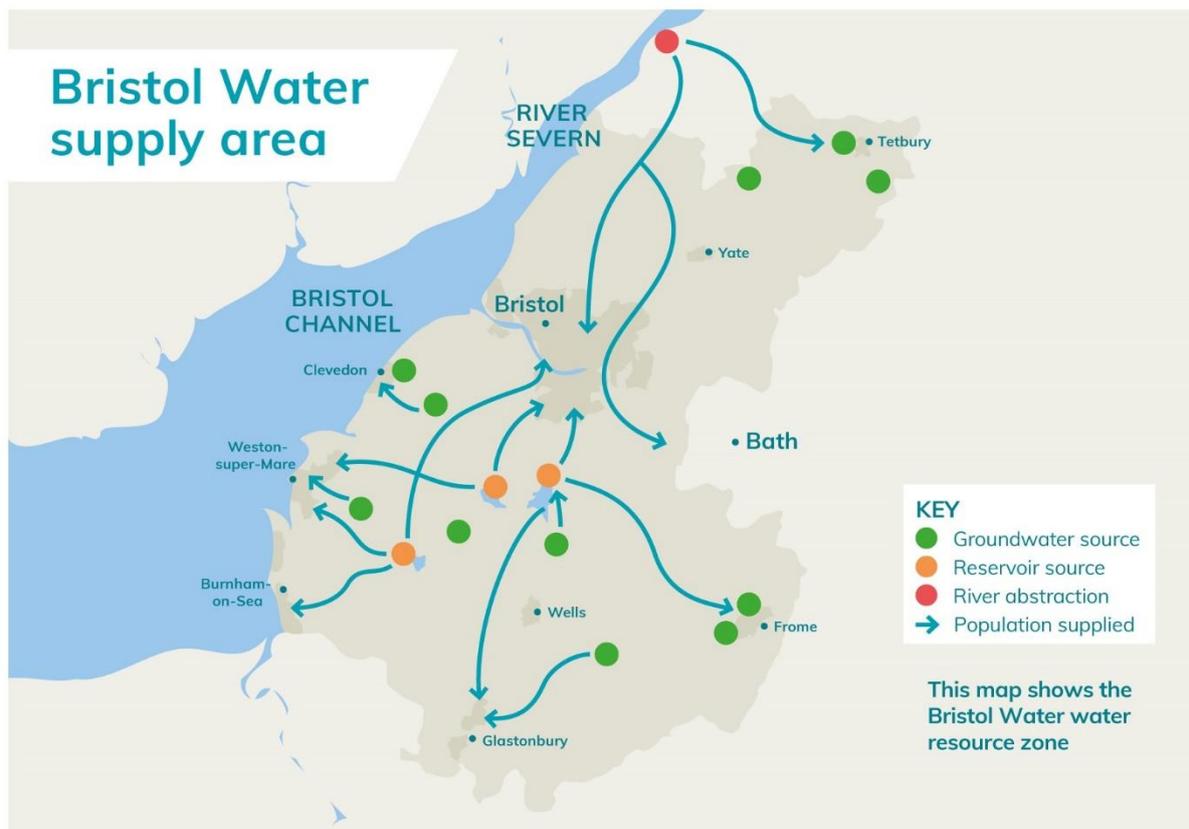
New Supplies, Requisitioned Mains, Self-Lay Mains and Services, Mains Diversions and Supply Disconnections

Contents

1. INTRODUCTION	3
2. GENERAL INFORMATION.....	4
2.1 Mains and Service Pipes – Definitions.....	4
2.2 How to Contact Us	4
2.3 Self-Lay or Requisition?	5
2.3.1 Requisition	5
2.3.2 Self-Lay.....	5
2.3.3 New Appointee (NAV)	5
2.4 Design Administration Fee	6
2.5 Complaints.....	7
3. SERVICES WE PROVIDE	8
3.1 Asset Plans.....	8
3.2 Basic Supply Strategy Enquiry	8
3.3 Water Mains Preliminary Design and Budget Costs	10
3.4 New Mains.....	
3.4.1 Application for Mains – Requisitioned Mains.....	12
3.4.2 New Mains Application – Self Lay.....	14
3.5 Mains Diversions	29
3.6 New Service Pipes and Connections	32
3.6.1 Service Connections Procured from Bristol Water	32
3.6.2 Self Lay Services	34
3.7 Supply Disconnections.....	37

1. INTRODUCTION

Bristol Water plc provides water to over 1.1 million people and businesses in an area of almost 2,400 square kilometres centred on Bristol. It is one of the largest water-only supply companies in the country. The area served is shown on the map below and includes the city of Bristol as well as the surrounding parts of Somerset, Gloucestershire and Wiltshire. (Drainage and sewerage services within Bristol Water's area of supply are predominantly provided by Wessex Water but other suppliers, including Severn Trent Water and Thames Water, also operate in the area.)



Bristol Water recognises that homebuilders and developers are vital to the growth and regeneration of our area, and we are committed to providing an efficient and cost-effective service to you.

Our dedicated teams are responsible for the provision of water supplies associated with all aspects of development. Whether it is a new housing settlement, a commercial development, or the building or conversion of individual homes, we are here to help. This Charter explains the different services that are available and the timescales that are placed on their delivery.

Included in this charter are tables that list exactly what a developer is required to submit or do in order for us to be able to provide each of the services. If the criteria for each application are met, your application will run more smoothly and will not be subject to delays.

We know that each development is unique but, by talking to us as early as possible, we can identify your needs and together ensure that they are met efficiently and on time.

This charter does not aim to provide in-depth information on each of the processes described within it, it merely outlines the services we provide and the timescale (in calendar days) we provide them in, as well as the information that has to be provided, or the activities that have to have been completed, by Developers, or those working on their behalf, to enable us to provide those services. Each section in this charter does, however, provide further details of the source of further information on the activities being discussed.

2. GENERAL INFORMATION

2.1 Mains and Service Pipes – Definitions

Within the water industry the terms “main” and “service pipe” have very specific meanings which do not always correspond to the definitions used by others.

When we use the term “main” we are referring to the larger diameter pipes that are owned and maintained by Bristol Water. They supply water to a number of properties and may run along a road, for example. Service pipes are generally smaller. They connect individual properties to the main. Part of the service pipe, known as the communication pipe, is owned and maintained by Bristol Water. This is normally the part between the main and the back edge of the road in which the main is laid. The remainder of the pipe, the supply pipe, is the responsibility of the owner of the property it supplies.

2.2 How to Contact Us

Enquiries from Developers relating to new mains, mains diversions, or the location or capacity of our existing apparatus should be directed to our Developer Interface Team, whereas enquiries from self-lay providers (SLPs) should be directed to our Development Services Team. Enquiries about new or replacement service connections, or disconnections should be addressed to our New Supplies Team. Our website, www.bristolwater.co.uk, contains information on many aspects of the provision of water for developments.

Escalations should be directed to Tim St John – Head of Development Services on 07920-265440

Enquiries about service connections or disconnections	Enquiries from SLPs	Enquiries from developers
New Supplies	Development Services	Developer Interface Team
0345 602 8022	0117 9638277	0117 9341224
newsupplies@bristolwater.co.uk	development.services@bristolwater.co.uk	developer.interface@bristolwater.co.uk
New Supplies Bristol Water plc Bridgwater Road Bristol BS13 7AT	Development Services Bristol Water plc Bridgwater Road Bristol BS13 7AT	Developer Interface Team Bristol Water plc Bridgwater Road Bristol BS13 7AT

2.3 Self-Lay, Requisition or New Appointee?

There are three routes open to developers wishing to have water infrastructure installed for a development site: the requisition route, the self-lay route and the NAV route. Brief explanations of the three alternatives are given below. Developers are free to choose whichever method best suits their needs.

2.3.1 Requisition

When mains are requisitioned, Bristol Water designs and installs them. The developer may choose to provide the onsite trench work, but all offsite trench work will be provided by Bristol Water. Developers pay the total cost of installing the mains. Once the main is operational Bristol Water connects the services onto the new main. Developers must install their own supply pipes, and may also install their own communication pipes, if they are to be laid within their site boundary. The developer pays Bristol Water to connect the supplies to the main.

More in-depth information relating to the requisitioning of mains, from our trench specification to details of the financial terms that will be offered, can be found in the Developments section of our website.

2.3.2 Self-Lay

Developers may choose to arrange for someone other than Bristol Water to design and install certain parts of the water infrastructure for a development. Organisations that install mains and services in such cases are known as self-lay providers (SLPs). On completion of the installation Bristol Water will adopt the mains and communication pipes – providing various conditions and standards are met. Under the charging Arrangements which apply from 1st April 2020 mains are adopted by Bristol Water at nil cost but a subsequent Income Offset payment is made by Bristol Water once a new property is connected to the mains.

SLPs can obtain accreditation through the Water Industry Registration Scheme (WIRS), which is administered by Lloyd's Register. SLPs working within Bristol

Water's area of supply must either hold the appropriate WIRS accreditation for the activities they intend to undertake or be prepared to go through an approval process, similar to that required by WIRS, to enable them to work solely within the Bristol Water area. Such a process may take several months. The cost of it will be charged to the SLP.

Developers who are considering or intend to self-lay mains and services in the Bristol Water area should read our Policy for the Self-Laying of Water Mains and Services, in which further relevant publications are also listed. Paper copies of our policy are available on request. Alternatively, it can be found on our website, in the Developments section.

2.3.3 New Appointee (NAV)

Developers may choose to appoint a New Appointee (NAV) who will design install and operate the infrastructure for your site. They will apply to become the service provider for the site area and will be responsible for the operation and maintenance of the on-site Assets. Bristol Water will be requested for supplying the site through a bulk supply connection.

2.4 Fees

Bristol Water charges a design administration fee for certain services. These fees are separate from the charges that are made for actually installing pipework. If a scheme proceeds to the installation stage, within a 12-month period, any design administration fees paid will normally be refunded.

The provision of quotations for new service pipes and service connections is free of charge, as is the provision of plans showing the location of our existing apparatus.

No charge is made for the provision of basic information relating to the likely supply strategy for developments either, providing that the provision of such information is straightforward. If we need to carry out investigation or undertake modelling work in order to give you an answer, then we may make a charge for this work. When payment is required for Basic Supply Strategy Applications the standard charge for the size of development being enquired about, as detailed below, will be payable.

Preliminary Mains Enquiries, Application for Mains forms (to requisition mains) or Self-Lay Applications in relation to mains should be accompanied by payment of the relevant mains application fee for every scheme, unless such a fee has previously been paid for that site as part of an earlier application. No fee is payable for Self-Lay Applications relating to services only.

Residential		Commercial/Industrial etc.	
Households	Fee	Peak Flow Rate	Fee
50 or fewer	£360 (£300+VAT)	Up to 2 l/s	£600 (£500+VAT)
51- 300	£1,080 (£900+VAT)	2.1 – 5 l/s	£960 (£800+VAT)
More than 301	£1,800 (£1,500+VAT)	More than 5.1 l/s	£1,200 (£1000+VAT)

If site comprises mixed household/non-household development, pay higher of above fees:

●Mains application Fees
If the developer of the site, or someone working on their behalf, has previously paid a fee, then an additional fee will not normally be payable.

Residential		Commercial/Industrial etc.	
Households	Fee	Peak Flow Rate	Fee
50 or fewer	£372 (£310+VAT)	Up to 2 l/s	£588 (£490+VAT)
51- 300	£588 (£490+VAT)	2.1 – 5 l/s	£900 (£750+VAT)
More than 301	£1,188 (£990+VAT)	More than 5.1 l/s	£1,188 (£990+VAT)

If site comprises mixed household/non-household development, pay higher of above fees:

●Design Fees
The following charge will apply to all application that require a mains design.

mains application and design fees are based on the number of standard household units or, for non-residential developments, the flow rate. The charge for mixed developments is the larger of the charge corresponding to the number of household units on the site and the charge corresponding to the flow rate required for any non-households on the site. Bristol Water reserves the right, particularly when enquiries seem speculative, to levy additional fees where the work involved in producing a scheme is exceptional

In cases where a development requires existing mains to be diverted, as well as new mains to be installed, no additional design administration fee will be levied for the diversion. Mains diversions that are separate from a new mains scheme will normally incur a standard design administration fee of £360+VAT, although this may be increased in line with the scope of the scheme. Fees for the provision of a preliminary design and budget estimate for the diversion of larger mains (generally those over 300 mm internal diameter) are determined on a case by case basis, following receipt of the request and relevant details from the developer. Such fees normally start at £2,500+VAT.

We prefer payment of design administration fees to be made by cheque. Please make them out to "Bristol Water plc Alternatively you can pay by BACS to a/c 80966860 sort code 30-62-96. Please include "dev servs fee" in the reference and send us a copy of the remittance advice.

Peak Flow Rate in litres per second	Fee
Up to 0.5	£300+VAT
0.6 – 2.0	£500+VAT
2.1 – 5.0	£800+VAT
5.1 – 10.0	£1,000+VAT
10.1 – 15.0	£1,500+VAT
More than 15.0	£2,000+VAT

Non-refundable design fees of £415 are payable for Self Lay Applications where the Self Lay Provider requests that Bristol Water undertakes the design for the site.

2.5 Complaints

Any complaint should first be raised with the Development Services Team for Self Lay Providers or the Developer Interface Team for Developers, we will acknowledge within 2 working days and we will do our best to resolve it immediately. If this isn't possible we'll make sure you receive a substantive response within 10 working days from the date of initial contact. If you are not satisfied with our initial response and you contact us again the Head of Development Services will review your complaint and respond within 10 working days of receiving the second contact. However should an issue not be satisfactorily resolved at this stage it can be referred to The Water Services Regulation Authority (Ofwat) who have powers to determine such disputes. They have set out the processes they will follow in exercising these powers in their guidance documents: "Process for handling disputes and appeals: requisitioning for water mains and public sewers and/or lateral drains and adoption of self-laid mains". Their contact details are below.

Water Services Regulation Authority
Centre City Tower
7 Hill Street
Birmingham
B5 4UA.

Tel: 0121 644 7500

Website: www.ofwat.gov.uk

Email: enquiries@ofwat.gsi.gov.uk

3. SERVICES WE PROVIDE

3.1 Asset Plans

We will provide you with a plan showing the indicative location and size of our water mains in and around the site you intend to develop. You can then assess the impact they have on your project, both from the point of view of providing a water supply, and also with regards to the possible need to divert mains that would be adversely affected by your proposals.

Provision of asset plans	
To receive the service, please provide: a clear indication of the area required.	Bristol Water will: provide an extract of our GIS record indicating company apparatus. <i>Target time: 14 days</i>
Application Fee: None	

3.2 Basic Supply Strategy Enquiry

Our existing mains network is not always able to cater for every new development without augmentation. Augmentation is rarely required in cases where fewer than six new dwellings are being constructed along an existing road in an urban area. If your development is not of this nature we would recommend that you submit a request for details of a basic supply strategy while your development is still in the initial planning stages.

We will provide you with a plan showing the indicative location and size of our water mains in and around your site. We will also carry out a brief examination of the existing demands on the network in the vicinity of your development, with a view to determining what the likely supply strategy would be for it, and the point of connection for any main required to service the site. Where we identify that augmentation works (such as new mains) will be necessary, we will give you a rough indication of their scope.

In some situations, we will not be able to rationalise the demands required in the locations specified without undertaking an in-depth investigation. In these cases, we will inform you of this fact.

Enquiries can be submitted online, via the Basic Supply Strategy form that is available on our website, or by writing to our Developer Interface Team (there is no alternative paper form, please include all necessary information in a letter).

Basic Supply Strategy advice	
<p>To receive the service, please provide:</p> <ul style="list-style-type: none"> • a suitable plan showing the extent and location of the site; • an indication of the number/type of units proposed; • an indication of the water requirements for any non-residential properties. 	<p>Bristol Water will:</p> <p>Provide:</p> <ul style="list-style-type: none"> • a written acknowledgement advising that the application is complete or that further information is required. We will advise if it is necessary to carry out further investigation before advising you of the supply strategy and confirmation of the required application fee. <p>Target time: 5 days</p> <p>Provide (where applicable):</p> <ul style="list-style-type: none"> • an extract of our GIS record indicating existing company apparatus; • advice on a basic supply strategy and, where applicable, an indication of whether or not any abnormal work will be necessary, e.g. off site reinforcements or the requirement to divert an existing main; • advice on how to apply for new mains and/or new supplies. <p>Target time: 21 days</p>
Fee: None	

Supply Strategy advice when an in-depth investigation is required	
<p>To receive the service, please provide:</p> <ul style="list-style-type: none"> • a suitable plan showing the extent and location of the site; • an indication of the number/type of units proposed; • an indication of the water requirements for any non-residential properties (i.e. peak flow rates and annual water consumption); • 	<p>Bristol Water will:</p> <p>Provide:</p> <ul style="list-style-type: none"> • a written acknowledgement advising that the application is complete or that further information is required. <p><i>Target time: 5 days</i></p> <p>Provide:</p> <ul style="list-style-type: none"> • an extract of our GIS record indicating company apparatus; • advice on a supply strategy for the development; • an estimation of any necessary augmentation works; • advice on how to apply for new mains and/or new supplies. <p><i>Target time: 21 days</i></p>
<p>Fee: None</p>	

3.3 Water Mains Preliminary Design and Budget Costs

If you are constructing more than one property and they are not all adjacent to an existing water distribution main, it is likely that a new water main will need to be installed before service connections can be made. In addition, if the mains network in the vicinity of your site does not have the capacity to supply your development, we may also need to augment our existing mains network.

A Preliminary Mains Design will identify, in greater detail than the response to a Basic Supply Strategy Application, the scope of the works required to supply your development. We will provide you with a plan of our preliminary proposals for all of the onsite mains that will be required to supply the development. We will also indicate any required offsite augmentation works and offsite mains. We will then provide an estimate of the costs you would have to make if you requisitioned the mains. For self lay applications we would also provide an indication of any charges that would be payable for non-contestable works that would need to be carried out by Bristol Water. While these estimates will be sufficient for budgeting purposes, they are unlikely to be identical to the final figures produced when you apply for mains.

If there is an existing water main that requires diversion (and you have provided us with sufficient detail, as per the diversion section of this Charter) we will incorporate the diversion proposals into the design and estimate that we provide.

There is a downloadable enquiry form that you can print-off from our website and post back to us or send electronically.

Preliminary mains design and budget cost	
<p>To receive the service, please provide:</p> <ul style="list-style-type: none"> • a suitable plan showing the extent and location of the site; • an indication of the number/type of units proposed; • an indication of the water requirements for non-residential developments, i.e. the required peak flow rate for each proposed connection; • a site layout drawing to a scale of at least 1:500 showing road layout and building locations; • payment of the appropriate application fee.. 	<p>Bristol Water will:</p> <p>Provide:</p> <ul style="list-style-type: none"> • a written acknowledgement advising that the application is complete or that further information is required <p>Target time: 5 days</p> <ul style="list-style-type: none"> • a preliminary mains design and indication of the likely total mains costs; • an indication of the likely costs payable if the mains were to be requisitioned; • details of the non-contestable costs that would be payable if the main was self-laid • further information on how to apply for mains; • further information on how to apply for service connections. <p>Target time: 28days</p> <p><i>(If the application is for over 500 dwellings or there are engineering difficulties in the design our Target time is 42 days.</i></p>
<p>Design Administration Fee: The standard fee, based on the number of dwellings/flow rate, is payable in advance if it has not previously been paid.</p>	

3.4.1 Application for Mains – Requisitioned Mains

Application for Mains forms can be downloaded from our website. Developers can download and print off a PDF version of the form to fill in by hand. If you require a paper copy to be sent to you, please contact our Developer Interface Team.

If you already know that your scheme will include a diversion you should include the information listed in the diversion section of this Charter with your application.

If it is not included we will contact you to request this information, which may delay your application.

Following receipt of your application, and if we have not already done so, we will carry out a feasibility check and design any new mains that are required. We will then provide you with details of our finalised design, information about the main laying process and the financial terms that will apply to the main laying. We will also contact the owner of the site in relation to gaining access to install the main and maintaining access to it in the future.

Where mains are to be laid in third party land or adopted highways, we may not always be able to meet the timescales below, as we are reliant on external parties and may also be bound by certain timescales set down in legislation. Nevertheless, we will do our utmost to ensure that main laying commences as early as possible, if this is what is required to meet a particular developer's programme; however, we do not normally schedule work, or issue notices to third party land owners or the highway authority, until any required contribution towards the cost of main laying has been received.

Developers are encouraged to either submit their Application for Mains as early as possible – if they have the necessary information and plans to allow them to do so – or alternatively submit a Basic Supply Strategy Application or Preliminary Mains Design Application in advance of the submission of an Application for Mains, and again as early as possible, if they want to be sure that any necessary, and possibly lengthy, investigations are carried out well in advance of the date on which a mains water supply is required. Such action will also ensure that anything with potential to hold up the installation of mains is identified well in advance.

.Mains design and production of financial terms for development sites (where mains are to be requisitioned)	
To receive the service, please provide:	Bristol Water will:
<ul style="list-style-type: none"> • fully completed Application for Mains form; • payment of the appropriate fee (if not previously paid); • detailed blank site layout plan(s) at scale 1:500, 1:250, 1:200 or 1:100 that shows at least two recognisable OS features or grid reference points plus building outlines, site roads etc; • an additional site layout plan(s) showing: <ul style="list-style-type: none"> - on-site drainage infrastructure; - the areas that are to be adopted as public highway; - your supply pipe layout (including boundary box/meter positions and point of entry to the properties); - the phasing of the installation; - any proposed service strips; - other utilities' proposed apparatus (if known); • a site investigation report including, where required, a chemical soil analysis. 	<p>Provide:</p> <ul style="list-style-type: none"> • a written acknowledgement advising that the application is complete or that further information is required. <p>Target time: 5 days</p> <p>Provide:</p> <ul style="list-style-type: none"> • a mains design layout including any requirements from the local fire service (whom we will contact) as well as any offsite mains or augmentation works, if required; • details of the total cost of the scheme and the financial contribution required from the developer for the new mains ; • specification for trench excavations; • a blank Indemnity Form; • details of what you need to do next to get the mains installed; • details of how to apply for service connections or progress applications that have already been made for service connections. <p>Bristol Water will also contact the owner(s) of the land in which mains are to be laid to serve any necessary legal notices on them.</p> <p>Target time: 28 days or, for schemes with over 500 plots or with engineering difficulties our Target time is 42 days</p>
Design Administration Fee: The standard fee, based on the number of dwellings/flow rate, is payable in advance if it has not previously been paid.	

Mains installation for requisitioned mains	
<p>To receive the service, please:</p> <ul style="list-style-type: none"> • indicate, in writing, which payment option you wish to choose • provide payment of the contribution towards the cost of main laying (where applicable); • respond to our Land and Property Manager with respect to the notice served on you (where applicable); • provide CDM information and contact details for your site agent if not previously provided (where applicable); • return a signed copy of our Indemnity Form (where applicable); • telephone the relevant Network Site Agent to arrange for the works to be included in our main laying programme. (This must be done at least 8 weeks in advance of when main laying is required). • provide pre-excavated trenches according to our specification and ensure that unrestricted access to them is available on the agreed dates or provide unrestricted access to the areas in which excavation and main laying is to take place (where applicable). 	<p>Bristol Water will:</p> <ul style="list-style-type: none"> • provide a written acknowledgement of receipt of the instruction/ contribution; <p>Target time: 14 days</p> <ul style="list-style-type: none"> • commence installation of the new mains; <p>Target time: 8 weeks (with a view to completing main laying within 90 days) - apart from in cases where legislation dictates that we provide longer notice periods to affected parties, in which case estimates of the anticipated start date will be provided</p> <ul style="list-style-type: none"> • arrange to attend site to meet with your site agent and discuss the main laying prior to its commencement. <p>Target time: to fit in with agreed installation date</p>

3.4.2 New Mains Application – Self Lay

The Self-Lay Application form should be completed by those who wish to self-lay the mains that are required for a development. The application is a combined application for both the mains and services on self-lay sites, so those that intend to self-lay both the mains and services need only complete a single application form.

Self-Lay Providers are only permitted to undertake contestable works; the remainder must usually be carried out by Bristol Water, unless specifically agreed in writing. The Self-Lay Application therefore also covers the requisitioning of the items that have to be installed by Bristol Water.

Those who wish to requisition all of the mains and only self-lay the services will need to fill out the Application for Mains form in relation to the mains and the Self-Lay Application form in relation to the services.

Following receipt of your application, and if we have not already done so, we will carry out a feasibility check. We will then design the required mains if requested or check the design that has been provided – SLPs may design any onsite mains, if they wish. Once a finalised design has been agreed we will estimate the cost of its installation and provide details of this and the other costs involved. We will also produce an adoption agreement for the main laying as well as a template for any required Deeds of Grant of Easement. The SLP will need to ensure that the appropriate parties sign the adoption agreement and any required deeds.

Once payment of any upfront costs has been made, and the agreement has been signed by all relevant parties, Bristol Water will schedule the installation of any mains that are to be installed by the company and, if applicable, submit notices to the highway authority and/or the owners of any land in which Bristol Water is to install apparatus. We are bound by certain timescales set down in legislation with regards to the length of these notices, so Developers/SLPs are encouraged to submit Self-Lay Applications and return payment and signed self-lay agreements as soon as possible.

The SLP will need to request an on-site pre-start meeting and also submit a series of notification forms to alert Bristol Water of the date on which they intend to start work generally, as well as the dates on which they intend to carry out specific activities. In some cases notification will need to be given before such activities can commence.

Once the mains have been commissioned the SLP should submit all relevant paperwork to Bristol Water so that the mains can be adopted.

Processing of Self-Lay Application and production of Legal Agreement for SLP designed schemes	
To receive the service, please provide:	Bristol Water will:

<ul style="list-style-type: none"> • a fully completed Self-Lay Application; • payment of the appropriate design administration fee (if not previously paid); • location plan(s) indicating: <ul style="list-style-type: none"> - a clearly marked site boundary; - existing utility apparatus; - north point and grid reference for the centre of the site; - any change in ground level; • detailed site layout plan(s) at scale 1:500, 1:250, 1:200 or 1:100 that show(s): <ul style="list-style-type: none"> - at least two recognisable OS features or grid reference points; - building outlines and plot numbers; - site roads; - the line of any proposed mains (including material and diameter); - all proposed fittings; - the locations of all service pipes and the diameter of any non-25mm pipes; - the location of all boundary boxes, wallboxes, manifolds etc; - the phasing of the water infrastructure installation; • additional site layout plan(s) showing: <ul style="list-style-type: none"> - the location of other services that are to be installed on the site; - areas that are to be adopted as public highway; - any proposed service strips; • a site investigation report including a chemical soil analysis, plan of the soil sample locations, details of contamination and site history; • a materials schedule (unless confirmation is provided, on the application form, that the materials to be used on the site will only be those listed on Bristol Water's Materials list); • land ownership details for the site and any adjoining land, including plans; 	<p>provide:</p> <ul style="list-style-type: none"> • written acknowledgement advising that the application is complete or that further information is required <p>Target time: 5 days;</p> <p>provide:</p> <ul style="list-style-type: none"> • either confirmation that the design has been approved or details of why it has not been <p>Target time: 14 days;</p> <p>provide:</p> <ul style="list-style-type: none"> • a legal adoption agreement and Deed of Grant of Easement (if required); • details of the cost of mains connections etc to be carried out by Bristol Water; • invoices for any payment(s) required; • information on what you need to do next. <p>Target time: 28 days</p>
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- copies of correspondence with the Fire Authority.

Design Administration Fee: The standard fee, based on the number of dwellings/flow rate, is payable in advance if it has not previously been paid.

Processing of Self-Lay Application and production of Legal Adoption Agreement for Bristol Water designed schemes

<ul style="list-style-type: none"> • a fully completed Self-Lay Application; • payment of the appropriate application fee (if not previously paid); • location plan(s) indicating: <ul style="list-style-type: none"> - a clearly marked site boundary - north point and grid reference for the centre of the site - any change in ground level; • detailed site layout plan(s) at scale 1:500, 1:250, 1:200 or 1:100 that show(s): <ul style="list-style-type: none"> - at least two recognisable OS features or grid reference points - building outlines and plot numbers - site roads - the locations of all supply pipes - the location of all boundary boxes, wall boxes, manifolds etc. - the phasing of the development; • additional site layout plan(s) showing: <ul style="list-style-type: none"> - the location of other services that are to be installed on the site - areas that are to be adopted as public highway; - any proposed service strips; • a site investigation report including a chemical soil analysis, plan of the soil sample locations, details of contamination and site history. <p>Once the proposed mains design has been provided please also submit:</p> <ul style="list-style-type: none"> • a materials schedule or confirmation that the materials to be used will only consist of those on Bristol Water's Materials list. 	<p>provide:</p> <ul style="list-style-type: none"> • a written acknowledgement advising that the application is complete or that further information is required; <p>Target time: 5 days;</p> <p>provide, if significant investigation is required:</p> <ul style="list-style-type: none"> • written acknowledgment of the likely completion date for the investigation; <p>Target time: 14 days;</p> <p>provide:</p> <ul style="list-style-type: none"> • a plan showing all of the mains to be installed by the SLP; • a legal adoption agreement and deed of grant of easement (if required); • details of the cost of any mains connections etc. that are to be undertaken by Bristol Water; • invoices for any payments due; • a Design Risk Assessment and plant information in relation to any offsite works that have been designed by the company but are to be installed by the SLP; <p>the company's Standard Arrangement drawing(s) (where applicable) for installations that are to be installed by the SLP but are not included in the COP/Adoption Code</p> <p>Target time: 28 days or, for schemes requiring significant investigation, as specified at the beginning of the investigation.</p>
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Design Administration Fee: The standard fee, based on the number of dwellings/flow rate, is payable in advance if it has not previously been paid.

Commencement of installation, by Bristol Water, of any required reinforcement works for self-lay sites

To receive the service please:	Bristol Water Will:
<ul style="list-style-type: none"> ensure that the legal adoption agreement has been signed by all parties; provide payment for the non-contestable works. 	<ul style="list-style-type: none"> commence main laying. <p><i>Target time: within 8 weeks for minor work, with a view to completing within 90 days). Specific estimates of the start dates for more major works will be provided.</i></p>

Self-lay Pre-construction Meeting and provision of spur connection

To receive the service please:	Bristol Water will:
<ul style="list-style-type: none"> contact the named Network Site Agent using the contact details provided to you; have any necessary consents – from, for example, the drainage board or Network Rail – available at the meeting. 	<ul style="list-style-type: none"> attend an on-site meeting to discuss the main laying; agree when Bristol Water will install the branch connection and temporary end washout at the connection point, if this is required. <p><i>Target time: 7 days</i></p>

Main laying

When self-laying mains please:	Bristol Water will:
<ul style="list-style-type: none"> notify Bristol Water at least 21 days in advance of the intended start date by filling in the Notification of Commencement of Main laying form available on our website; provide a programme of work to the named Bristol Water Network Site Agent, a week in advance, that details the location and nature of any work that is to be carried out, and the day on which the work is to be undertaken; ensure that a pre-construction meeting takes place before the commencement of main laying; 	<ul style="list-style-type: none"> return a signed copy of the Notification of Commencement of Main laying form to you, to confirm that installation work can start.

<ul style="list-style-type: none"> • ensure that a legal agreement has been signed by all parties prior to the commencement of main laying; • pay for any mains connections, etc. that are to be carried out by Bristol Water; • ensure you have received authorisation to commence main laying from Bristol Water. 	
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Commissioning and the connection of mains by Bristol Water	
To receive the service please:	Providing that any necessary reinforcement works required have been completed, Bristol Water will:
<ul style="list-style-type: none"> • ensure that all self-laid mains and fittings have been installed to the required standards; • complete and submit a Notification of Swabbing, Pressure Testing and Chlorination and Request for Sampling form at least 7 days in advance of when the work is to be carried out; • complete and submit a “Self-Lay Mains Connection” form at least 14 days in advance of the proposed connection date; • ensure that any necessary Deeds of Grant of Easement have been signed by the land owner and returned to Bristol Water; • provide accurate as-laid drawings; • provide written proof that the local fire authority is prepared to accept any alterations to the location of fire hydrants, if applicable; 	<ul style="list-style-type: none"> • verify that the mains installation is satisfactory and that the as-laid drawings provided are accurate, or request alterations if either are not; • attend site to observe the swabbing, pressure test and chlorination; • take water samples for bacteriological analysis. <p><i>Target time: 7 days</i></p> <ul style="list-style-type: none"> • piece up the connection (if the samples pass). <p><i>Target time: 14 days from sampling</i></p> <p>or</p> <ul style="list-style-type: none"> • inform the SLP that the samples failed; <p><i>Target time: 1 working day from receipt of results (normally 14 days from sampling)</i></p> <ul style="list-style-type: none"> • issue a vesting certificate.

<ul style="list-style-type: none"> • provide welding records and external beads for all relevant joints; • complete and submit a “Mains Connection Completed Notification” within 24 hours of connection. 	<p><i>Target time: 28 days from connection</i></p>
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Commissioning and the connection of mains by SLP	
<p>When making routine mains connections please:</p>	<p>Bristol Water will:</p>
<ul style="list-style-type: none"> • ensure you have completed the works to Bristol Water’s satisfaction, including the rectification of any defects; • complete and submit a Notification of Swabbing, Pressure Testing and Chlorination and Request for Sampling form at least 7 days in advance of when the work is to be carried out; • complete and submit a “Request for Mains Connection” form at least 10 working days in advance of the proposed connection date; • ensure that any necessary Deeds of Grant of Easement have been signed by the land owner and returned to Bristol Water; • provide accurate as-laid drawings; • provide written proof that the local fire authority is prepared to accept 	<ul style="list-style-type: none"> • verify that the mains installation is satisfactory and that the as-laid drawings provided are accurate, or request alterations if either are not; • attend site to observe the swabbing, pressure test and chlorination; • take samples for bacteriological analysis; <p><i>Target time: 7 days from receipt of request</i></p> <ul style="list-style-type: none"> • inform the SLP of the sample results, discuss the actual connection date and confirm that the connection can go ahead; <p><i>Target time: 14 days from sampling</i></p> <ul style="list-style-type: none"> • attend site to observe the connection;

<p>any alterations to the location of fire hydrants, if applicable;</p> <ul style="list-style-type: none"> • Provide a successful pressure test certificate for the main to be connected; • provide welding records and external beads for all relevant joints. 	<ul style="list-style-type: none"> • issue a vesting certificate. <p>Target time: 28 days from the connection date</p>
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3.5 Mains Diversions

Construction in the vicinity of our apparatus is strictly regulated to reduce the risk of damage to our mains and also to prevent our access to our mains, for repair and maintenance, from being compromised. If you believe that your development may affect one or more of our existing mains please contact our Developer Interface Team. If we think that your proposals may affect our apparatus we will inform you and request that you provide full details of your proposals as well as a design administration fee. We will examine the information provided, carry out any necessary investigations that are required to determine the exact location and depth of the main (for which additional charges may be levied), and the feasibility of diverting the main. If it will be possible to divert the main we will put together a design and estimated costs for the works.

Diversions can be incorporated into applications for new mains, whether they are self-lay applications or requisition applications, providing that any additional information relating to the diversion is included with the application. In such cases no additional fee is required for the diversion.

Developers are required to pay the full cost of any necessary diversionary works carried out by Bristol Water, although the design administration fee is generally taken into account when calculating the amount due. Developers who employ SLPs to undertake parts of the diversionary work will not receive payment for the work carried out from Bristol Water and will have to pay the full cost of any remaining parts of the diversionary work carried out by Bristol Water.

It is not always possible for us to divert certain pieces of apparatus. In these cases we will provide information and advice to help you to ensure that your proposals do not adversely affect our mains.

Basic Advice on a Diversion	
To receive the service, please provide:	Bristol Water will:

<ul style="list-style-type: none"> • a suitable plan showing the extent and location of the site and your proposals. You should include details of all proposed constructions as well as any changes in ground level or surface. 	<p>provide:</p> <ul style="list-style-type: none"> • an extract of our GIS record indicating company apparatus; • advice about whether our mains will need to be diverted or whether further information is required (either from you or via investigatory works) before we are able to ascertain this. • an indication of the cost of any investigatory works (if applicable) <p><i>Target time: 21 days</i></p>
<p>Fee: None</p>	

Design of Mains Diversion	
To receive the service, please provide:	Bristol Water will:
<ul style="list-style-type: none"> • a detailed site layout (preferably to a scale of 1:500) showing service strips, adopted highways and all proposed structures; • details of any proposals to either increase or decrease the cover or change the surface over any of our mains, either temporarily or permanently, (where applicable); • details of any abnormal loads that will be placed on our mains during your works, e.g. site traffic, especially in cases where the cover has been reduced (where applicable); • payment of the appropriate design administration fee (if a fee has not already been paid in relation to new mains); • payment to cover the cost of any required investigatory works, e.g. trial holes (where applicable and as advised). 	<p>provide either:</p> <ul style="list-style-type: none"> • a mains design layout; • details of the likely cost of any diversionary works; • specification for any trench to be provided by the applicant, and • confirmation of what you need to do next; <p>or</p> <ul style="list-style-type: none"> • confirmation that our mains will not be affected by your proposals. <p><i>Target time: -42 days</i></p>
Fee: £360+VAT or as notified for mains greater than 300 mm internal diameter	

Commencement of diversionary work on-site	
To receive the service, please:	Bristol Water will:

<ul style="list-style-type: none"> • provide a written instruction to proceed; • provide payment of the deposit; • provide details of your CDM Coordinator and Principal Contractor, where applicable. • provide site contact details and a programme for the main laying works (where applicable); • contact the relevant Development Services Engineering Manager to arrange for the works to be included in the main laying programme; • provide a signed Indemnity Form (where applicable); • provide pre-excavated trenches for the mains diversion, with unrestricted access for the main laying operations on the agreed dates (where applicable); • where excavation is required, ensure that there is unrestricted access for excavation operations on the agreed date, where applicable. 	<ul style="list-style-type: none"> • provide a written acknowledgement of receipt of the instruction/ contribution; <p><i>Target time: 7 days</i></p> <ul style="list-style-type: none"> • attend site to meet with your site agent and discuss the main laying (where applicable); <p><i>Target time: 14 days from when you contact our District Manager</i></p> <ul style="list-style-type: none"> • commence diversion of the existing water main(s). <p><i>Target time: 8 weeks from receipt of payment</i></p>
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3.6 New Service Pipes and Connections

Developers may choose to either procure service connections from Bristol Water or employ an accredited SLP to undertake the work. The process for each route is slightly different.

3.6.1 Service Connections Procured from Bristol Water

Developers should apply for these using our Application for Supply form. These can be filled in and submitted online. A printable version is also available on our website. If you would like a paper copy to be sent to you please contact our New Supplies Team.

We will agree the routes of your service pipes and the location of the connections and meter positions. We will meet with you if required. Our New Supplies team will then provide you with a quotation for making the connections. That quotation will be based on the connection charges and infrastructure charges as detailed in our Current Charges Scheme. The connection charge includes the cost of

administration related to processing each new connection, which is equivalent to the non-physical connection charge applied for self-laid connections. In a minority of situations, where it is difficult to reasonably predict the costs that are likely to be incurred, we may provide an estimate, with either a refund being made or a further invoice raised once the work has been carried out.

Once the connection has been made and provided that the Infrastructure charge has been paid to Bristol Water we will arrange to pay the Income Offset payment to the applicant. We will connect your service to our main, either in a trench provided by you (on-site) or in a trench excavated by us (adopted highway and certain other situations).

Quotation for new Service Connections	
To receive the service, please:	Bristol Water will:
<ul style="list-style-type: none"> • complete and submit an Application for Supply form; • provide a suitable layout plan, showing service pipe(s) including the point of entry into the building and the meter position; • provide a site investigation report, including a chemical soil analysis where required. 	<ul style="list-style-type: none"> • meet you onsite to discuss your proposals (where applicable); <p><i>Target time: 7 days</i></p> <ul style="list-style-type: none"> • provide a quotation or estimate for the service connection(s); • provide details of Infrastructure Charge that will be payable; • provide a drawing that shows where all pipes are to be brought out to (for offsite connections only). <p><i>Target time: 14 days except in certain cases where additional investigations need to be carried out, or costs need to be obtained from third parties (e.g. highway or drainage authority) when the target will be 28 days</i></p>
Fee: None	

Inspection of Installation (for compliance with Water Regulations)	
To receive the service please:	Bristol Water will:

<ul style="list-style-type: none"> • install the service pipe from the stop tap within the property out to the point indicated on the drawings provided to you (when the connection is to be made to an off-site main) or the point of connection (in the case of onsite mains); • contact our New Supplies team (by telephone) to inform them that your supply is ready for inspection 	<ul style="list-style-type: none"> • carry out a site inspection of the supply pipe installation for Water Regulation compliance and check location in relation to proposal drawing. <p>Target time: 7 days;</p>
<p>Fee: None for first inspection (£65 is payable where re-inspections are needed because sites were not ready or installations did not comply with the relevant Regulations).</p>	

Installation of Communication Pipe (where applicable) and connection	
<p>To receive the service please:</p>	<p>Bristol Water will:</p>
<ul style="list-style-type: none"> • pay for the service connection(s); • ensure the pipe(s) have successfully passed the inspection • provide pre-excavated trenches for the service(s) where agreed, with unrestricted access for the service laying and/or connection operations on the agreed dates. 	<ul style="list-style-type: none"> • connect the service(s). <p>Target time: 14 days (unless longer notice is required to be given to a highway authority or landowner, and providing that a fully commissioned main is available to connect to).</p>

3.6.2 Self Lay Services

Developers can choose to self-lay and connect most services. They may do this regardless of whether or not they self-laid the mains to which the services are to be connected. The connection of larger supplies - as well as any other connections that put existing customers at risk - must be carried out by Bristol Water, however.

Developers/self-lay providers who wish to apply to self-lay services should complete the Self-Lay Application Form that is available on our website. This is the same form as the one used to apply to self-lay mains; indeed developers/self-lay organisations who wish to self-lay the mains and services need only submit a single self-lay application form. Hardcopies of this form are available on request.

Bristol Water will check the design, if one has been provided, and liaise with you if any amendments to the design are required. We will then produce a Self-Lay Adoption Agreement and send it to you. You will have to circulate copies of this to all relevant parties for signature and then return them to us.

You will be sent an invoice for the non-physical connection and infrastructure charges associated with the proposed connections. If, on your application form, you indicated that the period during which connections were to be made was going to be quite extended we may send a series of invoices as the development proceeds.

You will need to provide notification of when you intend to connect-up services ten working days in advance of the proposed connection date, so that any necessary inspections can be carried out and authorisation for the connection provided. Payment of the necessary non-physical connection charge and Infrastructure charges become due at the time of connection. Following completion of each connection you should submit a Notification of Completed Service Connection Form so that we have all of the information relating to the connection.

Once a connection and all relevant charges have been paid Bristol Water will organise payment of the Income Offset payment within 28 days.

Processing of Self-Lay Application for services and production of Self-Lay Agreement	
To receive the service, please provide:	Bristol Water will:

<ul style="list-style-type: none"> • a fully completed Self-Lay Application; • location plan(s) indicating: <ul style="list-style-type: none"> - a clearly marked site boundary; - north point and grid reference for the centre of the site; - any change in ground level; • detailed site layout plan(s) at scale 1:500, 1:250, 1:200 or 1:100 that show(s): <ul style="list-style-type: none"> - at least two recognisable OS features or grid reference points; - building outlines & plot numbers; - site roads; - the locations of all supply pipes; - the location of all boundary boxes, wall boxes, manifolds etc; - the location of all communication pipes (optional); • a site investigation report, including where necessary a chemical soil analysis, a plan of the soil sample locations, details of any contamination and site history; • land ownership details for the site and any adjoining land through which services are to be laid (where applicable), including plans. 	<p>provide:</p> <ul style="list-style-type: none"> • a written acknowledgement advising that the application is complete or that further information is required. <p>Target time: 5 days;</p> <p>provide:</p> <ul style="list-style-type: none"> • a legal adoption agreement; • an invoice for the non-physical service connection costs and infrastructure charges. • Income Offset payment <p>Target time: 28 days or, for schemes requiring significant investigation, as specified at the beginning of the investigation.</p>
<p>Fee: None</p>	

Connection of Service Pipe	
When connecting up service pipes please:	Bristol Water will:
<ul style="list-style-type: none"> • complete and return a “Notification of Service Connection” Form to our New Supplies team, at least 14 days in advance of the intended connection date: • make payment of the relevant non-physical connection and infrastructure charges for the connections that are to be made. • ensure you have received authorisation to proceed with the connection; • complete and return a “Notification of Completed Service Connection” form to our New Supplies team. 	<ul style="list-style-type: none"> • inspect the installation for compliance with Water Regulations; • provide a written acknowledgment that the connection can be carried out

3.7 Supply Disconnections

If an existing supply is no longer required it must be permanently disconnected. Requests for disconnections must be made in writing by the owner of the property supplied. A fee may be charged for disconnections on development sites. The standard fee will normally be charged for smaller diameter service pipes (bores of up 40mm/1.5”). Where a charge is applicable, the disconnections of larger pipes will be carried out at cost; estimates will, however, be provided beforehand.

Bristol Water will arrange for the supply to be cut off and for all charges to the bill-payer to be stopped.

Supply Disconnection	
To receive the service please:	Bristol Water will:

<ul style="list-style-type: none"> • request that the supply be disconnected, in writing; • confirm that you are the owner of the property supplied or provide written confirmation from the owner that indicates that they wish you to act on their behalf in this matter; • provide the body number of the meter on the supply to be disconnected, or provide some other means of identifying the supply to be disconnected; • pay for the disconnection (where applicable). 	<ul style="list-style-type: none"> • provide an estimate of the cost of any non-standard disconnections; • stop all charges to the bill-payer's account; <p><i>Target time: 7 days</i></p> <ul style="list-style-type: none"> • disconnect the supply; • invoice the applicant for the disconnection costs (where applicable). <p><i>Target time: 8 weeks</i></p>
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