

# Filling in an application on GetConnected



from  
**Southern  
Water** 

## How to fill in the application on GetConnected

Before you get started

### Before you get started

**What should I do before submitting my application?**

- ✓ Check your property or development is located in our supply area- [Area-of-operation](#)
- ✓ Read the relevant guidance notes;  
[Connection-services-for-homeowners-and-builders](#)  
[Connection-services-for-our-business-customers](#)
- ✓ Most applications require a fee to be paid before we can process your application, you can review our [Connection-charging-arrangements](#)
- ✓ Most applications require site drawings and plans – check the guidance so you know exactly what you need

**Get in touch** [Contact us](#)

[Continue](#)

2. Review all your contact details to confirm everything is correct. If everything is ok, **click continue**. If anything needs to be changed **click edit** and update the relevant categories and **click continue**.

About you

### Customer details

These are the details we hold about you. Please click edit to make any changes

#### Personal details

|                       |       |
|-----------------------|-------|
| Salutation            | Mr    |
| First name            | jan   |
| Middle name / Initial | -     |
| Last name             | jonas |

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#### Contact details

|                          |                                |
|--------------------------|--------------------------------|
| Preferred phone number   | 07717484589                    |
| Alternative phone number | -                              |
| Email address            | jan.jonas2@southernwater.co.uk |

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#### Correspondence address

|                               |             |
|-------------------------------|-------------|
| Building Name/Number & Street | 34 York Way |
| Town                          | London      |
| County                        | -           |
| Postcode                      | N1 9AB      |

[Edit](#) [Continue](#)

3. Select whether the site has a postcode. If 'Yes' enter postcode and **click look up postcode and select site**. If 'No' use the hand tool to drag the map to search for the site location. *This map can be viewed in Map and Satellite modes. Use the zoom function accurately find the site location.*

3 Site details

Does your site have a postcode?

Yes  No

[Edit](#)

What is the site postcode?


Postcode

[Lookup postcode](#)

4 Site location

**My site details**

Thank you for advising you don't yet have a postcode.  
Please centre the map pin onto your development site to show us its location.



Longitude

Latitude

Height above sea

[Continue](#)

4. Select whether the site has previously been used for one or more of the options provided. Confirm whether you have commissioned a soil analysis report for the site.

5 Site current use

**What is the site used for now?**

We need to know if the land could have some risks of contamination from potential pollutants, or if it may be considered a sensitive site.  
Please select 'yes' if the site has been know for use as any of the following:

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Petrol Station</li> <li>Fuel Storage</li> <li>Motor Mechanics</li> <li>Vehicle Parking</li> <li>Boatyard</li> <li>Military Camp</li> </ul> | <ul style="list-style-type: none"> <li>Coal Yard</li> <li>Chemical Storage</li> <li>Scrap Yard</li> <li>Landfill</li> <li>Burial Ground</li> </ul> |
|---|--|

Yes  No

[Edit](#)

Have you commissioned a soil analysis report?

Yes  No

[Continue](#)

5. Select whether your site is New Build, Conversion or Extension. *You are **not able** to select Extension with either New Build or/and Conversion.* Select whether you have applied for Southern Water asset maps.

6. **Site plans**

### My site plans

What are your plans for the site?

New build
  Conversion
  Extension

[Edit](#)

We will need to see some site drawings with enough detail for us to assess your application. We will ask you about this later.

We can provide plans that indicate where our water and wastewater network is located, including the underground pipe network and access points, such as manholes, and information about how deep the pipes are. You can apply online at [www.digdat.co.uk](http://www.digdat.co.uk)

Have you applied for our asset maps?

Yes
  No

[Continue](#)

6. Select the county for your site and the relevant planning authority if different. Select if you have already applied for planning permission. If 'Yes' select the planning reference. If 'No' or N/A select one of the options provided in the drop-down menu.

7. **Site planning status**

### My site planning status

We need to collect all the details required to progress your application.

Please can you share your planning status information below.

County

East Sussex

[Edit](#)

Planning authority

Hastings

[Edit](#)

Have you already applied for planning permission?

Yes
  No
  N/A

[Edit](#)

Planning reference

[Continue](#)

7. Tell us what you are building by inputting the number of **units and connections** for your site. For example, an apartment block with four flats would be a single unit requiring four connections.

You can apply for multiple units on a site. E.g. a large development of new houses with a new school and retail park could have entries in residential, commercial and other or be listed as mixed use. If mixed use is selected a description of the site is required.

Select whether the site will be delivered in phases. If 'Yes', indicate the number of phases (between 2- 9).

8 Site what are you building

### What are you building?

Please tell us below what you are building.

|                                | Number of units                | Number of connections          |
|--------------------------------|--------------------------------|--------------------------------|
| Residential <a href="#">?</a>  | <input type="text" value="6"/> | <input type="text" value="3"/> |
| Industrial <a href="#">?</a>   | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Commercial <a href="#">?</a>   | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Agricultural <a href="#">?</a> | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Mixed use <a href="#">?</a>    | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Other <a href="#">?</a>        | <input type="text" value="0"/> | <input type="text" value="0"/> |

Total connections: 3

[Edit](#)

Will this site be developed in phases?

Yes  No

[Edit](#)

Please indicate the number of phases (i.e. 2 to 9)

[Continue](#)

8. Confirm which services you require at your site by answering the question provided. The table outlines the questions and the associated application type.

| Question   | Subsequent Question(s)  | Application Type                       |
|--|---|--|
| Temporary building supply?   | Reuse an existing supply?   | TBS Temporary Building Supply          |
|  | Split existing supply?  |  |
| New water connection?  | N/A   | S45 New or Replacement Water Supply    |
|  | Would you like a new water main to supply the new water connection?                           | S41 Water Main Requisition             |
| New waste connection?  | Do you wish to connect new drain(s) to mains sewerage?  | S106 Connect to Public Sewer           |
|  | Do you need Southern Water to build a public sewer to serve your development?                 | S98 Requisition of a Public Sewer      |
|  | Do you plan to construct your own main sewer for Southern Water to adopt?                     | S104 Adoption of New Sewer             |
|  | Do you require Southern Water to adopt an existing sewer?                                     | S102 Adoption of Existing Public Sewer |
| Do you want to build over/near a public sewer?   | N/A   | SN18 Build Over Sewer                  |
| Do you want to divert one of Southern Water's pipes to allow your development to go ahead? | Do you want a water main to be diverted by Southern Water?                                    | W185 Southern Water Diversion (Water)  |
|  | Do you want Southern Water to divert an existing sewer?                                       | S185 Southern Water Sewer Diversion    |
|  | Do you want to request permission to divert one of Southern Water's existing sewers yourself? | D185 Developer Diversion of Sewer      |

9. Upload the required documents by **clicking select documents** and choosing the relevant ones from your files. *You must upload at least one file and the files must **be under 50MB** and you can use .Zip file technology to reduce the size.*

Select continue once you have chosen your files and review the document checklist to confirm your file(s) includes all the relevant documents.

**Step 1.**

**2.**

**Document checklist**

Please confirm you have attached the following required documents before continuing.

- Site photos
- Site plans
- Phasing plan

Have you checked you have all the required documents?

10. Provide a **name for your site** and press continue. *This will help us search for your site if you forget your application number.*

**11 Site name**


Finally, please tell us what name you know your site by. This will help us search for your details should you forget your application number. If you do not use a name for the site, please add a short description you will remember.

Site name

Test Site

11. Review your application and confirm the details you have provided. **Click the edit button to change the Site Name** and **click the previous step button to edit any previous sections.**

Provide any additional comments you may have about your application and then **continue to payment.**

 Confirm your request

### Confirm your request

Please review and confirm the details for this application

#### Site details

#### Grid reference

|                        |                      |
|------------------------|----------------------|
| Longitude              | -0.32409584973367433 |
| Latitude               | 50.82817141573973    |
| Height above sea level | 9.16103744506836     |

#### Plan types

|  |           |
|--|-----------|
|  | New build |
|--|-----------|

#### Current use

|                            |    |
|----------------------------|----|
| Site risk of contamination | No |
| Soil analysis report       | No |

#### What are you building

|                       |   |
|-----------------------|---|
| Number of connections | 3 |
| Number of units       | 6 |

Do you have any additional comments you would like to add?

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I confirm that to the best of my knowledge the information contained here is complete and correct and I wish to apply to Southern Water Services to assess my application.

[Back to start](#) [Continue to payment](#)

12. Review the cost breakdown of the application and **select the relevant payment method** (Card or Bacs). *Note - If the transaction is above £19,999 you **can only pay by Bacs.***

## Payments and Charges

We charge a fee to review, assess and advise you on your application. In line with Ofwat Guidance our application fees are variable and depend on the information you have given us.

We accept the following cards:



There may be further charges due if we need to undertake any structural or survey work. We will advise of this once we have reviewed your application. More details of our charges can be found using the links provided.

Please review the application fees below and confirm how you wish to pay. We will not process your application until we are in receipt of your payment.

[Terms and conditions](#)

### Application Fee

Your application fee is made up as follows and is based on the information you have provided.

| Service   | Charges in £  |
|---|---------------|
| New Water Connection - Application Fee (first connection)       | 86.57         |
| New Water Connection - Application Fee (subsequent connections) | 105.00        |
| Sub-total (net of VAT)  | 191.57        |
| VAT - 20%   | 38.31         |
| <b>TOTAL (£)</b>  | <b>229.88</b> |

**13. If card payment selected, enter card details and click make payment. If BACs selected, click submit application and process BACs transfer, following the instructions on the page.**

*Note – the application will only be progressed once we have received the full payment. The application will commence upon the date you payment is processed by Southern Water. You will receive a notification to your dashboard confirming the expected next steps once this has happened.*





## Payment confirmation

### Payment preferences saved

Thank you for confirming your intent to pay by BACS.

#### Next Steps

We will progress your application once we are in receipt of your full payment. If we have any queries we will be in contact.

Your application date will commence upon the date the payment is processed by Southern Water. You will receive a notification to your dashboard confirming the expected next steps once this has happened.

[Submit application](#)



## Thank you

### Application received - thank you

Thank you for your submission.

A confirmation has been sent to your email.

You can also view your application on your personal dashboard.

| Application reference number | Application type                      | Application submission status |
|------------------------------|---------------------------------------|-------------------------------|
| 40                           | S45 - New or Replacement Water Supply | Success                       |

#### Next steps...

##### Payment amount

£229.88

You have chosen to pay via BACS

Payments can be made directly via BACS transfer to:

Southern Water Services Ltd  
Miscellaneous Income Account  
HSBC Bank Plc  
PO Box 125, 2nd Floor, 62-76 Park Street,  
London  
SE1 9DZ

##### Sort Code

40-02-50

##### Account No

81426834