



Portsmouth Water Limited  
**Building Developer Promise**



The Water Supplier of Customer Choice



## Our promise to you

Our Building Developer promise sets out the levels of service developers can expect from Portsmouth Water.

I understand that our performance in dealing with your enquiry will help you meet deadlines and shape your decision to use Portsmouth Water as your preferred supplier.

Our promise ensures that by working in partnership with you we can deliver water to your development in a timely and efficient way.

**Neville Smith**  
Managing Director



## The process

- 1 Pre-development enquiries**
- 2 The requisitioning of a water main**
- 3 Laying water mains**
- 4 Water connections**





## Pre-Development and Network Capacity Enquiries

### Our Promise

On receipt of a pre development/capacity enquiry received with payment we will acknowledge that the application is acceptable or request further information **within 3 working days**.

Our response to a fully detailed pre development/capacity enquiry will be returned to you **within 15 working days**. Should a detailed survey and network investigation need to be undertaken to establish if the proposed development can be accommodated within the existing infrastructure, a response date will be provided **within 10 working days**.



### Information that will help us meet our promise

- 1 Size of development – acres/hectares
- 2 Estimated number of units and phasing
- 3 Type of development, ie domestic, commercial, mixed
- 4 Estimate of property mix and numbers relating to detached, semi-detached and flats/apartments
- 5 Estimate of peak flow demand
- 6 Map showing outline of site to be supplied including areas to be adopted by the Local Authority
- 7 Site history/geological survey results
- 8 Special requirements, eg
  - Rainwater harvesting/grey water reuse systems
  - Domestic fire sprinkler systems

For a more detailed explanation of the requirements and payment please visit the New Developments section of our website at [www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk).



## Application for a Water Main Requisition

Following the pre-development enquiry we will design and cost the mainlaying works required to supply the development **within 20 working days**.

When we offer you Terms and Conditions for mainlaying we will offer you three payment options:

- Relevant Deficit
- Deferred Aggregate Deficit
- Asset Payment (Self Lay)

The financial details of these payment methods will be set out in our Terms and Conditions offer we will be pleased to advise you on each type of arrangement.

Once we have agreed on the Terms and Conditions and received payment the requisition has been formally entered into and is defined as the Relevant Date. The water main will be constructed and commissioned within 3 months of the relevant date, however this may be extended in agreement with the developer, or due to restrictions under other legislation, for example regulations under the Traffic Management Act.



## Application for new Water Service Connections

New water connections can take two routes:

- **Off site connections** – these are new water services connections off an existing water company main
- **On site connections** – these are new water connections off a newly requisitioned main

New water connections start with an application form. The forms are self explanatory and once completed enable us to prepare a Statement of Cost for you. On receipt of a completed application form we will provide you the Statement **within 10 working days**.

Subject to the Terms and Conditions of the new service connection and receipt of payment we will connect the new water supply to our main **within 20 working days**.

Off site connections may be constrained by other regulations ie Traffic Management Act.

On site connections can not be connected until the newly laid water main is ready for service. This ensures that at the time of connection the quality of the water meets the regulatory standards.

## How to contact us

General Enquiries

**023 9249 9888**

Water Account Enquiries

**023 9249 9666**

Freephone Debt Line

**0800 432 0534**

Water Quality Enquiries

**023 9249 9888**

New Supplies

**023 9249 9888**

Mains and Service Repairs

**023 9249 9888**

Plumbing and Water Regulations Enquiries

**023 9249 9888**

Freephone Leak Line

**0800 434 6104**

Operations Centre

(24 Hour Emergency Service and Reporting of Leaks)

**023 9247 7999**

24 Hour Automated Payment Line

**08701 129637**

Head Office

**PO Box 8**

**West Street**

**Havant**

**Hampshire**

**PO9 1LG**

Website

**[www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk)**

E-mail

**[head.office@portsmouthwater.co.uk](mailto:head.office@portsmouthwater.co.uk)**

