



Apply to connect to a public sewer

Application form

Please complete this form and return it to us at



developer.services@thameswater.co.uk or



Thames Water, Developer Services,
Clearwater Court, Vastern Road, Reading, RG1 8DB

Notes on your application

Please complete this application form and submit it with your drainage plans before you:

- 1 Make a direct connection
- 2 Make an indirect connection
- 3 Relocate/modify an existing TW manhole

You don't need to complete this form if your property has an existing right to discharge and you're not making any new direct connections. You should have a consent letter addressed to you or previous property owners OR existing historical connections of the same type (foul, surface, or combined) that you can use for the new flows you're seeking to discharge.

Any changes to the curtilage or premises (eg splitting one plot into two; constructing extra properties; building commercial facilities on residential land, etc.) will invalidate your right to discharge, which means you'll need to submit a new application.

If you're not sure whether you need to submit an application, please get in touch using the details on the back of this form.

Direct connections

The fee for direct connections is £360 per connection point. This covers the cost of processing and technically reviewing the design and connection methodology as well as the cost of inspecting the works once they've been completed.

You should connect to a public sewer using:

- a new or existing manhole or inspection chamber, or
- a preformed oblique junction fitting, unless we've authorised an alternative method

We don't permit the use of clay saddles very often, but we may consider them on pipes larger than 375mm diameter.

You should plan to install an access chamber at the boundary of the property for maintenance purposes.

Don't forget you can't connect to a pumping or rising main under any circumstances.

All works must meet the standards set in the latest Code for Adoption, as published by WaterUK.

Visit www.water.org.uk/sewerage-sector-guidance-approved-documents

Please employ a competent drainage contractor to carry out the sewer connection works on your behalf. We'll only carry out the connection under Section 107 of the Water Industry Act under special circumstances.

We'll inspect the work upon completion. To make sure we're available at a time that suits you, please give us a minimum of 10 days' notice before you think you'll finish the work. We recommend you don't backfill your trenches until you've passed the inspection, otherwise we may ask you to excavate the site at your cost so that we can inspect the connection work properly.

We give our consent solely for the legal right of communication with the public sewer, which does not infer the right to enter or cross land owned by a third party. You'll be responsible for obtaining all other necessary licences and/or permission from the highway authority, local planning authority and/or third-party land owners.

Indirect connections

If you're not connecting directly to the public sewer (ie you're connecting to private drainage, which in turn discharges to a public sewer), you'll need to apply for an indirect connection if:

1. You're constructing new buildings
2. You're increasing the number of properties on a development
3. You're changing the type of properties (eg converting residential properties into a commercial building)
4. You're changing the type of flow (eg a new surface water connection that's never discharged into the public sewer)

The fee for indirect connections is £290 per connection point, which covers the cost of processing, logging and technically reviewing your application.

We won't need to inspect indirect connections. Once you've received your consent letter, you can undertake the works specified within it. You'll maintain full responsibility for all private drainage.

Manhole relocations

If you're moving an existing manhole on the public sewerage network, please apply for a manhole relocation. This includes lowering and/or raising any TW manhole cover. The fee is £360 per manhole, which covers the cost of processing and reviewing your application as well as inspection of the completed work.

You must use similar materials to the manhole you're replacing, and construction should meet the standards set in the latest Code for Adoption.

Everything else you need to know

Checking legislation

You can find the legislation covering connections to public sewers in Sections 106 to 109 of the Water Industry Act 1991. Under Section 106, the owner or occupier of any premises may connect their drains or private sewer with the public sewers of a sewerage undertaker. However, private connections that aren't approved by the undertaker are unlawful and an offence under Section 109.

Paying infrastructure charges

In addition to connection fees, all properties connecting to the public sewer for the first time are subject to an infrastructure charge. We invoice for these separately. You can find out more about our infrastructure charges at thameswater.co.uk/developerservices

Sourcing sewer records

Sewer records are publicly available at your local authority office. Alternatively, you can pay a commercial asset record provider to help you find the information you need. We offer this service – just call our Property Searches team on 0800 009 4540 or email searches@thameswater.co.uk

Minimum requirements

In addition to the completed application form, please supply a scale drainage layout plan (in PDF format) clearly showing:

- your entire site, with all buildings & roadways
- the location of existing & proposed sewer features including:
 - methods of connection
 - pipe sizes
 - directions of flow
 - gradients
 - invert levels

Use of varying colours and/or symbology should be employed to clearly differentiate between existing & proposed features. This must include existing private drainage (if any) up to the existing connection point(s) with the public sewer(s), as well as public sewers in the vicinity of the site.

- Site location plan (scale 1:500 – 1:1250) showing your site boundary within the surrounding area.

For manhole relocations/modifications, we will require (in addition to the above), a cross-sectional plan showing the existing manhole arrangement and the proposed manhole arrangement.

For private drainage, it's best to assume that the public sewer may surcharge up to ground level in certain circumstances. If your proposal includes basements or semi-basements or you'll be constructing your development in a low-lying area, such as near a river, don't forget to consider protection against backflow.

Connecting surface water and foul water

Foul water should never discharge into the surface water sewerage system. Surface water shouldn't discharge into the foul sewerage system unless specifically approved by us. We'll only permit the connection of surface water to a combined or foul water sewer if you've exhausted all other surface water disposal methods.

If your proposal includes connection to a combined public sewer, please separate the site drainage and only combine at the final manhole nearest the boundary.

We don't permit permanent connections for the removal of groundwater or any other non-domestic flows, and we don't permit internal backdrop connections unless we've expressly requested them for operational reasons.

Discharging trade effluent and construction groundwater

You can't discharge non-domestic effluent until we've issued a valid trade effluent consent. If you discharge anything other than domestic sewage into public sewers without this consent, you'll have committed an offence and you'll be liable for the penalties in Section 118 of the Act.

For enquiries and application forms contact your Retailer or visit thameswater.co.uk/wholesale/trade-effluent

Trunk and Chemical Sewers

Under Section 107 of the Water Industry Act 1991, we may need to carry out the connection works ourselves if special circumstances apply. WaterUK defines special circumstances as including one or more of the following:

- The technical complexity of the work is high, or the type of work required is bespoke or carried out infrequently (eg connection to strategic sewer, such as a trunk sewer, Class C sewer or pump station)
- Sewerage undertakers can legitimately recover their costs if there's not a reasonable level of certainty of those costs before work starts
- Sewerage undertakers need to protect their assets or interests in a way that affects the construction method, and the requirements are unknown up front

- The development is close to land with particular environmental, historical or archaeological characteristics

If we decide to make the connection, we'll let you know within 14 days of receiving this application. We'll also let you know what we'll charge to review your proposal in more detail, including a topographical survey, utility searches and manhole survey, in addition to the cost of construction. You may also like to consider alternative connection points to meet your budget and programme.

Our [current charging arrangements](#) show how we calculate these costs.

Issuing consent

We'll always let you know our decision within 21 days of receipt of a completed application. Please bear in mind we can refuse a connection if the proposed method or mode of construction doesn't meet the standards we reasonably require, or if we believe the works would be detrimental to the public sewer.

Constructing a sewer

Any contractor employed to work on the public sewerage system must be competent and suitably qualified to meet current Health & Safety legislation. This includes certified personnel for confined working and all the necessary public indemnity insurances. In most cases, your site will need to meet the requirements of the Construction Design and Management Regulations 2015 and the Confined Spaces Regulations 1997.

For more guidance on constructing and connecting to sewers, visit thameswater.co.uk/developerservices

Preventing pollution

Plumbing and drainage misconnections can pollute rivers and beaches across the UK. Not only do these help to supply water for our homes and businesses, but they're also essential habitats for our wildlife to thrive.

Please check that your property is connected correctly. If your wastewater or sewage connects to a surface water drain, you may be polluting your local river or beach.

Find out more at water.org.uk/developers/plumbing-and-drainage-misconnections

Your application

You don't need to print this form. Just type your answers straight into the boxes below and email it to us at developer.services@thameswater.co.uk

A – Preferred point of contact

We'll contact this person to discuss the application. It can be yourself or someone you wish to deal with this application on your behalf. We'll send them all invoices and the consent letter, unless otherwise specified in the sections below.

Type here



Company name

Title Mr Mrs Ms Miss Dr Other

First name(s)

Last name

Preferred contact number

Alternative number

Email address

Full postal address Address line 1

Address line 2

Town

County

Postcode

If you'd like another individual to receive the consent letter, please go to section B

If you'd like another individual to receive invoices, please go to section C

If the site address (where the works are taking place) is different to the above, please go to section D

Otherwise, skip to section E

B – Applicant (if different to A)

We'll send the consent letter to this person. This is usually the owner of the site where the works are taking place. Please leave this section blank if not required.

Company name

Title Mr Mrs Ms Miss Dr Other

First name(s)

Last name

Preferred contact number

Alternative number

Email address

Full postal address Address line 1
Address line 2
Town
County Postcode

If you'd like another individual to receive invoices, please go to section C

If the site address (where the works are taking place) is different to the above, please go to section D

Otherwise, skip to section E

C – Payee (if different to A)

We'll send all invoices to this person. Please leave this section blank if not required.

Company name

Title Mr Mrs Ms Miss Dr Other

First name(s)

Last name

Preferred contact number

Alternative number

Email address

Full postal address Address line 1
Address line 2
Town
County Postcode

If the site address (where the works are taking place) is different to the above, please go to section D

Otherwise, skip to section E

D – Site address (if different to A)

This is the address where the works are taking place. Please leave blank if not required.

Site name

Full postal address Address line 1
Address line 2
Town
County Postcode

E – Site details

Who supplies the site water?

Who is the local authority for the site?

Planning application reference

Proposed connection date DD MM YYYY

Is this a NAV site? Yes No

Are you connecting surface water to the public sewer? Yes No

Is a trade effluent agreement required? Yes No Don't know

Please note new sites will not have this unless industrial premises were previously there.

Trade effluent reference number

Is this an existing property connecting Yes No Don't know

to the sewer for the first time? This includes individual properties that have never been connected to drainage before and are currently using septic/cesspool tanks. This doesn't apply to new premises.

How many properties will be served by this connection?

What are you building? New domestic New commercial New industrial New other

Please include the total number Existing domestic Existing commercial Existing industrial Existing other

If you ticked 'other', please provide more details:

F – How much connections cost

Work	Cost
Direct connections	£360
Indirect connections	£290
Manhole relocation	£360

We charge per connection point to the public sewer, not per property or new pipe. Please fill out one line per separate connection point in the table below. If you're moving a manhole, please leave the first two columns blank.

Discharging (new sewer)		Receiving (existing) public sewer		Method of connection (junction, flexible saddle, existing manhole, new manhole or relocated manhole)	Connection fees
Type (foul, surface, or combined)	Pipe diameter (in mm)	Type (foul, surface, or combined)	Pipe diameter (in mm)		

Total fees

G – Minimum information checklist

We need the information above to process your application as quickly as possible. It may take longer to process your application if there's any missing information. If you make any changes to your proposal, you'll need to submit new plans for review. We can only issue one revision to the consent letter.

Once we've issued our consent, we won't be able to refund your application fee.

Please refer to the Minimum Requirements section.

H – Your data

We'll use the information you include in this application form to provide the service you've requested. This could include contacting you to discuss your application and/or request more details, visiting the site where work needs to be carried out, and invoicing you when appropriate.

Your feedback is important to us, so we may also use the information to ask for your feedback on how we can improve our performance.

We may share this information with our delivery partners. We won't use it for marketing purposes without contacting you to seek your consent.

You can find our full privacy policy at thameswater.co.uk/legal/privacy

I – Payment and declaration

Once we receive your application, we'll respond to you with a DS reference number which you should quote when paying for the service (if you decide to progress with this).

Please note that payments can take up to three days to process. You can pay using the following methods:

Credit or debit card

You can use our [online payment form](#) to make a credit or debit card payment for this application. You'll need your DS reference and the details of the person or company you've designated to receive the invoice (section C).

You can call us on **0800 009 3921** Monday to Friday 8AM to 5PM to make a payment by credit or debit card. Please note we don't accept American Express.

BACS or CHAPS

Please pay to the Thames Water Utilities Ltd account, quoting the reference number starting 'DS' and using the following information:

Sort Code: 60-00-01

Bank Account: 90478703

For international payments, the IBAN number is GB96NWBK60000190478703

For CHAPS payments, the BIC number is NWBKGB2L

Please note that payments can be delayed if you don't use the 'DS' reference number.

If the BACS payer is not listed on this form, please send us the payer's full name, postal address and email address, as well as your 'DS' reference number once the payment is made. If we receive a payment without all the necessary supporting information, we may not be able to process your payment, which will cause delays with progressing your application.

Cheque

Please make payable to Thames Water Utilities Ltd and write your DS reference number on the back.

If you're posting your form, you can attach a cheque to it directly.

Your declaration

Please include the minimum information we've requested on pages 7 and 8. Otherwise, we'll consider this an incomplete application, which will delay the process. We'll let you know if your application is incomplete within 7 days of receiving your application.

I/we confirm that this application is complete and the information we've supplied is in accordance with the current Code for Adoption.

Signature

Name in BLOCK CAPITALS

Date

Please note: under no circumstances must any person enter the public sewerage system without our express authorisation.



Get in touch with us

For enquiries regarding this application or any other questions relating to your building or development work please contact us on:



thameswater.co.uk/developerservices



developer.services@thameswater.co.uk



0800 009 3921

Monday – Friday, 8am – 5pm



Thames Water, Developer Services,
Clearwater Court, Vastern Road, Reading,
Berkshire RG1 8DB

This leaflet can be supplied in braille
or audio-tape upon request.