

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

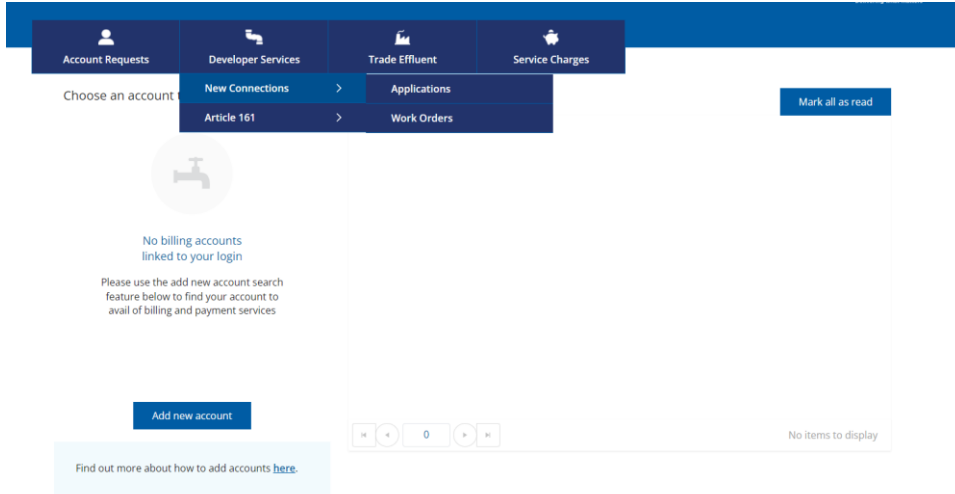


Delivering what matters

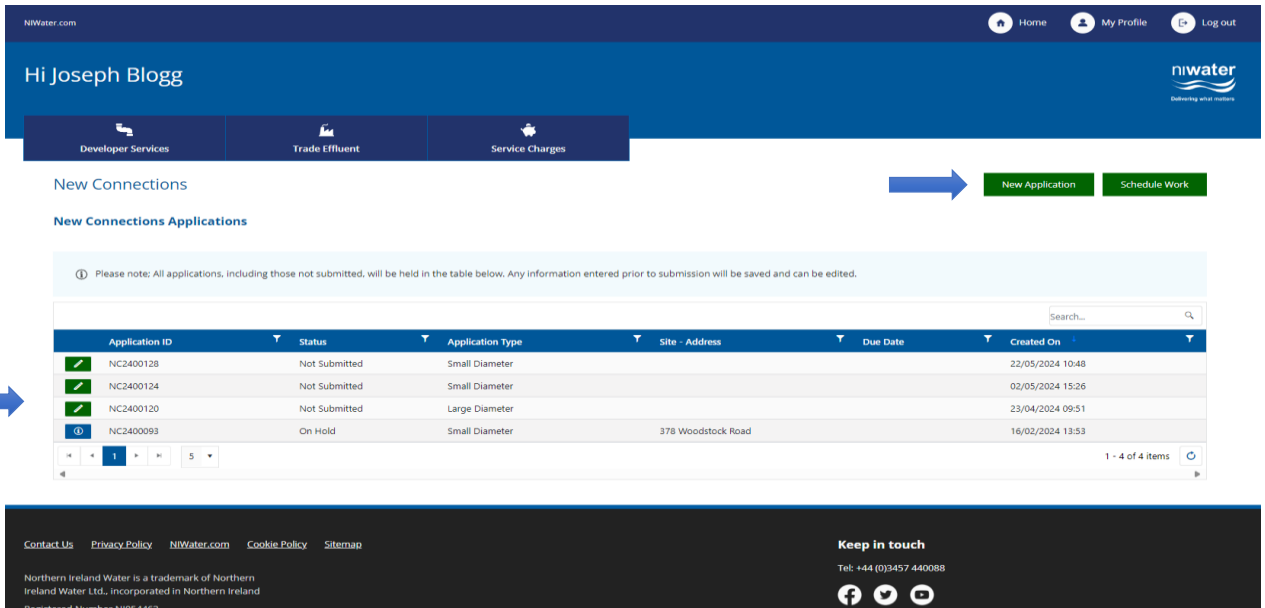
Information can be located at <https://www.niwater.com/services-for-developers/> by selecting the New Connections tile for water or sewer. To register & apply, visit <https://digitalservices.niwater.com/>.

Type of application

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

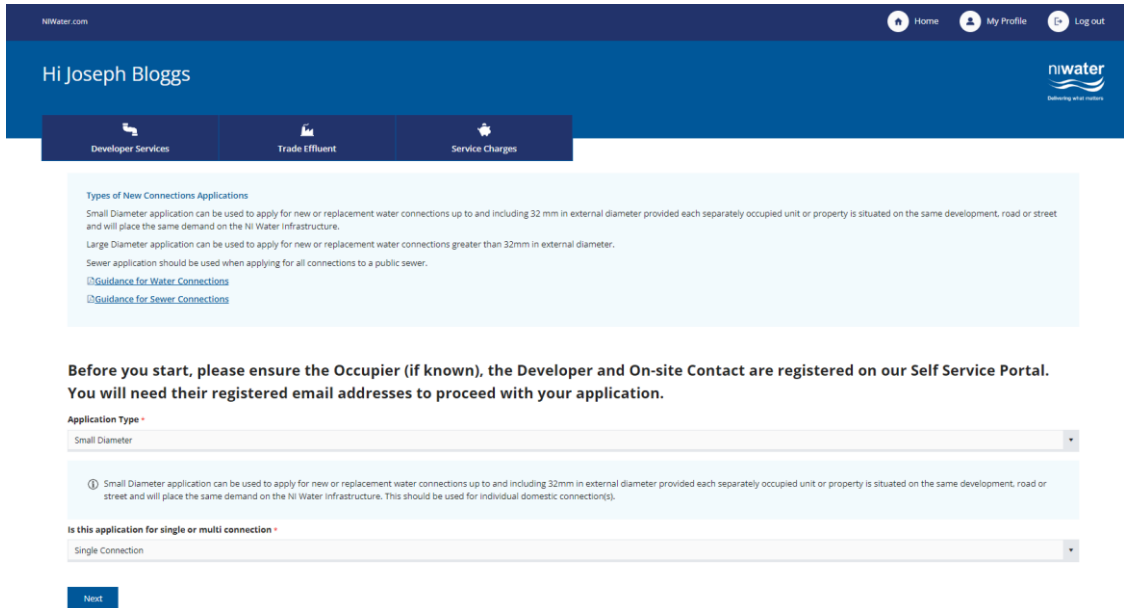


Start a new application or continue with an existing application



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.



Types of New Connections Applications

Small Diameter application can be used to apply for new or replacement water connections up to and including 32 mm in external diameter provided each separately occupied unit or property is situated on the same development, road or street and will place the same demand on the NI Water Infrastructure.

Large Diameter application can be used to apply for new or replacement water connections greater than 32mm in external diameter.

Sewer application should be used when applying for all connections to a public sewer.

[Guidance for Water Connections](#)

[Guidance for Sewer Connections](#)

Before you start, please ensure the Occupier (if known), the Developer and On-site Contact are registered on our Self Service Portal. You will need their registered email addresses to proceed with your application.

Application Type ▾
Small Diameter

① Small Diameter application can be used to apply for new or replacement water connections up to and including 32mm in external diameter provided each separately occupied unit or property is situated on the same development, road or street and will place the same demand on the NI Water Infrastructure. This should be used for individual domestic connections(s).

Is this application for single or multi connection ▾
Single Connection

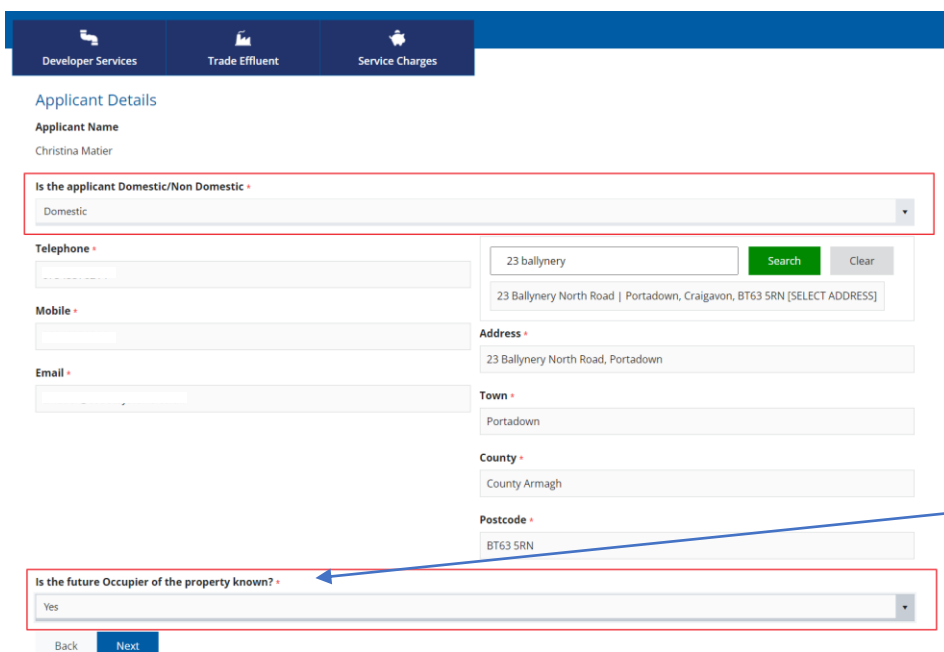
Next

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 Trade Effluent Service Charges

Applicant Details

Applicant Name
Christina Matier

Is the applicant Domestic/Non Domestic ▾
Domestic

Telephone ▾

Mobile ▾

Email ▾

23 ballynery

23 Ballynery North Road | Portadown, Craigavon, BT63 5RN [SELECT ADDRESS]

Address ▾
23 Ballynery North Road, Portadown

Town ▾
Portadown

County ▾
County Armagh

Postcode ▾
BT63 5RN

Is the future Occupier of the property known? ▾
Yes

Back Next

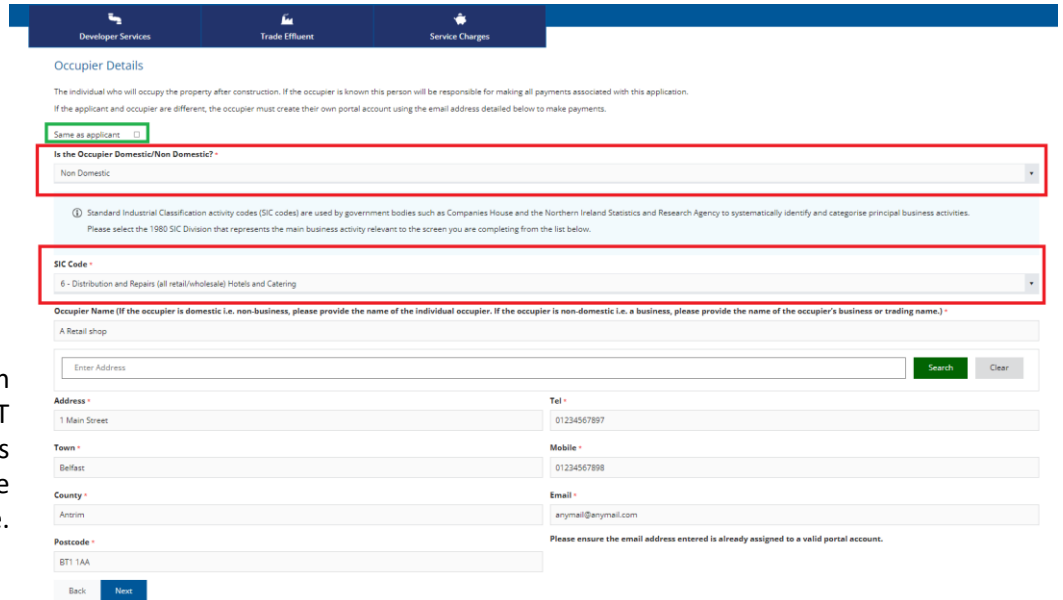
Your name will be populated from your registration profile and is fixed; however, you can edit the address and other fields.

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 green can be used for 'same as applicant'.



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Occupier Details

The individual who will occupy the property after construction. If the occupier is known this person will be responsible for making all payments associated with this application. If the applicant and occupier are different, the occupier must create their own portal account using the email address detailed below to make payments.

Same as applicant

Is the Occupier Domestic/Non Domestic? Non Domestic

① Standard Industrial Classification activity codes (SIC codes) are used by government bodies such as Companies House and the Northern Ireland Statistics and Research Agency to systematically identify and categorise principal business activities. Please select the 1980 SIC Division that represents the main business activity relevant to the screen you are completing from the list below.

SIC Code 6 - Distribution and Repairs (all retail/wholesale) Hotels and Catering

Occupier Name (If the occupier is domestic i.e. non-business, please provide the name of the individual occupier. If the occupier is non-domestic i.e. a business, please provide the name of the occupier's business or trading name.)

A Retail shop

Enter Address

Address Tel

Town Mobile

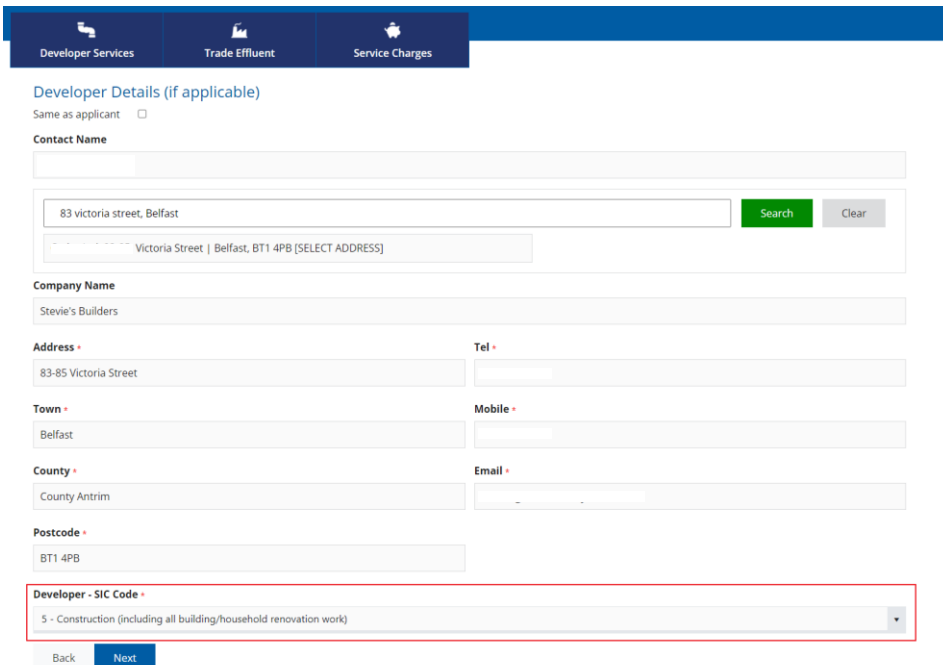
County Email

Postcode Please ensure the email address entered is already assigned to a valid portal account.

Sections highlighted in red are relevant for VAT purposes. If occupier is Non-Domestic, please follow the guidance.

Developer Details

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



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Developer Details (if applicable)

Same as applicant

Contact Name

Company Name

Address Tel

Town Mobile

County Email

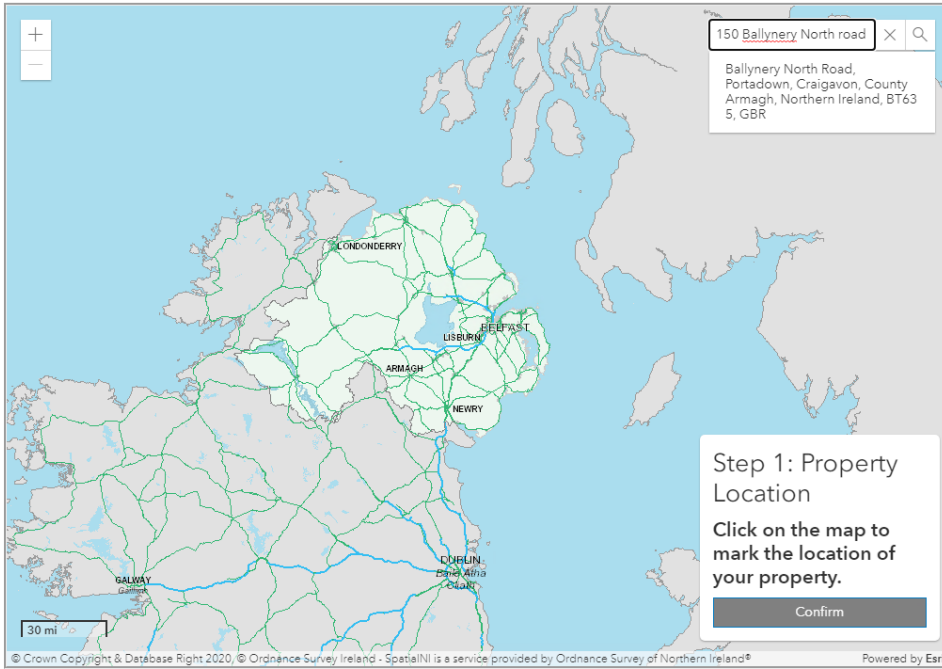
Postcode

Developer - SIC Code 5 - Construction (including all building/household renovation work)

Sections highlighted in red are relevant for VAT purposes. If occupier is Non-Domestic, please follow the guidance.

Property and Connection Location

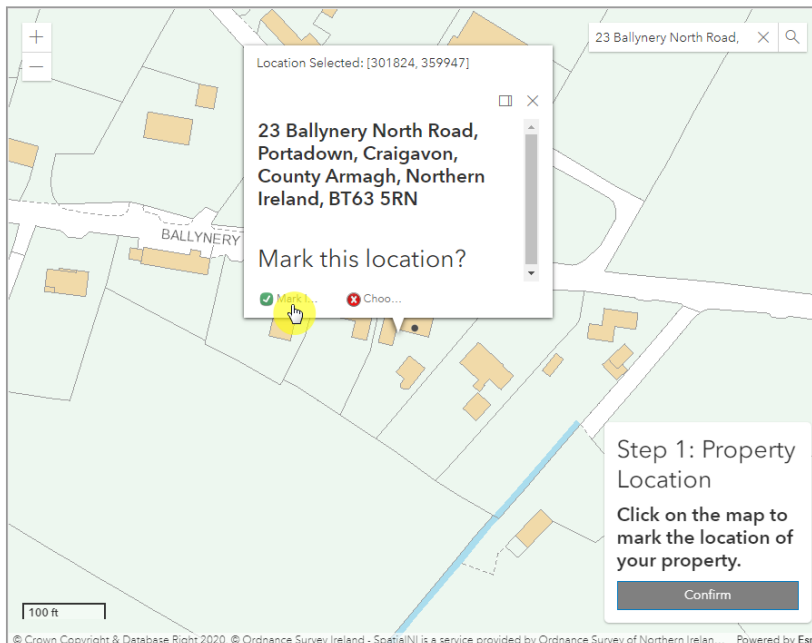
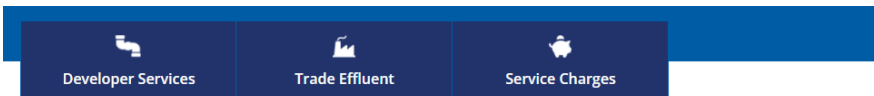
You can search for your property or a property near-by to locate your site. Please use the location search facility at the top right-hand corner of the map or zoom in to the map and search.



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

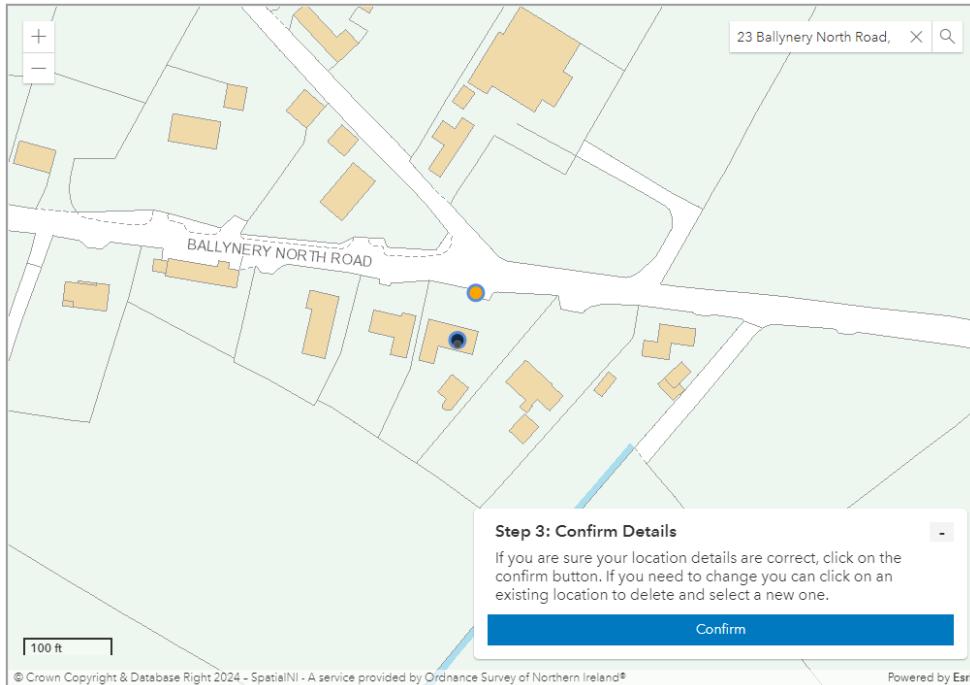
Mark Connection Point

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).



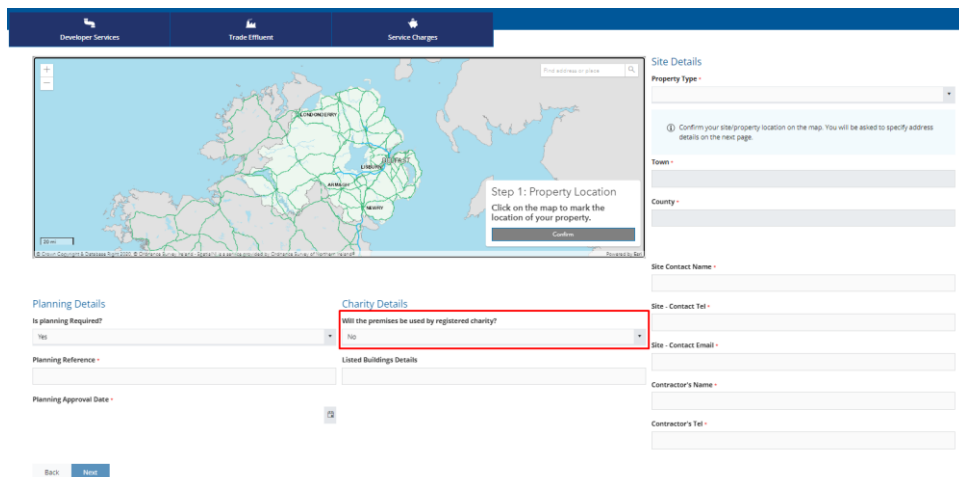
Confirm your connections points

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.



The screenshot shows a web application interface for a domestic connection application. The top navigation bar includes "Developer Services", "Trade Effluent", and "Service Charges". The main content area is divided into several sections:

- Map:** A map of Northern Ireland with a search bar. A dialog box titled "Step 1: Property Location" is overlaid on the map, containing the text: "Click on the map to mark the location of your property." and a "Confirm" button.
- Site Details:** A form section with the following fields:
 - Property Type - dropdown menu
 - Confirmation message: "Confirm your site/property location on the map. You will be asked to specify address details on the next page."
 - Town - text input field
 - County - text input field
 - Site Contact Name - text input field
 - Site - Contact Tel - text input field
 - Site - Contact Email - text input field
 - Contractor's Name - text input field
 - Contractor's Tel - text input field
- Planning Details:** A form section with the following fields:
 - Is planning Required? - dropdown menu (set to "No")
 - Planning Reference - text input field
 - Planning Approval Date - text input field
- Charity Details:** A form section with the following fields:
 - Will the premises be used by registered charity? - dropdown menu (set to "No")
 - Listed Buildings Details - text input field

At the bottom of the form, there are "Back" and "Next" buttons.

Applying for a Domestic Connection



Delivering what matters

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.

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.

Complete the remaining mandatory information fields.

Highlighted sections is for relevant VAT rate generation.

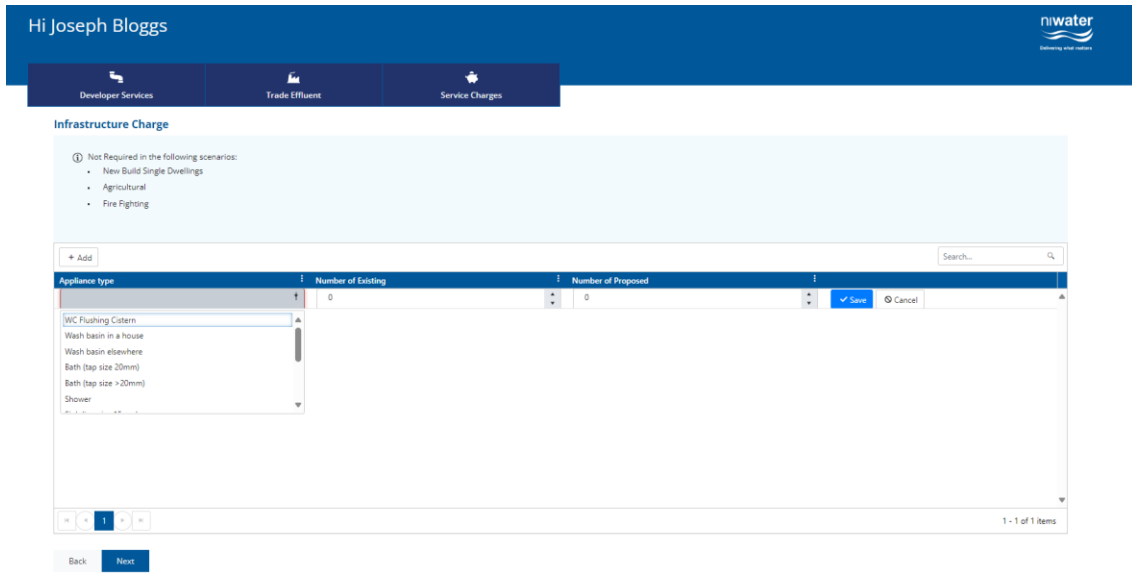
Note: Please click 'save changes' before progressing.

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.



Hi Joseph Bloggs

Developer Services Trade Effluent Service Charges

Infrastructure Charge

ⓘ Not Required in the following scenarios:

- New Build Single Dwellings
- Agricultural
- Fire Fighting

+ Add

Appliance type	Number of Existing	Number of Proposed	Save	Cancel
WC Flushing Cistern	0	0		
Wash basin in a house				
Wash basin else-where				
Bath (tap size >20mm)				
Bath (tap size >20mm)				
Shower				

1 - 1 of 1 items

Back Next

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.

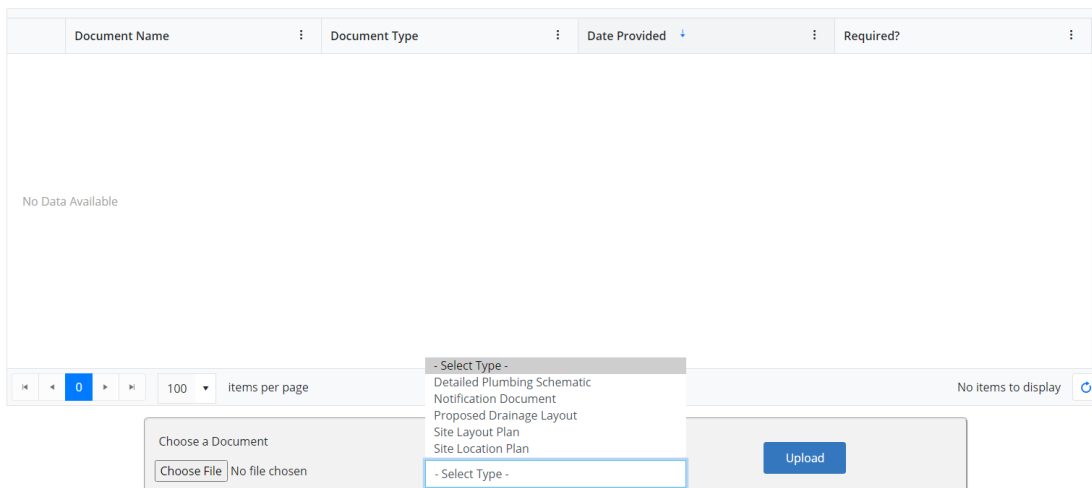
Document Upload (required on all connection applications)

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.

- Site Location Plan

Documents



Document Name	Document Type	Date Provided	Required?
No Data Available			

0 items per page

Choose a Document

Choose File No file chosen

- Select Type -

- Detailed Plumbing Schematic
- Notification Document
- Proposed Drainage Layout
- Site Layout Plan
- Site Location Plan

- Select Type -

Upload


No items to display

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.

Required Documents

Please upload all required documents to progress

- Site Location Plan 

Documents

	Document Name	Document Type	Date Provided	Required?
<input checked="" type="checkbox"/>	AuditingTest.txt	Site Location Plan	5/18/2021 10:55 AM	Yes
<input checked="" type="checkbox"/>	AuditingTest.txt	Proposed Drainage Layout	5/18/2021 10:54 AM	No

Choose a Document: No file chosen

Document Type:

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.

Terms and Conditions

I now apply to Northern Ireland Water for a sewer connection to the location(s) detailed in section 3 and as indicated on the submitted location plan. I accept responsibility for a one-off infrastructure charge (if applicable), as well as charges payable for the connection(s) to which this application relates. Details of NI Water charges can be found on the current Scheme of Charges at www.niwater.com/servicesfordevelopers.asp.

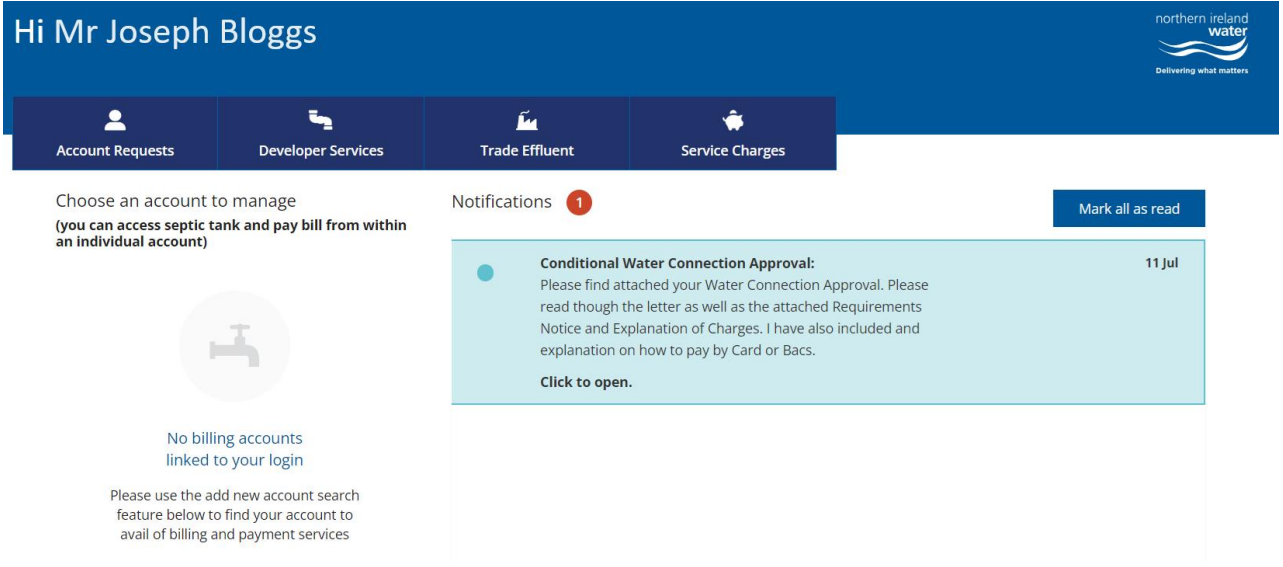
For more information on how NI Water lawfully processes personal data our Privacy Notice refers. <https://www.niwater.com/privacy/>

- I agree to pay the infrastructure charge at the same time as the sewer charge if not already included in the water connection approval
- I/We understand that any alterations made to this application must be declared to NI Water.
- I/We have filled in all of the relevant sections of this form. The details I/we have given in this application are accurate.
- I/We have read the full terms and conditions of my submission and have understood all elements of this application.

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'.



Hi Mr Joseph Bloggs

Account Requests | Developer Services | Trade Effluent | Service Charges

Choose an account to manage (you can access septic tank and pay bill from within an individual account)

No billing accounts linked to your login

Please use the add new account search feature below to find your account to avail of billing and payment services

Notifications 1

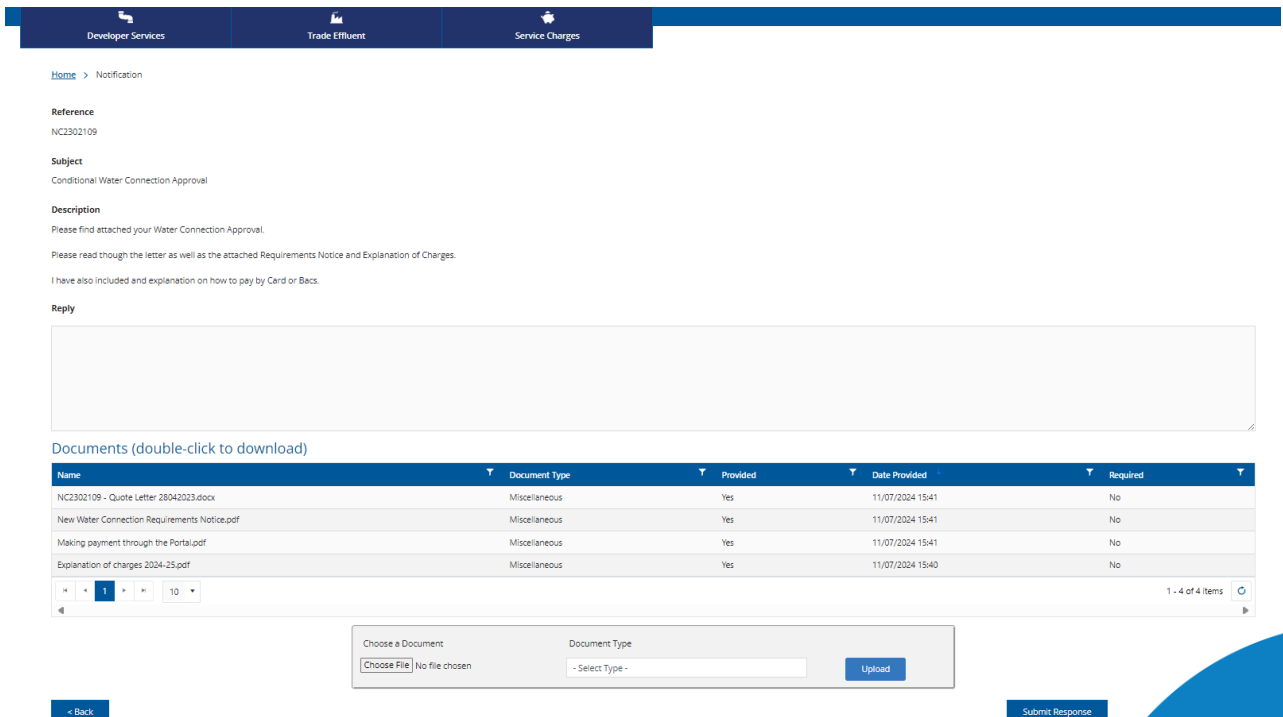
Mark all as read

Conditional Water Connection Approval: 11 Jul

Please find attached your Water Connection Approval. Please read through the letter as well as the attached Requirements Notice and Explanation of Charges. I have also included and explanation on how to pay by Card or Bacs.

Click to open.

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



Developer Services | Trade Effluent | Service Charges

Home > Notification

Reference: NC2302109

Subject: Conditional Water Connection Approval

Description: Please find attached your Water Connection Approval. Please read through the letter as well as the attached Requirements Notice and Explanation of Charges. I have also included and explanation on how to pay by Card or Bacs.

Reply

Documents (double-click to download)

Name	Document Type	Provided	Date Provided	Required
NC2302109 - Quote Letter 28042023.docx	Miscellaneous	Yes	11/07/2024 15:41	No
New Water Connection Requirements Notice.pdf	Miscellaneous	Yes	11/07/2024 15:41	No
Making payment through the Portal.pdf	Miscellaneous	Yes	11/07/2024 15:41	No
Explanation of charges 2024-25.pdf	Miscellaneous	Yes	11/07/2024 15:40	No

1 - 4 of 4 items

Choose a Document: Choose File | No file chosen | Document Type: - Select Type - | Upload

< Back | Submit Response