



(Bill to Address)

XX
XX
XX



DS reference **XX**



developer.services@thameswater.co.uk



0800 009 3921

Mon-Fri 8am-5pm



thameswater.co.uk/developerservices

Your quote for a new water main.

Site location: XX

Description of works: XX

Dear Customer Name,

Thank you for requesting a quote for a new water main to serve the above development. The charges have been calculated in accordance with our 'Charging arrangements for new connection services', which can be found on our website at developers.thameswater.co.uk/new-connection-charging.

This quote is valid until 29 Mar 2020 and includes two options, which are explained further on the enclosed acceptance sheets.

Option	Charge ex. VAT
Offer A: A self-lay provider does the contestable work	
We'll make a financial contribution	**
Offer B: We do all the work	If we do all excavation and reinstatement:
You'll need to pay us	**

**** - will automatically be populated by fittings schedule**



Finding your best fit

When getting new water pipes, we want you to choose the installer that best suits your site needs and timescales. This might not be us – independent ‘self-lay providers’ (SLPs) might be able to fit in better with your construction programme, and some can also install multiple utilities. Self-lay schemes receive exactly the same level of service from us as all other jobs, and SLPs are accredited to all the standards required for us to adopt the pipework at completion.

SLPs can carry out the majority of activities involved in laying new pipes – these are known as ‘contestable’ works. Your SLP will be your single point of contact, and they’ll liaise with us directly to get all the work done. You can find SLPs to contact for competitive quotes through the Lloyd’s Register at lr.org/wirs.

NAVs are companies that can become new water and/or wastewater providers within an existing water company’s region to serve specific customers or developments. You may be able to use a NAV if you meet criteria defined by Ofwat. To find out more, visit Ofwat’s website at ofwat.gov.uk/regulated-companies/markets/nav-market.

About our design

Our drawing shows:

- the location of the connection to our existing water network
- the proposed new on-site and off-site water mains
- where service connections are to be made
- details of the materials and pipe lengths

Please ensure site staff and other utility providers are aware of our design and keep the path of the new pipes clear so they can be laid as indicated, avoiding delays and additional charges.

What’s included

Our quote includes new water mains as indicated on our drawing ***Case Number***, and in addition:

- one meeting before work starts
- 1 visit to site to complete the installation of the new water main
- supply and delivery of all materials to lay the main
- provision of all plant, labour and supervision
- excavation and reinstatement of existing surfaces off-site
- costs of on-site excavation and reinstatement* (if you ask us to do this)
- traffic management
- gaining access to third party land, if required

*You can decide whether you’d like us to carry out the on-site excavation and reinstatement or if you’d prefer to arrange your own groundworker. We’ve provided charges for both options.



Service connections

Our design shows the location of proposed service connections. We'll provide a separate quote for the charges associated with these.

Self-lay providers can install service connections up to 63mm diameter, and you can request competitive quotes from them for this aspect of the work even if we install your new water main.

Land contamination

The site contamination report provided with your application indicates that we should be able to use standard water main materials and accessories. However, if any contaminated land is revealed during the course of the work, we reserve the right to amend the materials used and to revise our charges accordingly.

Making changes

Our charges are based on the information provided with your enquiry. We know changes can happen during the progress of a development. Providing details of any alterations to your proposals as early as possible will help us to minimise the impact of a change to the planned delivery of the new water infrastructure.

Unless you have advised us that construction should be phased, our quote assumes we can lay all of our pipework in a single phase, without interruption. In the event that we're unable to complete the work in line with the agreed phasing, additional abortive and phasing charges will apply.

If changes create a modification to our current design which needs us to recalculate the charge for the new main, we'll invoice or credit you for the difference and also apply a re-quote fee.



What to do next

Please consider the offers on the attached acceptance sheets. Once you've decided which one is best suited to your needs, please complete that sheet and return it to us by email or post.

If you need to pay us for the work, you can use one of the following methods:

- **BACS or CHAPS**
IMPORTANT NOTE FOR ALL BACS PAYMENTS: to avoid delays to your work, it's essential that whoever is paying this quote uses the DS reference ***insert DS reference* as the payment reference** so we can identify your payment.
Our bank details are: sort code 60-00-01, account number 90478703.
- **Cheque**
Please make it payable to Thames Water Utilities and write your DS reference ***insert DS reference*** on the back.
- **Visa or MasterCard**
Please call us on 0800 009 3921.

What we'll do after you accept an offer

We'll contact you within five calendar days of receiving your acceptance sheet to acknowledge your acceptance and confirm that payment has been made, or that you will be providing an acceptable form of security. If you choose to provide security and pay on completion, the charge you pay will be recalculated using the rates published and in effect when the works are completed. This may be different from the charges outlined in this quote.

Within 14 calendar days of receiving confirmation of your payment or security, and a signed copy of your acceptance sheet, we'll contact you to arrange a pre-start meeting at which we'll discuss your proposed start date and programme.

If you need any further assistance or information please don't hesitate to contact me.

Yours sincerely,

XX
DD: XX
Senior Designer
Developer Services



Thames Water Developer Services
 Clearwater Court
 Vastern Road
 Reading
 RG1 8DB
developer.services@thameswater.co.uk

Scheme: *Site Address*

Issue date: 3 October 2019

Expiry date: 29 Mar 2020

Acceptance sheet: Offer A
Using a self-lay provider

We'll contribute towards the cost of the work by making an **asset payment**. This sum recognises the value of the future income we expect to receive from bill payers over the 12 years following completion of the new water mains.

This is a fixed sum offer and includes all excavation and reinstatement work. It's subject to revision if there are changes to the design shown in the attached drawing and/or the number of properties specified in your application, in which case we will update the value of the net asset payment.

<input type="checkbox"/>	If you'd like us to carry out only the non-contestable works:	
	The estimated gross asset payment for this scheme is:	**
	Deducting the charges for non-contestable work that we'll complete:	**
	Means the estimated net asset payment we'll make is: (or, if this is a negative figure, which you'll need to pay us in advance of the works)	**
<input type="checkbox"/>	If you'd like us to also carry out the contestable off-site works:	
	Further deducting the charges for off-site works:	**
	Means the estimated net asset payment we'll make is: (or, if this is a negative figure, which you'll need to pay us in advance of the works)	**

**** - will automatically be populated by fittings schedule**

If we agree to your SLP also carrying out any non-contestable works we'll adjust the net asset payment to reflect this.

This offer does not include any service connections or infrastructure charges.

Acceptance

I/we wish to enter into a self-lay agreement with Thames Water, based on the option selected above. My/our chosen SLP is

Signed

Print.....

On behalf of

Date.....

IMPORTANT NOTE FOR ALL BACS PAYMENTS

To avoid delays, if you are making a payment to us in relation to this quote it's essential you use DS reference ***insert DS reference* as the payment reference**. Our bank details: sort code 60-00-01, account number 90478703.



Thames Water Developer Services
 Clearwater Court
 Vastern Road
 Reading
 RG1 8DB
developer.services@thameswater.co.uk

Scheme: *Site Address*

Issue date: 3 October 2019

Expiry date: 29 Mar 2020

Acceptance sheet: Offer B
Asking us to do the work

This is a fixed sum offer. It's subject to revision if there are changes to the design shown in the attached drawing and/or the number of properties specified in your application.

We'll review each scheme on completion to assess whether the size(s) and length(s) of new water main laid were the same as in the quote. If the diameter of the pipework was different, the surface type was different or the length of the pipework was at least three metres more or less than in the quote, we will recalculate the charge.

Where we have to recalculate charges we will invoice or credit you for the difference, also applying a re-quote fee.

If you pay on completion rather than in advance of the work, you will need to provide an acceptable form of security (see the attached 'Conditions' for guidance on this) prior to the start of the work, and the charge you pay will be recalculated using the rates published and in effect when the works are completed. This may be different from the charges outlined in this quote.

**** - will automatically be populated by fittings schedule**

Thames Water to excavate and lay all pipework for the new main.	Developer to excavate and reinstate on-site, Thames Water to excavate off-site and lay all pipework on and off-site.
Tick to accept <input type="checkbox"/>	Tick to accept <input type="checkbox"/>
Quote **	Quote **
Re-Quote Fee **	Re-Quote Fee **
VAT **	VAT **
Total **	Total **

This offer does not include any service connections, infrastructure charges or ancillary charges.

Acceptance

I/we wish to accept the option indicated above, and to pay:

- In advance, and will make payment of £..... prior to the start of the work
- On completion, and will provide an acceptable form of security prior to the start of the work

Signed

Print.....

On behalf of

Date.....

IMPORTANT NOTE FOR ALL BACS PAYMENTS

To avoid delays, it's essential you use DS reference ***insert DS reference* as the payment reference**. Our bank details: sort code 60-00-01, account number 90478703.



Breakdown of charges for your new water main.

Please note that all charges stated below are excluding VAT. Any VAT payable is outlined on our acceptance sheets.

The **income offset** is our financial contribution to the cost of the work which offsets the future income we expect to receive from bill payers over the 12 years following completion of the new water main.

If we do all excavation and reinstatement:

Work that is the responsibility of Thames Water (non-contestable work)			
Item	Quantity	Rate	Charge
Mains Application Fee			
Re-Quote Fee			
Connection (90mm pipe in road)			
		Subtotal	£xxx
Work that could be done by Thames Water or a self-lay provider (contestable work)			
Item	Quantity	Rate	Charge
Mains Design Fee		£0.00	
Pipe-laying (90mm pipe in road)			
Phasing charge			
		Subtotal	£xxx
Gross charge			£xxx
Income offset			(£xxx)
Net charge (ex. VAT)			£xxx



If you do the on-site excavation and reinstatement:

Work that is the responsibility of Thames Water (non-contestable work)			
Item	Quantity	Rate	Charge
Mains Application Fee			
Re-Quote Fee			
Connection (90mm pipe in road)			
		Subtotal	£xxx
Work that could be done by Thames Water or a self-lay provider (contestable work)			
Item	Quantity	Rate	Charge
Mains Design Fee		£0.00	
Pipe-laying (90mm pipe in road)			
Phasing charge			
		Subtotal	£xxx
Gross charge			£xxx
Income offset			(£xxx)
Net charge (ex. VAT)			£xxx

About contestable and non-contestable charges

Self-lay providers (SLPs) can carry out the majority of the work involved in laying new pipes – this is known as ‘contestable’ work. Some ‘non-contestable’ works remain our responsibility even if you choose to use a SLP, and we’ll work in partnership with them to carry this out.

Non-contestable work that we’ll always do includes:

- Sizing pipes
- Designing alterations to our existing network
- Approving on-site water designs (except where self-certification arrangements are in place)
- Decommissioning redundant mains following diversion
- Carrying out high-risk installations that could impact existing customers or infrastructure

Non-contestable work that we might allow a suitably accredited SLP to carry out is:

- Connecting services over 63mm in diameter to our existing water network
- Laying the branch connection (or ‘spur’) from our existing main

Please note that water main laying is contestable unless we assess that it involves heightened risk to existing assets or could affect supplies to existing customers.

(2 tables above will be populated from the fittings schedule)



Our financial contribution (if we do all excavation and reinstatement)

This table shows our detailed calculations of our financial contribution towards the charge for your new main. These workings are based on us carrying out all excavation.

ON-SITE TW EXCAVATION Scheme Discounted Aggregated DAD

Water Version 37.0

Project Variables			
Scheme Title		District/Work Request No.	
Total Scheme Cost	20640	Water/ Sewerage Project	W
Number of Properties	0	Average Income per Property	£196.44
Occupancy Reference	0	Private/ Local Authority Developer	0

Basic Variables			
OFWAT Borrowing Interest Rate	2.75%	Number of Applicable Years	12
OFWAT Deposit Interest Rate	0.50%	Domestic Sewerage Income per Property	£145.62
NPV Discount Rate	2.75%	Domestic Water Income per Property	£196.44
Long Term Annual Inflation	3.00%	Discount for commercial offer	0%

Deficit & Lump Sum Calculation										
Year	Cumulative Occupancy	Cumulative Properties	Measured Income	Reckonable Income/ Projected Future Revenue	Qualifying Borrowing Cost	Relevant Deficit	DCF/ Commuted Sum	Deposit C/F	Payable Interest	Deposit B/F
0								24,516.00		
1	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
2	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
3	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
4	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
5	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
6	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
7	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
8	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
9	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
10	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
11	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
12	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
Total			#N/A	#N/A	24,516.00	#N/A	#N/A	#		

Calculation of Qualifying Amount & Grossing Up Factor			
Interest Rate, i	2.75%	Water Act 1989 Basis Cost	24516.00
Capital Sum, a	20,640	Project Capital Cost	20,640
Qualifying Amount ^{2042.714171}	2042.71	Grossing Up Factor	1.188

Discounted Aggregate Deficit (DAD)	20640.00
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Non Statutory Lump sum based on the value per the DAD reduced by discount	20640.00
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Self Lay Asset Payment	TOTAL SELF LAY ASSET PAYMENT	-
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Our financial contribution (if you do the on-site excavation and reinstatement)

This table shows our detailed calculations of our financial contribution towards the charge for your new water main. These workings are based on you carrying out the on-site excavation.

ON-SITE LAY ONLY

Scheme Discounted Aggregated DAD

Water Version 37

Project Variables

Scheme Title	<input type="text"/>	District/Work Request No.	<input type="text"/>
Total Scheme Cost	20640	Water/ Sewerage Project	W
Number of Properties	0	Average Income per Property	£196.44
Occupancy Reference	0	Private/ Local Authority Developer	0

Basic Variables

OFWAT Borrowing Interest Rate	2.75%	Number of Applicable Years	12
OFWAT Deposit Interest Rate	0.50%	Domestic Sewerage Income per Property	£145.62
NPV Discount Rate	2.75%	Domestic Water Income per Property	£196.44
Long Term Annual Inflation	3.0%	Discount for commercial offer	0%

Deficit & Lump Sum Calculation

Year	Cumulative Occupancy	Cumulative Properties	Measured Income	Reckonable Income/ Projected Future Revenue	Qualifying Borrowing Cost	Relevant Deficit	DCF/ Commuted Sum	Deposit C/ F	Payable Interest	Deposit B/ F
0								24,516.00		
1	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
2	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
3	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
4	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
5	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
6	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
7	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
8	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
9	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
10	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
11	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
12	#N/A	#N/A	#N/A	#N/A	2043	#N/A	#N/A	#N/A	#N/A	#N/A
Total			#N/A	#N/A	24,516.00	#N/A	#N/A	#		

Calculation of Qualifying Amount & Grossing Up Factor

Interest Rate, i	2.75%	Water Act 1989 Basis Cost	24516.00
Capital Sum, a	20,640	Project Capital Cost	20,640
Qualifying Amount 2042.714171	2042.71	Grossing Up Factor	1.188

Discounted Aggregate Deficit (DAD)

20640.00

Non Statutory Lump sum based on the value per the DAD reduced by discount

20640.00

Self Lay Asset Payment

TOTAL SELF LAY ASSET PAYMENT

-



Conditions

If you appoint a self-lay provider (SLP) to do work, we'll ask both you and the SLP to enter into a contract with us known as a 'self-lay agreement'. This is available from us separately, and will be progressed if you return the acceptance sheet for the self-lay offer (Offer A) to us.

Where Thames Water is completing works, all quotes are based on the following assumptions. Any variation from these assumptions may affect the final charge.

1. General

- 1.1.** This quote is issued on the basis that no special circumstances exist in this scheme, as defined in section 14 of our 'Charging arrangements for new connection services'.
- 1.2.** It is assumed that the mains can be laid as indicated on the attached layout drawing.
- 1.3.** We are a statutory undertaker and are only obliged to carry out the work in accordance with our statutory obligations, and are in no way contractually bound to clauses and conditions of the Royal Institute of British Architects (RIBA) form of contract for nominated sub-contractor or to any similar conditions. Therefore, no actions can be taken on orders received by us that refer to conditions not set out in our own documentation.
- 1.4.** Mains will only be laid (except where otherwise agreed) in areas adopted by the highways authority. The minimum acceptable width of footpath or verge for use by utility services is 1.8 metres. Should this not be the case, you must advise us as soon as possible, as this may require a change to your scheme.
- 1.5.** The main will be laid with a minimum 0.9 metres of cover below finished ground or surface levels.
- 1.6.** The applicant will provide all 'lines and levels' for the water mains installation once our contractor begins work on site. This describes the depth at which the water main will be laid, and its route, and ensures the pipe has an appropriate level of cover and is appropriately situated. Should any variations in lines or levels be made without our consent after the mains have been laid, then you will be charged for any rectifications required. Verifying that the main is being laid in the correct position relative to the lines and level given by you shall be your responsibility. Any significant deviation should be notified to Thames Water or their representative without delay.
- 1.7.** Clear access to site for main laying will be required via hard roads.
- 1.8.** Our quote is based upon the number of site visits indicated in our quote letter to complete the installation of the new water main. Phasing of this scheme or development should be notified to Thames Water prior to starting works on site so that potential additional charges can be calculated. If we are unable to complete our works in the agreed number of phases, additional abortive and phasing charges will be payable.
- 1.9.** Where main-laying is proposed on a phased basis, a clear run of at least 200m or the whole site (if less) will be required to enable economical use of resources.
- 1.10.** A site meeting will be required once we receive a signed acceptance sheet and payment or an acceptable form of security, and before works begin on site. It is expected that Thames Water, Thames Water's contractor and the client's representative will attend this meeting. The aim of this meeting is to capture any alterations to our design and quote to that which you have paid for. You will also be required to attend a 'site walk off' meeting.
 - 1.10.1.** Any significant changes to the design identified at the initial site meeting will incur delays as the scheme will have to be redesigned and we'll have to recalculate the charge for the new main. In this case we'll invoice or credit you for the difference, and also apply a re-quote fee.



1.10.2. At both meetings, forms will be completed and signed as a record. These forms will outline proposed lines and levels on site, health and safety requirements, storage requirements and protection of our apparatus once it has been installed.

1.10.3. You will be required to take all reasonable steps to safeguard our apparatus against any damage. You must notify Thames Water of any damage so this can be rectified without delay. Any costs resulting from repairs to any damaged apparatus will be fully recoverable from you.

1.11. Excavation in any surface that is different from that used for the quote will be subject to a variation order being signed (see point 6, 'variation orders').

1.12. If your quote is for 'lay only', all ground works, trenches and reinstatement will remain your responsibility. Thames Water or their representatives will be the sole arbiter of the safety and suitability of the site. Should any of your works be considered unsafe or unsuitable, you shall immediately make good any deficiency. Additional charges will apply for any abortive works.

1.13. If you change your requirements, or the information you provided to us was incorrect or incomplete, you'll have to pay a re-quote fee to cover the extra work and administration we incur when revising the quote, and we'll invoice or credit you for the difference in charges.

2. Mains installation

2.1. Following acceptance of our quote, a minimum of 42 days should be allowed before the works begin. We may occasionally be unable to meet this timescale due to traffic management requirements. In such cases we'll contact you as soon as we can with an alternative start date.

2.2. Adequate time should be allowed for the installation and commissioning of mains on site before properties are due to be handed over. On completion of the work, our mains will be tested to ensure that there are no defects and the water quality will be checked. The use of HPPE or MDPE pipe is based on there being no contaminated ground on site likely to affect this material (see point 4, 'contaminated land'). Should this not be the case, the quote will no longer be valid and a revised quote will be issued. In this case we'll invoice or credit you for the difference in charges, and also apply a re-quote fee.

3. Service strip

3.1. Where a 1.8 metre wide service strip is reserved for the mains and other public utility services, it must be kept clear of foul and surface water sewers and drains, manholes, soakaways, and anything else that might obstruct or cause damage to our mains. If sewers are installed within the service strip and are found to be obstructing the proposed route of the water main, then delays might occur until the necessary alterations to accommodate our apparatus are agreed and carried out.

4. Contaminated land

4.1. Pipes, fittings and ancillary apparatus used by us are all suitable for underground use in normal ground conditions. Unless otherwise stated, our estimates and quotes assume normal ground conditions. However, where certain types of contaminant are present, it may be necessary to provide additional or alternative pipework or backfill material to protect the supply. For this reason, it is essential that the applicant informs us of any known or possible contamination present, for example, previous site usage such as landfill, garage facilities, print works or process works (this is not an exhaustive list). Additional measures to protect the pipework in the contaminated ground will affect the final charge and may delay the works. In this case we'll invoice or credit you for the difference in charges, and also apply a re-quote fee.



5. Service connections

5.1. A quote for the necessary service connections to supply your development will be provided separately if required.

6. Variation orders

6.1. A variation is where you cause a change to the design once works have begun on site. We or our contractor will seek a 'variation order' from you for any changes. For example, this could be a change to the original design of a proposed mains layout, phasing of the works, the surface type where the new mains will be installed, or a hindrance on site that prevents continuous working.

6.1.1. A variation order will require an authorised signature before any additional works can begin. Once this signature is received, works can commence.

6.1.2. If there is a credit or additional charge due, we will calculate this and send you an invoice. Payment is due within 14 calendar days of the invoice date.

6.1.3. Variation orders and their resulting additional works might have a programming implication.

7. Payments in advance

7.1. If you choose to pay in advance for your new water mains, you need to select this option and provide full payment when you accept our quote, and do so within the validity period of that quote. You will need to pay the full charge for the works as shown on the quote.

7.2. If there is a credit or additional charge due on completion of the works, we will calculate this using the rates in effect on the date of the quote and will send you an invoice. Any queries or disputes in relation to charges must be raised within seven calendar days of the invoice date. Payment of undisputed charges is due within 14 calendar days of the invoice date.

7.3. Please note that if you opt to pay in advance, we will only schedule works after we have received full payment for those works.

8. Payments in arrears

8.1. You may choose to pay in arrears for your new water mains if you provide security equal to the expected charges for the works (including an inflation allowance). If you choose this option, you need to make this clear when you accept our quote and do so within the validity period of the quote.

8.2. We will not schedule any works until we have received acceptable security. You should allow a reasonable amount of time for the form of your security to be agreed in order to avoid any unnecessary delay to your works.

8.3. The security we accept is:

8.3.1. A bank guarantee in our favour issued by a bank or building society registered and operating in the United Kingdom, appearing in the list of banks or building societies as compiled by the Bank of England and having an investment grade credit rating;

8.3.2. A letter of credit in our favour issued by a bank or building society registered and operating in the United Kingdom, appearing in the list of banks or building societies as compiled by the Bank of England and having an investment grade credit rating;

8.3.3. An on demand bond or guarantee issued in our favour by a third party having an investment grade credit rating

8.4. We will provide the required value and wording for each of the security documents on request.



- 8.5. If you choose to pay in arrears, we will calculate charges using the rates published and in effect when the works are completed, which may be different to those in your quote.
- 8.6. If you wish to move ahead with this option, please contact us to discuss.
- 8.7. For more information please refer to section 11 of our 'Charging arrangements for new connection services'.

9. Construction Industry Scheme (CIS) rules

- 9.1. If you need our unique taxpayer reference (UTR) in order to verify our CIS status with HM Revenue & Customs, please call us on 0800 009 3921.

10. Customer satisfaction

- 10.1. If you feel we haven't delivered an appropriate level of service please get in touch so that we can get your issue resolved. Further information is available at developers.thameswater.co.uk/Developing-a-large-site/Contact-us