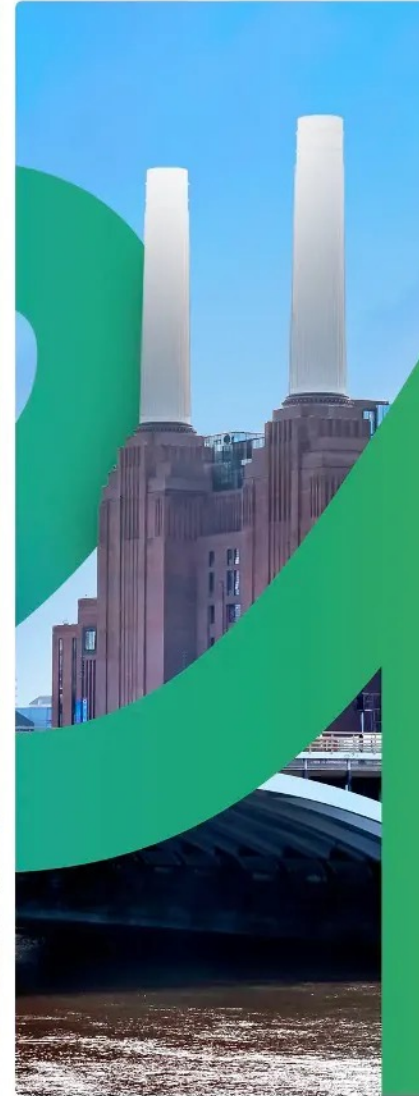
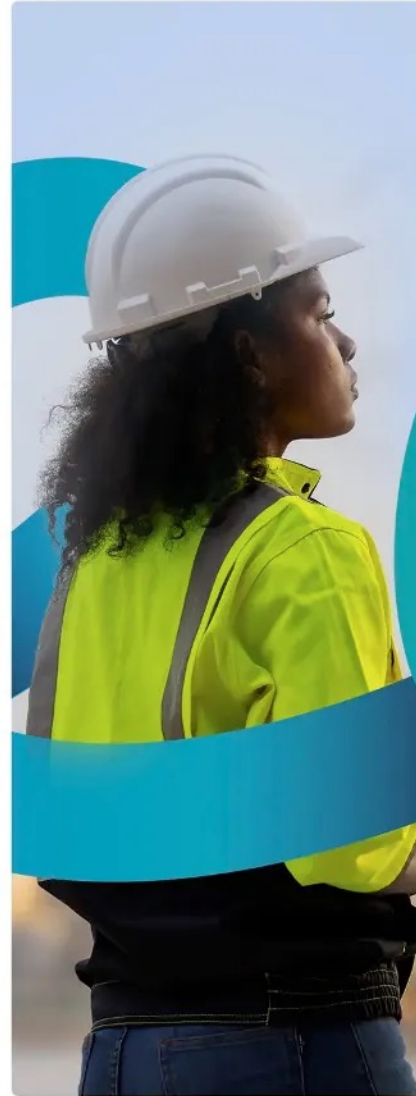




A step-by-step guide to Clean Water On (NAV)

January 2026



Steps to Water On

Your guide to the NAV Clean Water Adoption Process

This step-by-step guide takes you through every stage of the NAV water adoption journey, from initial setup to final *Water On*.

At **Leep Utilities**, we make the process **straightforward, transparent, and collaborative**, ensuring you know what's needed, when, and how we'll support you throughout.



By working together, we'll:

- Maintain clear communication and coordinated progress
- Deliver smooth technical approvals and adoption
- Ensure a safe and efficient connection to supply



Our goal:

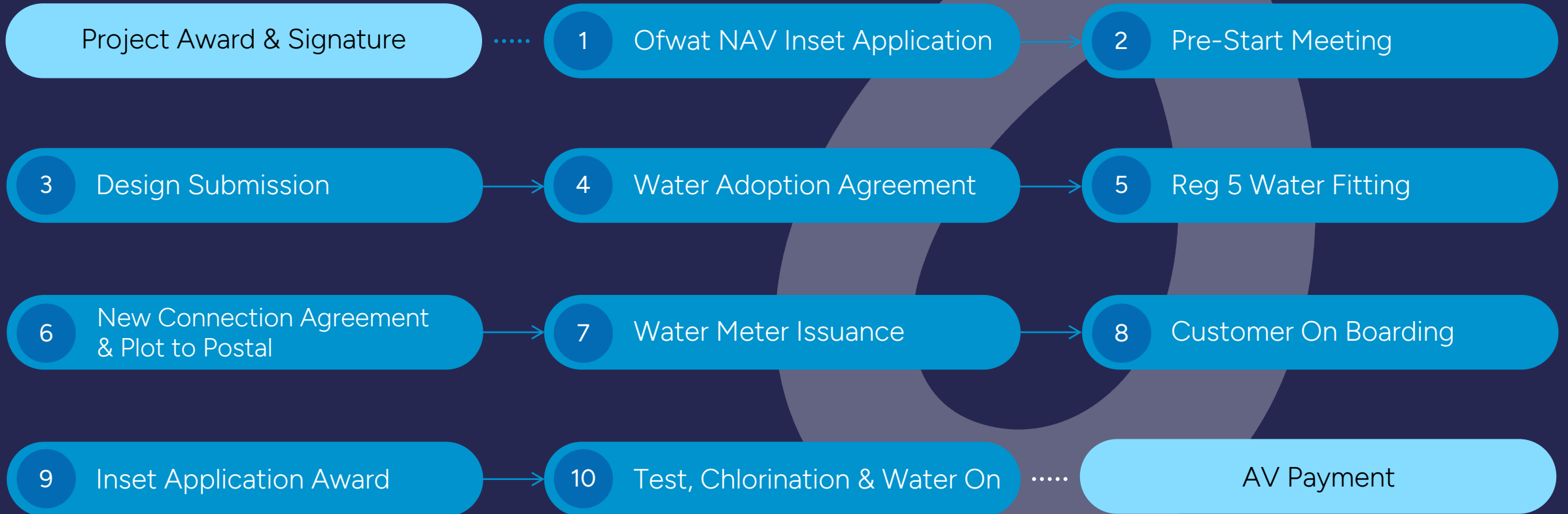
To make every stage of the process clear, efficient, and seamless, from design to delivery.

With your network successfully adopted, your site will be Water-On, supported by our ongoing operational commitment to long-term service quality.

Leep Utilities – Network adoptions done right.



The Steps to Clean Water On



Project Award and Signature

Once an **Asset Value Offer (AVO)** is agreed and signed, your project officially begins with Leep.

This when we kick off the two primary processes of the **Steps to Water On:**

- **Inset Application** – We'll take care of the Ofwat application to become the appointed NAV for your site's clean and wastewater services.
- **On-site Adoption** – We'll work closely with your team to review designs and gather the information needed for Leep to adopt the networks.



Step 1 – NAV Inset Application



Early in the process we'll apply to **Ofwat** for the NAV appointment for your development. This process is fully managed by our internal **Regulations Team** and typically takes around **six months** to complete.

To make the application as smooth as possible, your **Leep Account Manager** will request a few key details and help you gather everything needed for submission.

We'll need:

- A Letter of Support (we'll provide a template for this)
- A Red Line Boundary Map showing the site area
- Developer contact details
- Planning permission or reference number
- Target service-on and commissioning dates (if known)
- Breakdown of residential and commercial plots
- Surface Water Drainage Strategy (full or abated)

Step 2 – Pre-Start Meeting

Once the agreements are in place and the inset application is underway, we'll assign a **dedicated Project Manager** to guide you through the next steps.

We'll arrange a **pre-start handover meeting** with the key stakeholders of the project from both the Developer and Self Lay Provider (SLP).

During this session, we'll confirm responsibilities, agree timelines, and capture any specific requirements for your scheme, ensuring everyone is aligned from the start.

Items covered include:

- Confirming details from the signed AVO
- Reviewing design and Red Line Boundary Map
- Programme and delivery milestones
- Site-specific requirements and "water-on" planning
- Responsibility schedules and adoption steps
- Any additional supplies not covered in the Asset Value (e.g. bin stores, landlord areas, commercial units)



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Step 3 – Design Submission / Approval

Leep will request the full water design pack from your WIRS accredited designers for review and approval.

Our aim here is to make sure the design meets all technical standards while keeping the process straightforward for your team.

Our design checks focus on:

- Ensuring it meets Host Incumbent specifications and follows the relevant Design & Construction Guidance.
- Reviewing any site-specific details where Leep may need to make internal design decisions.

Your design will then be shared with one of Leep's approved independent design houses for technical review. These partners are fully accredited under the Water Industry Registration Scheme (WIRS).

Once the design is approved, we'll issue a Water Design Approval (or Acceptance) document to confirm that everything is ready to proceed.



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Step 4 – Water Adoption Agreement

The Water Adoption Agreement (WAA) is the formal document that allows Leep to take responsibility for the water infrastructure on your site once it's been built.

Leep issues the Water Adoption Agreement – once we have an approved network design – under Section 51A of the Water Industry Act. This agreement protects all parties by clearly defining responsibilities, phasing and charges.

We manage the process end-to-end and issue the agreement via DocuSign to keep execution simple and efficient.

It ensures everyone - the developer, SLP, and Leep - is aligned on responsibilities, programme, and standards before works begin.

The agreement follows the Water UK template

We will prepare and issue the agreement, referencing your approved design and tailored to your site. To complete this, we'll need:

- Contact and company details for all signatories (developer, landowner, SLP)
- Confirmation of registered company addresses and signatories

Once everything is confirmed, the agreement will be sent via DocuSign for electronic signature, with copies shared for your records.

This should be in place before any on-site works begin, ensuring all parties are protected and ready to move forward confidently.



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Step 5 – Reg 5 Water Fittings Details

As part of the REG 5 regulation, we will need to have the following documentation before any service connection can be authorised:

Before any service connections can be authorised, **Regulation 5 compliance** must be confirmed. We will guide you through what's needed to ensure all documentation meets the requirements.

We'll need:

- Confirmation of a suitably sized incoming water supply, including a list of fittings for each service pipe or internal network.
- Peak flow rates, tank capacities, and infill rates (litres).
- Internal water schematics identifying all fittings, valves, and backflow prevention measures.
- Clear indication of any fire supplies and associated check meters.
- Details of all water meter locations, including landlord or communal meters (bin stores, cleaners' cupboards, etc.).
- For both residential and commercial areas, WRAS-approved fittings (or appropriate alternatives) e.g. taps, baths, showers, etc.
- For commercial premises, loading units for each water sanitary fitting.

Once reviewed and approved under Reg 5, we will authorise water connections and move the scheme toward final commissioning.



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Step 6 – New Connection Agreement (NCA) & Plot to Postal

The **New Connection Agreement (NCA)** confirm how each supply will be metered and billed. This step ensures clarity around communal, landlord and commercial supplies and avoids billing issues once the site becomes occupied.

Leep supports you through this process to ensure everything is correctly aligned – from temporary building supplies, commercial supplies and residential supplies.

Residential – This is completed by the developer, or Principal Contractor, and includes all residential plots, and additional metered supplied – bin stores, landlord supplies, bib taps etc

Commercial – This is completed for every commercial unit on your development and is set up ready for the new businesses

TBS – This is completed for each temporary building supplies, required throughout the duration of the build

As the development progresses, we'll need to receive the **Plot to Postal (P2P)** information from the developer. This usually comes later in the project, once the Council has confirmed the postal addresses.

To keep everything aligned, we'll ask you for:

- The **official Council document or letter** confirming the P2P details
- P2P data for each **phase, block, or parcel** of the scheme (where applicable)
- A P2P list that matches the **New Connection Agreements and Water Fitting Details** previously submitted

We'll use this information to ensure every property is correctly identified and ready for connection, helping avoid any delays as we move towards water-on.



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Step 7 – Water Meter Issuance

Leep will install Advanced Metering Infrastructure (AMI) water meters as standard, delivering improved leak detection, more accurate billing, and smarter water management.

Before meters can be issued, we will need to confirm some key documentation.

We'll need:

- Plot-to-Postal information confirmed
- New Connection Agreement (NCA) signed
- Regulation 5 (Water Fittings) form approved
- Purchase Order for water meters (if applicable)

Once these items are in place, we will arrange for the AMI water meters to be delivered to site in preparation for installation.

Upon completion of meter installation, Leep will require confirmation of the meter installation to ensure data is accurate for customer billing, ensuring for a smooth transition for the new residents.



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Step 8 – Sale & Customer Onboarding

Leep's dedicated Onboarding Team will support your Sales team and new homeowners ahead of plot handover, once the inset has been awarded and water is on. We provide clear information, help set up billing, ensure water meter details are accurate for each plot, and support the smooth management of these handovers.

This proactive approach reduces post-handover customer queries and helps create a positive first impression for your buyers.

We will provide:

- New Homeowner Information Packs
- Setting Up Billing Systems
- Maintaining Monthly Plot Handover Dates
- Support Housing Authority Handovers



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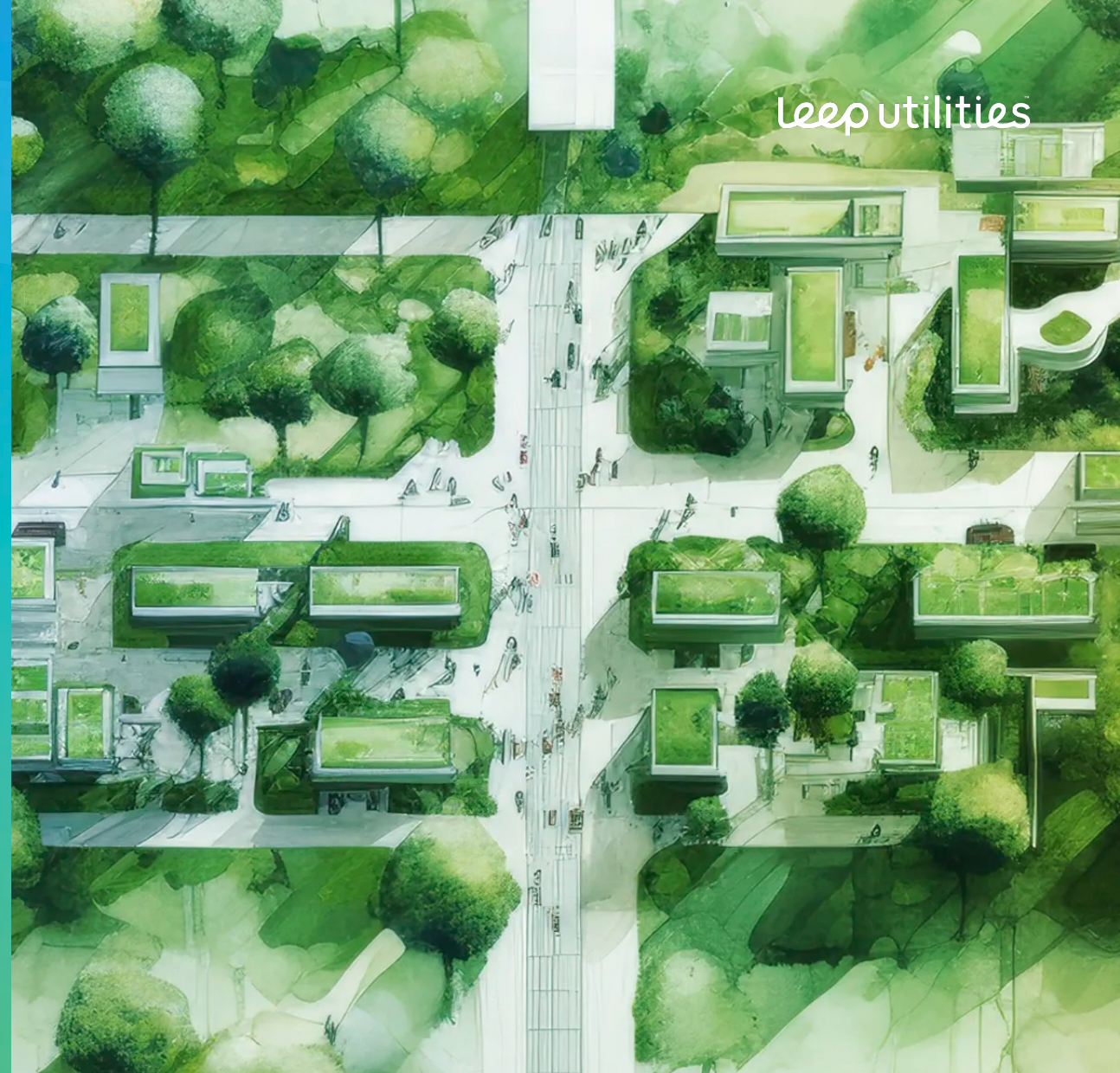
Step 9 – Inset Application Award

Once Ofwat approval is received and agreements are signed, the site can be prepared for connection to the incumbent network.

Your Leep Project Manager keeps you informed throughout and collates all documentation required for commissioning.

You can then:

- Start to programme in the POC works from the incumbent network on to site
- Ensure all is ready for plot connections



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Step 10 – Test, Chlorinate, and Water On

Once the SLP requests water on site, our Project Manager will arrange a pre-water-on visit, usually around 10 days before the planned Water On date.

This visit ensures everything is ready for a smooth and safe connection.

During the visit we'll:

- Review and approve the pre-water-on checklist
- Inspect the condition of the SLP installation
- Identify and agree any final snagging items

The SLP will also submit a connection request to link the new main to the incumbent network, this must be done at least 10 days before the connection and will follow the incumbent's approved processes and connection techniques.

Once approved, the SLP will:

- Commission the mains, carrying out pressure testing, swabbing, and disinfection (chlorination) in line with Leep requirements
- Submit all commissioning paperwork and water-quality sample results to our Water Quality Manager

Following successful connection, the SLP will send:

- Vesting certificates, test, and commissioning documentation for review
- As-laid drawings in both PDF and DWG format

When these steps are complete and results approved, your development officially achieves Water On, marking the successful handover of the network to us.



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Thank you

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For step-by-step guidance to Wastewater On or Power On, speak to your Leep Business Development Manager, who will be happy to help.

leep utilities™