

# Form A guidance

**business stream**

A SCOTTISH WATER COMPANY



## Guidance Notes

These guidance notes are designed to help you complete:  
Form A – Application for a permanent water connection.

### Important

We can only schedule your water connection AFTER:

- acceptance & payment been made for water & sewer

Please use Water for Scotland latest version to develop or check your plans. This document sets out the design standards Scottish Water will use to assess your water mains and services. Please visit Scottish Water website for a free PDF copy.

From 1 April 2013 you will have to have the necessary accreditation when seeking approval for non-standard (>32mm) connections. Find out more at [www.lr.org/en/utilities/water-industry-registration-scheme-wirs-wirsae](http://www.lr.org/en/utilities/water-industry-registration-scheme-wirs-wirsae)

Need some help? We provide an end-to-end service, managing everything from design to final connection – including this application process.

Do you require a quote from our Solution's team? Contact us to discuss your needs on **0333 207 9703** – option 1

## Customer details

## Section 1

Please provide your full details to make it easy for us to contact you. We need to know whether you are the owner of the site, the contractor developing the site on the owner's behalf, or the future occupier.

### Details of main contact

Please provide contact details of any person coordinating the development, who is best placed to act as our regular contact throughout the project.

### Billing details

Please ensure you tick the appropriate box for customer / main contact / occupier to receive the invoice for the water connection.

**PDE** – Please provide the PDE reference number relating to your site which has been confirmed. This will have been provided to you by Scottish Water and is required before your application for a new water connection can be made.

**Associated applications** – If you have made a sewer application in advance of your water please supply your reference number

**Waste Water** – Please also indicate how your development proposes to manage waste and surface water for your development.

**Planning reference numbers** – Please provide any planning reference numbers related to your development. These are made available by your local authority. Please only apply once approved.

**UPRN / SAA number** – Where a UPRN or SAA reference number are not available please select the appropriate option of give details under other

(The SAA Reference Number will only be available after a property has been rated and can be obtained from the Scottish Assessors Association website – [www.saa.gov.uk](http://www.saa.gov.uk). UPRN availability will vary depending on the specific council planning department and should be available at building warrant granted stage and can also be obtained from the One Scotland Gazetteer website – [www.onescotlandgazetteer.org.uk](http://www.onescotlandgazetteer.org.uk).)

**Existing building** – If you require a water connection for an already existing building, please provide your supply point ID (SPID) – this appears on your water bills.

If your development includes domestic premises, you must apply separately to Scottish Water (**not Business Stream**) for the domestic elements.

**New Property Address:** As the property will be liable for water usage charges You must supply the full postal address and postcode of your site. The Land Registry can provide your postcode. If you don't supply this, your application may be delayed.

**Multiple tenancies:** For multiple occupancy sites, please use **Appendix B** of the form to provide details of all the occupiers. This is so we can ensure the infrastructure is laid in a way that allows for occupants to be billed separately in future, if required. If you don't yet know who the occupants will be, please tick 'Not yet known' and leave the remaining fields blank.

### Phasing

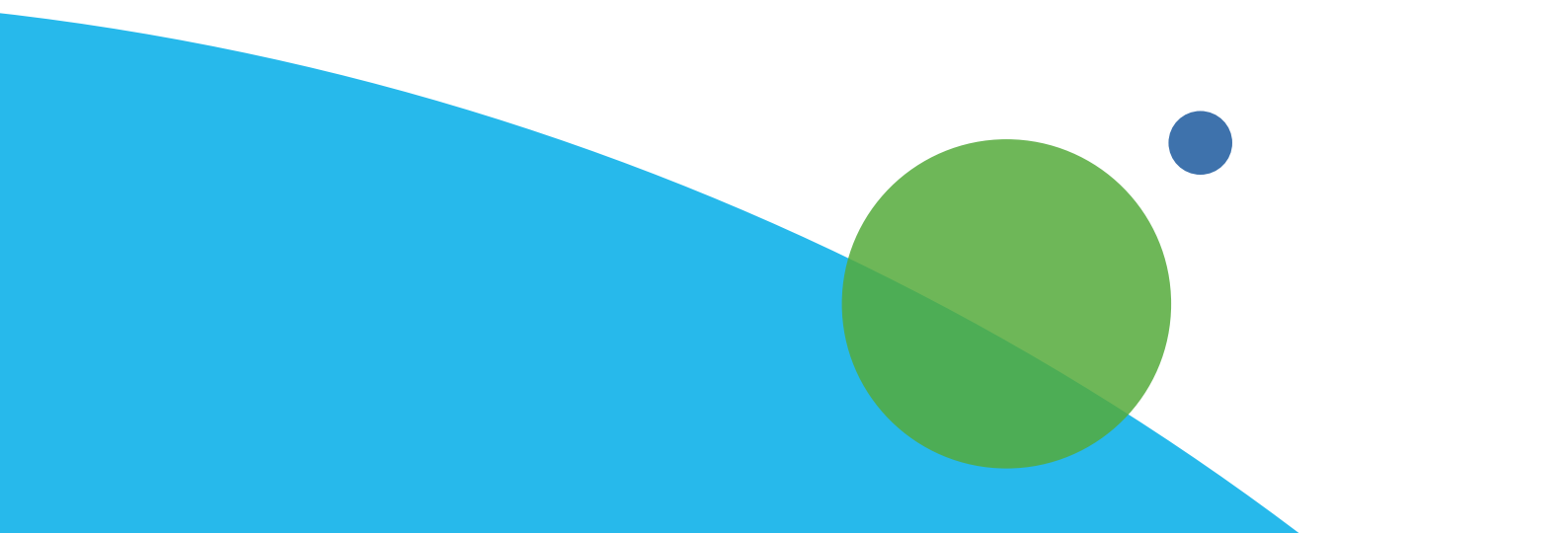
2.1

If this is only 1 phase of a larger development it's important that you confirm this within the application.

### Facilitation

2.2

Your development may require a water facilitation main as well as a plot connection to a singular or multiple property. It's also important to know if a facilitation is an advanced installation and if so how many plots will be served of this. This allows Scottish Water via Business Stream to gain a better understanding of your development.



**When are you starting your development:** Its vital we know when your project is due to start so we can help meet the target of your connection date (date of works to commence)

### Connection pipe size

Your engineer's design calculations should identify the size of pipework required. This is usually (but not always) one size up from the required meter size – for instance, a 15mm meter would need a 25mm pipe.

If you are likely to extend or upgrade your development in the future, it is useful to consider installing an oversized pipe at this stage, to keep the upgrade costs to a minimum. For further information, help and resources, see our new connections: getting started document.

**Anticipated consumption** – You must provide your anticipated annual water consumption. This enables Scottish Water to determine the appropriate size of meter and connection.

As a guide, typical daily consumption estimates are:

- residential / hotel use: 180 litres per 24-hour occupant
- office / workplace use: 55 litres per occupant

It is also important that you provide the number of staff residents known as this will help establish that the correct water demands of the development can be met.

**Meter size** – Completing **Appendix A** of the form is mandatory. Scottish Water will use the information given to decide the size of meter(s) to be installed at your site. Please list all fittings correctly under the correct heading (storage or directly off the main). Your design should show any / all proposed storage. Scottish Water would prefer that 24-hour storage is included in the design.

**Firefighting connection** – For new connections, you must supply a copy of the confirmation letter and approval from the local fire authority if:

- firefighting facilities are required (hydrant and / or sprinkler systems); or
- your connection is larger than 32mm This is to show whether you need a fire hydrant, or whether existing connections are sufficient.

**Soil Investigation Report** – We require a copy of the soil investigation report, including a chemical analysis table if:

- the site has potential land contamination issues (e.g. any industrial site, former garage site, etc)
- the new connection is a non-standard one, that is above 32mm This report is needed to identify the type of pipe material to be laid to protect the public water supply.

We require the recommendations and conclusions of the report that determine the pipe material suitable for the ground conditions. Scottish Water has a statutory duty to ensure the public water supply is 'wholesome' and free of any organisms or chemicals which could constitute a danger to health, or affect properties such as taste and odour.

The report should be carried out in accordance with current UKWIR (United Kingdom Water Industry Research) guidance.

**Please note Scottish Water require that this applies to all applicable sites whether greenfield or brownfield.**

**Crossing private land / third party** Where your proposed pipe will cross privately-owned land, it is your responsibility to secure written confirmation of access to the land. This does not apply to public highways.

## Building Water

## Section 4

If you require a building water connection you will need to provide a design proposal showing

- boundary of premises
- location of the existing main
- design proposal:
- size of the existing main
- material specification of the existing main
- location of your proposed connection on the existing main
- route of your pipe from connection on the existing main to your property
- size of the proposed connection pipe
- material specification of the proposed connection pipe
- location of meters
- location of supporting valves

We may need to ask for further drawings and / or calculations after reviewing your initial application and supporting information.

If you do not require building water, for example your development is a dry build, then we will require evidence (invoices) of this. For example – ready mix concrete / timber frame etc

**If water used for building works or site accommodation has been obtained illegally from Scottish Waters network then you will be liable for a retrospective charge.**

## Trade Effluent

## Section 5

If the site requires to discharge trade effluent a separate application process applies & a form H will need to be posted to Business Stream Trade Effluent Team – please visit our website

## Plumber details

## Section 6

If you appoint a non-registered plumber, you are liable for any damages to a third-party property resulting from faulty components or incorrect installation. If such damages occur where a registered plumber has been used, the plumber is liable for third party damages.

All installations must be carried out by a plumber registered with SNIPEF (Scottish and Northern Ireland Plumbing Employers' Federation).

**Special requirements** – Please provide any additional information about your development that might be relevant to obtaining technical approval, e.g. details of onsite storage; out of hours connection required.

### Payment details

An application fee is applicable on all approvals. Please note, if you do not proceed with your application after approval an invoice will be raised for the application fee to be paid.

Please note your application will not be processed until all supporting information / documents are provided.

## Documents

**Site location plan** This enables Scottish Water to quickly locate your site in relation to its existing water infrastructure.

Your plan should set out precisely where the site is. Show street names, existing buildings and other landmarks. A 12-digit OS grid reference or GIS coordinates would also help.

**Scottish Water Sewer application ref number** – If you have made a sewer application in advance of your water connection please provide the application reference number

**Scottish Water PDE reference number** Please submit the results of any capacity assessment by Scottish Water (e.g. PDE response, drainage impact assessment or relevant correspondence).

**Details of how waste water will be dealt with if not by sewer** – It is vital that you confirm what steps you are taking in relation to the disposal of water from site

**Design proposals** Design proposals include a technical drawing. This needs to show every individual connection from the existing mains to the point of connection. These details enable Scottish Water to find the best connection point from its mains. The following details must be shown:

- boundary of premises
- location of the existing main
- size of the existing main
- material specification of the existing main
- location of your proposed connection on the existing main
- route of your pipe from connection on the existing main to your property
- size of the proposed connection pipe
- material specification of the proposed connection pipe
- location of meters
- location of supporting valves

**Plumbing schematics** You must provide internal and external plumbing schematics. These ensure that the right protection measures are in place. They are a strict requirement of Scottish Water byelaws.

Internal plumbing schematics need to show:

- the route and diameter of all pipes
- the capacity and position of storage and feed cisterns
- the location and details of all fittings
- hot and cold-water services

External plumbing schematics must show:

- minimum of a stop-cock, double-check valve and drain valve on the main at the point of entry in every building. Fire mains require a single check valve in a suitable chamber for access and maintenance.

We may need to ask for further drawings and / or calculations after reviewing your initial application and supporting information.

If you are unsure where your water main is located please contact your case owner.

**Fire authority** – if you require a connection above 32mm in diameter we will require a fire authority letter. This confirms that the local fire authority approves of the current or new firefighting provisions for your development.

**Soil investigation report** – Your report should include a chemical analysis table, if:

- the site has potential land contamination issues (e.g. any industrial site, former garage site, etc)
- the new connection is a non-standard one, that is above 32mm
- This report is needed to identify the type of pipe material to be laid to protect the public water supply.

We require the recommendations and conclusions of the report that determine the pipe material suitable for the ground conditions. Scottish Water has a statutory duty to ensure the public water supply is 'wholesome' and free of any organisms or chemicals which could constitute a danger to health, or affect properties such as taste and odour.

The report should be carried out in accordance with current UKWIR (United Kingdom Water Industry Research) guidance.

**Please note Scottish Water requires that this applies to all applicable sites whether greenfield or brownfield.**

**PDE ref number** – Before your application can be submitted you will need to provide the confirmation PDE Scottish Water reference number

## Declaration

The form is designed for electronic signature.

Guidance on electronic signatures is available at [www.gov.uk/government/publications/electronic-signatures](http://www.gov.uk/government/publications/electronic-signatures)

If you don't have the means to provide an electronic signature, please note that by submitting the form via email, you are instructing Business Stream to progress your application.

