

# Guidance notes

**business stream**

A SCOTTISH WATER COMPANY



## These guidance notes are designed to help you complete:

### Form J – Application for a temporary water connection or for building water.

#### Important:

During the construction of a new property, you will need to apply for a supply of water for building purposes. This includes water for construction and for people working on the site.

We can only schedule your water connection AFTER:

- your building water application has been received and payment made
- your new sewer connection has been made, or approval received for continued use of the existing connection

We strongly recommend you use the current edition of Water for Scotland to develop or check your plans. This document sets out the design standards Scottish Water will use to assess your water mains and services. You can order it via [www.webookshop.com](http://www.webookshop.com) or **0333 207 9703 – option 1**.

From 1 April 2013 you will have to have the necessary accreditation when seeking approval for non-standard (>32mm) connections. Find out more at [www.lr.org/en/utilities/water-industry-registration-scheme-wirs-wirsae](http://www.lr.org/en/utilities/water-industry-registration-scheme-wirs-wirsae).

#### Need some help?

You can take the hassle out of your new water and sewer connections by asking Business Stream to handle them. We provide an end-to-end service, managing everything from design through onsite work to final connection – including this application process. Contact us to discuss your needs on **0333 207 9703 – option 1**.

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# Checklist of supporting data

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These must be complete, and in line with regulations, before we can progress your application. Applying before these documents are available won't save time – it's wasted effort!

## Site location plan

This enables Scottish Water to quickly locate your site in relation to its existing water infrastructure.

Your plan should set out precisely where the site is. Show street names, existing buildings, the site boundary and other landmarks. A 12-digit OS grid reference or GIS coordinates would also help.

## Design proposals

Design proposals include a technical drawing. This needs to show every individual connection from the existing mains to the point of connection. These details enable Scottish Water to find the best connection point from its mains. The following details must be shown:

- boundary of premises
- location of the existing main
- size of the existing main
- material specification of the existing main
- location of your proposed connection on the existing main
- route of your pipe from connection on the existing main to your property
- size of the proposed connection pipe
- material specification of the proposed connection pipe
- location of meters
- location of supporting valves

If you are applying for a temporary waste water connection please provide a separate drawing which should show:

- boundary of premises
- location of the existing sewer main
- size of the existing sewer main
- material specification of the existing sewer main
- location of your proposed connection on the existing sewer main
- route of your pipe from connection on the existing main to your property
- size of the proposed connection pipe
- material specification of the proposed connection pipe
- construction details of connection and manhole, if applicable
- location of disconnection chamber(s) (A disconnection chamber is required before the connection point into the public sewer. The disconnection chamber will be constructed at the boundary of the property heel or footpath.)
- level of the disconnection chamber at your property, in metres above ordnance datum
- invert level of of the connection point at the existing sewer, in metres above ordnance datum

If you require a copy of an indicative layout please don't hesitate to get in touch at [newconnection@business-stream.co.uk](mailto:newconnection@business-stream.co.uk) or by calling our dedicated team on **0333 207 9703 – option 1**.

We may need to ask for further drawings and / or calculations after reviewing your initial application and supporting information.

## Plans and calculations

When providing information in **section 9**, please note that we need to see the calculations used to arrive at your results. Please also provide a copy of any plans prepared which can help illustrate this.

## Supporting evidence of alternative water supply if used

If you do not require a temporary water supply, please provide evidence of any other supply to be used (bore-holes, tankers, dry build etc). This could include SEPA letters for rainwater supply, invoices for timber frame / ready mix, photographs of bore holes etc.

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## Customer details

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Please provide your full details to make it easy for us to contact you. We need to know whether you are the owner of the site, the contractor developing the site on the owner's behalf, or the future occupier.

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## Details of main contact

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Please provide contact details of any person coordinating the development, who is best placed to act as our regular contact throughout the project.

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## Billing details

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Please tell us which of the above contacts should receive our final invoice or supply details for an alternative billing contact if appropriate (this is just the invoice relating to the new connection – not bills for the future permanent supply). Where there are no details given in **section 4**, we will send our invoice to the customer contact in **section 2**.

## Site information

5.1

You must supply the full postal address and postcode of your site. The Land Registry can provide your postcode. Please provide these to help us process your application.

If you don't supply this, your application may be delayed.

Your site may already have a Business Stream reference number relating to a Development Impact Assessment or another application for a water or sewerage supply. Please provide these to help us speed your application.

A site location plan needs to be submitted with your application. This allows Scottish Water to quickly locate your site in relation to their existing water infrastructure.

Your plan should set out precisely where the site is, a clearly marked site boundary with street names, existing buildings and other landmarks.

A 12-digit OS grid reference or GIS coordinates would also help.

## Crossing private land

5.2

Where your proposed pipe will cross privately-owned land, it is your responsibility to secure written confirmation of access to the land. This does not apply to public highways.

## Contaminated land

5.3

We require a copy of the soil investigation report, including a chemical analysis table, if:

- the site has potential land contamination issues (e.g. any industrial site, former garage site, etc)
- the new connection is a non-standard one, that is above 32mm

This report is needed to identify the type of pipe material to be laid to protect the public water supply.

We require the recommendations and conclusions of the report that determine the pipe material suitable for the ground conditions. Scottish water has a statutory duty to ensure the public water supply is 'wholesome' and free of any organisms or chemicals which could constitute a danger to health, or affect properties such as taste and odour.

The report should be carried out in accordance with current UKWIR (United Kingdom Water Industry Research) guidance. Please note Scottish Water requires that this applies to all applicable sites whether greenfield or brownfield.

There are a variety of options available to you for the supply of building water. Please supply as much information as possible to help us determine your requirements. If you require help or further information, please contact us on **0333 207 9703 – option 1**.

## Types of supply

6.1

### Building water only without connection

For this option, you will typically use a standpipe from an existing supply point and no connection is required, or you may have obtained water from elsewhere which cannot be evidenced. You will be charged an upfront, one-off fee based on the information you provide in **section 7**.

### Building water with temporary connection

With this option, a connection to the water mains is required to provide your site with water. Your supply can be either unmeasured or metered.

We've provided the following table to help you make a decision, but please note this is a guide only.

possible choice	unmeasured / unmetered	metered
development cost	low	high
duration on site	long	medium to long
consumption	high	low
timing of development	*winter months included	winter months not included

\* During adverse weather meters and connections are more susceptible to bursts which may result in higher consumption going through the meter

### Site accommodation water and / or waste water

With this option you may have a requirement for one or the other, or both, depending on the proposed welfare facilities for staff working onsite, e.g. toilets, showers, kitchen etc. Please provide as much information as possible, together with supporting invoices etc for any alternative arrangements you have in place such as chemical toilets. Please detail this in **section 10**.

Where you require a connection for both site accommodation and building water purposes, please note only one connection with branches is permitted. If this is unsuitable for your site, please contact us on **0333 207 9703 – option 1** to discuss.

## Trade effluent

6.2

If the development will use water in an industrial process, it will discharge trade effluent into the sewer. Scottish Water needs to give consent for this. For more information and details of how to apply for consent, see the trade effluent section of our website.

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## Building water

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The information you supply in this section is important in helping us calculate the charge for unmeasured building water.

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## Existing supply information

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### Existing supply

8.1

water source	note(s)	type of charge
new temporary supply	you can choose to have this metered or unmeasured	optional – please see the making a decision table in 6.1
stand pipe	please provide us with the reference number given to you by Scottish Water	unmeasured
existing metered supply	please complete all of <b>section 8</b> . Business Stream will contact the owner to check they have given permission to use this supply	an inspection fee will be charged, but where the existing connection is approved there will be no additional charge for building water

### Existing meters at premises

8.2

Please note that only meters that are physically on the premises you are developing can be used for building water purposes. It is not permitted to use neighbouring supplies. If a neighbouring supply is used, you will still be charged the unmeasured building water fee, based on the information supplied in **section 7**.

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## New supply information

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To help you make a decision, please refer to the table in **section 8** of these guidance notes. You may require the help of a consultant to calculate your anticipated discharge rate. Sewers for Scotland 2<sup>nd</sup> edition and the British Standard document EN752 specify discharge unit calculation methods and rates.

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## Special requirements

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Please provide any additional information about your development that might be relevant to obtaining technical approval, e.g. details of onsite storage; out of hours connection required.

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## Payment details

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Once we've received your **Form J** application, you will be charged an application fee to cover administration costs. The current fee is on our website, under New Connections.

If you do not proceed with your application, your fee is non-refundable – we will use it to cover our administration costs.

We prefer to take the fee through a variable Direct Debit mandate. Setting up the Direct Debit could not be simpler. Simply complete the Direct Debit mandate form as part of **Form J**. Please ensure you include your bank / building society details, including the eight-digit account number and six-digit sort code.

If you do not wish to use Direct Debit, please tick the box and we will contact you to arrange an alternative method of payment.

If more than one signature is required, these will all be needed electronically. If you are unable to provide electronic signatures, please contact us on **0333 207 9703 – option 1** to arrange for the direct debit to be set up by telephone.

### The direct debit guarantee

- This guarantee should be retained by the payer.
- This guarantee is offered by all banks and building societies that take part in the direct debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change, Business Stream will notify you ten working days in advance of your account being debited or as otherwise agreed.

- If an error is made by Business Stream or your bank / building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a direct debit at any time by writing to your bank / building society.  
**Please ensure you also send a copy to us.**

## Contact information

If you have any queries regarding direct debit, please contact us on **0333 207 9703 – option 1**. Or write to our customer service centre at **Business Stream, 7 Lochside View, Edinburgh EH12 9DH**.

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## Declaration

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The form is designed for electronic signature.

Guidance on electronic signatures is available at [www.gov.uk/government/publications/electronic-signatures](http://www.gov.uk/government/publications/electronic-signatures)

If you don't have the means to provide an electronic signature, please note that by submitting the form via email, you are instructing Business Stream to progress your application.

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## Determining your new meter(s) size      Appendix A

Scottish Water uses a meter sizing tool to decide the size of meter(s) required for your site.

Scottish Water will use the information from the table provided. Please make sure this accurately reflects your requirements and the design submitted.

Using our meter sizing tool increases your chances of reaching the same outcome as Scottish Water but please note Scottish Water reserves the right to make the final decision regarding meter size(s).