

Terms and conditions – Utilities

Thank you for your enquiry regarding Utility connections.

If you would like to accept the quotation and proceed with us, please confirm in writing using the attached acceptance form that you wish to engage D A Giles Ltd please also enclose where applicable any additional fees for licences / connections which are not included in the quotation.

We will also require some further information from you as listed below

Sewer connections

Please send the approval letter issued by South West Water which authorises and permits us to carry out works on public sewers.

We will then in turn complete the "Permissions to carry out work on a public sewer" section and return it along with our Risk Assessment and Method Statement (RAMS); we will also attach your payment the cost of which is indicated in your approval pack

Please note these costs are not included in the quotation and will need to be paid in full prior to commencement of works

You as the client are required to complete the South West Water Application to communicate with a public sewer form, which you can find and download at the web address below (please click on the link)

https://www.southwestwater.co.uk/siteassets/documents/developer/new-sewer/sewer_connection_guidance_notes.pdf

Please allow up to 21 days for approval once you have applied to SWW plus a further 14 days for SWW to review and a 5 day notice prior to the agreed connection date

NO WORKS WILL BE ALLOWED TO COMMENCE UNTIL THIS FORM IS COMPLETED, SENT TO SWW AND SUBSEQUENTLY APPROVED BY SWW

Further information can be found at – "Applying for a sewer connection-guidance note"

https://www.southwestwater.co.uk/siteassets/documents/developer/small-build/small_build_process_customer_flowchart_sww_format.pdf

Water connections

We require from you the SWW work request number (supplied to you by SWW)

The water connection will be connected to either existing plumbing within the boundary or to a single standpipe comprising of a bib tap with an inline double check non return valve-again within the boundary

NB- we can only install a maximum of one standpipe per site –hence a temporary supply is a single standpipe

Multiple temporary standpipes are not permitted unless specifically authorised by SWW

Electric Connections

We require from you the Nation Grid (formally know as Western Power and Distribution WPD) reference number and planners name

You need to ensure that the electric meter box or boxes have been installed and any and all connection fees have been paid prior to commencement of works

Gas Connections

We require the Gas Quotation or job number

You need to ensure that the gas meter box or boxes have been installed and any and all connection fees have been paid prior to commencement of works

Cornwall Council Streetworks Licence

Payment is required a minimum of six weeks prior to any proposed start date, please call our office on 01326 560570 for payment details.

Note these fees are set by Cornwall Council and are current from 1st April 2026 or unless fee are updated by the authority

Click on link for guidance fees

<https://www.cornwall.gov.uk/transport-parking-and-streets/street-works/>

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Payment is required a minimum of seven weeks prior to any proposed start date

1-Additional works that are not included in the quotation but may be required by Cornwall Council in the licence approval letter may incur additional costs

2-This quote is valid for a period of 30 days from the date of issue – after which we reserve the right to revise the quotation

3-VAT will be added at the appropriate rate

4-Work scheduling must be agreed prior to commencement of works

5- D A Giles Ltd will not undertake any extra works not outlined in the quotation without prior agreement

6- Unforeseen ground conditions or services that may prevent works from being carried out to the plan in the quotation, may result in additional costs being applied to the final invoice

7-Should a hard dig area be found within the work area (Solid rock type) an additional charge of £199.00 per cubic metre will be applied to the final invoice

8-All licences and Fees needed for the completion of works must be obtained and paid for prior to the commencement of any planned works or if agreed prior to the commencement of proposed works.

9- Payment is required within 30 days from the date of the invoice

If you have any queries regarding our terms and conditions or on any other matter please do not hesitate to contact us via our website email or phone as shown below

www.dagiles.co.uk or by email info@dagiles.co.uk or by telephone 01326 560570