APPLICATION FOR SUPPLY OF WATER

Date supply is required				
Address in full **(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 ☐	No ☐		
Would you like to pay by: Direct Debit	Yes ☐	No ☐		
Standing Order	Yes ☐	No ☐		

Name of Contractor /Contact No:	

Type of Service (√)	Government Treated ☐	Domestic Treated ☐	Domestic Untreated ☐	
	Commercial Use ☐	Agricultural Treated	Agricultural Untreated	Temporary Supply

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

I/We apply for a supply of water 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.*

CREDIT CONTROL LIST (To be completed by the applicant)		
ANY OUTSTANDING DEBTS WITH:	**Connect** **Previous disconnected supply**	☐ ☐
SOURCE OF INCOME:	**Employed Benefits Other** **Weekly Monthly**	☐ ☐ ☐ ☐ ☐
RECOMMENDATION (For Office use Only)		
Checked by…….. **Recommendation ……** **……** **……**		

Date Received	Date approved	Date Connected	Meter Number	Meter Reading

FINANCE DEPARTMENT……DATE……

CONDITIONS OF SUPPLY OF WATER

1 Supply: Water will be supplied 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. The Branch Water Line provided for a domestic supply will normally be 20mm outside diameter pipe but this may be increased due to requirements.

2 Meters: Metering equipment will be provided by Connect Saint Helena Ltd. If the meter is found in any quarter to have ceased to register, or have registered incorrectly, the consumer shall pay, for the water supplied each quarter, a reasonable sum based on the readings of any meter formerly or subsequently installed on his premises. Due regard will be given to any changes in the character of the installation, any change in consumption, any adjustments rendered necessary, owing to the meter having ceased to register or having registered incorrectly, and shall be made only in respect of the water supplied during such quarter.

3 Branch Water Lines: The consumer shall pay the cost of any lines or fittings required to provide the supply, but the lines and fittings so provided will remain the property of Connect Saint Helena Ltd up to and including the water meter and may be used for supplying other consumers.

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 water 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 s 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 water (including a failure to supply at the minimum pressure), or for any other defect in such supply, 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 water works, machinery or water lines and fittings;
(c) Fair wear and tear;
(d) The reasonable requirements of the 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 supply of 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 a supply 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 water, supplied up to the date of the next meter reading. 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 consumer shall make improper use of the water supplied so as to interfere with the supply to other consumers or with the distribution of water or commit a breach of any of the Conditions of Supply, Connect Saint Helena Ltd reserve the right to discontinue the supply of water to the consumer with or without notice.

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, disconnect, unseal, or in any way interfere with the meters, or any pipes and fittings prior to the water meter, the property of Connect Saint Helena Ltd situated on the consumer's premises.

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

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