

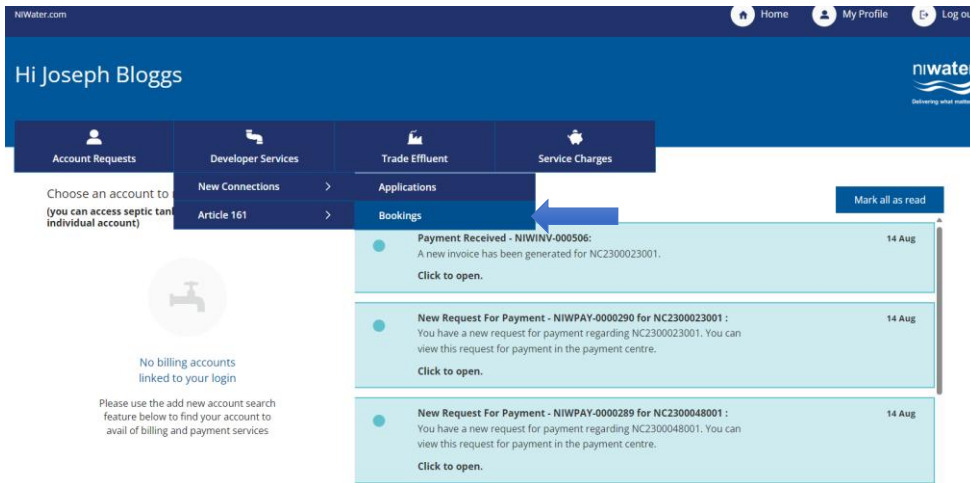
How to make a Booking for a New Connection using NI Water's Self Service Portal

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/>.

Arranging a Connection Booking (requesting an booking date)

Please note, in order to view or book a connection date, you must be registered on NI Water's portal prior to the application. The applicant, developer, or site contact can book a connection date.

Once logged into your portal account, go to **Developer Services > New Connections > Bookings**.




'My Bookings'

The Connection Booking page consists of two tables;

- The top table displays connections available for scheduling.
- The bottom table displays applications that are scheduled or completed.

My Bookings

New Connections Not Yet Booked



Application ID	Address	Postcode	Status	Schedule
<input type="checkbox"/> NC2300014	2 Victoria Street	bt1 4PB	Not Scheduled	

1 - 1 of 1 items

To book a connection from the 'not yet booked' table, click the green button.

Scheduled/Completed Bookings

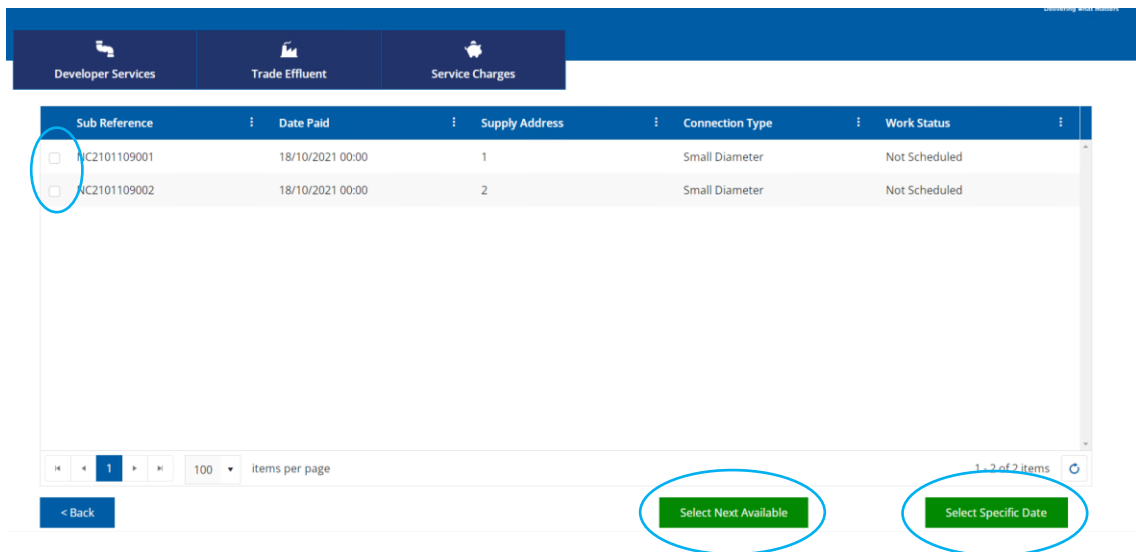
Please note that completion may not include reinstatement

Application ID	Start Time	Duration	Status	Address	Town	Postcode	View
NC2201938	16/12/2022	1 day(s)	Requested		N/A	N/A	
NC2201933	21/12/2022	1 day(s)	Confirmed	1 1	Belfast	bt1 3ng	

1 - 2 of 2 items

Scheduling a New Connection Booking

You can select one or more of the applications by clicking the tick box on the left-hand side. Select Next Available will offer you the next available appointment slot or Select Specific Date to choose a specific booking date.

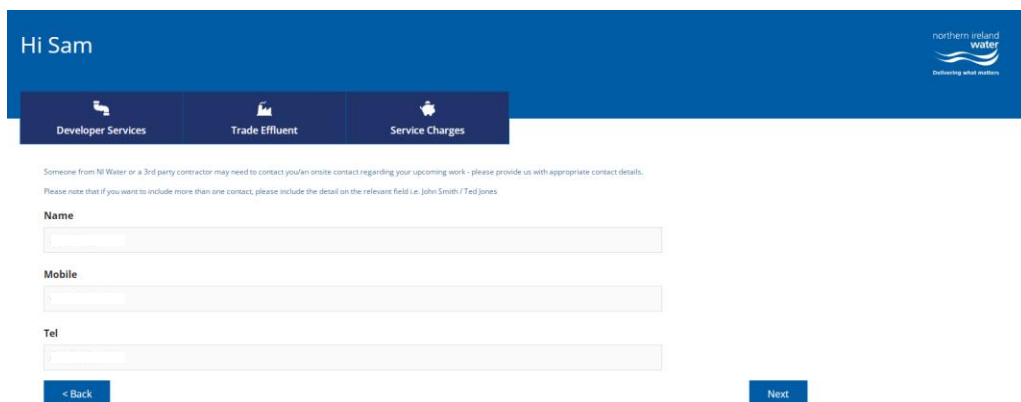


Sub Reference	Date Paid	Supply Address	Connection Type	Work Status
<input type="checkbox"/> NC2101109001	18/10/2021 00:00	1	Small Diameter	Not Scheduled
<input type="checkbox"/> NC2101109002	18/10/2021 00:00	2	Small Diameter	Not Scheduled

< Back Select Next Available Select Specific Date

Selecting 'Next Available' Date

Once you have ticked the site/s required to book, select 'next available'. The next page, below, requires a Site Contact for our Contractor to use.



Hi Sam

Someone from NI Water or a 3rd party contractor may need to contact you/an onsite contact regarding your upcoming work - please provide us with appropriate contact details. Please note that if you want to include more than one contact, please include the detail on the relevant field i.e. John Smith / Ted Jones

Name

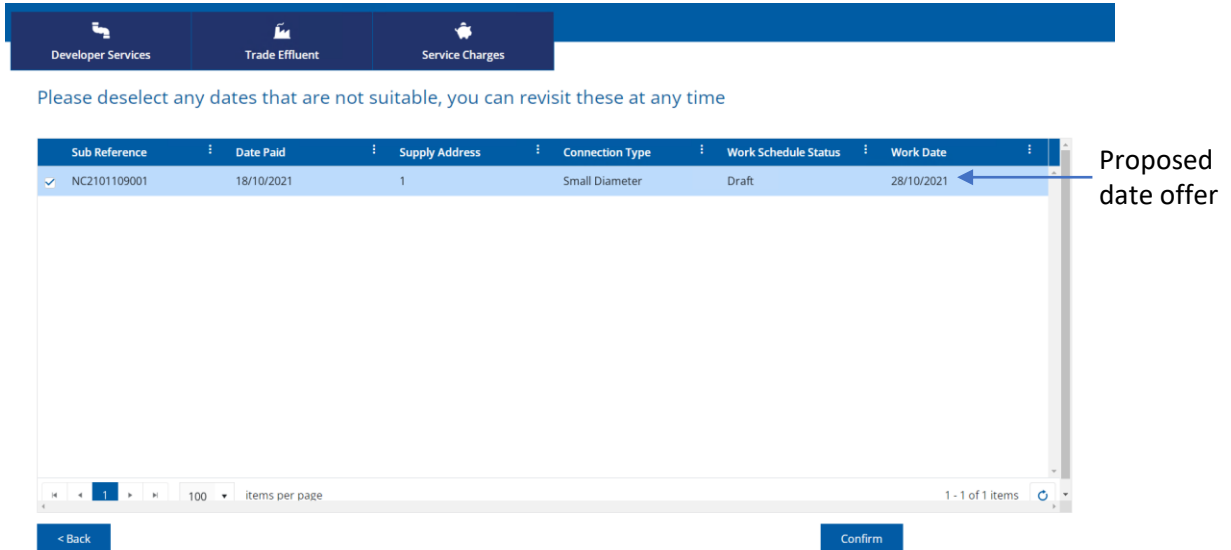
Mobile

Tel

< Back Next

Selecting 'Next Available' Date ...continued

Once you've entered a Site Contact for your new connection booking, you will be offered a Work Date. The system will present you with the next available date for the work. You can amend the booking date, however, it cannot be earlier than what the system has offered.



Please deselect any dates that are not suitable, you can revisit these at any time

Sub Reference	Date Paid	Supply Address	Connection Type	Work Schedule Status	Work Date
NC2101109001	18/10/2021	1	Small Diameter	Draft	28/10/2021

Proposed date offer

< Back Confirm

Confirming your Booking

If you are happy with the booking date, you will be presented with the below message. To proceed, click 'confirm'.

Confirm these bookings?

Are you sure you would like to confirm these bookings?

Please book all shared connections for this location on the same date.

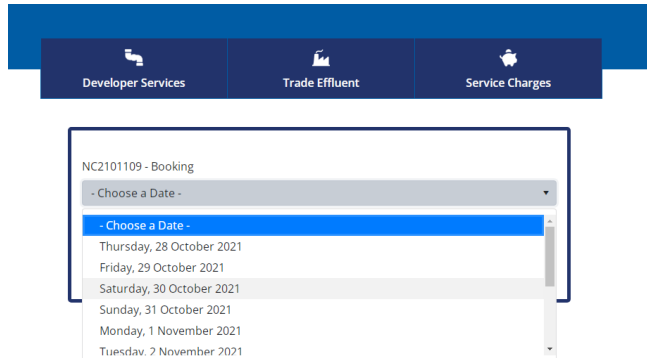
By proceeding with this Connection Appointment, you are agreeing to the conditions of your approval. Failure to meet the conditions may incur a fee.

Cancel
Confirm

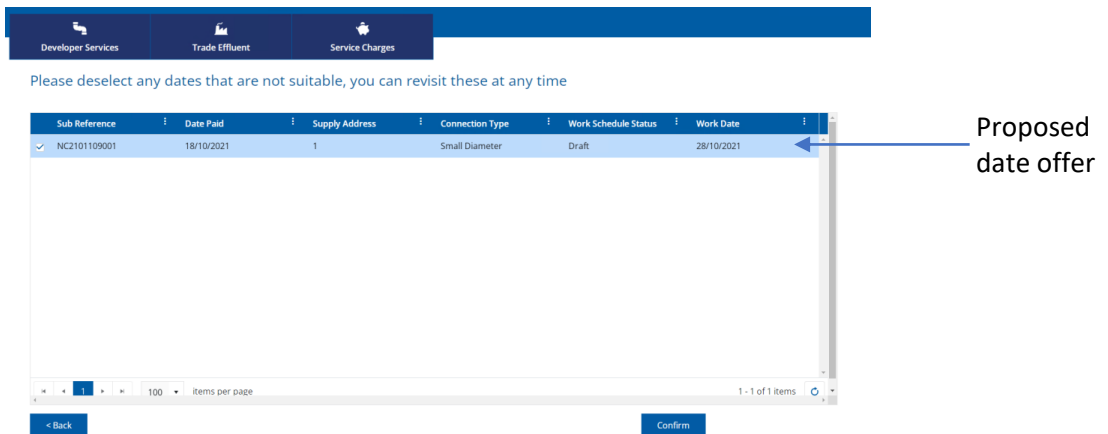
Selecting 'Specific Date' Booking

Once you have decided which connection/s to progress for booking, select the 'specific date'. On the next page, you will be asked to enter in Site Contact details.

The next page will present a list of available dates from a drop-down menu, simply select the date that suits you.



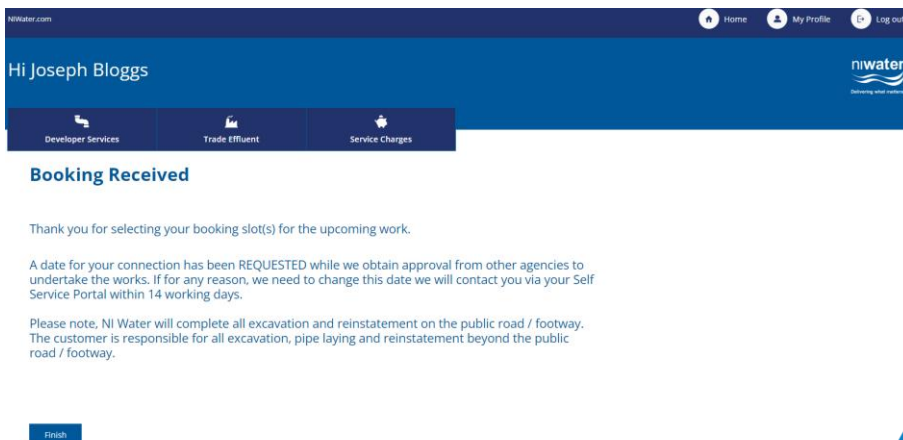
Once you've selected a date, the table will present the 'Work Schedule Status' as 'draft'. The selected booking slot will be available for 15 minutes only. You can progress by selecting 'confirm'.



Booking Made!

Once you have confirmed your booking, you will receive the message below.

To view your bookings, return to **Developer Services > New Connections > Bookings**.



Important Information regarding New Connection Bookings

New Connections to be completed on an **adopted / public road**, we refer to these as Full-Service Connections. Your appointment booking will move to '**REQUESTED**' which means NI Water's Contractor will consult with other Agencies to confirm the work can go ahead on the date you selected.

Any changes to your bookings will prompt an email notification to alert you. Once the connection is agreed, this will change to '**CONFIRMED**'. Please note the date requested may change.

Full-Service Connections include all excavation and reinstatement on the public road / footway including the new connection and up to 10 metres of pipe.

The Customer is responsible for all excavation, pipe laying and reinstatement within their private boundary or beyond the public road / footway.

For connections within a **new development site**, referred to as Connection Only or Site Connection, the booking date will automatically be '**CONFIRMED**'.

NI Water aim to complete connection bookings within 21 days from the date requested, subject to appropriate availability, agreement and approvals.

Further enquires

In the first instance, log in to your portal for updates and information regarding your application or booking. You can raise a query through your portal account.

The Developer Services Customer Engagement Team can be contacted by visiting <https://www.niwater.com/services-for-developers/contact-us/>.