

**business stream**

A SCOTTISH WATER COMPANY



application for a  
**permanent  
water  
connection**

Form

**A**

## Important

Please note there may have been significant changes to the requirements/process since you last used this form.

## We only accept electronic submissions

Please email your application form(s) and supporting documentation to [newconnections@business-stream.co.uk](mailto:newconnections@business-stream.co.uk)

Incomplete applications can't be progressed and failure to submit all required information may negatively impact your project deadlines. We can only progress your application when we have complete supporting documents that meet the regulations set out in the latest edition of Water for Scotland.

### Accreditation

From 1 April 2013 you will need the necessary accreditation when seeking approval for non-standard (>32mm) connections. Use this [link](#) to find out more.

### Design

Where shut downs are required Scottish Water has changed the design specification for new self lay developments which are proposed for adoption, and non standard connections. These changes took effect from 1 February 2013. More information can be found [here](#).

### As laid designs for non standard connections (>32mm)

You will need to provide 'as laid' drawings within 20 business days of the date of your connection(s). We will request this from you once we have had confirmation that your connection has been made.

**Also, please note that your water connection can only be scheduled AFTER:**

- your building water application has been received and payment made
- your new sewer connection has been made, or approval received for continued use of the existing connection
- your internal plumbing is in place ie connections will not be made to shell units

## Need some help?

You can take the hassle out of your new water and sewer connections by asking Business Stream to handle it. We provide an end-to-end service, managing everything from design through onsite work to final connection – including this application process. Contact us to discuss your needs 0333 207 9703 .

- Alternatively, please tick here if you would like us to contact you.

## Got the right forms?

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- If you need a sewer connection as well as a water connection, you should complete **Form B** as well as this form. If you intend to continue using an existing sewer connection, please note that this must be approved by Scottish Water. Please let us know about this in **section 9** special requirements. We can arrange an inspection.
- If you require a new water mains / trunk mains / service reservoir connection, you should complete **Form C**.
- If you only need a building or temporary water supply at this stage, you should complete **Form J**.
- If there will be a trade effluent discharge from the premises please complete **Form H**.
- If your new water connection is replacing an existing connection (eg you are upgrading / replacing the existing connection) please ensure you apply for the existing connection to be disconnected. Our form can be found at [www.business-stream.co.uk/water-waste-water-services/new-connections/disconnections/](http://www.business-stream.co.uk/water-waste-water-services/new-connections/disconnections/)

## Other useful sources

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You may wish to refer to:

- Current edition of **Water for Scotland** – this document sets out the design standards Scottish Water will use to assess your water mains and services (order via [www.webookshop.com](http://www.webookshop.com) or 01793 865 012).
- Our **Guidance notes for Form A** – these explain the information required for each section in more detail.
- Our **New connections: getting started** document – this explains how we'll process your application.
- UKWIR (United Kingdom Water Industry Research) – this gives guidance for the the selection of water supply pipes to be used (order via [www.webookshop.com](http://www.webookshop.com) or 01793 865 012).
- Scottish Water byelaws – [www.scottishwater.co.uk/business/our-services/compliance/new-byelaws](http://www.scottishwater.co.uk/business/our-services/compliance/new-byelaws)
- [www.wras.co.uk](http://www.wras.co.uk) – for regulation and byelaws guidance
- [www.scotlandontap.gov.uk](http://www.scotlandontap.gov.uk) – for information on the water industry in Scotland

## 1 Checklist of supporting data

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Remember **only complete** applications can be

progressed **About your site as a whole**

- Reference number for associated sewer application \_\_\_\_\_ **or**, information regarding proposed use of existing connection \_\_\_\_\_
- Reference number for associated disconnection \_\_\_\_\_
  - Date disconnection required \_\_\_\_\_
- Reference number for development impact assessment, if applicable (Form E) \_\_\_\_\_
- Reference number for related building water application \_\_\_\_\_ **or**, confirmation that an alternative source has been used or no building water is needed (eg dry build) \_\_\_\_\_
- Reference number for related trade effluent consent \_\_\_\_\_

**Needed for any size of connection**

- Completed application form
- Site location plan (OS or GIS location \_\_\_\_\_ )
- Design proposals from property boundary to the Scottish Water network\*
  - Please supply design in accordance with current guidelines – see current edition of Water for Scotland and guidance notes for form A)
  - Please note as **it is your responsibility to provide a robust design proposal** (for assessment) it's important to appoint a suitably qualified designer
  - Need some help to do your design? Business Stream can handle this and you can find out more [here](#)
- Plumbing schematics – both internal and external
- Financial details provided for application fee (see section 10)
- Soil investigation report, if needed – this isn't mandatory for standard connections but may be required if there are known or potential contamination issues. Please note Scottish Water reserves the right to request this.

**Mandatory Information required for all non-standard connections (> 32mm)**

- I'm aware that the design needs to be done by a WIRS accredited
  - designer Fire safety approval
    - letter or email from the central fire authority is included
    - or
    - approval is not required
    - reason(s) fire safety is approval is not required (with supporting evidence enclosed)
- 

- Soil investigation report and ground investigation report

If you need to change or install a meter for an existing connection only please contact our customer service centre of 0330 123 2000.

\* If you are unsure where your main is located details can be obtained from one of two providers and details can be found at: [www.scottishwater.co.uk/business/horizons/asset-plans/asset-plans](http://www.scottishwater.co.uk/business/horizons/asset-plans/asset-plans)

## 2 Customer details

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Company name

I am:  The owner  The contractor  The future occupier

Contact name

Address

Postcode  Phone

Mobile  Fax

Email

## 3 Details of main contact

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Company name

Contact name

Address

Postcode  Phone

Mobile  Fax

Email

Please provide the unique property reference number(s) requested below \*

SAA Reference Number:

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

- Property not yet rated
- Missing entry from the SAA
- Agricultural land, buildings and troughs
- Fish farms, fishing, and sporting rights
- Parks, Allotments and Sports Ground
- Property is multi-tenancy
- Infrastructure Project
- Car Park
- Building Water
- Other (please provide details)

UPRN:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

- Missing entry from the OSG
- Not yet issued by planning
- Agricultural including troughs
- Fish farms, fishing, and sporting rights
- Parks, Allotments and Sports Ground
- Property is multi-tenancy
- Infrastructure Project
- Building Water
- Other (please provide details)

\* 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) .

## 4 Billing details for new connection only (not water supply – see guidance notes)

Where both sections 2 and 3 are completed, please state which contact should receive our final invoice.

Customer       Main contact       Other (please specify)

Company trading name

Billing contact name

Address

Postcode  Phone

Mobile  Fax

Email

## 5 Premises to be connected

### 5.1 Occupancy

The premises will be occupied by:       Current owner       Proposed owner       Not yet known

Name

Expected move-in date

### 5.2 Postal address(es)

For bigger sites with proposed multiple occupancy, please complete Appendix B.

Please provide the postal address of the premises.

Plot/unit number (for new build)

Address

Postcode\*

Unique property reference for new builds (if available)\*\*

\* Providing us with the site postcode will help avoid any delay in progressing your application.

\*\* You can find unique property reference number on the Scottish Assessors Association website – [www.saa.gov.uk](http://www.saa.gov.uk)

### 5.3 Type of premises – previous use

Are these premises:

New build       Existing       Replacement of existing build (eg previously demolished)

If existing premises, please provide supply point ID (from water bills)

What was the site previously used for?:

Greenfield or agriculture       Housing       Industry       Landfill

Other (please specify)

#### 5.4 Type of premises – future use

Are there new domestic premises related to this development?

yes       no

If yes, please note you must make a new connection application to Scottish Water (not Business Stream) for the domestic parts of the property.

Please tick the type of premises:

- warehouse       hotel       factory       site accommodation  
 agriculture       office       shop       care home  
 holiday chalets       hospital       school       prison  
 other (please specify)

Please tell us how many people will be employed in the finished development and/or how many residents will stay there (eg for a hotel):

employees  
 residents

#### 5.5 Anticipated consumption

What is your anticipated annual water consumption in cubic metres?

1m<sup>3</sup> = 1,000 litres. If you intend to use more than 1,500m<sup>3</sup>, please supply development impact assessment (DIA) details or a Scottish Water approval letter.

#### 5.6 Information required by Scottish Water Byelaws

Please confirm what the highest fluid category risk will be attached to this site? Information can be found [here](#).

Fluid category  1     2     3     4     5

Within the curtilage (boundary) of the proposed property will any water not supplied by Scottish water be available or used on site?

yes       no

If you ticked yes to the above please indicate the source of the water

- borehole       river       rainwater harvesting       re-cycled water  
 other (please specify)

Is / will there be any hosing, washing or cleaning down operations on site?

yes       no

If yes please provide details



### 5.7 Planning reference

Full planning reference number (from your local authority)

Date of reference

Local authority area

If full planning permission has not been obtained, please state why.

### 5.8 Crossing private land

Do you have the permissions needed to cross private land with your private supply pipe?

- yes       no       n/a

### 5.9 Contaminated land

All non-standard (above 32mm) connections need a copy of the water extract conclusions, together with any remediation measures.

Are there any potential contaminated land issues relating to your site?

- yes       no

If yes, please tell us how your site has been cleared of contamination. Alternatively, provide specialist assessment that confirms the choice of pipe material and / or measures taken to protect the public water supply. Please submit a soil investigation report or continue on another sheet if necessary.

Are water extract conclusions included?

- yes       no

## 6 Connection details

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### 6.1 Conversion of temporary connection

Do you have a temporary connection for building water which you want to convert to a permanent water connection? If so, tick here

Reference number of your building water application

### 6.2 Proposed date of connection

Please state when you hope to have your water connection(s) made

### 6.3 Purpose of water connection

- upgrade       other (please specify)
- increase size       decrease size       extension       first supply for new build
- new supply for existing build       firefighting go straight to **section 6.10**

Please supply any additional details.

### 6.4 Supply at height

Do you need water to be supplied at three storeys or above (or equivalent height)?

- yes  height       no

### 6.5 Building Water

- I have applied for building water via Business Stream.

Business Stream reference number or date you submitted **Form J**

- I have applied for building water via another licensed provider (LP).

Other LP reference number

- I have not applied for building water as this is a dry build.
- I have not applied for building water as I've used another source .

**Note:** By confirming that you have not / will not use Scottish Water's network for building water you also confirm that the water you do use is obtained legally and is fit for purpose.

- I have attached evidence of the alternative source of water used.

Please provide a summary of the evidence provided below (eg invoices paid for bowsers, chemical toilets etc).

### 6.6 Associated waste water / sewer connection

Are you reusing an existing sewer?

- yes  no

If yes, you'll need to send us full details – see guidance notes.

If no, you'll need to send us a separate application form for approval (**Form B**).

Please provide your sewer reference number if known

If no reference number is available, or a sewer connection is not required, please explain why.

### 6.7 Connection pipe size (for normal business use, excluding firefighting)

Any pipe size over 32mm will require a soil investigation report and fire authority approval letter.

Please indicate size and quantity required.

- |                            |                               |  |  |
|----------------------------|-------------------------------|--|--|
| <input type="radio"/> 25mm | <input type="text"/> quantity | <input type="radio"/> 90mm                   | <input type="text"/> quantity                      |
| <input type="radio"/> 32mm | <input type="text"/> quantity | <input type="radio"/> other (please specify) | <input type="text"/> <input type="text"/> quantity |
| <input type="radio"/> 63mm | <input type="text"/> quantity | Total quantity of connections                | <input type="text"/>                               |

### 6.8 WIRS accreditation information

Completion of this section is mandatory where pipe size is over 32mm

From 1 April 2014 designs for any pipe size over 32mm can only be accepted from a WIRS accredited designer.

Please confirm if

The designer is WIRS accredited  yes  no

And, you have signed the agreement with Scottish Water  yes  no

or

The designer is in the process of becoming WIRS accredited  yes  no

And, you have signed the agreement with Scottish Water  yes  no

*Where the correct criteria has not been met your application cannot progress.*

**Business Stream offers this service.**

Would you like us to quote for this?  yes  no

### 6.9 Meter size

You are responsible for the sizing of your connection and of your meter. Please complete **Appendix A** to allow the correct meter size to be determined.

- |                            |                               |  |  |
|----------------------------|-------------------------------|--|--|
| <input type="radio"/> 15mm | <input type="text"/> quantity | <input type="radio"/> 40mm                   | <input type="text"/> quantity                      |
| <input type="radio"/> 20mm | <input type="text"/> quantity | <input type="radio"/> 50mm                   | <input type="text"/> quantity                      |
| <input type="radio"/> 25mm | <input type="text"/> quantity | <input type="radio"/> other (please specify) | <input type="text"/> <input type="text"/> quantity |
| <input type="radio"/> 30mm | <input type="text"/> quantity | Total quantity of meters                     | <input type="text"/>                               |

### 6.10 Meter location

For access purposes it is Scottish Water's preference for the meter to be external to the building, located as close as possible to their main and on a public footpath.

- Inside the property/building
- Outside the property/building, but within the premises/property boundary
- Outside the premises/property boundary
- Not sure – survey will determine

Please describe the proposed location (eg storage cupboard on first floor) .

### 6.10 Firefighting connection

Please indicate the size of firefighting main required, if applicable. Compliant fire hydrants should be capable of delivering 1,500 litres of water per minute. This is typically done through provision of a main of 90mm nominal size. For illustrations of typical examples please refer to the Guidance notes.

90mm       other      please specify

Quantity of fire connections required

Evidence of a fire approval letter is required (see the Guidance notes). Tick if you have one.   
If you do not believe this is necessary, please provide a reason why and supporting evidence

### 6.11 Multiple occupancy

Will this site have multiple tenants?     yes       no

If yes, will each tenant require a meter?  Or, will a landlord charge via a bulk meter?

## 7 Trade effluent

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Will there be a discharge of trade effluent from the premises?  yes  no

If yes, please provide your trade effluent consent application reference from Scottish Water, if you have one or complete our form H which you can find [here](#).

## 8 Plumbing contractor

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Contractor name

SNIPEF registration number

Contact name

Address

Postcode  Phone

Mobile  Fax

Email



Please provide the unique property reference number(s) requested below \*

SAA Reference Number:

Where the SAA Reference Number is not available, please provide a valid supporting reason(s) below:

- Property not yet rated
- Missing entry from the SAA
- Agricultural land, buildings and troughs
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- Property is multi-tenancy
- Infrastructure Project
- Car Park
- Building Water
- Other (please provide details)

UPRN:

Where the UPRN is not available, please provide a valid supporting reason(s) below:

- Missing entry from the OSG
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- Parks, Allotments and Sports Ground
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- Infrastructure Project
- Building Water
- Other (please provide details)

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## 1\$ Declaration

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- I / We hereby make application to Scottish Water via Business Stream, as licensed provider, for a supply of water as detailed before.
- I / We undertake to abide by the terms and conditions of current Scottish Water byelaws on date of application.
- I / We understand that any alterations made to this application must be declared to Scottish Water via Business Stream.
- I / We have filled in all the relevant sections of this form.
- The details I / we have given with this application are accurate.
- I / We have read and understood the supporting guidance notes.
- I / We have enclosed all the necessary supporting documentation as set out in **section 1** of this form.
- I / We declare that the supporting documentation provided with this application complies with the relevant standards set out in the current edition of Water for Scotland.
- I / We have read, understood and agree to Business Stream's terms and conditions for supply services.\*
- I / We have read, understood and completed the application fee payment terms.
- I / We confirm that any water used for building purposes has been obtained legally and is fit for purpose.

Signature

Date

By submitting this form via email you are instructing us to progress this application, even in the absence of an electronic signature.

Full name

Role in the company or job title

Phone  Fax

Email

Please email this application to [newconnection@business-stream.co.uk](mailto:newconnection@business-stream.co.uk)

\*Our terms and conditions can be found on our website at [www.business-stream.co.uk](http://www.business-stream.co.uk)





2 Number of water fittings (cont)	Please provide details of the number of water fittings (as listed) and indicate whether they are fed from the mains or from a storage tank. If no information is available, please complete section 3 – flowrate							
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Shower								
Power shower								
Sink (tap nominal size 15mm)								
Sink (tap nominal size larger than 15mm)								
Spray tap								
Bidet								
Domestic sized washing machine								
Domestic sized dishwasher								
Domestic sized waste disposal unit								
Commercial sized washing machine								
Commercial sized dishwasher								
Commercial sized waste disposal unit								
Outside tap								
Swimming pool								
Any other water fitting or outlet								

3 Flowrate	Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2			
	Meter 1	Meter 2	Meter 3	Meter 4
<b>3.1 From logging data</b>	Please provide details of all three flowrates requested			
Minimum (l/sec)				
Maximum (l/sec)				
Typical (l/sec)				
<b>3.1 Estimate of flowrate</b>	Please provide details for the daily water requirement			
Daily requirement (l/day)				

4 Fire supplies	Please provide details for the number of fire supplies and their estimated flowrates							
	Meter 1		Meter 2		Meter 3		Meter 4	
Number of fire hydrants								
Estimated flowrate (l/sec)								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
Number of fire hoses								
Estimated flowrate (l/sec)								
Number of sprinkler system heads								
Estimated flowrate (l/sec)								

5 Meter requirements	Please indicate whether there is power available at the site if a meter that requires power is being selected from the meter menu			
	Meter 1	Meter 2	Meter 3	Meter 4
Power available (y/n)				

# Form A

## Appendix B Details of multiple occupants

The premises will be occupied by:  Current owner  Proposed owner  Not yet known

Company

Contact name

Address

Phone  Expected move-in date

The premises will be occupied by:  Current owner  Proposed owner  Not yet known

Company

Contact name

Address

Phone  Expected move-in date

The premises will be occupied by:  Current owner  Proposed owner  Not yet known

Company

Contact name

Address

Phone  Expected move-in date

The premises will be occupied by:  Current owner  Proposed owner  Not yet known

Company

Contact name

Address

Phone  Expected move-in date

Please continue on a separate sheet if necessary.