
From: DEVELOPER.SERVICES@THAMESWATER.CO.U
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Sent: 22 April 2021 13:32
To: Lewis Holmes; Sam Faraday
Subject: Your Quote - Blocks I, JKL 1 Agar Place, London, NW1 0RG
Attachments: Quote DS2008213.pdf; POE DS2008213.pdf; Internal-Meters--Location-and-specification.pdf; chlorination-requirements.pdf; Fire Policy Version Issue1.pdf

[DS reference](#)

developer.services@thameswater.co.uk

[0800 009 3921](tel:08000093921)

Monday – Friday, 8am – 5pm

[thameswater.co.uk/developer-services](https://www.thameswater.co.uk/developer-services)

[Your new water connection quote](#)

[Site location :](#)

Dear,

Please find your quote for your new water connection attached.

We want to ensure there are no hitches in your installation, so we recommend you read the following crucial our 'Getting you connected' [\[link\]](#) guide, which sets out process in more detail.

Your quote tells you how much we'll charge for the work you've requested. The charges have been calculated [arrangements](#) for new connection services. Please note that this link also provides the latest information on the structure of our charges for new connections. These have been introduced from 1 April 2020.

The charge covers work including making the excavation, carrying out the connection itself and any traffic management to ensure safe working in or near the road.

What do I need to do?

Please review the charges together with our terms and conditions. Take note of the time it takes for us to network and the expiry date for your quote. When you're ready to move ahead, make your payment and c property boundary.

How long is the quote valid for?

The quote is subject to the included terms and conditions and is valid for 180 calendar days. If it is not acc works are not commenced within 12 months of acceptance, we will contact you to confirm if the paramete the scheme has changed or is no longer active, this may result in a requote being required or any monies

If your requirements change at any time, you'll need to ask us for a requote, for which non-refundable fee charges on 1 April every year, so if you ask us for a requote in a new charging year, our rates, and the we have changed.

How do I pay my quote?

If you'd like to go ahead, please make your payment using the method that suits you best. Once we recei confirmation in the post within 10 calendar days.

Online	To pay by card visit www.thameswater.co.uk/payds This is the easiest and simplest way to pay.
Bank transfer (BACS or CHAPS)	Sort Code: 60-00-01 Bank Account: 90478703 Vat No: GB37456915 Reference: DS reference number – it's crucial you include this so we can track your payment.
Phone	To pay by card over the phone, call 0800 009 3921. We don't accept American Express.
Cheque	Make the cheque payable to 'Thames Water Utilities'. Please write your DS reference number

	on the back of the cheque.
Provide security and pay later	You can pay in arrears if you provide security equal to the expected charges for the works (including an inflation allowance). Call us on 0800 009 3921 if you wish to take this option.

Important - Please note that your pipe has an internal diameter of 50mm or more (i.e. 63mm or more external diameter). Please do not carry out other activities such as chlorination. For more information, please refer to our 'Getting you connected' document.

Important - Please note your pipes are being laid in ground that's classified as contaminated, this means that for a cold water supply, you must use a suitable material such as copper pipe to the BSEN 1057/1996 standard or equivalent. Please lay the pipework within your property boundary. If you don't do this, we won't be able to connect you.

Important - Your quote includes internal fit meters. Once you've paid you'll also need to call 0800 009 3921. Please do this at least four to six weeks ahead of when you're ready to receive them, as it can take us this long to order a large number, the delivery may take longer. Once you've installed the meters, please let us know the meter numbers – for example, to match each meter with its property as part of the process of setting up a bill of materials.

Important - As you are making a connection to non-household properties such as shops or other commercial premises, you must have an account set up with a retailer and you won't be billed by Thames Water. Once your account is set up, we will send your bill. You can find more information on this at open-water.or.uk.

How do I get connected to the network?

There are some key steps you must take before we can connect you to our network:

1. Lay your pipework up to the property boundary, in compliance with Water Regulations. You'll find a be laid in our '**Getting you connected**' guide, which is included in the overview of the process. We or Thames Water approved plumber for this work.
2. Once the pipework to the property boundary is complete, either email us the certificate of complian plumber or call us on 0800 009 3921 to book a Water Regulations inspection giving us at least sev
3. For a newly-built property, please email your plot number and new full postal address to developer.

How long will the work take?

Once you've laid the supply pipes on your land and they've passed our Water Regulations inspection, it c to make the connection to our network. Permission is often needed before carrying out work in a road or f land. Also, many local authorities won't permit us to work in roads near shopping areas between mid-Nov disrupting Christmas and New Year trading.

Can I speak to someone?

We're here if you need a hand. Just call our helpdesk team on 0800 009 3921 anytime between Monday 1

Yours sincerely,

Heide Nenner

New Water Connections Design Team

Helpdesk: 0800 009 3921 (Monday to Friday, 8am to 5pm)

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