



APPLICATION FOR SUPPLY OF WASTE WATER COLLECTION SERVICE

Date supply is required			
Address (Premises to be supplied)			
		Plot No:	
Description of premises (Private Residence, Shop, new house site etc). inc. existing use if applicable.			
Name of owner of premises		Mr	Mrs
		Ms	
Address of Owner			
Contact Tele No:		Email Address:	
Would you like your Bills to be sent via Email: Yes <input type="checkbox"/> No <input type="checkbox"/>			
Would you like to pay by: Direct Debit Yes <input type="checkbox"/> No <input type="checkbox"/>			
Standing Order Yes <input type="checkbox"/> No <input type="checkbox"/>			

Name of Contractor /Contact No:	
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Type of Service (√)	
Domestic Connection	Commercial Connection

(COMPLETION OF THIS APPLICATION DOES NOT GUARANTEE THAT A SERVICE CAN BE ROVIDED)

I/We apply for the provision of the waste water connection service for use at the premises mentioned above at the rate in force from time to time. I/We agree to be bound by the conditions of supply as set out overleaf and by such amendments to these conditions as may be from time to time in force see www.connect.co.sh

APPLICANTS NAME ADDRESS

SIGNATURE.....DATE

CONTACT DETAILS

APPLICANTS NAME ADDRESS

SIGNATURE.....DATE

CONTACT DETAILS

NOTE: Where the consumer is not a private person this form must be signed by an authorised official of the organisation making the application

RECOMMENDATION (For Office use Only)

Checked by.....

Recommendation

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Date Received	Date approved	Date Connected	Meter Number	Meter Reading



CONDITIONS OF SUPPLY OF WASTE WATER SERVICE

1 Supply: Waste water service will be carried out in accordance with the provisions of the Water Ordinance, Cap 55 and Water Regulations for the time being in force. Approval of a customer by the company will be at the discretion of the company. The company may require undertakings as to payment of any charges prior to approving a customer for supply.

2. Infrastructure Provision

The connection pipe size to be supplied for a single property to connect to the waterborne waste water drainage system used for the collection of waste water will be a nominal 110mm diameter PVC-U pipe, which will normally be provided just inside the periphery of the property, at its lowest point. The plot connection will directly drain into a waste water manhole, to be found in close proximity to the plot connection.

3. Waste Water Drainage System

The customer requiring the service shall pay the cost of any main sewer and fittings required as part of the waste water drainage system to provide a waste water connection for the property occupied, as well as for any alterations required on an existing main sewer to suit the purpose.

The customer shall pay a fixed connection fee, in accordance with Connect Saint Helena Ltd's service tariffs to facilitate the provision, operationalization, inspection and water tightness testing of the plot connection.

4 Water Regulations: The consumer's installation must be carried out and maintained in accordance with the requirements of the Water Regulations.

5 Payment: It is agreed by the consumer and Connect Saint Helena Ltd respectively that the rates of charge for the waste water service supplied by Connect Saint Helena Ltd to the consumer shall (subject to the minimum payment required) be those in force from time to time as approved by the Regulator. Accounts will be rendered quarterly. If accounts are not paid within twenty eight days of the account's being rendered; Connect Saint Helena Ltd may disconnect the supply without further notice. Should the Consumer fail to make full settlement of the amount owing to Connect Saint Helena Ltd within 28 days of the date shown on the account, Connect Saint Helena Ltd may charge interest at the rate of 0.75% per month (or part of) on the outstanding amount due on a month by month basis until the outstanding amount and the accumulated interest is paid in full. Any costs incurred in enforcing any debt will be added to the debt. Where the company agrees to transfer an account to a new property the company may at its sole discretion agree that any previous debt may be carried over and paid by instalments. Where this occurs the Customer agrees that the debt shall be added to the new account and shall be treated as if it were a debt incurred in respect of the new property.

6 General: Connect Saint Helena Ltd shall not be liable for any loss of, or damage to, property in consequence of any failure, total or partial, to supply waste water service, or for any other defect in such service, when such failure or defect was due to any of the following causes:-

- (a) Tempest, violence, strikes, inevitable accident or other unavoidable cause, or force majeure;
- (b) Breakdown of any part of the waste water works, machinery or waste water lines and fittings;
- (c) Fair wear and tear;
- (d) The reasonable requirements of the waste water system;
- (e) Any other cause beyond the control of Connect Saint Helena Ltd,

Provided that such immunity from liability shall not extend to any case where the failure or defect in the collection of waste water which caused the loss of, or damage to, property is proved to have been due to fault or negligence of Connect Saint Helena Ltd or any person employed by Connect Saint Helena Ltd in connection with the supply of water.

7 Termination of supply: A request to terminate the service must be given in writing to Connect Saint Helena Ltd by the consumer at least seven days prior to the intended date of termination. Failure to do so renders the consumer liable for payments for the waste water service up to the date of disconnection. The customer is deemed to give consent and to indemnify Connect Saint Helena Ltd in respect of any costs or damages incurred in the event that the company has to force access to the property for the purposes of disconnection.

8 Improper Use of supply: If the customer shall make improper use of the waste water collection service so as to interfere with the proper functioning of the property's waste water collection system and direct downstream infrastructure of the waste water drainage system, or commit a breach of any of the Conditions of the Provision of the Service, Connect Saint Helena Ltd reserve the right to terminate the waste water collection service to the customer with or without notice and to recover costs for any damage caused.

9 Consumer's Fittings: Connect Saint Helena Ltd is not responsible for the maintenance of, or repairs to, any water related items belonging to the consumer.



10 Connect Saint Helena Ltd's Apparatus: No person other than a person authorised by Connect Saint Helena Ltd shall be permitted to connect or disconnect, seal or unseal, or in any way interfere with the pipes, fittings and related installations forming part of the waste water collection and drainage system of Connect Saint Helena Ltd.

11 Temporary Interruptions: Connect Saint Helena Ltd may after giving due notice temporarily discontinue the service for purposes of testing or for any other purposes whatsoever connected with the proper working of Connect Saint Helena Ltd's waste water drainage system, or in the case of emergency affecting or liable to affect the proper working of the waste water drainage system.