



TriConnex Ltd
Nexus Park
Avenue East
Skyline 120
Braintree
CM77 7AL

DS reference DS6115910

developer.services@thameswater.co.uk

0800 009 3921

Mon – Fri 8am to 5pm

thameswater.co.uk/developerservices

2nd May 2024

Your connection quote

Site location: [St Ann's Road, London N15 3TH](#)

Description of works: [To lay approximately 10 metres of 250mm Barrier pipe NAV Bulk Inset supply off existing 250mm HPPE main in St. Ann's Road to serve 973 domestic properties and 10 commercial properties.](#)

Subject to a network capacity study confirming our network has sufficient capacity to serve your site's requirements.

[DM meter set-up to be installed within the site boundary. Approx. 5m to 6m required to accommodate the 3 chambers, please ensure sufficient space is provided. Please avoid location of BT pits when bringing out the supply.](#)

Dear Mr. Sewell

Please find your quote for your new NAV water connection to serve the above development.

This tells you how much we'll charge for the work you've requested. The charges have been calculated in line with our [charging arrangements for new connection services](#). Please note that this link also provides the latest information on important changes to the structure of our charges for new connections.

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

[The cost is £28,370.00](#)

This quote will expire on 29th October 2024. If it is not accepted within that time, or if the works are not commenced within twelve months of acceptance, we will contact you to confirm if the parameters of the scheme are still valid. If the scheme has changed or is no longer active this may result in a requote being required or any monies paid being returned to you.



About our design

Our drawing shows:

- the location of the connections to our water network
- where service connection(s) are to be made
- details of the materials and pipe lengths

Please ensure site staff and other utility providers are aware of our design and keep the path of the new pipes clear so they can be laid as indicated, avoiding delays and additional charges.

What's included

Our quote includes the inset connection as indicated on our drawing 50312410 Revision 1 and in addition:

- one meeting before work starts
- 1 visit to site to complete the installation of the connection
- supply and delivery of all materials to lay the connection
- provision of all plant, labour and supervision
- excavation and reinstatement of existing surfaces off-site
- traffic management

Land contamination

A soil report was provided with your application and Barrier Pipe is required.

Making changes

Our charges are based on the information provided with your enquiry. We know changes can happen during the progress of a development. Providing details of any alterations to your proposals as early as possible will help us to minimise the impact of a change to the planned delivery of the new water infrastructure.

Our quote assumes we can lay all of our pipework in a single phase, without interruption. In the event that we're unable to complete the work in line with the agreed phasing, additional abortive and phasing charges will apply.



How to pay

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.

How long will the work take?

Once you've paid in full we'll start planning your connection to our supply network once the bulk agreement has been completed.

It can take up to **three months** for us to make the connection to our network. Permission is often needed before carrying out work in a road or footpath, or on privately-owned land. Also, many local authorities won't permit us to work in roads near shopping areas between mid-November and mid-February to avoid disrupting Christmas and New Year trading.

We'll talk to the highway authority and other bodies responsible for local roads and traffic. If there's no need for traffic management – such as traffic lights, parking bay suspensions or road closures – then we'll connect you within 21 days. However, most connections take longer than this. As well as traffic management, the connection could involve operational issues, and if we have to access someone else's land, we must allow them three months to respond to our request to work there.

If you need any further assistance or information, please don't hesitate to contact Sam Cooper.

Yours sincerely

Natasha Holder
Senior Designer
Developer Services
0800 009 3921



Acceptance sheet:

This is a fixed sum offer. It's subject to revision if there are changes to the design shown in the attached drawing and/or the number of properties specified in your application.

Tick to accept	☒
Quote	£28,370.00
Re-Quote Fee	£0
VAT	£0
Total	£28,370.00

Acceptance

I/we wish to accept

Signed 

Print... TODD SEWELL

On behalf of TriConnex Ltd

Date... 07/08/2024

IMPORTANT NOTE FOR ALL BACS PAYMENTS

To avoid delays, it's essential you use DS reference **DS6115910** as the payment reference. Our bank details: sort code 60-00-01, account number 90478703.



Breakdown of charges for your new bulk water supply

Please note that all charges stated below are excluding VAT. Any VAT payable is outlined on our acceptance sheets.

Work that is the responsibility of Thames Water (non-contestable work)			
Item	Quantity	Rate	Charge
250mm Mains Connection in Road	1	£16,640.00	£16,640.00
MAINS BARRIER PIPE 200/250MM C	7	£1,200.00	£8,400.00
MAINS BARRIER PIPE 200/250MM B	3	£1,110.00	£3,330.00
Work that could be done by Thames Water or a self-lay provider (contestable work)			
Item	Quantity	Rate	Charge
		Subtotal	£0.00
Gross charge			£28,370.00
Income offset			£0.00
Net charge (ex. VAT)			£28,370.00



Conditions

Where Thames Water is completing works, all quotes are based on the following assumptions. Any variation from these assumptions may affect the final charge.

1. General

- 1.1.** This quote is issued on the basis that no special circumstances exist in this scheme, as defined in section 14 of our 'Charging arrangements for new connection services'.
- 1.2.** It is assumed that the service connection or mains (if applicable) can be laid as indicated on the attached layout drawing.
- 1.3.** We are a statutory undertaker and are only obliged to carry out the work in accordance with our statutory obligations, and are in no way contractually bound to clauses and conditions of the Royal Institute of British Architects (RIBA) form of contract for nominated sub-contractor or to any similar conditions. Therefore, no actions can be taken on orders received by us that refer to conditions not set out in our own documentation.
- 1.4.** Mains (if applicable to this quotation) will only be laid (except where otherwise agreed) in areas adopted by the highways authority. The minimum acceptable width of footpath or verge for use by utility services is 1.8 metres. Should this not be the case, you must advise us as soon as possible, as this may require a change to your scheme.
- 1.5.** The main (if applicable to this quotation) will be laid with a minimum 0.9 metres of cover below finished ground or surface levels.
- 1.6.** The applicant will provide all 'lines and levels' for the water mains installation (if applicable to this quotation) once our contractor begins work on site. This describes the depth at which the water main will be laid, and its route, and ensures the pipe has an appropriate level of cover and is appropriately situated. Should any variations in lines or levels be made without our consent after the mains have been laid, then you will be charged for any rectifications required. Verifying that the main is being laid in the correct position relative to the lines and level given by you shall be your responsibility. Any significant deviation should be notified to Thames Water or their representative without delay.
- 1.7.** Clear access to site for main laying (if applicable to this quotation) will be required via hard roads.
- 1.8.** Our quote is based upon the number of site visits indicated in our quote letter to complete the installation of the service connection or new water main. Phasing of this scheme or development should be notified to Thames Water prior to starting works on site so that potential additional charges can be calculated. If we are unable to complete our works in the agreed number of phases, additional abortive and phasing charges will be payable.
- 1.9.** Where main-laying is proposed on a phased basis, a clear run of at least 200m or the whole site (if less) will be required to enable economical use of resources.
- 1.10.** A site meeting will be required once we receive a signed acceptance sheet and payment or an acceptable form of security, and before works begin on site. It is expected that Thames Water, Thames Water's contractor and the client's representative will attend this meeting. The aim of this meeting is to capture any alterations to our design and quote to that which you have paid for. You will also be required to attend a 'site walk off' meeting.
 - 1.10.1.** Any significant changes to the design identified at the initial site meeting will incur delays as the scheme will have to be redesigned and we'll have to recalculate the charge for the new main (if applicable to this quotation). In this case we'll invoice or credit you for the difference, and also apply a re-quote fee.
 - 1.10.2.** At both meetings, forms will be completed and signed as a record. These forms will outline proposed lines and levels on site, health and safety requirements, storage requirements and protection of our apparatus once it has been installed.
 - 1.10.3.** You will be required to take all reasonable steps to safeguard our apparatus against any damage. You must notify Thames Water of any damage so this can be rectified without delay. Any costs resulting from repairs to any damaged apparatus will be fully recoverable from you.



- 1.11.** Excavation in any surface that is different from that used for the quote will be subject to a variation order being signed (see point 6, 'variation orders').
- 1.12.** If your quote is for 'lay only', all ground works, trenches and reinstatement will remain your responsibility. Thames Water or their representatives will be the sole arbiter of the safety and suitability of the site. Should any of your works be considered unsafe or unsuitable, you shall immediately make good any deficiency. Additional charges will apply for any abortive works.
- 1.13.** If you change your requirements, or the information you provided to us was incorrect or incomplete, you'll have to pay a re-quote fee to cover the extra work and administration we incur when revising the quote, and we'll invoice or credit you for the difference in charges.

2. Mains installation (if applicable to this quotation)

- 2.1.** Following acceptance of our quote, a minimum of 42 days should be allowed before the works begin. We may occasionally be unable to meet this timescale due to traffic management requirements. In such cases we'll contact you as soon as we can with an alternative start date.
- 2.2.** Adequate time should be allowed for the installation and commissioning of mains on site before properties are due to be handed over. On completion of the work, our mains will be tested to ensure that there are no defects and the water quality will be checked. The use of HPPE or MDPE pipe is based on there being no contaminated ground on site likely to affect this material (see point 4, 'contaminated land'). Should this not be the case, the quote will no longer be valid and a revised quote will be issued. In this case we'll invoice or credit you for the difference in charges, and also apply a re-quote fee.

3. Service strip

- 3.1.** Where a 1.8 metre wide service strip is reserved for the mains (if applicable to this quotation) and other public utility services, it must be kept clear of foul and surface water sewers and drains, manholes, soakaways, and anything else that might obstruct or cause damage to our mains. If sewers are installed within the service strip and are found to be obstructing the proposed route of the water main, then delays might occur until the necessary alterations to accommodate our apparatus are agreed and carried out.

4. Contaminated land

- 4.1.** Pipes, fittings and ancillary apparatus used by us are all suitable for underground use in normal ground conditions. Unless otherwise stated, our estimates and quotes assume normal ground conditions. However, where certain types of contaminant are present, it may be necessary to provide additional or alternative pipework or backfill material to protect the supply. For this reason, it is essential that the applicant informs us of any known or possible contamination present, for example, previous site usage such as landfill, garage facilities, print works or process works (this is not an exhaustive list). Additional measures to protect the pipework in the contaminated ground will affect the final charge and may delay the works. In this case we'll invoice or credit you for the difference in charges, and also apply a re-quote fee.

5. Service connections

- 5.1.** A quote for the necessary service connections to supply your development will be provided separately if required.

6. Variation orders

- 6.1.** A variation is where you cause a change to the design once works have begun on site. We or our contractor will seek a 'variation order' from you for any changes. For example, this could be a change to the original design of a proposed mains layout, phasing of the works, the surface type where the new mains will be installed, or a hindrance on site that prevents continuous working.
 - 6.1.1.** A variation order will require an authorised signature before any additional works can begin. Once this signature is received, works can commence.



- 6.1.2.** If there is a credit or additional charge due, we will calculate this and send you an invoice. Payment is due within 14 calendar days of the invoice date.
- 6.1.3.** Variation orders and their resulting additional works might have a programming implication.

7. Payments in advance

- 7.1.** If you choose to pay in advance for your new water mains (if applicable to this quotation) you need to select this option and provide full payment when you accept our quote, and do so within the validity period of that quote. You will need to pay the full charge for the works as shown on the quote.
- 7.2.** If there is a credit or additional charge due on completion of the works, we will calculate this using the rates in effect on the date of the quote and will send you an invoice. Any queries or disputes in relation to charges must be raised within seven calendar days of the invoice date. Payment of undisputed charges is due within 14 calendar days of the invoice date.
- 7.3.** Please note that if you opt to pay in advance, we will only schedule works after we have received full payment for those works.

8. Payments in arrears

- 8.1.** You may choose to pay in arrears for your new water mains (if applicable to this quotation) if you provide security equal to the expected charges for the works (including an inflation allowance). If you choose this option, you need to make this clear when you accept our quote and do so within the validity period of the quote.
- 8.2.** We will not schedule any works until we have received acceptable security. You should allow a reasonable amount of time for the form of your security to be agreed in order to avoid any unnecessary delay to your works.
- 8.3.** The security we accept is:
 - 8.3.1.** A bank guarantee in our favour issued by a bank or building society registered and operating in the United Kingdom, appearing in the list of banks or building societies as compiled by the Bank of England and having an investment grade credit rating;
 - 8.3.2.** A letter of credit in our favour issued by a bank or building society registered and operating in the United Kingdom, appearing in the list of banks or building societies as compiled by the Bank of England and having an investment grade credit rating;
 - 8.3.3.** An on demand bond or guarantee issued in our favour by a third party having an investment grade credit rating
- 8.4.** We will provide the required value and wording for each of the security documents on request.
- 8.5.** If you choose to pay in arrears, we will calculate charges using the rates published and in effect when the works are completed, which may be different to those in your quote.
- 8.6.** If you wish to move ahead with this option, please contact us to discuss.
- 8.7.** For more information please refer to section 11 of our 'Charging arrangements for new connection services'.

9. Construction Industry Scheme (CIS) rules

- 9.1.** If you need our unique taxpayer reference (UTR) in order to verify our CIS status with HM Revenue & Customs, please call us on 0800 009 3921.

10. Customer satisfaction

If you feel we haven't delivered an appropriate level of service please get in touch so that we can get your issue resolved. Further information is available at developers.thameswater.co.uk/Developing-a-large-site/Contact-us