

## How we will process your Bulk Supply Application

Activity	By	Service Level
Point of connection enquiry	<p>Our Developer Services team will prepare your point of connection response. The application form and information on how to apply can be found here for our Northumbrian Water area <a href="#">NW POC Enquiry</a> and here for our Essex &amp; Suffolk Water area <a href="#">ESW POC Enquiry</a>.</p> <p>The information we will provide in our response to your point of connection enquiry is set out in our Charging Arrangements document.</p>	We will provide you with a response to your point of enquiry application within <b>21 calendar days</b> upon receipt of a complete application and payment.
Site status letter	Our Wholesale Service team will provide you with the site status letter. Requests can be made via our Wholesale Service Desk <a href="mailto:wholesale@nwl.co.uk">wholesale@nwl.co.uk</a> or your Account Manager.	We will provide you with the letter within <b>10 working days</b> upon receipt of your statutory notice, an accurate and detailed copy of the records of the site plan and NAV boundary and your point of connection response.
Bulk supply agreement	Our Wholesale Service team will provide you with our bulk supply agreement. A template of our standard bulk supply agreement can be found here <a href="#">NWL Bulk Supply Agreement</a> Requests can be made via our Wholesale Service Desk <a href="mailto:wholesale@nwl.co.uk">wholesale@nwl.co.uk</a> or your Account Manager.	We will provide you with your bulk supply agreement within <b>20 working days</b> of request providing we're in receipt of a completed point of connection enquiry application with payment and your statutory notice.
Bulk supply quote	<p>Our Developer Services team will provide you with your quotation for your bulk supply. The application form and information on how to apply can be found here for our Northumbrian Water area <a href="#">NW New Supply Application</a> and here for our Essex &amp; Suffolk Water area <a href="#">ESW New Supply Application</a> Please use the domestic application form.</p> <p>Where the point of connection is a significant distance from your proposed mains, you may wish to requisition a water main from us to connect your mains to our existing network. Please use our <a href="#">NW Water Mains Application</a> for our Northumbrian Water area and our <a href="#">ESW Water Mains Application</a> for our Essex &amp; Suffolk Water area.</p>	We will provide you with a response to your point of enquiry application within <b>28 calendar days</b> upon receipt of a complete application and payment.
Bulk supply connection	Our Developer Services team will arrange for your bulk supply connection. Once you are ready for the connection to be made please	We will connect your bulk supply connection within <b>21 calendar days</b> upon receipt of payment

	<p>return your pipework inspection form included within the quotation pack. If you require a new form please email <a href="mailto:newdevelopmentwater@nwl.co.uk">newdevelopmentwater@nwl.co.uk</a> for our Northumbrian Water area and <a href="mailto:developerservicesouth@nwl.co.uk">developerservicesouth@nwl.co.uk</a> for our Essex &amp; Suffolk Water area.</p>	<p>of your quotation and your pipework inspection form, providing your pipework is compliant with the Water Regulations when inspected by our technician.</p> <p>Where you requisition a water main from us we will construct, commission and connect the new water main within <b>90 calendar days</b>, providing your pipework is compliant with the Water Regulations.</p>
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