

Our ref: DS4004722

Hulley & Kirkwood Consulting Engineers
5-11 Millbay Road
Devon
PL1 3LF

25th November 2015

Dear Ms Rebecca Carr,

New water supply connection at 20 Northcourt Avenue, Reading, RG2 7HB.

Thank you for your application for a new water supply connection. Our quotation to lay 1x125mm Barrier Pipe metered combined fire and domestic supply (New build student accommodation) at the above site, as indicated on the enclosed drawing is [REDACTED]

As there is a history of contamination on the connection site, standard plastic pipework is not permitted for underground work. You will therefore, need to lay a suitable material such as an approved barrier pipe.

Your Case number is DS4004722. Please use this as a reference when you contact us.

Please note that your quotation is valid for a period of 180 days i.e. it is only valid if you pay in full before 23.05.2016. Should you wish to go ahead with this piece of work after 23.05.2016, but you have not paid by this date, we can re-quote for the work but an administration fee of £48 will be applied. This administration fee will also be charged if you need us to redesign this job whether you do this within, or outside the 180 day time period.

As your connection is over a 90mm diameter, please arrange for your supply to terminate with a PN16 flanged end.

Some Useful Information: Pressure

Thames Water will aim to provide customers with a minimum pressure of 10 metres head (approximately 1 bar) at the outside stop valve for your property. This should equate to a flow rate of at least 9 litres per minute at the point at which it leaves our pipes. Pressures will vary by location, and in some cases the pressure may be higher than 10m head.

We cannot guarantee the pressure will always remain at this high level. Customers are responsible for modifying the settings on their pressure-sensitive appliances should the pressure change, e.g. fire sprinklers, combination-boilers, power-showers. We therefore strongly advise customers/developers to ensure that all installations/upgrades are not dependant on pressure in excess of 10m head.

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

What you need to do next

1. Pay for the new connection

Before you accept the quotation, please read the enclosed Conditions and Appendix. If you wish to proceed, please sign and return the enclosed quotation form and your point of entry diagram along with your payment to the address below. Please refer to the Appendix, Section 1.0 for methods of payment.

2. Arrange a Water Regulations inspection

Before the work can begin, you will need to arrange an external water regulations inspection. Please see the Appendix, Section 4.0 for details on how to do this.

3. Disinfect your underground pipework

You must disinfect your underground pipework prior to connection if your supply has a 50mm internal diameter or above. Please see the enclosed Appendix 1, section 3.0 for details.

4. Set up an account

You will need to give us the full postal address for each plot that you wish to have connected before we arrange the final connection to the Thames Water network. If you do not provide this information before you are ready for connection, your connection might be delayed. Once the supply is connected, you will be responsible for paying future water and waste water service charges. These charges will continue to be levied until Thames Water is notified of a change in ownership.

If you have any questions, please contact our helpdesk on 0800 009 3921 or by e-mail at [REDACTED] Quoting case reference DS4004722.

Yours sincerely

Ellie Sheeran
Designer
Design Team

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

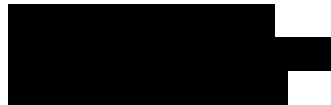
APPENDIX

THAMES WATER UTILITIES INFORMATION FOR NEW WATER SERVICE CONNECTIONS

1.0 Payment of the quotation

You can pay for the quotation by one of the following methods. However you choose to pay, you must return the signed quotation and point of entry diagram to the address below.

- **Cheque**
Make the cheque payable to Thames Water Utilities and write you quotation number on the back.
- **Credit or debit cards**
Contact our Helpdesk on 0800 009 3921 to pay by card. Please note that we do not accept American Express and Solo credit or debit cards.
- **BACS or CHAPS**
If you choose this method of payment, you must enter the quotation number on the payment for identification purposes.



2.0 Payment of infrastructure charges

The infrastructure charge rate is fixed each year in April and will be reflected in the quotation you receive.

- 2.1 If your connection relates to a single supply, payment for infrastructures can be deferred but will become due on the connection date.
- 2.2 If your connection relates to a bulk supply to a block of flats, payment for infrastructures can be deferred but will become due on the connection date and after each flat is built.

3.0 Disinfection of supply pipes (50mm internal diameter or above)

Under The Water Supply (Water Fittings) Regulations 1999, you are required to disinfect your underground pipe work with a hypochlorite solution before connection.

- 3.1 New supplies should be swabbed, flushed and filled with not less than 50mg/l of chlorinated water and allowed to stand for 1 hour. You should then flush out the chlorinated water, refill the pipe and take a sample.
- 3.2 Before the connection is made, the following documents must be submitted to our office.
 - A disinfection certificate including the following:

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

- The date of disinfection
 - Confirmation that the pipe has been swabbed and flushed prior to disinfection
 - Confirmation that a hypochlorite solution has been used
 - Confirmation that a hypochlorite solution has been used
 - The chlorine level of the source water
 - The chlorine level after dousing and the contact time
 - The chlorine level after contact
 - The chlorine level after flushing
 - Confirmation of an onsite test for taste, odour and appearance
- A method statement of the disinfection process carried out including:
 - The details of the disinfection carried out
 - The length of pipe disinfected
 - The source of water used
 - The sample location point
 - A diagram
 - Sample results that must include the following:
 - Counts of e-coli, total coliforms, turbidity and plates taken at both 22 and 37 degrees
 - The post flush chlorine level as confirmed by analysis conducted by a UKAS accredited laboratory

3.3 It is the developer's responsibility to ensure that the designated disinfection company is aware of our requirements. If this procedure is not met, we have a right to refuse to begin work until the pipework is disinfected to meet our requirements. For further details and clarification, please refer to section G13.1 of the Guidance notes to The Water Supply (Water Fittings) Regulations 1999 and clause 3.1.10 of BS6700.

The disinfection certificate, the sample results and the method statement should be sent to developer.services@thameswater.co.uk.

4.0 Water Regulations inspections

Water Regulations inspections can be arranged by phoning the developer services helpdesk on 0800 009 3921.

4.1 Our inspector will need access to the external underground pipework so you must leave the trench open for the inspection. You will also need to arrange for a representative to be on site for his visit. The quotation includes the cost of one Water Regulations inspection so if the inspection fails or has to be re-arranged because the pipework was not exposed or there was nobody on site, a charge of £81.00 will be payable before a revisit is arranged.

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

- 4.2** If you use a Thames Water approved contractor, we will not need to inspect the external underground pipework providing that a TAPS 5 certificate is sent to our Water Regulations department or email [REDACTED]
- 4.3** We will contact you once your Water Regulation inspection(s) have passed. If you have not heard from us within five working days, please call our Helpdesk on 0800 009 3921 or email [REDACTED]

We have enclosed a Water Regulations leaflet with this quotation. If you need further information on Water Regulations, a copy of The Water Supply (Water Fittings) Regulations 1999 can be found on the Department of Environment, Farming and Rural Affairs website:

<http://www.legislation.gov.uk/uksi/1999/1148/contents/made>

5.0 Traffic management and connection dates

Once you have passed the Water Regulations inspection, we will contact the local authority and other stakeholders to carry out an assessment of what traffic management is required. If we do need to set up traffic management for the works such as traffic lights or a road closure, the date of works will be specified by the relevant local authority. This is because any arrangements we want to make will be affected by prevailing traffic conditions including other work and diversions in the area.

- 5.1** The local authorities also have notice periods of up to 8 weeks once the application for the traffic management has been made. This notice period can be up to 12 weeks if the work involves setting up traffic management on a Red Route road. In such instances, you will need to allow time for this in your project plan.
- 5.2** If there are parking bays of any kind on either side of the road, we will need to suspend a certain number of them. Each local authority has a different notice period for suspending parking bays and they range from 7 to 21 days.
- 5.3** The local authorities do not class new connections work as emergency work under any circumstances and as such we advise you to allow time in your project plan for us to make the appropriate arrangements to work in the highway. Work on non-sensitive roads is usually carried out within 21 days.
- 5.4** On the day of your connection, your plumber or representative must be on site to ensure that we can have access to the property in order to prove the supply and make the connection live. If your representative is not on site on the agreed date, we might recharge any additional costs.

6.0 Permit schemes

The new Traffic Management Act included a provision which allows local authorities to implement a permit scheme in their areas. This means that rather than utility companies notifying

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

the local authority when they intend to excavate in the public highway, the utility companies have to apply for a permit from the local authority that gives them permission to do so.

The local authorities charge us for each permit they issue and the cost varies from council to council.

7.0

Traffic Management Drawings - possible additional costs

If your quote makes reference to 'traffic management drawings', these are the drawings our contractors have to produce on our behalf so they can be submitted to the local authority for the area concerned. These drawings are used by the relevant local authority, so they can clearly see how we intend to undertake traffic management whilst we carry out the work to provide your service connection. These costs include visiting the site, meeting with staff from the local authority whilst we carry out the site enabling meeting and the time back in the office to produce necessary documentation. These costs have been agreed in advance with our regulator as being a reasonable cost for a typical job that we carry out of this nature.

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

Conditions

1. The quotation has been calculated on the basis of information given in your application. If your requirements or specification change in any way, the changes will not be covered by this quotation and you must pay any additional costs incurred, including a re-quote administration fee of £48.00.
2. Any infrastructure charges and/or network charges detailed in the quotation are based upon our current charges. We review these charges annually. If you elect to defer the infrastructure charges and your connection or connections are not made during this financial year, the infrastructure and/or network charges payable will be those in force at the time of connection.
3. VAT is quoted at the current rate. Should there be a change in the rate applicable before payment is made, you will be liable to pay at the new rate.
4. Connection charges must be paid in advance before we commence the works;

For cheque payment, your cheques should be made payable to "Thames Water Utilities Ltd". Post-dated cheques will not be accepted.

For online payments, please go to our website address of www.thameswater.co.uk/dspay. You will need the DS application reference and the name and postcode of the person who has asked to be invoiced.

For a BACS payment, You must quote your DS Application Reference / Quote Number or Sub Case Number to ensure that we know who has paid and for what.

For credit card payments, you can pay by phoning our Helpdesk between 8 am and 5 pm Mon -Fri on 0800 009 3921. Please note this service is closed weekends and Bank Hols.

In addition to the payment on the quotation, you will also be responsible for paying any additional costs which arise because you have not complied with any of these conditions.

5. We do not accept conditions which may be contained in your own order forms or other documents and which are not consistent with these conditions.
6. Unless otherwise agreed in writing by us, a separate service pipe must be provided for each house or building and for each part of a building that is separately occupied.
7. We will lay the portion of the service pipe from the water main to the street boundary and it is your responsibility to provide and pay for the portion of the service pipe from the boundary and into the property. Our part of the service pipe includes a meter and controlling stop-

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

valve for each supply and this will normally be sited in the street as near as practicable to the property boundary.

8. If the quotation includes building supplies, no such supply may be connected permanently to a property unless the plumbing installation has been inspected and approved by us, and the appropriate payment received.
9. The plumbing installations, both internally and externally within the premise boundary, must be in such a condition as to allow the fitting of a water meter. We will visit the site in order to verify these requirements for all external pipe work installations and a random sample of internal pipe work installations. You must ensure that external pipe work is uncovered for this inspection.
10. We require a minimum of 5 working days' notice to enable us to schedule the appropriate inspections. You must correct any faults and then ask us to make a re-inspection of the internal or external pipe work before any water connections can be made.
11. Each water supply connection shall be metered and the meter reading will be used by us to determine the charges we raise for water and sewerage services.
12. We will normally install the meter at the location as indicated in clause 7. If for any reason it cannot be satisfactorily located underground in that position, we may require you to install the meter on the customer's pipe within the building in some instances. The need for an internal meter installation will only become apparent after we have started work in the street.
13. Where more than one service pipe is laid by the point of connection, the pipes must be suitably spaced to facilitate ease of connection. Each pipe must be tagged to indicate which unit or dwelling it serves.
14. Where new supplies are laid on new sites before completion of the roads:
 - I. You must take all reasonable steps to safeguard our apparatus against damage. You will be responsible for the cost of repair or replacement of any of our apparatus found damaged on site.
 - II. Your meter boxes will be placed in position as accurately as is practical at the time of installation. You will keep these boxes clear of obstruction and adjust to suit finished levels. It must be considered that the meter boxes are integral, and only minimal vertical adjustment is possible. There is no provision for lateral adjustment.
 - III. Ducts laid by you under new roads should be a minimum 100mm diameter UPVC, MDPE or salt glazed pipes only, and laid between 0.75m and 0.9m below finished road level. The line of the duct must be clearly marked on the curb at each side for ease of identification. If we cannot find the ducts, you will be charged for any extra work we have to do.

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB

- 15.** By agreeing to these terms and conditions (as set out above) you are also deemed to have accepted the most recent quote, including point of entry, which has been sent to you. If the quote or point of entry is not acceptable then you should request a further quote or point of entry.

Thames Water Utilities Ltd
Developer Services
3rd Floor West
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0800 009 3921

www.developerservices.co.uk

Thames Water Utilities Ltd
Registered in England and Wales
No. 2366661,
Registered office: Clearwater Court,
Vastern Road, Reading, Berks, RG1 8DB