

**Form A/02:**

**Application to connect to the  
Wholesaler's water supply system**

# Form A/02: Application to connect to the Wholesaler's water supply system

For use by Retailers

**Application for a new connection of an Individual eligible premises to a Wholesaler's Water Supply System for domestic or non-domestic purposes**

**To Water Wholesaler** .....

.....

.....

.....

This form should be used where the Wholesaler is asked to make, or has allowed Accredited Entities to make, a new connection to its Water Supply System, where this is a requirement for a supply of water which may include building water, but is not a requirement only for building water

- To a building or part of a building (or in relation to eligible premises where any person is proposing to erect any building or part building) for domestic purposes, under Process A2 of the Operational Terms
- For non-domestic purposes or in respect of an eligible premises which do not consist of a building or part of a building (and on which no-one is proposing to erect any building or part of a building) under Process A3 of the Operational Terms.

\*Please tick all which apply to this application

- A connection for domestic purposes,
- A connection for non-domestic purposes,
- A temporary connection for building water purposes or other temporary use

\*If you are sending a separate application for another connection to the Water Supply System for different purposes at this premises, please indicate below

- Purpose of other application(s): Domestic/Non-domestic/Building water
- Date of other application(s) .....
- Any Wholesaler reference .....

This form sets out the information required to request an offer of connection of an individual premises to the Water Supply System.

The form is divided into sections as follows

Number	Section
1.	Retailer details

2.	Reason for request
3.	Eligible premises to be connected
4.	Contractor details
5.	Connection details
6.	Building water supply or temporary supply
7.	Special requirements
8.	Request for trench inspection, other Water Fittings Regulations inspection, pressure testing or water quality sampling
9.	Change/resubmission of application details
10.	Confirmation of completion of connection where made by an Accredited Entity
11.	Declaration

Different parts of this form are mandatory at different stages of the connection application process. Section 2 sets out which sections are mandatory and when. Those sections marked with an asterisk (\*) are always mandatory.

Mandatory means that the Retailer must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Retailer must note this and, where relevant, provide a reason why it is not applicable.

The relevant sections of the form should be completed and submitted to the Water Wholesaler in the following stages

- application for approval for a connection or request for a connection to the Water Supply System – sections 1-7;
- providing a minimum of 5 Calendar Days advance notice, a request for Trench Inspection, pressure testing, Water Fittings Regulation inspection or water quality sampling – section 8;
- where applicable, following any change to the details of the application for connection – section 9;
- only where a connection has been carried out by an Accredited Entity following instruction from the Retailer, confirmation of completion of connection – section 10.

The Retailer must complete a declaration section 11 at each stage of the application. A revised form should be submitted where any details previously provided have been updated. Mandatory information will vary depending on the stage of the process and who is undertaking the work.

## 1. \*Retailer details

Retailer name .....

Retailer ID .....

Retailer's own reference .....

Contact name .....

Contact number .....

Contact e-mail .....

### **Nominated contact for access to Water Wholesaler's connections portal, if relevant**

The Retailer may nominate one third-party (non-Retailer) contact who will have access to view the application details through the Wholesaler's connections portal where provided. If such access is required, please provide the details below.

Company name .....

Contact name .....

Contact number .....

Contact e-mail .....

## 2. \*Reason for request

Please indicate the reason for the request and complete the relevant section below.

Request for Water Wholesaler to carry out a connection to the Water Supply System Please complete sections 3 – 7

Request for approval to carry out a connection to the Water Supply System Please complete sections 3 – 7

Request for Water Wholesaler to carry out a Trench Inspection, pressure testing, Water Fittings Regulations inspection or water quality sampling. Please complete section 8

Please provide Water Wholesaler's previous reference for the connection application (this should be completed before completing section 8)

.....

Change to an application for a connection to the Water Supply System. Please complete section 9

Please provide Water Wholesaler's previous reference for the connection application (this should be completed before completing section 9)

.....

<input type="checkbox"/>	Re-submission of an application for a connection to the Water Supply System following a rejected or lapsed application or completion of a development impact assessment.  Please provide Water Wholesaler's previous reference for the connection application (this should be completed before completing section 9)  .....	Please complete section 9
<input type="checkbox"/>	Notice of completion of a connection to the Water Supply System where undertaken by an Accredited Entity.  Please provide Water Wholesaler's previous reference for the connection application (this should be completed before completing section 10)  .....	Please complete section 10

### 3. Eligible premises to be connected

Please indicate the type of premises at which the new connection is required.

Type of premises being applied for (please tick appropriate box)

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Hospital        | <input type="checkbox"/> Prison    |
| <input type="checkbox"/> School          | <input type="checkbox"/> Care Home |
| <input type="checkbox"/> Warehouse       | <input type="checkbox"/> Factory   |
| <input type="checkbox"/> Agriculture     | <input type="checkbox"/> Shop      |
| <input type="checkbox"/> Holiday Chalets | <input type="checkbox"/> Hotel     |
| <input type="checkbox"/> Office          | <input type="checkbox"/> Other     |

If other, please specify .....

.....

Is there already a water supply to the site or premises?

- Yes
- No

If Yes, please complete section 3.1 in addition to section 3

What was the previous use of this site?

- Green field or agriculture

- Housing
- Industry
- Landfill
- Other

If other please specify .....

Please cite any Water Wholesaler references relating to previous enquiries or any pre development enquiries or development impact assessment references given in relation to the site

.....  
 .....

**Address of new premises**

Plot/Unit .....

Building number .....

Building name .....

Site .....

Street .....

Town .....

Postcode .....

UPRN, if available<sup>1</sup> .....

VOA BA Reference<sup>2</sup>, if available .....

Planning reference .....

Date .....

Local Authority or Planning Authority Area .....

**Owner of the premises**

Name or company name .....

Address .....

.....

Postcode .....

<sup>1</sup> If not available please provide a reason

<sup>2</sup> If not available please provide a reason

Is the premises intended to be multi-tenancy?

- Yes
- No
- Don't know

If yes, please provide any additional information, such as number of units or unit addresses

.....  
.....

Are there new domestic dwellings associated with this development?

- Yes
- No

If available, please provide any Wholesaler references the Non-Household Customer may have for the development

.....  
.....

Do you require water to be supplied at three storeys or above or equivalent height?

- Yes
- No

10m or more in height?

- Yes
- No

Anticipated annual water consumption .....m<sup>3</sup>

Number of persons to be employed in the development and, where appropriate, the number of residents to be accommodated in the development, e.g. if a hotel or residential home

.....  
.....

Are there any potential contaminated land issues relating to the site? Please tick appropriate box

- Yes
- No

<p>If yes, please indicate investigation measures adopted</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>Additional information in support of application</p> <p>.....</p> <p>.....</p> <p>.....</p>

<p><b>3.1 New connection at existing eligible premises</b></p>	
<p>SPID (if registered) .....</p>	
<p>Postal address of premises</p> <p>.....</p> <p>.....</p> <p>.....</p>	
<p>Postcode .....</p>	
<p>Reason for the new connection</p> <p><input type="checkbox"/> Replacement of existing connection (e.g. increase/decrease size)</p> <p><input type="checkbox"/> New connection required in addition to the existing connection (e.g. extension of premises)</p> <p><input type="checkbox"/> No connection at the property e.g. supply previously disconnected, private supply</p> <p><input type="checkbox"/> Other, please specify</p> <p>.....</p> <p>.....</p>	
<p>If the previous supply was disconnected, please indicate the reason for the disconnection</p> <p>.....</p>	
<p>Any additional information relating to request</p> <p>.....</p> <p>.....</p> <p>.....</p>	

## 4. Contractor details

### 4.1 Accredited Entity for connection

Will an Accredited Entity be performing any of the work?

Yes

No

If No, please proceed to section 5.

Where the connection to the Water Supply System will be made by an Accredited Entity following instruction from the Retailer, please provide details of the Accredited Entity who will be carrying out the connection

Accredited Entity (full name of company)

.....

Contact name .....

Phone number .....

Mobile phone number .....

E-mail address .....

Preferred contact method .....

Will the installation of the revenue meter be carried out by the same Accredited Entity?

Yes

No

### 4.2 Accredited Entity for the installation of the revenue meter at the premises, if different from the above

Where the meter will be installed by an Accredited Entity following instruction from the Retailer, please provide details of the Accredited Entity who will be carrying out the meter installation.

Accredited Entity (full name of company)

.....

Contact name .....

Phone number .....

Mobile phone number .....

E-mail address .....

Preferred contact method .....

**5. Connection details** (Please also fill in Appendix A – Meter Size Data Assessment Sheet)

Number of water connections required at the premises

- Single water connection
- More than one water connection

Please provide any additional information relating to the connections required and complete the remaining questions for each connection

Proposed date for water connection .....

The questions below relate to the proposed details of the connection and the meter. Please note that the Water Wholesaler will determine the size of the connection, the size and location of the meter and other relevant matters on review of all the information.

Size of connection proposed for normal/business use (excluding fire fighting)

- |                                |                               |
|--------------------------------|-------------------------------|
| <input type="checkbox"/> 25mm  | <input type="checkbox"/> 32mm |
| <input type="checkbox"/> 63mm  | <input type="checkbox"/> 90mm |
| <input type="checkbox"/> Other |                               |

If other, please specify .....

.....

Size of connection proposed for fire fighting element

- |                               |                                |
|-------------------------------|--------------------------------|
| <input type="checkbox"/> 90mm | <input type="checkbox"/> Other |
|-------------------------------|--------------------------------|

If other, please specify .....

.....

**Meter details**

Proposed size of the meter to be installed.

Size refers to the nominal size of the meter in mm e.g. for a DN15 meter the physical meter size is 15

- |                                    |                                     |                                |
|------------------------------------|-------------------------------------|--------------------------------|
| <input type="checkbox"/> 15mm      | <input type="checkbox"/> 20mm       | <input type="checkbox"/> 25mm  |
| <input type="checkbox"/> 30mm      | <input type="checkbox"/> 40mm       | <input type="checkbox"/> 50mm  |
| <input type="checkbox"/> 80mm      | <input type="checkbox"/> 100mm      | <input type="checkbox"/> 150mm |
| <input type="checkbox"/> 200mm     | <input type="checkbox"/> 250mm      | <input type="checkbox"/> 300mm |
| <input type="checkbox"/> 80 – 20mm | <input type="checkbox"/> 100 – 20mm | <input type="checkbox"/> Other |

If other, please specify .....

Model of meter proposed to be installed from the Water Wholesaler's meter menu

- Standard  Non-standard

Any comments in relation to the meter

.....

Proposed date of installation .....

Please indicate the proposed location of the new meter

- Inside building  
 Outside building  
 To be determined on survey

Please provide a description of the proposed location (where available)

.....  
.....  
.....

Is it proposed to fit an outreader?

- Yes  
 No

Are there proposals for rain water harvesting at the premises?

- Yes  
 No

If yes, which methods are proposed?

.....

Please provide further details on the proposals

.....  
.....

Does or will the premises dispose of sewerage to the Sewerage System?

- Provided now  
 Planned

Name of Sewerage Wholesaler .....

SPID where available .....

Sewerage connection application reference if made to the same Wholesaler

.....

Additional information in relation to the connection

.....  
.....  
.....

**Drawings/calculations provided with this form**

Please indicate the additional information provided in support of this application and provide references where relevant. Please ensure all drawings comply with the applicable standards as set out in the current version of the applicable standards documentation.

- Site location plan (OS or GIS location.....)
- On-site design proposals (within property boundary)
- Off-site design proposals (from property boundary to the Water Supply System)
- Internal plumbing schematics
- Fire safety approval or evidence that this is not required
- Soil investigation report
- Development impact assessment reference number  
.....
- Water Wholesaler reference(s) for related building water application  
.....

**6. Building water supply or temporary supply**

Please indicate if the supply is also to be used for building water

- Yes
- No
- If a connection for building water / site accommodation is intended to be converted to a permanent water connection, please indicate by ticking the box

If the connection is a temporary connection, please indicate the expected duration

.....  
.....

If water from this Water Supply System was not and will not be used for building purposes, please confirm by ticking the box below and state the source of water to be used for building purposes

.....  
.....  
.....

By confirming you will not use this Water Supply System for building water, you also confirm that the water you do use is obtained legally and is fit for purpose. You will be required to prove this if requested to do so.

## 7. Special requirements

For registration of the supply to the eligible premises, please tick the appropriate boxes below and provide the relevant information

- A new Water Services SPID in relation to the eligible premises is required
- There is already a SPID reference for the water supplies to the premises  
Please provide existing SPID reference .....
- Please provide other Water Wholesaler name .....
- Only a Water Services SPID is required for the eligible premises because the Non-Household Customer will only use Water Services
- Only a Water Services SPID is required because the eligible premises is only eligible for Water Services
- There is already a Sewerage Services SPID for the eligible premises  
Please provide existing SPID .....
- An application has been or will be made for a Sewerage Connection at this premises.  
Please provide pairing reference .....
- This should be the same reference quoted on the application for a Sewerage Connection.  
Date of other application(s) .....
- If not yet made, please indicate anticipated date of application.
- Sewerage Retailer ID .....

Other

Please explain below

.....  
.....  
.....  
.....

Please provide any additional information relating to the application as appropriate

.....  
.....  
.....  
.....

**7.1 Request for the Water Wholesaler to assist the Non-Household Customer with the technical aspects of what is needed to complete the application**

Where an application and the necessary technical information is deemed to be materially incomplete by the Water Wholesaler, the application will not proceed until the necessary technical information is provided by the Retailer. Alternatively, the Retailer may request that the Water Wholesaler assists the Non-Household Customer with the technical aspects of what is needed to complete the application such that the Water Wholesaler may complete the technical assessment of the design, by indicating below.

I hereby request that the Water Wholesaler assists the Non-Household Customer to complete the technical details required for application

Please provide the primary Non-Household Customer contact details to assist with the technical aspects of what is needed to complete the application

Company name .....

Contact name .....

Contact number .....

Contact e-mail .....

## 8. Request for trench inspection, other Water Fittings Regulations inspection, pressure testing or water quality sampling

Please indicate the type of inspection requested (please tick all that apply)

- |                          |  |                             |
|--------------------------|--|-----------------------------|
| <input type="checkbox"/> | Trench Inspection                        | Please complete section 8.1 |
| <input type="checkbox"/> | Water Fittings Regulations inspection    | Please complete section 8.2 |
| <input type="checkbox"/> | Pressure test                            | Please complete section 8.3 |
| <input type="checkbox"/> | Water Quality / Bacteriological sampling | Please complete section 8.4 |

Please note that the Water Wholesaler may not always undertake all the inspections set out here. The Wholesaler may instead require sample or test results to be submitted.

### 8.1 Trench Inspection

Please provide a suitable contact for the Trench Inspection

Name .....

Company .....

Job title .....

Telephone number .....

Mobile telephone number .....

E-mail .....

Preferred contact method .....

Preferred date(s) for Trench Inspection .....

Proposed date of connection .....

Where available, please provide the most complete postal address information for the property. This address will be used to create the SPID address at the Market Operator.

Occupier (anticipated) .....

Building number .....

Building name .....

Address line 1 .....

Address line 2 .....

Address line 3 .....

Town .....

Postcode	.....
UPRN, if available	.....
VOA BA Reference, if available	.....

## 8.2 Other Water Fittings Regulations Inspection

If using an Approved Contractor for internal plumbing, please provide their name and scheme reference number

Approved Contractor Name .....

Scheme Number .....

Please provide a suitable contact for the Water Fittings Regulations inspection

Name .....

Company .....

Job title .....

Telephone number .....

Mobile telephone number .....

E-mail .....

Preferred contact method .....

Preferred date(s) for Water Fittings Regulations inspection .....

## 8.3 Pressure test

Please provide a suitable contact for the pressure test

Name .....

Company .....

Job title .....

Telephone number .....

Mobile telephone number .....

E-mail .....

Preferred contact method .....

Preferred date(s) for pressure test.....

## 8.4 Water quality sampling

Please provide a suitable contact for the water quality sampling

Name .....

Company .....

Job title .....

Telephone number .....

Mobile telephone number .....

E-mail .....

Preferred contact method .....

Preferred date(s) for water quality sampling.....

## 9. Change/resubmission of application details

Please indicate where changes to a previous application form are required by ticking the appropriate box below, and provide the updated details in the relevant section. Please tick all boxes that are appropriate. Where there is a material change to an application it will be deemed to be a new application.

- Reason for request
- Premises to be connected
- Contractor details
- Connection details
- Drawings/calculations provided with this form
- Building water supply
- Special requirements
- Request for Trench Inspection, pressure testing, Water Fittings Regulations inspection or water quality sampling

Please provide any additional information in relation to the change.

.....  
.....  
.....

**10. Confirmation of completion of connection, where the connection has been carried out by an Accredited Entity**

Are all the details of the connection the same as those provided in this form?

- Yes
- No

Where details have changed please update the relevant details and resubmit the form

Please confirm the date when the connection was carried out

.....

Please confirm the Accredited Entity who carried out the connection

Accredited Entity (full name of company)

.....

**Confirmation of Non-Household premises address**

Please provide the SPID and postal address details below. Please provide as much detail as possible

SPID .....

UPRN, if available<sup>3</sup> .....

VOA BA Reference, if available<sup>4</sup>.....

Company name .....

Building number .....

Building name .....

Address line 1 .....

Address line 2 .....

Address line 3 .....

Town .....

Postcode .....

**Owner of the premises**

Name or company name .....

Address .....

<sup>3</sup> If not available please provide a reason

<sup>4</sup> If not available please provide a reason



<p>Installer details</p> <p>Accredited Entity (full name of company) if different from the above</p> <p>.....</p>
<p>Please tick the box below if there is any data logging equipment attached to the meter.</p> <p><input type="checkbox"/></p> <p>Where data logging equipment is attached to the meter, please provide the details below.</p> <p>Datalogger make .....</p> <p>Datalogger model/type .....</p> <p>Datalogger serial number .....</p> <p>Date of datalogger installation .....</p>
<p><input type="checkbox"/> Please provide "as built" drawings with this form.</p> <p><input type="checkbox"/> Please provide the reference number to the Wholesaler's approval of the connection</p> <p>.....</p>

<p><b>11. *Declaration</b></p>
<p><b>11.1 Declaration upon application for approval to connect to the Wholesaler's Water Supply System</b></p> <p>I/We hereby make application to the Water Wholesaler for a supply of water as detailed above.</p> <p>I/We undertake to abide by the terms and conditions of current Water Supply (Water Fittings) Regulations 1999.</p> <p>I/We understand that any alterations made to this application must be declared to the Water Wholesaler in writing.</p> <p>I/We have filled in all the relevant sections of this form. The details I/we have given with this application are accurate.</p> <p>I/We have read and understood the supporting guidance notes.</p> <p>I/We have enclosed all the necessary supporting documentation.</p> <p>I/We declare that the supporting documentation provided with this application complies with the applicable standards as set out in the current version of the relevant standards documentation.</p>
<p><b>11.2 Declaration upon application for Trench Inspection, pressure testing, water quality sampling or Water Fittings Regulations inspection</b></p> <p>I/We declare that the connection is ready for Trench Inspection, pressure testing, water quality sampling and/or Water Fittings Regulations inspection as indicated above.</p> <p>I/We have filled in all the relevant sections of this form. The details I/we have given with this application are accurate.</p>

### 11.3 Declaration upon completion of connection to the Water Supply System

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 enclosed all the necessary supporting documentation, including “as built” drawings, meter details and sampling results, as appropriate.

#### Your details

Signature .....

Date (dd/mm/yyyy) .....

Full name (in capitals) .....

Role in the company or job title .....

## Appendix A – Meter Size Data Assessment Sheet

Please note this form is for use in assessing existing supplies and new supplies.

Where there is a new supply or supplies to a new eligible premises, proposed number of meters to be installed

.....

1. Site Information	Details of all available data items should be completed			
	Connection 1	Connection 2	Connection 3	Connection 4
Size of any existing meters or the design standard for new meters; as defined by - the value $Q_3$ (in $m^3/hr$ ), - the ratio $Q_3/Q_1$ , and - the value DN.  Defined in BS EN ISO 4064-1:2014 Water meters for cold potable water and hot water. Metrological and technical requirements <sup>5</sup> .				
Any existing meter serial numbers at the premises				
Supply pressure (Bar) if known				
Diameter of incoming pipe into building/premises (mm)				
Fire supply (Y/N) If YES, please complete section 4 – Fire Supplies				
Contaminated land (Y/N)				

<sup>5</sup> Older meters may not carry the newer designations (described above), and may carry the older meter designation used in BS 5728. In these cases the existing meter should be defined by:

- the value  $Q_n$ ,
- the Class letter (B, C or D), and
- the value DN.

Defined in BS 5728 Measurement of flow of cold potable water in closed conduits.

1. Site Information	Details of all available data items should be completed			
	Connection 1	Connection 2	Connection 3	Connection 4
Operational time period: please select all time periods that apply 00:00 - 08:00; 08:01-12:00; 12:01 – 18:00; 18:01 – 24:00  If no time period is selected, 24 hours will be used as the default				

2. Number of Water Fittings	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.							
	Connection 1		Connection 2		Connection 3		Connection 4	
Storage tank supply pipe size (mm)								
Maximum fill rate for storage tank l/sec								
	Mains	Storage	Mains	Storage	Mains	Storage	Mains	Storage
WC flushing cistern								
Domestic sized wash basin								
Commercial sized wash basin								
Bath (tap nominal size 20mm)								
Bath (tap nominal size larger than 20mm)								
Shower								
Power shower								
Sink (tap nominal size 15mm)								

2. Number of Water Fittings	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.							
	Connection 1		Connection 2		Connection 3		Connection 4	
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 capacity m <sup>3</sup> or max fill rate l/sec								
Water re-use system								
Water treatment unit								
Any other water fitting or outlet								
Description of plumbing work	..... ..... ..... ..... .....							

<b>3. Flowrate</b>	Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2							
	Connection 1	Connection 2	Connection 3	Connection 4				
<b>3.1 Existing supplies</b> <b>From Logging Data, if applicable</b>  Please note that this is not applicable to new connections	Please provide details of all three flowrates requested							
Minimum (l/sec)								
Maximum (l/sec)								
Typical (l/sec)								
<b>3.2 New supplies</b> <b>Estimate of Flowrate</b>	Please provide details for the daily water requirement							
Daily requirement (l/day)								
Estimate of maximum flow rate (l/sec)								

<b>4. Fire Supplies</b>	Please provide details for the number of fire supplies and their estimated flowrates. Fire supplies may not be metered.							
	Connection 1	Connection 2	Connection 3	Connection 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)								
Fill rate for any tank if the fittings are not fed directly from the mains								

<b>5. Meter Requirements</b>	Please indicate whether there is power available at the site if a meter that requires power is being selected from the meter menu.			
	Connection 1	Connection 2	Connection 3	Connection 4
Power available (Y/N)				