S51 application (process chart)

Self-lay provider’s responsibility | Southern Water’s responsibility | Service standard

1. S51 required

2. Submit S51 (SLF-B1/B2) application

3. S51 (SLF-B1/B2) application received

4. Check that details are complete

5. Application not complete
   - Inform SLP of details of missing info
   - SLP design required
     - Proceed to SLP design process
   - OR
   - Application complete
     - Acknowledge receipt of complete information
     - SW design required
       - Proceed to Southern Water design process
       - OR
6. Missing information submitted

7. Submit missing information

8. Missing information submitted

9. Proceed to SLP design process

10. Provide term offer

11. SLP receive Term offer

12. Accept term offer and sign agreement

13. Terms accepted and agreement signed

14. Proceed to terms acceptance process

SL4 Five days