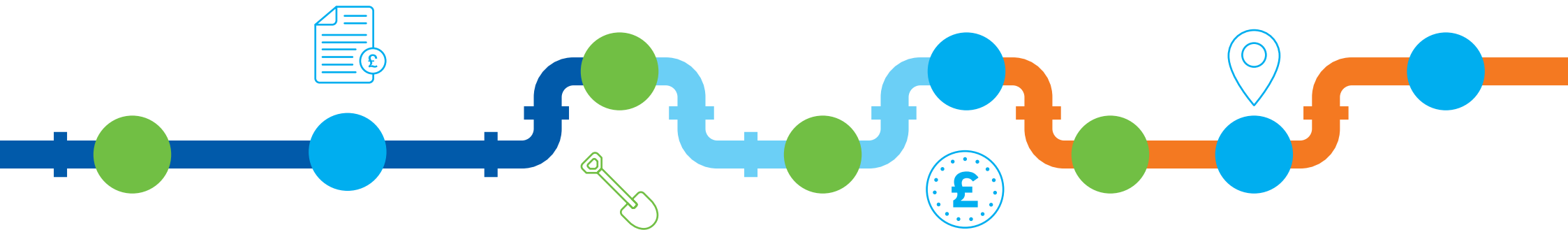


# GUIDANCE FOR NEW APPOINTMENTS AND VARIATIONS (NAVS)

This leaflet is a guide to support our customers through our NAV application process for a bulk service offer and includes details to explain what is required at each stage.



# A SIMPLER, MORE FLEXIBLE APPLICATION PROCESS

We've made it easier for you to apply for the services you need for your NAV site. Now you can choose exactly what matters most—at the right stage of your journey.

What can you apply for?

- **Site served status** – Find out the status of your site, is it unserved or served by us for water and/or wastewater services.
- **NAV Bulk Service Offer** – Get confirmation of the point of discharge into our sewer network and/or the point of connection to our water network and a quote for the non-contestable works.
- **Requisition or adoption offer for a NAV site** – Request a quote for the contestable works (the pipe from our main to your site boundary) or submit your own self-lay design for approval.

**Good news:** If you start with a Site Served Status application, your details will automatically carry forward to Bulk Service and Requisition/Adoption applications—saving you time.

If you need ESW to quote to install the pipe from our main to your site boundary, then submit both a Bulk Service and a Requisition/Adoption Offer application.

You submit your applications on the portal for the services you need: NAV Site Served Status, NAV Bulk Service (point of connection), Requisition/Adoption offer, and pay the application and design fees. Apply at [northumbrianwater.my.site.com/s/](http://northumbrianwater.my.site.com/s/)

We will respond to your NAV site served status application within **21 calendar days**.



To accept the **bulk supply offer**, complete and return the proposal acceptance form and pay the charges in the bulk supply quote.

Upon receipt of the bulk supply offer acceptance form we will issue the Bulk Service Agreement within **28 calendar days** for you to sign and return to us.

APPLY

ACCEPT



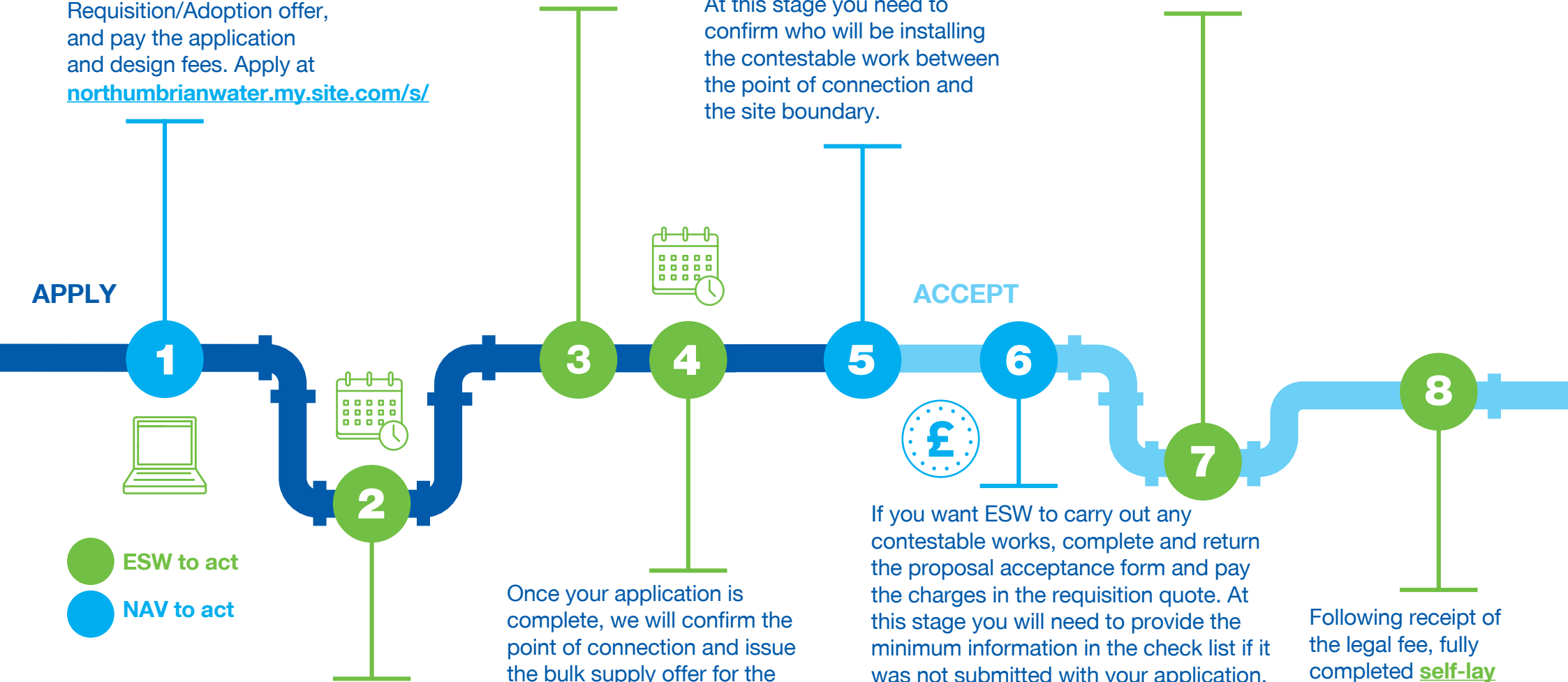
-  ESW to act
-  NAV to act

We will respond to your applications within **5 calendar days** to let you know if we have everything we need to proceed with your applications or if we need more information.

Once your application is complete, we will confirm the point of connection and issue the bulk supply offer for the non-contestable work within **28 calendar days**, and if you have asked us to provide a quote for the contestable work, then we will issue this quote also within **28 calendar days**.

If you want ESW to carry out any contestable works, complete and return the proposal acceptance form and pay the charges in the requisition quote. At this stage you will need to provide the minimum information in the check list if it was not submitted with your application. If you will use an SLP to install the contestable works and offer them for adoption by ESW, you need to complete and return to us the **self-lay schedule** and pay the legal fee to enable the water adoption agreement to be issued.

Following receipt of the legal fee, fully completed **self-lay schedule** and title documents we will issue the water adoption agreement to you within **7 calendar days**.



We will acknowledge receipt of the water adoption agreement within **5 calendar days** and once signed by us we'll send you a copy for your records.

We will start planning the bulk service connection and arrange for this to be completed within **28 calendar days** or if you have asked us to install the contestable works this will be within **90 calendar days**. We will let you know if the connection date will be affected by any 3rd party constraints.

When you are ready to connect your water network to the bulk supply, you should request approval by submitting the **request for routine inline mains connection form**. You need to provide us with your pressure testing and sample results with your request. You should also provide a copy of the variation of appointments notice and give us a minimum of **5 working days'** notice to review your request.

On a monthly basis you should provide Northumbrian Water with the details of any properties that have been connected to the water network to enable us to invoice for the infrastructure charges.

