



Are you ready for your water connections? Here's some help and guidance from **anglianwater**

## 1. Are the plots ready?

Please ensure that for each plot:

- You have allowed time for your payment to clear (if appropriate).
- The site where we will carry out the work is accessible and safe, for example no scaffolding or building materials are in the area of the connection.
- The service pipe you have laid is clearly visible, with sealed end and a length is above ground.
- Where there are multiple plots each pipe should be clearly marked to show which plot it serves with our job reference numbers.
- A stop tap is fitted where the pipe enters the property.
- Full postal addresses **including** postcodes for **each** plot have been given.

**Please note:** if a new water main has been laid, service connections can not be requested until the main has been commissioned and water samples have passed all appropriate tests.

## 2. When you are ready, please contact us by:

Email: [connectionrequest@anglianwater.co.uk](mailto:connectionrequest@anglianwater.co.uk)

Fax: **01223 201272**

Phone: **0845 6066087**

**Please always quote the job reference numbers.**

**Important note:** all new connections will be installed with a trickle flow plug. The trickle flow plug will give adequate flow and pressure for the testing of the internal plumbing system, but will not be adequate to supply an occupied property. The water meter will be installed at the same time as the internal water regulations inspection takes place to ensure compliance with the Water Supply (Water Fittings) Regulations 1999. Therefore it is important that the property is fully plumbed when requesting the meter installation.

## 3. Internal water regulations and meter installation

When you are ready for the internal water regulations inspection and meter installation, please contact us on **0800 137631** (9am to 5pm Monday to Friday) quoting the Anglian Water job numbers. Please allow 5 working days for the meter to be installed from the date requested.