



New Connections  
**Getting started**

The water experts

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# About this guide

This guide is designed to help you apply for a new water and / or sewerage connection for your development. It explains which application form to use, where to send it and what to expect after you submit your application.

Generally speaking, you will need to apply to us at Business Stream for most new connections. The exception is if your development is for domestic builds.

For more information please see [where to apply](#).

Our [application forms](#) come as editable interactive PDFs.

Each form comes with its own helpful checklist, so you can be sure you include all the required details and drawings. There are also [guidance notes](#) to make the process easier.

## Help and resources

Planning and executing a new water supply and drainage system can be complex. It's important to make sure you have the right support.

If you don't have professional expertise on hand, take the pressure off by having Business Stream's trusted team act as your one stop shop. We can project manage your new connection from start to finish. To contact our new connections team, email us at [newconnection@business-stream.co.uk](mailto:newconnection@business-stream.co.uk) or call 0333 207 9703.

We also have unrivalled experience in designing, laying and upgrading water mains, sewers and associated works to current water industry standards. If you want to discuss what we can do for you, contact [solutions@business-stream.co.uk](mailto:solutions@business-stream.co.uk)

Completing a development impact assessment (our [Form E](#)) in advance of submitting any other connection applications can help confirm there is capacity to accommodate your proposals and avoid learning about potentially significant issues further down the line. Alternatively Business Stream will be happy to help you even before you are ready to complete and submit an application. We welcome pre-application discussions and these can often identify and resolve issues early. If you want to discuss what we can do for you, contact [solutions@business-stream.co.uk](mailto:solutions@business-stream.co.uk)

Other useful links:

- [Latest edition of Water for Scotland](#)
- [Latest edition of Sewers for Scotland](#)
- [Water byelaws](#)
- [UKWIR \(United Kingdom Water Industry Research\)](#)

# Where to apply?

## At Business Stream we handle applications for:

- Water and waste water connections for all business properties (including business elements of a mixed development)
- Building water for commercial (non domestic) developments only. Sometimes there will be an existing meter used, but an application should still be completed to ensure Business Stream is aware of the meter(s) being used
- Development impact assessments (DIAs)

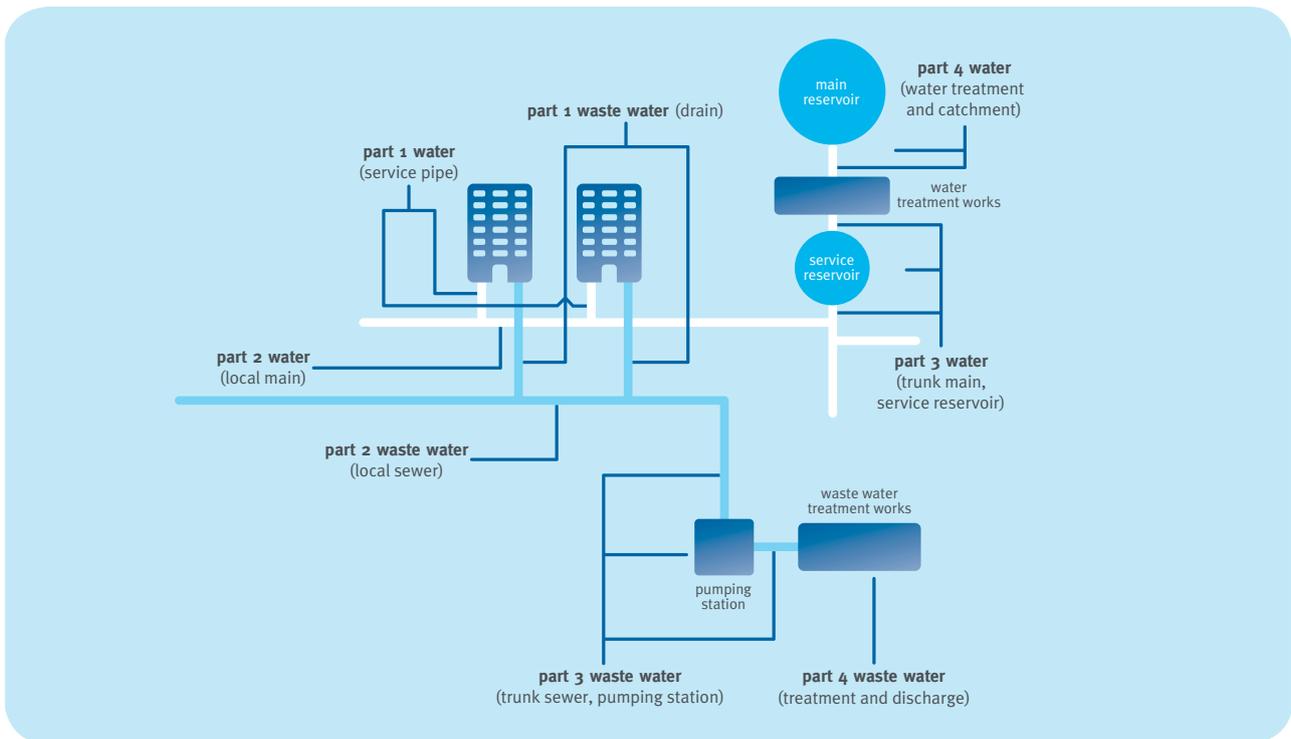
## You should apply to Scottish Water if your development involves:

- Domestic house developments (including single or self-builds)
  - Mains diversion or mains upgrades on Scottish Water mains
- Please note, we have a team of experts that can do this for you. Contact us on **0333 207 9703** for more information.

If your property will have both domestic and non-domestic connections, you'll need to apply to both **Scottish Water** and **Business Stream**.

# Which form to use

The forms you should complete depend on the type of connection you need, as well as any extensions to the existing water and waste water network that your development might require. Each part of the connection requires an application to be completed. The diagram below highlights the different connection parts:



There are six application forms:

- **Form A:** Application for a permanent water connection (see **part 1** in diagram above).
- **Form B:** Application for a waste water / sewerage connection (see **part 2** in diagram above).
- **Form C:** Application for new water infrastructure and plot(s) connection for industrial/commercial development(s) (see **part 3** in diagram above).
- **Form D:** Application for a sewer mains / trunk sewer / waste water system and associated plot(s) connections (see **part 3** in diagram above).
- **Form E:** Application for a development impact assessment.
- **Form J:** Application for a temporary water connection or for building water and site accommodation (commercial).

Remember you can complete development impact assessment (our **Form E**) in advance of submitting any other connection applications to confirm there is capacity to accommodate your proposals and avoid learning about potentially significant issues further down the line.

# Completing your application

You can download the forms via the links on [page 5](#) as editable PDFs. You can save your form as you go along, so you don't need to complete it all at once.

Each form comes with its own [guidance notes](#). Please use these to help you fully complete the forms.

If you're still unsure about what to include, you can contact our new connections team at [newconnections@business-stream.co.uk](mailto:newconnections@business-stream.co.uk) or 0333 207 9703.

The first section of each form is a checklist of items that need to be included with your application, such as site location plan, technical drawings, etc.

Remember, if you don't have professional expertise on hand, our water and waste water solutions team can help with collating data for an application or producing any drawings as part of the project management service. Please get in touch with us at [solutions@business-stream.co.uk](mailto:solutions@business-stream.co.uk)

Please make sure that:

- You have gone through the checklist and have supplied all the items required.
- Any scanned information or drawings are clear and legible.
- Your application complies with the the latest editions of [Water for Scotland](#) or [Sewers for Scotland](#) guidelines.
- You supply any preliminary research done by Scottish Water in developing your connection designs (this is important because we do not have access to Scottish Water's records).

**Supplying us with all the information will help us to give you the best possible service and achieve a quicker connection.**

# Payment

Please ensure you provide direct debit details on the relevant section of your form. Payment will be taken in two stages:

- An application fee may be taken to cover administration costs.
- Payment for the balance for your work will be taken once you accept your quote.

**Building water** can be charged for in two different ways:

## Metered water

- Where the site is already provided with a meter, water for construction purposes may be charged at metered water rates. Business Stream will contact the owner of the meter to check that you have been given permission to use their water. *Please ensure you have checked that the size of the existing connection and meter will meet your consumption needs.*
- A temporary connection with a meter can be installed. The charges for this will include the cost of disconnection. Where a new metered supply has been applied for, payment in advance is required. Your quote will include the first of these payments. The initial advance payment will be calculated based on the expected duration of your development and the size of the meter requested. Your meter may be read at regular intervals throughout the development period and may be used to estimate any further advance payment(s). At the end of the development your final read will allow us to do a final reconciliation. This may result in a payment being due to Business Stream or alternatively we will reimburse you where any overpayment has been made.

## Unmeasured

- Where there is no existing supply on the site, the appropriate unmeasured charge can be made. Your building water will be charged as a percentage of your estimated building cost. This percentage varies according to the type of building works. Ready-mix concrete is deductible from this cost.

For further information on how charges are calculated, see [Our full charging statement](#).

# Submitting your application

You can submit your application electronically, together with the required drawings and calculations. Email them to [newconnection@business-stream.co.uk](mailto:newconnection@business-stream.co.uk)

Please note that paper applications are no longer accepted. **Please submit via email.**

# What happens next?

## Step 1: We'll assess your application within 5 days

Once your deposit has been arranged / paid we will review your application to make sure it's complete.

If we need any more information, we will contact you. You will be given your reference number at that point to use when contacting us in the future.

Once we're satisfied that your application is complete, we will pass it on to Scottish Water.

## Step 2: We'll get back with your quote within 33 days

Once Scottish water have reviewed your application we aim to get back to you within 33 business days from receiving your complete application for Form A and C applications, 25 business days for form D applications and 15 business days for form J and E applications. In a few cases, Scottish Water may request a development impact assessment, to check there is capacity in the local water network to meet your development's needs. Scottish Water reserves the right to reject any application if there is insufficient capacity.

## Step 3: You should respond in 60 business days

Your quote will come with a response form. Use this to accept, defer or reject your quote. You can choose to defer your quote for up to one year. Building water connections can only proceed when payment has been made in full. Permanent connections can only proceed when the building water has been paid in full or you have presented evidence that no building water has been used from Scottish Water's network.

If you accept your quote, you should provide proposed dates for track inspection and for your temporary or permanent water and / or sewerage connections. We will pass your proposed dates to Scottish Water who will then confirm these with you.

## Step 4: Your track inspection will be scheduled

You need to give us ten days notice.

A track inspection is carried out by Scottish Water when you are ready for your connection and have laid all the required pipe work from the site boundary to the Scottish Water main.

It's your responsibility to give us prior warning of pressure testing and disinfection of new water pipework above 32mm in diameter. This is so that the testing date can be confirmed with Scottish Water. If you don't provide these dates, there may be a delay to your connection and you may need to repeat disinfection.

For your sewer inspection to be scheduled, you must provide a risk assessment and method statement. You should give us ten business days notice before making your sewer connection. This is so that Scottish Water can visit the site and confirm the connection is complete. Once this is done you will be issued with your permit.

# What happens next?

continued

## Step 5: We'll arrange your connection

We will ask Scottish Water to contact you directly to confirm the date you have requested for connection. Scottish Water must carry out the connection within 14 days of testing, assuming that any pressure tests and samples required have passed.

You are responsible for making the sewer connection, but please note this must be inspected by Scottish Water and if successful a permit will then be issued.

## Step 6: You will supply us with 'As Laid' drawings

To comply with The Operational Code we will ask you for these once we've had confirmation that the connection is made. These are required for new mains or permanent water and sewer connections (excluding standard <32 mm water connections).

# Before connection: your responsibilities

## You are responsible for:

- Excavation
- Provision of materials
- Exposing the public main
- Statutory notices, such as road opening
- Making your sewer connection

Or, we can project manage all of this for you. For more information contact [solutions@business-stream.co.uk](mailto:solutions@business-stream.co.uk)

Before your track inspection and connection to the water main, you need to ensure that:

- You have accepted your quote and arranged payment.
- All conditions mentioned in your quote have been met.
- Your development's plumbing complies with [water byelaws](#).
- You provide evidence that you have passed satisfactory pressure testing and mains disinfection for non-standard water connections (Business Stream will invite Scottish Water to witness this).
- All the enabling work has been completed (or you have provided evidence that it will be completed before the connection date).
- Building water has been paid for or you have provided satisfactory evidence that no water has been used from the Scottish Water network.

## Inspection date

It is your responsibility to give us prior warning of pressure testing and disinfection of new water pipework above 32mm in diameter. This is so that the testing date can be confirmed with Scottish Water. If you don't provide these dates, there may be a delay to your connection and you may need to repeat disinfection.

For your sewer inspection to be scheduled, you must provide a risk assessment and method statement. You should give us ten business days notice before making your sewer connection. This is so that Scottish Water can visit the site and confirm the connection is complete. Once this is done you will be issued with your permit.

## Making your connection

Scottish Water will contact you directly to arrange connection. Scottish Water must carry out the connection within 14 days after receiving the pressure test results and samples.

Remember you may need to supply As Laid drawings within 20 business days of connection date. **(see Step 6)**

# Process diagram for application forms A, B, C & D



# Process diagram for application forms E & J

