

planning a new development?

it's never too early to talk to us!

Perhaps a single premise or a new town complex including retail, domestic or commercial properties - Three Valleys can provide and support all your water and multi-utility requirements on your new building development. This guide explains how we support you through each phase of design and construction.

how the process works

- 1 Contact our Developer Services office for an application form or further advice by:
 - LETTER **Developer Services, London Rd, Rickmansworth, Herts, WD3 1LB.**
 - TELEPHONE **01923 293320**
 - FAX **01923 293323/3324**
 - E-MAIL **developer.services@3valleys.co.uk**

Our office is open between 8 a.m. and 5:30 p.m.

- 2 We post or fax you an information pack together with an application form the same day. Alternatively you can download the relevant application form and guidance pack via the business section of our Internet site – **www.3valleys.co.uk**
- 3 Complete the application form and return it to us by post or fax us (our contact details are shown above). You also need to supply the relevant plans and supporting information. This is explained in Section 8 of our application form.

An application form can often be daunting to fill in, but comprehensive information enables us to understand your needs better and to provide you with a cost-effective proposal. And please remember that we need detailed plumbing drawings to ensure compliance with the appropriate water fittings regulations. Without these your application may be delayed. If you need help to fill in the form please ring us on 01923 293320.

- 4 We will acknowledge receipt of your application and let you know the name and contact details of the designer who will support you and progress your application through the design stage up to on-site construction. Our designer will complete a cost-effective water supply proposal, based on the information you have provided, and send you a design plan and offer letter. Our proposals will normally be forwarded to you within 30 days from receipt of all the necessary supporting information.

If an easement is required for the water main we will let you know at this stage and provide all the information to guide you through the process.

- 5 Once you have decided which of our offers is best for you, you need to pay for the water mains and temporary connections by sending a cheque (MADE PAYABLE TO THREE VALLEYS WATER PLC) to Developer Services, London Rd, Rickmansworth, Herts, WD3 1LB.

- 6 We will assign a "Developer Support Manager" (DSM) to the scheme, who will make regular visits to the site in order to form a close working relationship with your team. The DSM is there to advise and support you through the life of the site. They will provide all necessary health and safety and technical information to your site agent, advise what steps are involved and will provide a contact sheet with I.D photo and mobile telephone number. We will introduce you to our utility service provider, Balfour Beatty, and will provide you with a direct contact for you to liaise with following payment. Balfour Beatty will then agree a suitable installation date with you and arrange for the work to be undertaken.
- 7 Ask our designer (the same one who provided your mains quote) to supply quotations for services to each property. These will normally be sent to you within ten working days.
- 8 You need to pay for each connection at least 3 weeks before it is required by forwarding your cheque to our finance department at Three Valleys Water PLC, P O Box 48, Bishops Rise, Hatfield, Herts, AL10 9HL. Your site agent must have laid the section of water pipe from the property to the highway boundary (the supply pipe), ready for us to connect to our mains water pipe. This must be laid in accordance with section 3 of our technical guidance brochure.

Unlabeled service pipes cause problems so where multiple pipes have been laid please use an indelible pen to label service tail pipes with the correct plot numbers. In addition please ensure your site is clear of scaffolding and obstructions.

- 9 You should inform our connections team when you need services to individual properties. They can be contacted on 01923 293316. A minimum of 3 weeks notice is recommended.

The connections team will provide the job details to Balfour Beatty who will telephone you the following day to confirm a connection date.

- 10 The meter will be fitted at the time of connection. Balfour Beatty will provide us with the meter details and we will notify you that the meter account is registered in your name.
- 11 When the property is occupied we ask that you complete the 'Notification of Change of Ownership' form and return it to the customer service department at our head office in Bishops Rise, Hatfield. They will transfer the meter account into the new occupier's ownership.

PLEASE NOTE:

Whilst every effort is made to accommodate your programme, service connections made to properties from the existing water mains network involve opening the public highway and are subject to statutory regulation. The Highway Authority requires 28 days notice before commencement on site. But under certain circumstances, we may have to provide 3 months advanced notice. We therefore advise that you request and pay for connections well ahead of your programme.

It's never too early to talk to us. Working in partnership we can support your team at every stage of design and development and help save you time and money.

call the expert
01923 293320



THREE VALLEYS WATER

DEVELOPER SERVICES

London Road, Rickmansworth, Herts WD3 1LB Office hours 8am to 5.30pm

Fax: 01923 293323/3324 www.3valleys.co.uk

Email: developer.services@3valleys.co.uk