

Before You Apply for a Record Request

NI Water process approximately 10,000 Record Request applications annually. Whilst every effort will be made to process your application as quickly as possible, we have outlined some steps to ensure your application is triaged and processed within our timescales.

1) Please complete the current application form.

NI Water updates our application forms on a regular basis, and it is important you complete the current form. The application form can be located at <https://www.niwater.com/services-for-developers/record-requests/>. The valid date will be located at the bottom of the form.

2) Please ensure all the fields are completed.

We need to capture your full contact details including a valid email address for the response, the site location details and identify what size of map you require i.e., A4, A3 or A0/1. For rural sites, we would request XY co-ordinates to Irish Grid to allow us to locate the site on our mapping system.

3) Required documents.

Please ensure you provide a suitable map such as an ordinance survey map with the area you are interested in outlined in red. Maps submitted will be assessed to ensure there is sufficient information for us to locate your site on our records. Insufficient maps, such as online Google maps, will be returned.

4) Posting your application to NI Water.

Please include a cheque made payable to Northern Ireland Water Ltd with the correct application fee. The current fee will be noted on the application form including our postal address. Please allow several days for your application to reach us and for processing. Our timescale will start once a fully completed application, fee and location map is received.

5) Emailing your application to NI Water.

Completed application forms should be emailed to developerservices@niwater.com however, please do not send payment as you will receive a response including a reference and how to pay via BACS. Please ensure payment is correct (as outlined in the payment request email) including the DS reference allowing us to allocate your payment as quickly as possible.

6) Record Request timescales.

NI Water will provide you with a Record Request map within 10 working days. We request you factor this in when applying for this service. Completed applications are processed based on date received and we are unable to expediate applications once submitted.

If you have any queries regarding this service, please contact our Customer Team on 03458 770003 or email developerservices@niwater.com.