S51 point of connection application (process chart)

<table>
<thead>
<tr>
<th>Self-lay provider's responsibility</th>
<th>Southern Water's responsibility</th>
<th>Service standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit Point of Connection application</td>
<td>Less than 500 plots and 'non-complex'</td>
<td>SL1 Five Days</td>
</tr>
<tr>
<td>Submit missing information</td>
<td>More than 500 plots and 'complex'</td>
<td>SL2 21 Days</td>
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<td>SL3 28 Days</td>
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<tr>
<td>Determine nature of required and response category</td>
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<tr>
<td>Application incomplete</td>
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<tr>
<td>Application complete</td>
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<td>More than 500 plots and 'complex'</td>
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<tr>
<td>Less than 500 plots and 'non-complex'</td>
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<tr>
<td>Acknowledge application and confirm response details</td>
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<td>Carry out technical appraisal / modeling and provide detailed response</td>
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<tr>
<td>Issue response</td>
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