

Pre-planning journey									
No.	Step	Instructions	What's changing	Operational system changes (SAP/BI)	Water UK and/or SLPM Metric	Comms	Redress	Related documents - URL, User guide, QRG, etc	Links
1	Customer makes pre-planning application	This is a pdf application on the DS website. Must include all information requested on the checklist on the form.	Customer will need to provide additional minimum information from the checklist as well as everything they do today.	If application is made online and automatic reply of receipt of application must be sent to customer (TM currently requesting customer to apply via PDF and send via email or post)	No metric	WEBSITE: Publish minimum information. Update application checklist. Update application form pdf. Complete v/s non complex project identification and requirements.	No redress	Process Map - Re updated PDF application form to be updated	https://developers.thameswater.co.uk/Developing-a-large-site/Apply-and-pay-for-services/Wastewater-services/Adopting-sewers-and-other-assets
2	DHC receive the pre-planning application	The DHC receive the pre-planning application. They categorise the application in CRM and send out an email confirming receipt of the application and assign the application to Sewer Adoption Team.	No change	No change	No metric	DHC EMAIL: Pre-Planning App Received	No redress	DHC: Logging on application process: map - METS - Revised Process Documentation - Business Services Application and Payment Process V1.4 DHC: Logging on application User guide under construction	
3	Has sufficient information been provided and/or a complex site?	The Sewer Adoption Team will check the contents of the application to ascertain if they have everything available to process the application, including surface water strategy details. If they do not have the information they will call the Developer and send email template: ECC task code PD** Customer information received to put the job on hold and update new ECC task to comply with new SLPM 1/2 (move to step 7) If they have all the relevant information to progress with the application and carry out the technical appraisal the Sewer Adoption Team. Move to step ***	New minimum information required to be sent by customer for TM to review application. New email templates to send to customer more information required. New timescale for reviewing applications is days 7 under code. Action - NA - to sit with Asset team and understand what information they need to input into the minimum requirements. Complex site is identified at this stage.	New task required on ECC for	Pre-planning application (Stage 1a) - Water Company - SLPM - 1/2 - Acknowledgement of receipt & application completeness (7 days)	Email and Call, Missing information	Yes redress		
4	Customer provides more information	Customer will provide information necessary to process the application.	n/a	n/a	n/a	n/a	No redress		
5	Receive additional information from customer	The email/letter comes in via the DHC and is categorised and then passed to the Sewer Adoption team.	n/a	none	n/a	n/a	No redress	CRM User Guide - How to Create Request	
6	Review additional information	The Sewer Adoption Team will check the additional information and ascertain if they have everything now to process the application. If they do not they call the Developer and send email template keep the job on hold (move to step **) If they have all the relevant information to progress with the application and carry out the technical appraisal the Sewer Adoption Team. Relevant ECC task codes to be completed/updated at this stage. (PROZ). Move to step **	If they have received the relevant information to proceed update on hold task and proceed. 21 days counts for when additional information comes in.	n/a	n/a	n/a	No redress		
7	Capacity check of the network	Sewer Adoptions Team carry out a capacity check. Create new polygon on GIS and link with DTS. Check Sewer District Area Code (SDAC) trigger levels and flooding history.	No change from current BAU process.	No changes	No metric	No comms - all actions are internal	No redress		
8	Capacity is available on network	If trigger levels are below Sewer Adoption team issue a standard response to the customer. Update ECC task code PD23 visibility YES to complete and all other ECC tasks are cancelled. Capacity exists in network is confirmed by email to the developer. (Process end)	Email sent to customer confirming capacity this email needs to be sent within 21 days from receipt of all information required to complete capacity check.	No changes	Water UK Metric 14.	EMAIL: Sufficient capacity + info on pre design meeting option. Capacity report attached.	No redress		
9	Capacity is not available on network	If trigger levels are above, consult with Asset Planners (SP) - Consult on DTS. Create reminder follow on task on CRM to engineer (them/relives) to share Asset planners for a response to ensure with keep on time and send response back to customer.	No change from current BAU process.	No changes	No metric	No comms	No redress		
10	Capacity is available on network (SP)	SP will review the job and confirm capacity exists. Move to step *** - Update ECC task PD**	Email sent to customer confirming capacity this email needs to be sent within 21 days from receipt of all information required to complete capacity check.	No changes	Water UK Metric 14.	EMAIL: Sufficient capacity+ info on pre design meeting option. Capacity report attached.	No redress		
11	Capacity is available on network with constraints (SP)	SP will review the job and confirm capacity exists but with constraints. Further modelling is required. Update ECC task PD***	Email sent to customer confirming capacity this email needs to be sent within 21 days from receipt of all information required to complete capacity check.	No changes	Water UK Metric 14.	EMAIL: Sufficient capacity with constraints + info on pre design meeting option. Capacity report attached.	No redress		
12	Capacity is not available on network (SP)	SP confirm capacity is not available on network. Modelling will be required to meet their requirements. Request planning application status and build program and confirm modelling to take place ideally once planning permission in place.	Email sent to customer confirming capacity not available this email needs to be sent within 21 days from receipt of all information required to complete capacity check. If the development is strategic and/or complex advise the customer that they can request a strategic assessment for us to assist with the design needs of the site.	No changes	Water UK Metric 14.	EMAIL: Insufficient capacity: Modelling required + info on pre-design meeting option. Capacity report attached. Advise if development is strategic and/or complex a strategic assessment can be requested pre-design.	No redress		
13	Customer confirms planning permission in place.	passed to major projects for modelling management and reinforcement and new sewer to delivery as required	requires standard email or letter for handover to MP - agree process on how to advise customer on who to contact to progress - i.e. email to customer copied to MP growth team inbox						
14	Customer requests modelling undertaken prior to planning permission	Issue underwriting agreement to customer				EMAIL: Underwriting agreement required if modelling to proceed without planning permission.			
15	Undertaking agreement received by customer	Process the underwriting agreement. Passed to major projects for modelling management and reinforcement delivery as required	requires standard email or letter for handover to MP - agree process on how to advise customer on who to contact to progress - i.e. email to customer copied to MP growth team inbox						
16	Modelling undertaken	Modelling undertaken - Process to be mapped with Major projects.							

Pre-planning Modelling

No.	Step	Instructions	What's changing	Operational system changes (SAP/BI)	Water UK and/or SLPM Metric	Comms	Redress	Related documents - URL, User guide, CRG, etc	Links
1	MP contact Assett Dev team and network modelling to request modelling						No redress	Process Map - the updated PDF Application form to be updated	https://developers.thameswater.co.uk/developing-a-large-site/apply-and-pay-for-services/Wastewater-services/Adopting-sewers-and-other-sewers
2	Asset Planner prepare a modelling brief and send to modelling group						No redress	DHC - Logging on application process map - ITDCS - Revised Process: Documentation - Business Services - Application and Payment Process V1.4 DHC - Logging on application User guide under construction -	
3	Modelling undertaken - Requiry meeting with MP team for progress updates						No redress		
4	Out come - capacity ok send pre-planning letter 4 to customer confirming capacity						No redress		
5	Outcome - no capacity - Letter 5 confirms if can start with constraints and any reinforcement require - Infrastructure planning plan clearing stating what the developer can do when by. Also confirm program the of work to deliver reinforcement to the network						No redress	CRM User Guide - How to Gate keep	
6	Design and construct new sewer and keep customer up to date with progam of works.						No redress		
7							No redress		
8							No redress		
9							No redress		
10							No redress		
11							No redress		
12							No redress		
13							No redress		
14							No redress		
15							No redress		
16							No redress		
							No redress		
							No redress		

Stage 2 - Design of new Sewage system

No.	Step	Instructions	What's changing	Operational system changes (SAP/BI)	Water UK and/or SLPM Metric	Comms	Redress	Related document s - URL, User guide, QRG, etc	Links
	Developer completes Apply to adopt a new sewer (Section 104) application	This is an online form as well as a pdf application on the D5 website.	When applications are applied online they must be automatically acknowledged - TW already do this.	N/A	None	none			
	DHC logs the application in SAP, sends a confirmation of the application to the customer and assigns the application to the Sewer Adoption team.	Receives pdf application and categorises the application in SAP CRM. Sending a confirmation of the receipt of the application to the customer.				Email - Application received			
	Initial assessment of information	The Sewer Adoption engineer will check that the customer has provided all the relevant information in order to process the application. If sufficient information hasn't been provided the sewer adoption engineer will call the customer following this up with an email requesting the information required. Raise the new/existing code to put job on hold until additional information has been received. If sufficient information has been provided complete task -AD01- Review Technical Details and cancel AD04 (check with team this correct). In addition if at this stage we can see that the development is complex and we need longer than 28 days to issue Technical Assessment we must highlight this to the customer at this stage and confirm how long the assessment will take.	New timescale for reviewing applications is days 7 under code. Must now call and email the customer to confirm not all information has been received & payment	ECC task codes to put job on hold to be reviewed and confirmed.	SLPM - S2/1- Acknowledgement of receipt & application completeness - To be completed within 7 calendar days of receipt application submission to ensure all relevant details are included with clear expectation of what is provided). -	Phone - S104 App complete send Email - S104 App complete phone - Phone - S104 App incomplete send Email - S104 App incomplete phone	Yes redress		
	Customer provides more information	Customer sends in additional information.							
	Receive additional information from customer	DHC log the email/post and allocates to Sewer Adoptions Team							
	Review additional information	The Sewer Adoption Team will check the additional information and ascertain if they have everything now to process the application. If they do not they call the Developer and send email and keep the job on hold (move to step ****) If they have all the relevant information to progress with the application and carry out the technical appraisal the Sewer Adoption Team. Relevant ECC task codes to be completed at this stage. (AD01 Review Technical Details & AD04 - Confirm amendments required). In addition if at this stage we can see that the development is complex and we need longer than 28 days to issue Technical Assessment we must highlight this to the customer at this stage and confirm how long the assessment will take. Update agree an extension date (NB the is rare) Move to step ***.	If we will need longer than 28 days to provide the technical review we must inform the customer at this stage when confirming we have all the information we need to proceed. NB: That the 28 days includes 7 for the initial assessment of the S104 application.			Phone - S104 App complete send Email - S104 App complete phone - Phone - S104 App incomplete send Email - S104 App incomplete phone			
	Technical assessment of the details	Sewer Adoption engineer will carry out technical assessment of the new proposed sewer and requested additional details and information where required. As well as confirm if design is acceptable.							
	Additional information requested	Sewer Adoption engineer to call the customer and send email requesting the minimum information, confirmation or legal requirements, manufactures, legal and Health & Safety requirements if more details are required. The job will be put on hold until this is provided. Raise task code in ECC AD**	This must be done within 28 days of the full completed application being received. Task codes to be reviewed and amended.			customer called and email with request for more information			
	Receive additional information from customer	DHC log the email/post and allocates to Sewer Adoptions Team							
	Review additional information	The Sewer Adoption Team will check the additional information and ascertain if they have everything now to process with the technical assessment. If not they will call the customer and follow up with email requesting additional information. If they additional information provide mean the technical assessment can continue ECC task AD** to be completed				customer called and email with request for more information			
	Details not to design standard.	Once all the details have been provided, however following technical review they are not to standards then engineer need to call the customer and discuss. Then send email providing response clearly detailing strategic and/or technical review points. Complete ECC task code AD**	New task code to be created to record this.						
	Resubmits design	Customer will resubmit the design							
	Receive re-design from customer	DHC log the email/post and allocates to Sewer Adoptions Team							
	Review re-design from customer	The Sewer Adoption Team will check the re-design and ascertain if they have everything now to process with the technical assessment. If not they will call the customer and follow up with email requesting additional information. If the re-design submitted the technical assessment can continue ECC task AD** to be completed							
	Provide Technical Acceptance or Conditional acceptance	Engineer Sewer Adoptions team will provide Technical Acceptance or Conditional Acceptance to customer. They will call the customer to talk through the Conditional Acceptance. Issue email acceptance must include all the required details including legal information, inspection fees, bonds (minimum information) and drawings required. If Technical Assessment provided updated ECC task and cancel Resubmission. If Technical Assessment is provided on the resubmission of information then complete the ECC task for Resubmissions and cancel the technical approval ****This needs to be confirm with Reporting Team***	There are now 3 different key milestones and only 1 is updated depending on the route that the Technical Acceptance goes through. ***Need to review ECC task codes, have one for extension date agreed and this to be updated along with the Technical Assessment or Resubmission.		SLPM - S2/2- Technical Assessment - To be completed within 28 calendar days of receipt application submission or SLPM - S2/3 Resubmission of details 14 days of receiving additional or missing information. However both are with the exception of extension which has been issued to customer at step Initial assessment of information provide. WaterUK metric 21.	New email template for customer confirming acceptance or condition acceptance. We need to signpost in this comms the new requirement for requesting an early inspection via new form, the minimum timescales for them to notify us, and risks if they do not. Plus all min information, fee's paid, drawings submitted and send out an inspection request form.....	Yes redress for both SLPM metrics at this stage		
	Customer receives Technical Acceptance	Customer will now provide revised drawings and request Agreement as well as apply for any relevant Sewer connection for the new Sewer under S106. Customer call also now make a request for early inspection under Stage 3.							

Stage 3 - Adoption agreement (execute Adoption agreement)

No.	Step	Instructions	What's changing	Operational system changes (SAP/BI)	Water UK and/or SLPM Metric	Comms	Redress	Related documents - URL, User guide, QRG, etc	Links
	Customer sends back all details and payments for creating MAA (Model Adoption Agreement)	DHC log the email/post and allocates to Sewer Adoptions Team							
	Sewer engineer reviews all details and confirms if all received	Sewer Engineer reviews all details and payment and confirms if everything has been received. If not, call the customer and requests missing information and follows up with an email. If everything has been supplied will request our legal provider to prepare draft MAA.							
	Sewer engineer requests missing information	Call customer to request missing information							
	Customer send back missing information/payment	Sewer Engineer reviews all details and payment and confirms if everything has now been reviewed. If not call the customer and requests missing information and follows up with an email. If everything has been supplied will request our legal provide to prepare draft MAA.							
	Legal provider undertake legal/land checks and seek undertaking for fees	Our legal will liaise with customer/ customer legal provider to get additional details (including fee's).							
	Legal provider receives all information and prepares draft MAA	Legal provider will confirm to TW Sewer Adoptions team that all information and fee's have been rec'd	Once all information has been rec'd we now have 14 days to issue the draft MAA. Action : to confirm with Eversheds what we can do to ensure all information comes in first time when we issue the technical agreement. Agree process for them to confirm the date they have all information. Get an agreed SLA with [redacted] to provide draft agreement within 7/10 days of all information rec'd so that we can meet our 14 day SLPM.						
	Legal provider issues draft legal MAA to customer/ customer legal provider for signing	Legal provider to confirm to TW the date this was issued. If not going to be issue on time also to let us know so we can confirm with customer (or we enforce them to inform customer)			SLPM 3/1 Update draft agreement - Legal provider issue draft agreement to developer if signing. 14 after receipt of inspection fees, coloured drawings/plans and all enquired legal and land matter details.		Yes Redress		
	Customer returns signed MAA to legal provider	Our legal provider checks that MAA is signed correctly. Then liaises with TW to get sign-off from TW director							
	TW Director signs MAA	The TW director returns signed MAA to our legal provider							
	Legal provider issues signed legal MAA to customer/ customer legal provider and cc's Sewer Adoption engineer	Sewer Adoption engineer puts copy of the signed MAA in the job file/ on system.							

Stage 4 - Construct Sewer & Inspections

No.	Step	Instructions	What's changing	Operational system changes (SAP/BI)	Water UK and/or SLPM Metric	Comms	Redress	Related documents - URL, User guide, QRG, etc	Links
	Customer requests inspection (First inspection)	Customer completes a new inspection form on the form they select if they are requesting an early start inspection or a pre start via new PDF form. Early start happens before the signed agreement is returned, then the inspection form must be signed.	New PDF early inspection/pre-start form. The form is to include full set of details for the inspection in accordance to the minimum information, the early inspection form must be sign and received by Thames Water, with full H&S documents, relevant charges paid and received at least 7 calendar days prior to inspection request to enable TW to arrange the inspection. If customer has not contact us for a pre-start meeting within 2 months of the MMA being signed we will contact the customer and see if they have started works.			acknowledgement email to customer. We need to signpost this new requirement in prior comms during stage 2 and method for them to notify us, and risks if they do not. Also need to sign post what should be agreed at a pre start up (any bespoke standards and anticipated programme)	No redress		
	Inspection request received (first)	Inspection request form is logged on by DHC on to CRM and IR is assigned to the Sewer Engineer Sewer Adoptions team.	Inspection form is received from the customer and logged.	Do we need new ECC code for inspection request to monitor????	Start of the metric 14 days				
	Inspection request is complete (first)	Sewer engineer will check that customer has sent in full set of details for the inspection in accordance to the minimum information, if first inspection to be carried out prior to the MMA signed then the inspection form must be sign and received by Thames Water. The sewer engineer to confirm full H&S documents, relevant charges paid and confirmation the customer has requested inspection no later than 7 days before they are require the inspection. If all the information has been received and the inspection date requested is >7 calendar days need to raise operation with all relevant information for engineer to attend. Also need to send the field engineer copies of the drawings of the new sewer proposed to be laid.	The first inspection is not to take place until the technical approval has been completed. Engineer has 7 days to check the form - inform then 7 days inspector to attend site. Clock starts here for metric, 14 days need to update the ECC task code to confirm request received and everything correct						
	Inspection request is incomplete (first)	If not all information been received call customer to request and follow up with an email.	The first inspection is not to take place until the technical approval has been completed.			Phone call and email to customer			
	Customer submits missing information	DHC log on the missing information and pass to the engineer (Sewer Adoptions Team) Move back to review information step ****							
	Inspection issue to field engineer (First)	Scheduling team allocates the first inspection to field engineer.	The first inspection date is confirm with the customer by scheduler.	The completion of the inspection operation e-form being submitted when the inspection is completed vs the date of first/early inspection request received gives us SLA - need to confirm how we monitor this...		Customer is notified of the early inspection date by phone and email.	No Redress		
	Field engineer attends site (first)	Field engineer attends site and meets customer and carries out the first inspection (Pre-start). Field engineer advises customer about the work, next step and process. Engineer sends the details of the inspection back to the sewer engineer in the office via ECC form or email or web form - this is to be confirmed.	New waste water e-form/ electronic or paper??? To be returned to back office within 24 hours.		SLPM - 4/1 Inspections & Construction period - 1st inspection undertaken within 14 days of request. This weather an early inspection or after the pre-start meeting.		Yes Redress.		
	Field inspection report review (first)	The Field engineer inspection report is reviewed and confirm the customer has not started any sewer construction works and we send out a summary to customer within 7 days (internal SLA) detailing and items to be addressed.				Email of inspection items to be addressed.			
	Customer requests inspections during construction	Throughout the construction of the new sewer witness or audit air tests and construction inspections - using a risk base approach are carried out along with any specific additional testing already specified. All inspections are plan in as part of the customers progression plan and must be requested by the customer giving no less than 7 days notice	We need to measure these requests to ensure completed on time for our on SLA not SLPM. We must record and report findings back to developer within 14 days after each inspection carried out		No	tbc			
	Field team complete inspections and return report to back office	Recording of the inspection on ECC/ via excel form. This is to ensure customer lays new sewer in accordance to the design and adoption agreement. Customer to complete works ready for progression and request inspections at agreed stages of construction.	we must record inspection visits and report findings back to developer within 14 days that must be addressed we need to define timeframes and methodology is consistent for all regions	TBC	no				

Stage 5 - maintenance

No.	Step	Instructions	What's changing	Operational system changes (SAP/BI)	Water UK and/or SLPM Metric	Comms	Redress	Related documents - URL, User guide, QRG...etc	Links
	Customer requests a pre-maintenance inspection	Customer requests a pre-maintenance inspection using new form?? as we need to log when this request was made vs inspection completed date.	TW have 14 days to acknowledge and get inspection to site. TW should also clearly notify developer of any legal requirements and easements/consents etc that require completion	No changes	no	We should signpost any legal/land/consent and occupation levels/matters that need to be completed. Also need to signpost minimum info requirements of developer - i.e. as built/cctv agreement complete etc. We may need letter to advise site is not yet ready to go onto maintenance	No redress		
	Confirm if sewer is ready for pre-maintenance inspection	Sewer engineer reviews the pre-maintenance inspection request. Need to ensure all items required for the pre-maintenance inspection, confirm any legal requirements and easements/consents etc that require completion.							
	Customer not ready for pre-maintenance inspection	If not all the required information has been provided sewer engineer to call the customer and follow up with an email requesting information required to progress the pre-maintenance inspection.	Raise task code to hold clock until required information requested is provided.						
	Arrange for pre-maintenance inspection	Sewer engineer raises inspection operation on ECC.							
	Schedule the pre-maintenance inspection	Scheduler plans out the inspection to the engineer and confirms with the customer when the inspection takes place.							
	Pre-maintenance inspection undertaken	Field team undertake inspections and record findings and send report back to DS back office	we must record and report findings back to developer within 14 days (what format and by who)	No changes	SLPM - 5/1 Request for pre maintenance inspections - to be undertaken within 14 days of the request from the customer	Agree inspection checklist with field team and new method/formal way of reporting back to office and then to customer	Yes redress		
	Provide Full Provisional Certificate	Inspection confirms that there are no defects recorded on site. The certificate/letter confirms the maintenance period for the new sewer.			SLPM - 5/2 Construction is substantially complete - Issue pre maintenance certificate/Provisional Certificate within 7 days from confirmation that all construction works are satisfactory.		Yes redress		
	Provide provisional Certificate Defects	If inspection identified defect we must write to the customer within 14 days of pre-maintenance inspection, clearly advising of what defects/snagging is needed to achieve vesting. And if we choose to, we can give them 6 months notice to undertake or TW will and recharge costs	new option for TW to step in and complete defects	No changes	SLPM - 5/1 Request for pre maintenance inspections - to be undertaken within 14 days of the request from the customer	New comms required to advise of potential step in option	Yes redress		
	Developer completes defects and seeks re inspection and maintenance cert.	TW inspect and sign off (if still defects, going back to step ***)	nothing	No changes	yes	Issue standard maintenance certificate			
	Arrange for re-pre-maintenance inspection	Sewer engineer raises inspection operation on ECC.							
	Schedule the re-pre-maintenance inspection	Scheduler plans out the inspection to the engineer and confirms with the customer when the inspection takes place.							
	Re-inspection pre-maintenance inspection undertaken	Field team undertake re-inspection and confirm if all defects have been fixed, record findings and send report back to DS back office	we must record and report findings back to developer within 14 days (what format and by who)	No changes		Agree inspection checklist with field team and new method/formal way of reporting back to office and then to customer			
	Update sewer records to confirm sewer is under maintenance	Sewer engineer to send the drawings to TI.							

Stage 6 final vesting

No.	Step	Instructions	What's changing	Operational system changes (SAP/BI)	Water UK and/or SLPM Metric	Comms	Redress	Related documents - URL, User guide, QRG...etc	Links
	TW monitors maintenance period and notifies developer that the maintained period is coming to an end	9 months after the maintenance period started Sewer engineer contacts the customer to inform them the maintenance period is due to finish. We then advise developer of requirements to progress, inc any legal/land requirements they need to complete.	new step, requires a flag in ECC /CRM to do this.		No	Phone/email.	No Redress		
	Customer requests final inspection	Need to confirm how the customer request the final inspection. TBC by [REDACTED]							
	Confirm if sewer is ready for final inspection	Sewer engineer reviews the final inspection request. Need to ensure all items required for the final inspection are provided and that all defects on the new sewer are completed. If all complete arrange inspection.							
	Customer not ready for final inspection	If not all the required information has been provided or there are still sewer defects to be fixed the sewer engineer to call the customer and follow up with an email requesting information required to progress the pre-maintenance inspection.				Phone/email.			
	Arrange for final inspection	Sewer engineer raises inspection operation on ECC.							
	Schedule the final inspection	Scheduler plans out the inspection to the engineer and confirms with the customer when the inspection takes place.				Phone/email.			
	Final inspection undertaken	Field engineer undertake final inspection and record findings and send report back to Sewer Adoption engineer	we must record and report findings back to developer within 14 days	No changes	Yes		No redress		
	TW notify Developer of defects/snagging	Within 14 days of final inspections, Sewer Engineer calls customer clearly advising of what is needed to achieve vesting. And if we choose to, we can give them 6 months notice to undertake or TW will and recharge costs. Follow up phone call with an email	new option for TW to step in and complete defects	No changes	no	Phone/email.			
	Developer completes remedials and seeks final sign off	TW inspect and sign off (if still defects, go back to step ***)	nothing	No changes	yes	Issue standard vesting certificate			
	Provide Final Certificate	Sewer engineer to provide final certificate to customer once the final field inspection completed and new sewer laid as per adoption agreement.							
	Arrange for handover inspection components & pumping stations	If site has pumping station then a handover inspection is to be arranged							
	Provide vesting certificate	Sewer Adpotion engineer to issue Vesting certificate to customer 7 days from confirmation that all construction works are complete including any remedial works where applicable. Plus all legal and lan matter are complete.	The Vesting certificate is to be issued within 7 days of sending the final certificate confirming sewer has been laid as per the MAA. Need to confirm how this will be measured in the system.		SLPM- 6/2 Vest Sewers	Email	Yes	Issue vesting certificate within 7 days from confirmation all construction works are complete.	
	Send the as build drawing to T1	Sewer engineer send the as built drawings to T1 to update GIS with the new adopted sewer.							