

business stream

A SCOTTISH WATER COMPANY



guidance notes

Form

C

The water experts



These guidance notes are designed to help you complete **Form C – Application for new water infrastructure and plot(s) connection for industrial/commercial development(s)**

Important: Form C is now used to obtain approval for your water infrastructure and at least one plot connection to the public water supply. We can only schedule your water connection **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 i.e. connections will not be made to shell units

We strongly recommend you use the current edition of **Water for Scotland** to develop or check your plans. This document sets out the design standards Scottish Water will use to assess your water mains and services. You can order it via www.webookshop.com or 01793 865012.

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

Need some help?

You can take the hassle out of your new water and sewer connections by asking Business Stream to handle them. 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 on 01793 865012.

1 Checklist of supporting data

These must be complete, **and in line with regulations**, before we can progress your application. Applying before these documents are available won't save time – it's wasted effort!

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.

Design guidance

News from 1 Feb 2013 Scottish Water introduced changes

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](#).

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 allow Scottish Water to find the best connection point from their 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
- route of your proposed mains pipe from the existing main
- size of the proposed connection pipe
- material specification of the proposed connection pipe
- location of hydrants
- location of supporting valves
- proposed point of connection of new mains to existing mains

If you are unsure where your water main is located, details can be obtained from one of two providers. Details can be found at: www.scottishwater.co.uk/business/horizons/property-searches

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 detail a 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.

Fire authority confirmation

All new mains require a copy of the confirmation letter and approval from the local fire authority.

Soil investigation report

We require a copy of the soil investigation report, including a chemical analysis table.

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.

Development impact assessment

If you already have a reference number for a development impact assessment linked to your development, please provide it here. This will help speed your application.

Health and safety statement

The health and safety statement must comply with the construction (design and management) regulations 2007.

Roads adoption letter

Please provide plans showing the extent of roads adoption by the local authority and any document reference number.

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

2 Customer details

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.

3 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.

4 Billing details

Please tell us which of the above contacts should receive our final invoice or supply details for an alternative billing contact if appropriate (This is just the invoice relating to the new connection – not bills for the future water supply.) Where there are no details given in **section 4**, we will send our invoice to the customer contact in **section 2**.

5 Connection details for infrastructure connection

5.1 Connection details

Please let us know if you are proposing new infrastructure, or the extension of an existing site infrastructure.

5.2 Total demand for infrastructure connection

You must provide your anticipated annual water consumption. This enables Scottish Water to determine the appropriate size of meter, and to assess whether a development impact assessment (DIA) is required.

As a guide, typical daily consumption estimates are:

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

If your intended use is more than 1,500m³, please supply either DIA details or a Scottish Water approval letter.

5.4 Phasing information

Please let us know the proposed phasing, detailing planned dates of work and numbers of plots included in each phase.

5.5 Health & safety

Please provide the details of your health and safety officer and a copy of the health and safety plan for your development.

5.6 Self-lay contractor

Please provide the details of the approved self-lay contractor who has been appointed to carry out this work. All installations must be carried out by a contractor registered with SNIPEF (Scottish and Northern Ireland Plumbing Employers' Federation).

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.

6 Connection details for plot connection(s)

Please provide customer, main contact and billing details for individual plot connections if these are different from those given in sections 2, 3, 4.

7 Premises to be connected

7.1 Occupancy

Please provide details of the owner and occupier of the site. 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.

7.2 Postal address

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.

7.3 Type of premises – previous use

If there is already a water supply to the site, please provide your supply point ID – 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.

7.7 Planning reference

Business Stream needs to be sure each development has full planning approval. For this reason we need to know the planning reference allocated to your development, plus details of the approving local authority. Failure to supply these will delay your application.

7.8 Crossing private land

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.

7.9 Contaminated land

We require a copy of the soil investigation report, including a chemical analysis table, if:

- the site has potential land contamination issues (eg 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.

8 Connection details

Scottish Water can carry out the physical connection of the mains to the proposed connection pipe, and is responsible for providing the meter. However, the boundary box must be supplied by the customer (unless within the Perth & Kinross Local Authority Area, please call the new connections team for further details).

As a developer, you are responsible for the sizing of your connection and meter. You are also responsible for sourcing other materials and arranging for a contractor to carry out the necessary works. (Business Stream is available to act as a contractor for these works.) Please see our ***New connections: getting started*** document for a full explanation of your responsibilities.

Where applicable, you must arrange for a road opening permit from the local authority. This requires 28 days notice.

8.5 Building water

Your permanent connection can only be made once you have:

- applied and paid for your building water needs (via our Form J) **or**
- confirmed and evidenced another source of water has been used **or**
- confirmed that no water is needed, ie your development is a dry build

Scottish Water reserves the right to visit your development to verify the information provided.

8.6 Associated waste water/sewer connection

Your connection can only be scheduled after your new sewer connection has been made, or approval received for continued use of the existing connection. You should supply:

- a development impact assessment (or complete **Form E** to request one)
- camera survey (CCTV) footage of the drainage you propose to use, on DVD together with a report outlining any recommendations made
- an as laid drainage drawing should also be provided to illustrate the pipes being reused

8.7 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 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.

8.8 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. They have meter sizing tool. You may be asked to provide more information eg storage, flows so please provide as much information as possible. Your design should show any/all proposed storage. Scottish Water would prefer that 24 hour storage is included in the design.

8.10 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.

The nearest existing fire hydrant should be a maximum of 60m from the face of your property. Illustrations of typical fire connection arrangements are included in **Appendix B**.

8.11 Multiple occupancy

Please consider whether the site will have multiple occupants. If so, let us know whether each tenant will require a separate meter, or whether bulk payment will be made by a landlord. You may wish to consult with a landlord/future tenants if known, as this will determine how Business Stream will charge for any future water and waste water services.

9 Trade effluent

Please let us know if there will be a discharge of trade effluent from the premises. Trade effluent covers waste water from processes such as:

- industrial production
- washing and cooling plant, machinery, vehicles or floors

It doesn't include normal kitchen and toilet waste, or clean rainwater.

Trade effluent is covered by special laws, designed to protect the sewerage system and the wider environment from harmful waste. Any business that produces trade effluent needs to apply for consent from Scottish Water. This sets out the amount and quality of effluent you're allowed to discharge. Discharging trade effluent without consent is an offence. It's your legal responsibility to manage your effluent and ensure it stays within the set limits.

Please provide your trade effluent consent application reference. If you do not already have one, you can apply for it on our **Form H**. Please note that trade effluent consent cannot be granted until your sewer connection has been completed.

10 Contractor

You (or your agent) are responsible for appointing a firm to carry out the work. Scottish Water's role is to assess if the proposed design will fit within the existing sewer system infrastructure and also to undertake the inspection of the completed connection.

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

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.

11 Special requirements

Please provide any information about your development that might be relevant to providing a timely connection.

12 Payment details

Once we've received your **Form C** application, you will be charged an application fee to cover administration costs. The current fee is on our website, under New Connections.

If you do not proceed with your application, your fee is non-refundable – we will use it to cover our administration costs.

We prefer to take the fee through a variable direct debit mandate. Setting up the direct debit could not be simpler. Simply complete the direct debit mandate form as part of **Form C**. Please ensure you include your bank / building society details, including the eight-digit account number and six-digit sort code.

If you do not wish to use direct debit, please tick the box and we will contact you to arrange an alternative method of payment.

If more than one signature is required, these will all be needed electronically. If you are unable to provide electronic signatures, please contact us on **0333 207 9703** to arrange for the direct debit to be set up by telephone.

The direct debit guarantee

- This guarantee should be retained by the payer.
- This guarantee is offered by all banks and building societies that take part in the direct debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change, Business Stream will notify you ten working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Business Stream or your bank / building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a direct debit at any time by writing to your bank / building society.
Please ensure you also send a copy to us.

Contact information

If you have any queries regarding direct debit, please contact us on **0333 207 9703**.
Or write to our customer service centre at **Business Stream, 7 Lochside View, Edinburgh EH12 9DH**.

13 Declaration

The form is designed for electronic signature.

Guidance on electronic signatures is available at www.berr.gov.uk

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.

Appendix A

Determining your new meter(s) size

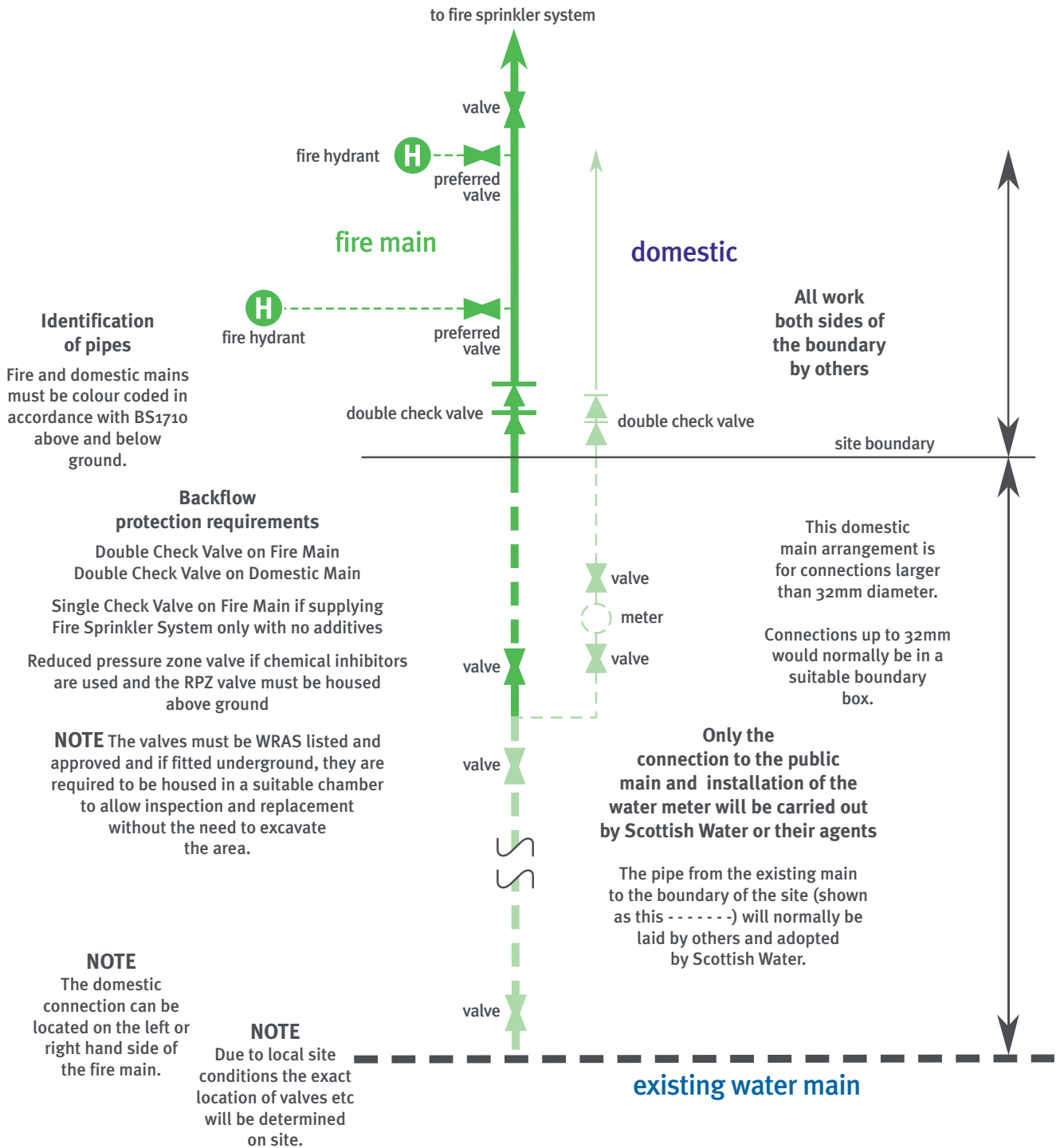
Scottish Water uses a meter sizing tool to decide the size of meter(s) required for your site.

* Scottish Water reserves the right to make the final decision.

Scottish Water will use the information from the table provided. Please make sure this accurately reflects your requirements and the design submitted.

Using our meter sizing tool increases your chances of reaching the same outcome as Scottish Water but please note Scottish Water reserves the right to make the final decision regarding meter size(s).

water connections fire and domestic



typical fire and domestic mains arrangement