

### Application

#### **Can I check the status of my New Connection, Article 161 or Trade Effluent application?**

The status of an application can be checked at any time. Log into your Self Service Portal account. You will be kept updated on the progress of your application. An email will be sent to notify you of a portal notification. Notifications are sent to your portal account, informing you when key stages have been reached or if further information is required.

#### **Is guidance available to help me complete my application form?**

Our intuitive system provides guidance throughout the application process and guidance notes to help with your application are available on our website through the links below.

[Getting connected to a Public Watermain – Guidance Notes](#)

[New sewer connection – Guidance Notes](#)

[Agreement for Adoption of Development Sewers – Guidance Notes](#)

If you have a technical query whilst filling out your form, or a query about your application that you cannot find the answer to online, please contact 0345 877 0003.

#### **How do I cancel my New Connection, Article 161 or Trade Effluent application?**

Log into your Self Service Portal account to 'request to withdraw' an application to cancel it. To do this, choose the appropriate Service Area (Developer Services or Trade Effluent) and click into the application you wish to cancel. Click on 'request to withdraw' which will be reviewed by a member of the team who will respond via the Portal. An email will be sent to notify you of a portal notification. The portal notification may be replied to through the portal.

#### **I need to make changes to my 'draft' application form, how do I do that?**

Log into your Self Service account to make changes to a "draft" application and click on 'Applications'. Information entered is automatically saved when you click 'next' and can be edited at any time until it is submitted.

Please ensure that the information provided is accurate before submitting the application.

Failure to do so may result in the application being delayed or rejected.

#### **I need to make changes to my 'submitted' application, how do I do that?**

Once an application is 'submitted' on the Self Service Portal, no further changes can be made to the initial application. During the assessment process, the assessor can communicate directly through portal notifications. An email will be sent to notify you of a portal notification. The portal notification may be replied to through the portal. During the assessment process, minor amendments may be made but resubmission of the whole application will be required if major amendments are needed.

## Account

### **Who do I call when I'm having difficulties with the portal e.g., trouble logging in?**

Please call 0345 877 0003 if you are experiencing difficulties when trying to log in.

### **What happens if I want to take over an existing New Connection or Article 161 application?**

To take over an existing New Connection or Article 161 application please contact 0345 877 0003 to be directed to the appropriate department.

### **How do I update my email address/phone number on the portal?**

To update contact details: log into your Self Service Portal account and click on 'My Profile'.

## Bookings

### **I would like to book my New Connection, can I choose a date?**

When you have been notified that your New Connection application has been approved, you can choose a date that suits you. To do this, select Developer Services – New Connections – Bookings and select the relevant application. You will be provided with a range of available dates.

Please note, the date range updates daily. If the date range presented is not suitable you may need to revisit the portal on another day.

### **I have booked a New Connection but need to check/ amend my date.**

Log into your Self Service Portal account to check or amend a New Connection booking. To do this, select Developer Services – New Connections – Bookings and select the relevant application. If you need to amend your booking, select the 'Request Amendment' button, provide detail in the text box and 'Submit'.

Please note, amendments must be requested at least 5 working days prior to the booking date. Failure to provide sufficient notice may result in an additional charge.

### **What is the difference between 'Requested' and 'Confirmed' when booking my New Connection?**

For some connections, we can schedule your job immediately and you will receive a "Confirmed" date. For other connections, we must engage with a range of other agencies and therefore set your job as "Requested". If for any reason, we need to change the date of this job, we will contact you via your Self Service Portal within 14 working days. An email will be sent to notify you of a portal notification. The portal notification may be replied to through the portal.

### **My New Connection application has been approved but I am unable to book my connection.**

When an application is approved, a connection can be booked directly on the Self Service Portal. Log into your Self Service Portal account, select Developer Services – New Connections – Bookings. Then select the relevant application(s) and you will be provided with a range of available dates.

Please note, the date range updates daily. If the date range presented is not suitable you may need to revisit the portal on another day.

If you have requested a shared excavation, all shared connections must be paid for prior to booking.

Please note, prior to booking a New Connection you must ensure that you have complied with the conditions detailed in your approval letter. Failure to do so may result in an additional charge.

### **How will NI Water inform me if you need to change the date of my booking?**

If NI Water need to change the booking date a notification will be sent through the Self Service Portal of the change. An email will be sent to notify you of a portal notification. The portal notification may be replied to through the portal. Please check the 'My Bookings' section for more details.

## Charges

### **How can I see the charges for Developer Services and New Connections?**

Please visit the following Website link:

<https://www.niwater.com/services-for-developers/charges/>

## Article 161

### **How long will the Article 161 process take?**

We endeavour to process your Article 161 application within 60 working days based on the assumption that all the information submitted is accurate and in line with NIW's Sewers for Adoption specification. If additional information is required, the response time will be adjusted accordingly.

Please Note: Applications will be processed based on the assessment due date which is located on your Self Service Portal. Please refer to Guidance notes for further information - [Agreement for Adoption of Development Sewers – Guidance Notes](#)

### **Can an agent pay fees for an application?**

One area where Developers and Agents may experience some changes will be around the responsibility for making payments. NI Water must adhere to complex rules around VAT which are driven by a technical identification of who the actual customer is. NI Water require the customer to make payments and receive VAT compliant invoices. This means that a Developer will be the actual customer and must make payments, rather than an Agent who has been acting on the Developer's behalf.

### **My Article 161 application is in progress on paper, how do I access this application through the Self Service Portal?**

The Article 161 team will transfer all Article 161 Applications and Applications for Adoption from paper across to the new Digital platform. You will need to set yourself up with a profile on the Self Service Portal and the Article 161 team will then be able to link your profile to the relevant Article 161.

## New Sewer Connection

### **How long will my Sewer New Connection process take?**

We endeavour to process your Sewer New Connection application within 21 days. However, if an application fee or additional information is required, the response time will be adjusted accordingly.

## New Water Connection

### **How long will my Water New Connection process take?**

We endeavour to process your Small/ Large Diameter New Connection application within 14 days. However, if an application fee or additional information is required, the response time will be adjusted accordingly.

## Trade Effluent

### **How long will the Trade Effluent application process take?**

We endeavour to process your Trade Effluent application within 60 calendar days. If additional information is required, the response time will be adjusted accordingly.

Please note: If the discharge contains special category effluent or priority substances, NIW must wait for a decision from NIEA before we can proceed.

## Payments

### **Can I make a payment over the phone?**

If you have made a Digital application, unfortunately phone payments cannot be taken. If you have received a notification to make a payment, please log into your Self Service Portal account, click on Service Charges – Payments. Then select Service Reference – Click Next to process your payment.

### **What bank details should I use?**

NIW uses a number of bank accounts for different transactions. Please note that a separate account has been created for New Connections and Article 161.

Log into your Self Service Portal account, click on Service Charges – Payments. Then select Service Reference – Next to process your card payment.

For Faster Payment / BACS transactions, please select 'Other ways to pay'. You will be provided with the relevant Sort Code and Account number. This is the best way to get the correct bank information for the service that you have requested.

Once you've made your Faster Payment / BACS transaction please complete your remittance so that we can receive your payment.

### **I would like a refund because I no longer need a New Connection.**

If you no longer need a New Connection and want to request a refund, log into your Self Service Portal account and go to 'Service Charges', please select, 'Invoice and Credit Documents' and click on the link 'Something isn't right'. Fill in the details and submit.

A member of the team will investigate and respond via the portal. An email will be sent to notify you of a portal notification. The portal notification may be replied to through the portal.

## VAT

### **What is a Business Standard Industrial Classification (SIC) code on my Non-Domestic application?**

Whether VAT is payable or not can be dependent on your Standard Industrial Classification (SIC) code. This is something you may not have come across before but it's a code which many government bodies, including the Office for National Statistics and Companies House, use to identify and categorise a limited company's business activities.

The most straightforward way to determine your SIC code is by understanding which category your business classifies into. For example, NI Water as a water company has a SIC code of 1, a developer has a SIC code of 5, and a farmer has a SIC code of 0.

0. Agriculture, Forestry, Fishing
1. Production and Distribution of Energy, Water Supply
2. Extraction of Minerals/Ores/Manufacture of chemicals/Manmade fibres
3. Metal Goods and Engineering
4. Other Manufacturing
5. Construction ( <i>including all building/household renovation work</i> )
6. Distribution and Repairs ( <i>all retail/wholesale</i> ) Hotels and Catering
7. Transport and Communication
8. Banking, Finance and Insurance, Business Services and Leasing
9. Public Administration and Defence, Any Other Industry

## Refunds

### **I would like a refund for my Article 161 application fee.**

Article 161 application fees are non-refundable. Application fees are used to cover administration costs to initiate the approval process.

### **I would like a refund for my Article 161 inspection fee.**

NI Water may consider a partial refund for inspection fees where works on-site have not commenced. If you are entitled to a refund, we will contact you via your Self Service Portal. Please note that refunds are solely at the discretion of NI Water.

### **I feel that I have been charged too much for my completed New Connection, how do I request a refund?**

If you feel you have been charged too much for the completed New Connection, and wish to request a refund, log into your Self Service Portal account and go to 'Service Charges'. Next go to 'Invoice and Credit Documents' and click on the link 'Something isn't right'. Fill in the details and submit.

A member of the team will investigate and respond via the Self Service Portal. An email will be sent to notify you of a portal notification. The portal notification may be replied to through the portal.

## Quotation

**I have received my quotation and I want to query my price.**

You will be notified that we have issued a quotation. You can respond through your Self Service Portal account and query any aspect of the quotation. This will go to the assessor managing your application and they will respond via the Self Service Portal.