

Frequently Asked Questions

	QUESTION	ANSWER
1	How do I contact the Developer Services Team?	<i>We have a dedicated Developer Services Contact Centre on 0845 6066087 who will be happy to help you.</i>
2	Can AWS provide a point on the main that can be used to draw water from during the chlorination process?	<i>This service is provided and is known as a "Source of Water". Contact Developer Services on 0845 6066087 to arrange for this work to be completed.</i>
3	Whilst testing the service we might need to draw a lot of water is this going to be a problem?	<i>Any new connection requests for pipe work over 32mm external diameter and any long services (on customer's or AWS side) are modelled to ensure that the system can cope with the demand.</i>
4	What type of pressure test does AW require and what is the difference between a type 1 and type 2 test?	<i>AW requirements are to test the pipe to 1.5 times the working pressure of the pipe i.e. if the pipe is rated at 10 bar the pressure test needs to be 15 bar. A graph is to be produced with data being recorded every minute for one hour commencing at the time when the pipe is pumped up to full pressure i.e. 15 bar. This is a type 2 test and is recognised as the nationally accepted test. Type 1 tests are not acceptable.</i>
5	Can we collect a sample from AWS existing water network for comparison purposes?	<i>We would not recommend this as being necessary. AWS has a comprehensive monitoring programme in place to assess water quality throughout each of the treatment and supply processes.</i>
6	Can you provide me with information regarding water quality in the area?	<i>This link will take you to water quality data that can be searched using a postcode, Anglian Water Services - postcode search - http://www.anglianwater.co.uk/index.php?sectionid=172&parentid=161</i>
7	Why does Anglian Water not allow the use of alternative disinfectants such as hydrogen peroxide?	<i>Any product used in connection with drinking water must be approved by the Drinking Water Inspectorate - see this link for the current list http://www.dwi.gov.uk/31/pdf/soslist06.pdf. This document gives information on which products can be used and there terms of use. If you wish to use an alternative disinfectant we would recommend you check the DWI list and contact Anglian Water for further guidance.</i>
8	What is the maximum and minimum time you should leave sodium hypochlorite in the pipe under test?	<i>We recommend that you leave 50 mg/l in the pipe for 1 hour, and no longer than 24 hours.</i>
9	Sometimes we get very low free chlorine levels, but there is total chlorine present?	<i>In some areas, where the distribution system is very long, a small amount of ammonia is added along with the chlorine in a process known as chloramination. In areas that are chloraminated, only negligible levels of free chlorine levels should be detected.</i>
10	Why does Anglian Water require a 48-hour (two day) plate count (viable count) at 37°C?	<i>Water companies monitor a wide range of parameters including two-day plate counts. They do not have any direct health significance and are used for trending purposes to assess the microbiological quality of drinking water.</i>
11	What values do Anglian Water expect to see on a 48-hour (two day) plate count (viable count) at 37°C?	<i>Plate counts are variable in drinking water, and we look for values that are atypical for the area. Plate count data is available using our postcode search facility (see above). The averages are based on a year of water quality data.</i>
12	How does Anglian Water assess the water quality samples?	<i>Our scientists review the certificates in relation to extensive water quality data and in turn this data is used to compile our postcode search facility (see above).</i>