How to apply for a New Connection using NI Water's Self Service Portal



Information can be located at <u>https://www.niwater.com/services-for-developers/</u> by selecting the New Connections tile for water or sewer. To register & apply, visit <u>https://digitalservices.niwater.com/</u>.

Type of application

To create or view New Connection applications, select **Developer Services > New Connections > Applications**

Account Requests	Developer Services		لیے Trade Effluent	Service Charges
Choose an account i	New Connections		Applications	
	Article 161	>	Work Orders	
No billin linked t Please use the ad feature below to avail of billing at	B ng accounts o your login Id new account search find your account to nd payment services			
Add n	ew account			

Start a new application or continue with an existing application

nd Water is a trademark of Northern .td., incorporated in Northern Ireland

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Joseph Blogg							Delivers
کے Developer Services	یتر Trade Effluent	🐳 Service Charges					
New Connections					New Application	n Schedul	e Work
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New Connection application

- 1) From the 'Application Type' dropdown please select as appropriate (Small diameter supply is 25mm or 32mm and Large diameter is over 32mm). 25mm is the normal size for a domestic property.
- 2) Please note there is no ability to apply for multiple Large or Sewer applications.

loseph bloggs					// 2
Developer Services	Trade Effluent	Service Charges			
Turner of New Connections Applied					
Small Diameter application can be and will place the same demand o	used to apply for new or replacement wate n the NI Water Infrastructure.	r connections up to and including 32 mm in external diame	r provided each separately occupied unit or pro	perty is situated on the same development	, road or street
Large Diameter application can be	used to apply for new or replacement wate	r connections greater than 32mm in external diameter.			
Sewer application should be used	when applying for all connections to a publi	c sewer.			
Guidance for Water Connection	15				
Guidance for Sewer Connection	15				
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Guidance for Sewer Connection	<u>ਸ</u>				
Guidance for Sewer Connection	ase ensure the Occupie	r (if known), the Developer and	0n-site Contact are registe	red on our Self Service	Portal.
Before you start, plea	ase ensure the Occupie existered email address	r (if known), the Developer and es to proceed with your applica	On-site Contact are registe	red on our Self Service	Portal.
Before you start, plea You will need their re	ase ensure the Occupie egistered email address	r (if known), the Developer and es to proceed with your applica	on-site Contact are registe ion.	red on our Self Service	Portal.
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Applying for a Domestic Connection

Applicant Detail

This section is about the applicant, not the property requiring a connection. If you are a business, agent or developer, choose 'Non-Domestic'.

Domestic only applicants should choose 'Domestic'.

Developer Services	لي Trade Effluent	🖨 Service Charges	
Applicant Details			-
Applicant Name			
Christina Matier			
Is the applicant Domestic	/Non Domestic *		
Domestic			
Telephone •			23 killion at
			23 ballynery Search Clear
Mobile *			23 Ballynery North Road Portadown, Craigavon, BT63 5RN [SELECT ADDRESS]
			Address •
Email •			23 Ballynery North Road, Portadown
			Town •
			Portadown
			County +
			County Armagh
			Postcode *
			RTC3 5PN

Your name will be populated from your registration profile and is fixed; however, you can edit the address and other fields.

This is an important option as it will determine who our Customer is. It will either be the Occupier if known or Developer if unknown.



Occupier Detail

This is our primary customer and if the future occupier is known, this will be required. Please note if this differs, all parties will need to be registered on the portal to receive notifications, documents and make payment.

Section highlighted in	T Developer Services	Fre Trade Effluent	Service Charges		
green can be used for	Occupier Details				
'same as applicant'.	The individual who will occupy the prop If the applicant and occupier are differe	erty after construction. If the occupier is known th nt, the occupier must create their own portal acco	is person will be responsible for making all pa unt using the email address detailed below to	syments associated with this application. o make payments.	
	Same as applicant				
	Is the Occupier Domestic/Non Domes	nic? •			٠
	Standard Industrial Classification Please select the 1980 SIC Division	on activity codes (SIC codes) are used by governme sion that represents the main business activity rele	ent bodies such as Companies House and the evant to the screen you are completing from t	Northern Ireland Statistics and Research Agency to systematically identify and categorise principal business activities, the list below.	
	SIC Code * 6 - Distribution and Repairs (all retail/wh	iolesale) Hotels and Catering			
	Occupier Name (If the occupier is don A Retail shop	nestic i.e. non-business, please provide the nar	ne of the individual occupier. If the occupi	er is non-domestic i.e. a business, please provide the name of the occupier's business or trading name.) *	
Sections highlighted in	Enter Address			Search	Clear
rad are relevant for V/AT	Address •			Tel ·	
red are relevant for VAT	1 Main Street			01234567897	
purposes. If occupier is	Town *			Mobile *	
Non-Domestic nlesse	Belfast			01234567898	
Non Domestic, piedse	County *			Email •	
follow the guidance.	Antrim			anymail@anymail.com	
	Postcode •			Please ensure the email address entered is already assigned to a valid portal account.	
	BITTAA				
	Back Next				

Developer Details

All parties will need to be registered on the portal to receive notifications, documents and make payment.

_					
Developer Services	Trade Effluent	Service Charges			
Developer Details	(if applicable)		-		
Same as applicant 🛛 🗆					
Contact Name					
83 victoria street, Belf	ast			Search	Clear
Victori	ia Street Belfast, BT1 4PB [SEL	LECT ADDRESS]			
Company Name					
Stevie's Builders					
Address •			Tel •		
83-85 Victoria Street					
Town *			Mobile *		
Belfast					
County *			Email •		
County Antrim					
Postcode *					
BT1 4PB					
Developer - SIC Code +					
5 - Construction (including	all building/household renovatio	on work)			•
Back Next					



Property and Connection Location

You can search for your property or a property near-by to locate your site. Please use the location search facility at the top right-hand corner of the map or zoom in to the map and search.



Once you have located your site, click once to highlight and then confirm.

Mark Connection Point

Using the step by step guidance, select your site then confirm. Secondly, select your preferred connection point (where you would like the connection made a the boundary, bringing your pipe to the boundary when ready for the connection to be made).







Confirm your connections points

Once you have marked both your site and preferred connection point you will see two larger 'dots' (or one in the case of multiple connections), select 'confirm' which will populate the town and county detail for you.



Address detail and mandatory information

Following the above step, you should now populate remaining mandatory fields to progress your application. Once the connection is paid, the Site Contact will be able to arrange an Appointment Booking. Please ensure the Site Contact is registered.

Seveloper Services	fin Trade Effluent	Service Charges		
+			Port address of alars	Site Details
-	a market			Property Type •
	Children and Child		Justin	Confirm your stateproperty location on the map. You will be asked to specify address details on the next page.
			Step 1: Property Location Click on the map to mark the location of your property. Contem	County -
E fair fairige i beaux by finn E februi in a	and have and here also served to a strene		Powered by Ser.	Site Contact Name •
Planning Details		Charity Details		Site - Contact Tel
Is planning Required?		Will the premises be used by registered char	ity?	
Yes		No	•	Site - Contact Email •
Planning Reference •		Listed Buildings Details		
				Contractor's Name +
Planning Approval Date -	12			Contractor's Tel -
Back Next				

Applying for a Domestic Connection

Connection Details



1) You will need to enter more detail about the connection by populating the adjacent information before selecting 'add'.

1) Once you have added the required information, it will appear in all connections required table below. For multiple site developments, you can enter the number of houses per street and different streets in batches.

Developer Services	Trade Effluent	Service Charges				
onnection Details dd Connection(s)			_			
Road/Street or Development Name	Postcode N° of Storeys	s Purpose of Supply	Other - please specify	Property Type	Pipe I Size a	ls this the final address
			Purpose of Supply			
All Connections Requin	ed					
1						
ave changes Scancel o	hanges				-	
Save changes Cancel c Property/Plot N*	Road/Street or Development Name	Postcode Purpose of Supply	Property Type Pipe Size	Final Address	5?	

Highlighted section is for relevant VAT rate generation.

Once all fields are populated, click 'add'.

The Property/Plot No is mandatory for each row. Simply click on each box and enter the required site or plot number to progress.

Add Connection(s)										
Road/Street or Development Name	Postcode N° of Storeys	Purpose of Sup	ply		Other - please specify	Property Type	Pipe Size	ls this the final address	N° of Connections	
					Purpose of Supply				1	Add
All Connections Req	uired									
🖺 Save changes 🛛 🛇 Car	ncel changes								Search	٩
Property/Plot N°	Road/Street or Development Name	Postcode	Purpose of Supply	Property Type	Pipe Size	Final A	ddress?			
1	lovely street	BT1 1AA	Domestic	New	25mm	Yes		D	elete	
2	lovely street	BT1 1AA	Domestic	New	25mm	Yes		D	elete	
3	lovely street	BT1 1AA	Domestic	New	25mm	Yes		D	elete	
Apt1	lovely mews	BT1 1AB	Domestic	New	25mm	Yes		D	elete	
Apt 2	lovely mews	BT1 1AB	Domestic	New	25mm	Yes		D	elete	
Unit 1	lovely court	BT1 1AC	Retail	New	25mm	Yes		D	elete	
Apt1	lovely court	BT1 1AC	Domestic	New	32mm	Yes		D	elete	
Apt2	lovely court	BT1 1AC	Domestic	New	32mm	Yes		D	elete	
н 🕙 1 (р) н										1 - 8 of 8 items

Complete the remaining mandatory information fields.

Building Water Supply	Existing Metered Supplies (if applicable)
Do you intend to use public water for building purposes?	Are there existing metered connections on the site?
No	• No •
Is it intended to use an existing metered public water supply?	
No	•
Infrastructure Charge Credits	
Has the site being developed had a water supply within the last 5 years? +	
No	•
Size of Connection Required	Street Works Licence 🛛
Please state the required Max flow rate in litres per second	
200	Where will the proposed connection be completed
Please state the required Min flow rate in litres per second	Adopted Road/Street
100	Excavation / Reinstatement to be completed by:
Do you require a separate connection for fire fighting?	Northern Ireland Water
If required, please specify the size of fire fighting supply required;	
	•
Water Regulations	
Have Planning Service placed any conditions on site due to contaminated ground	
No	•
If there will be water within your site not supplied by NI Water, please spec	
Rain Water Harvesting	•
Back Next	

Note: Please click 'save changes' before progressing.

Highlighted sections is for relevant VAT rate generation.





This section looks at Non-Domestic Connections.

As per previous guidance, please follow steps of Applicant Details, Occupier Details (if same as applicant, select 'same as applicant' to auto-populate, and Developer Details).

Infrastructure Table

- 1) This is required for all non-domestic connections unless the connection is to be used for firefighting purposes only, agricultural only or a new build house on land not previously built on.
- 2) Please add each appliance using the drop-down filter.
- 3) Then add existing and proposed you intend to install or have fitted.

eph Bloggs					Determine
Developer Services	اللہ Trade Effluent	Service Charges			
astructure Charge					
 Not Required in the following scenarios: New Build Single Dwellings Agricultural Fire Righting 					
Add					Search Q
liance type	E Number of Existing		Number of Proposed	1	
	* 0	:	0	Save Save	
C Flushing Cistern	.				
ash basin in a house					
th (tan size 20mm)					
th (tap size >20mm)					
ower					
	•				
					1 - 1 of 1 items

There are 12 types of fixtures to choose from – only select those relevant for your development. Please ensure you correctly and accurately enter the required information to allow processing of your application.

Document Upload (required on all connection applications)

Depending on your application type, there will be a requirement to submit supporting documentation with your application. A list of requirements will be presented at the top left of your screen, based on your application entry.

A Site Location Plan is required for all connection applications as standard.

Document Name	i Docume	ent Type	:	Date Provided	÷	: Requ	iired?	•
Available								
0 ► ► 100 ▼ items pe	r page	- Select Type - Detailed Plumbin Notification Doc	ng Schema ument	tic			No items to display	0
Choose a Document		Site Layout Plan Site Location Plan	ige Layout n					
					- Up	oad		



Document Upload ...continued

When you uploaded the required documents a green tick will appear beside each at the top left of the screen. This will allow you to progress to the next page.

se uplo e Loca	ired Documents bad all required documents to progra tion Plan @	ess					
cum	ents						
	Document Name	: Document Type	1	Date Provided	:	Required?	
	AuditingTest.txt	Site Location Plan		5/18/2021 10:55 AM		Yes	
	AuditingTest.txt	Proposed Drainage Layout		5/18/2021 10:54 AM		No	
	1 b b 100 - items per p	276					1 - 2 of 2 items

Before you submit ... Terms and Conditions

This is the final stage of the application, please review the T&C's and select each, once completed, select 'confirm and submit'.

What happens next? Your application will be triaged and forwarded to our Customer Connections Team for assessment.





The term 'approval letter' means your application has been conditionally approved to connect to NI Water's network.

Changes to your application are issued on your portal account and you will receive an email notification to a change.

Once logged into your portal account, you will see new notifications under Notifications home screen. To review the notification, 'click to open'.

Mr Joseph	norther Setterring			
Account Requests	Developer Services	یت Trade Effluent	Service Charges	
Choose an account (you can access septic t	to manage ank and pay bill from within	Notifications 1		Mark all as read
	-	Conditional W Please find att read though th Notice and Exp explanation or Click to open.	Vater Connection Approval: ached your Water Connection . he letter as well as the attacher olanation of Charges. I have als how to pay by Card or Bacs.	נוסט איז
No bill linked Please use the a feature below t avail of billing a	ing accounts to your login dd new account search o find your account to and payment services			

The notification, once opened, will look similar to below.

	<u> </u>	÷			
Developer Services	Trade Effluent	Service Charges		8	4
Home > Notification					
Reference					
NC2302109					
Subject					
Conditional Water Connection Approval					
Description					
Please find attached your Water Connection App	roval.				
Please read though the letter as well as the attac	hed Requirements Notice and Explanation of Charges	s.			
I have also included and explanation on how to p	ay by Card or Bacs.				
Reply					
Documents (double-click to c	lownload)				
Documents (double-click to c	lownload)	▼ Document Type		▼ Provided	T Provided T Date Provided
Documents (double-click to c Name NC2302109 - Quote Letter 28042023.docx	lownload)	Document Type Miscellaneous		▼ Provided Yes	Provided Provided Yes 11/07/20241541
NC2302109 - Quote Letter 28042023.docx New Water Connection Requirements Notice.pdf	lownload)	Document Type Miscellaneous Miscellaneous		▼ Provided Yes Yes	T Provided T Date Provided I Ves 11/07/2024 15:41 Ves 11/07/2024 15:41
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Name Name NC2302109 - Quete Letter 2804203.docx New Water Connection Requirements Notice.pdf Making payment through the Portal.pdf Explanation of charges 2024-25.pdf * * 1 * *	lownload) Choose a Document Choose File No file ch	Document Type Miscellaneous Miscellaneous Miscellaneous Miscellaneous Miscellaneous Document Type- tosen - Select Type-	e	▼ Provided Yes Yes Yes Yes Yes Yes	Y Provided Y Date Provided I Yes 11/07/2024 15:41 I

NI Water will provide you with a response within 14 days for Water Connection Applications and 21 days for Sewer.