



# **Demonstration of the WMS NAV Portal**

# Plan for the session

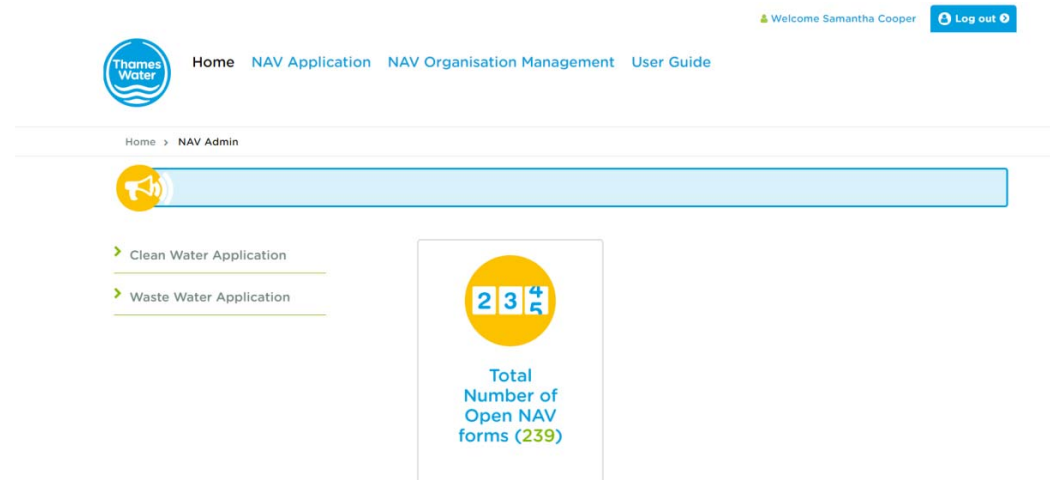
- Introduction to the portal – what, how and why?
- Log on and get you set up in our testing environment
- Submit some dummy applications
- Gather your feedback
- Get you set up on our live system



# The WMS NAV Portal

With our new NAV portal, you can:

- Submit applications for both clean and waste water
- View and update live applications
- View previous applications
- Track progress



The screenshot displays the Thames Water NAV Portal interface. At the top right, it shows a user greeting: "Welcome Samantha Cooper" and a "Log out" button. The main navigation bar includes the Thames Water logo and links for "Home", "NAV Application", "NAV Organisation Management", and "User Guide". Below this, a breadcrumb trail reads "Home > NAV Admin". A search bar is present, followed by two menu items: "Clean Water Application" and "Waste Water Application". A prominent dashboard widget shows a yellow circle with the numbers "234" and the text "Total Number of Open NAV forms (239)".



# How we have designed the portal...

## Setting up a clean water bulk supply for new appointments and variations (NAVs)

- This form should be used for requesting
- information required before applying to Ofwat (sections C, D and E)
    - a Bulk Supply Agreement (section F)
  - connection(s) to the Thames Water Network (section G)

Please complete sections A and B, and the relevant sections for your request.

If you're unsure of what you need please contact us (see last page).

Please complete the relevant sections of this form and provide all diagrams and information requested – this will help to avoid delays.

Once you've completed the form, please email it to Wholesale Market Services:

 [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk)



## Setting up a wastewater bulk discharge for new appointments and variations (NAVs)

- This form should be used for requesting
- information required before applying to Ofwat (sections C and D)
    - a Bulk Discharge Agreement (section E)
  - connection(s) to the Thames Water Sewerage Network (section F)

Please complete sections A and B, and the relevant sections for your request.

If you're unsure of what you need please contact us (see last page).

Please complete the relevant sections of this form and provide all diagrams and information requested – this will help to avoid delays.

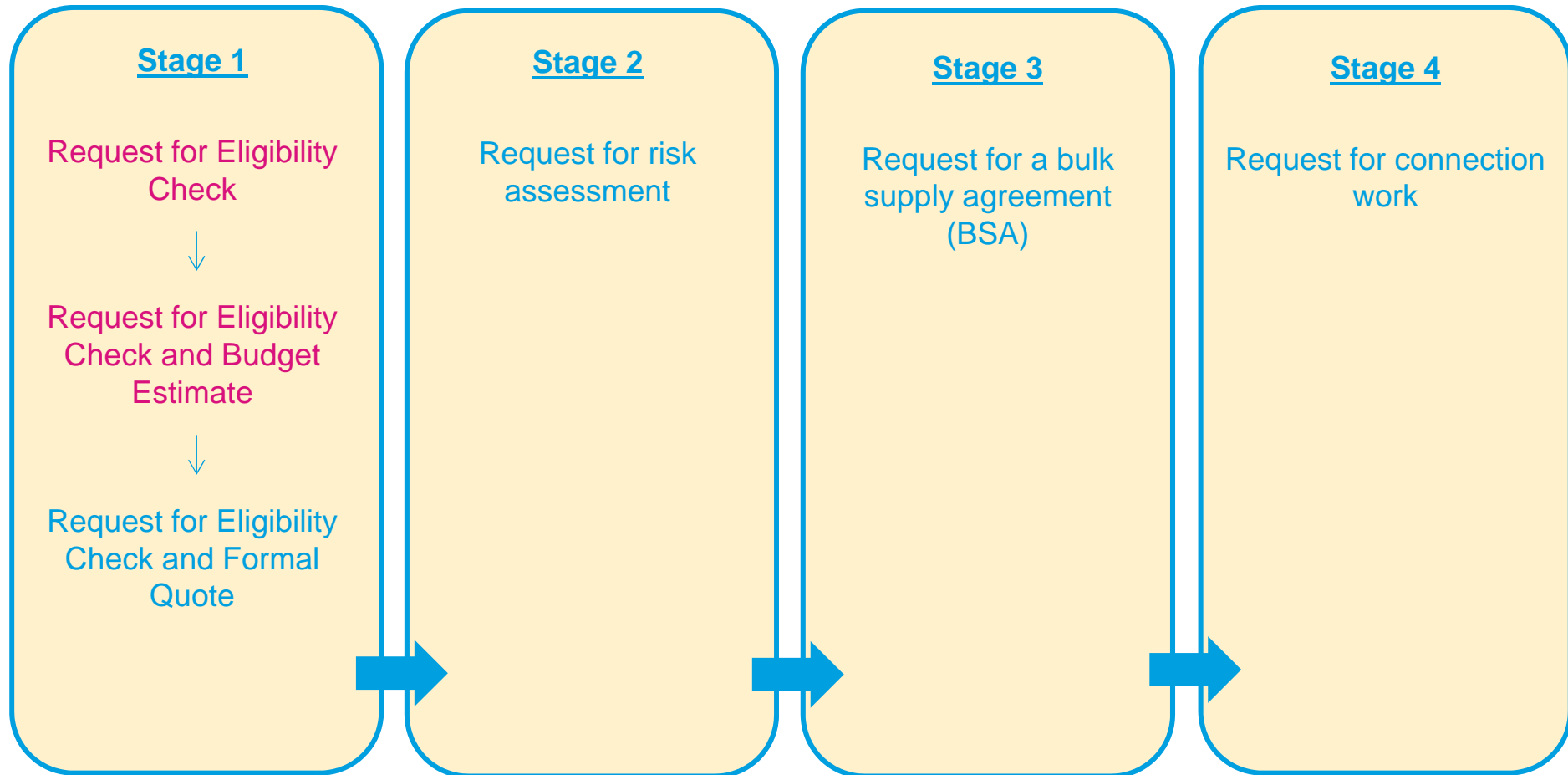
Once you've completed the form, please email it to Wholesale Market Services:

 [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk)



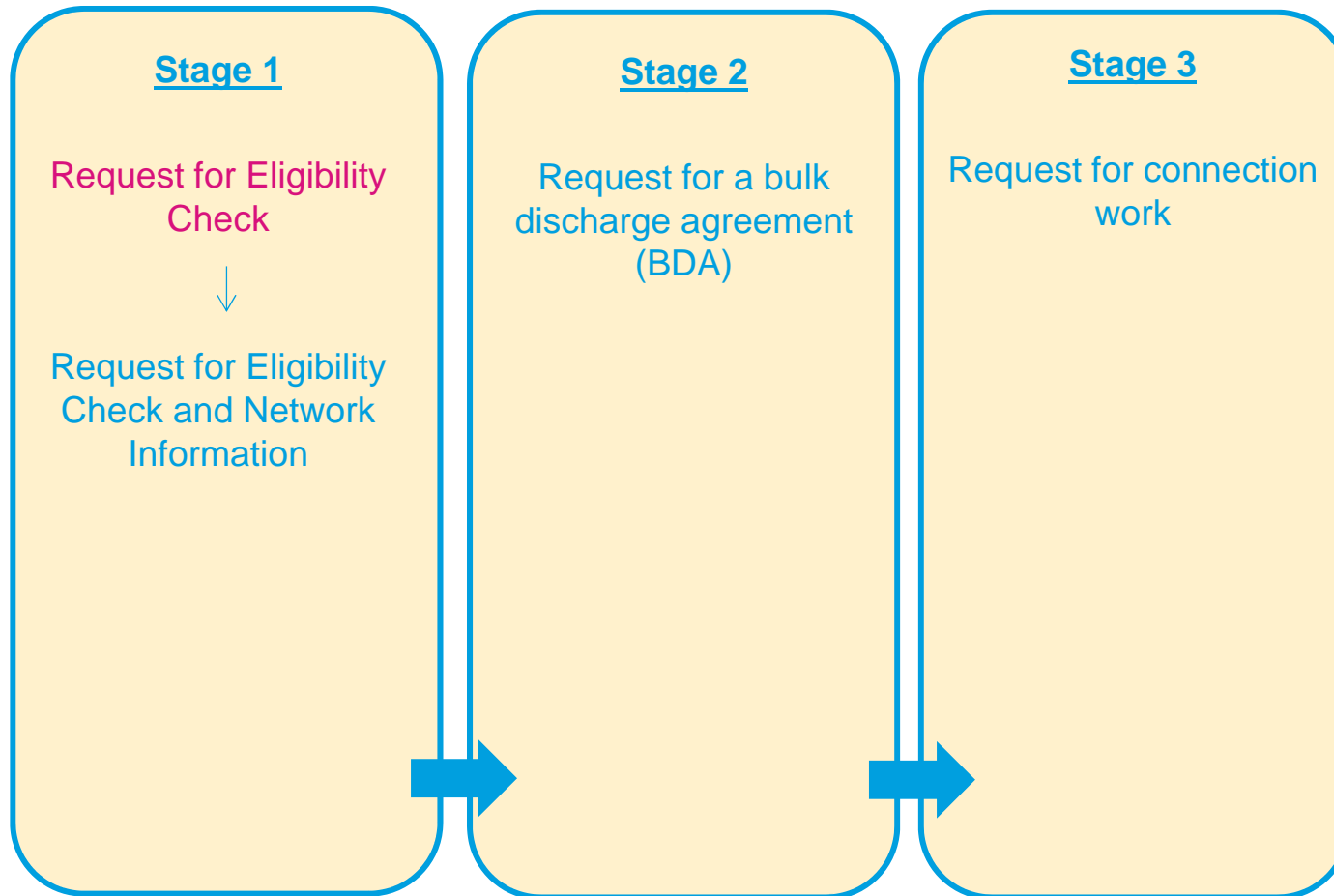
# Clean Water Application

**Optional**  
**Mandatory**



# Waste Water Application

Optional  
Mandatory



# Why have we implemented this portal?

- To enable you to track the progress of your applications
- To allow information to be shared more effectively
- To simplify and define our application process more clearly
- Due to previous feedback from our customers
- To give you and us a more transparent view of the application journey
- Ultimately...

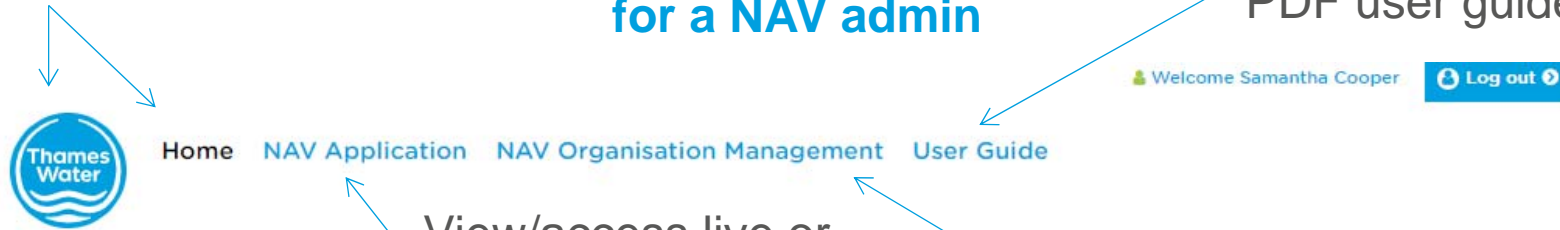
to enhance your experience as our customer



Takes you back to this view

# Home screen for a NAV admin

Download our PDF user guide



View/access live or complete applications

Set up/Edit user access\*



- > Clean Water Application
- > Waste Water Application



View/access live or complete applications

Start a clean water application

Start a waste water application

Our website

In your area



# View and track

Filter the applications

## NAV Application

Green=  
Live

View the  
application

Black=  
Complete

| Site Name         | Contact Name      | Company Name      | Form Type                         | Stage  | Status                        | Date of submission | Last updated date | TW ref number | View |
|-------------------|-------------------|-------------------|-----------------------------------|--|-------------------------------|--------------------|-------------------|---------------|------|
| Name              | WMSTRG            | NAV TEST          | Clean Water Bulk Supply Agreement | Request For Eligibility check                  | In Progress                   | 11/02/2019         | 11/02/2019        | WMSN11274     |      |
| NAV Demo 1        |                   | Test Organisation | Clean Water Bulk Supply Agreement | Request For Eligibility check                  | Complete                      | 11/02/2019         | 11/02/2019        | WMSN11285     |      |
| NAV Demo 2        |                   | Test Organisation | Clean Water Bulk Supply Agreement | Request For Eligibility check                  | In Progress                   | 11/02/2019         | 11/02/2019        | WMSN11286     |      |
| NAV Demo 3        |                   | Test Organisation | Clean Water Bulk Supply Agreement | Request For Eligibility check                  | Passed to relevant department | 11/02/2019         | 11/02/2019        | WMSN11287     |      |
| NAV Demo 4        |                   | Test Organisation | Clean Water Bulk Supply Agreement | Request For Eligibility check                  | Further info required         | 11/02/2019         | 11/02/2019        | WMSN11288     |      |
| NAV Demonstration | NAV Demonstration | NAV Demonstration | Clean Water Bulk Supply Agreement | Request For Connection Work                    | Complete                      | 11/02/2019         | 11/02/2019        | WMSN11284     |      |
| NAV Demonstration | NAV Demonstration | NAV Demonstration | Clean Water Bulk Supply Agreement | Request For Bulk Supply Agreement (BSA)        | Complete                      | 11/02/2019         | 11/02/2019        | WMSN11284     |      |
| NAV Demonstration | NAV Demonstration | NAV Demonstration | Clean Water Bulk Supply Agreement | Request For Risk Assessment                    | Complete                      | 11/02/2019         | 11/02/2019        | WMSN11284     |      |
| NAV Demonstration | NAV Demonstration | NAV Demonstration | Clean Water Bulk Supply Agreement | Request For Eligibility check and Formal Quote | Complete                      | 11/02/2019         | 11/02/2019        | WMSN11284     |      |

# Basics of the forms

## Set up a clean water bulk supply arrangements for new appointments and variations(NAVs)

### About the form

This form has been split into multiple sections. Which sections will display is dependent on the service that you are requesting, Throughout this form you will be able to request:

- An eligibility check on your proposed area
- An eligibility check on your proposed area at the same time as a budget estimate
- An eligibility check on your proposed area at the same time as a formal quote
- Risk assessment information
- A Bulk supply Agreement
- A connection

You will not be able to skip vital stages in the application processes, meaning that you will not see all options. As you move through the application, the form will pre populate from the previous stage, please ensure ALL information is up to date and accurate. Should you have any questions relating to this form, please review the user guide or contact your account manager who will be able to assist.

**What service would you like to request?**  
Please use dropdown to select  
*required*

Request For Eligibility check ▼  
 Please select  
 Request For Eligibility check  
 Request For Eligibility check and Budget Estimate  
 Request For Eligibility check and Formal Quote

Section A - Contact details +

Section B - Site details +

Section C - Eligibility +

Comments +

## Set up a waste water bulk supply discharge for new appointments and variations(NAVs)

Please use the guidance notes to help Bulk Agreement all sections on the form.

### About the form

This form has been split into multiple sections. Which sections will display is dependent on the service that you are requesting, Throughout this form you will be able to request:

- An eligibility check on your proposed area
- An eligibility check on your proposed area at the same time as requesting network information
- A Bulk discharge Agreement
- A connection

You will not be able to skip vital stages in the application processes, meaning that you will not see all options. As you move through the application, the form will pre populate from the previous stage, please ensure ALL information is up to date and accurate. Should you have any questions relating to this form, please review the user guide or contact your account manager who will be able to assist.

**What service would you like to request?**  
Please use dropdown to select  
*required*

Request for Eligibility Check ▼  
 Please select  
 Request for Eligibility Check  
 Request for Eligibility Check & Network Information

Section A - Contact details +

Section B - Site details +

Section C - Eligibility +

Comments +



# Once you have submitted...

Leave it with us...

We will update the status...

In progress  
Further Info required  
Passed to relevant department  
Complete

and keep you up to date by email when we make any changes!

Waste Water, Request for Eligibility Check & Network Information

noreply@thameswater.co.uk

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Sent: Tue 12/02/2019 16:58

To: NAVteam

Dear Customer,

Thank you for submitting your request for Network Information to Thames Water. Please allow up to 20 working days for a response.

Should you need to contact us in the interim, please contact your account manager directly, or email our service desk on [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk) stating the reference number: [REDACTED]

Regards,

Wholesale Market Services



**Lets get you set up on the test environment...**



**Lets submit some examples...**



# Your Feedback



# Thank you

