

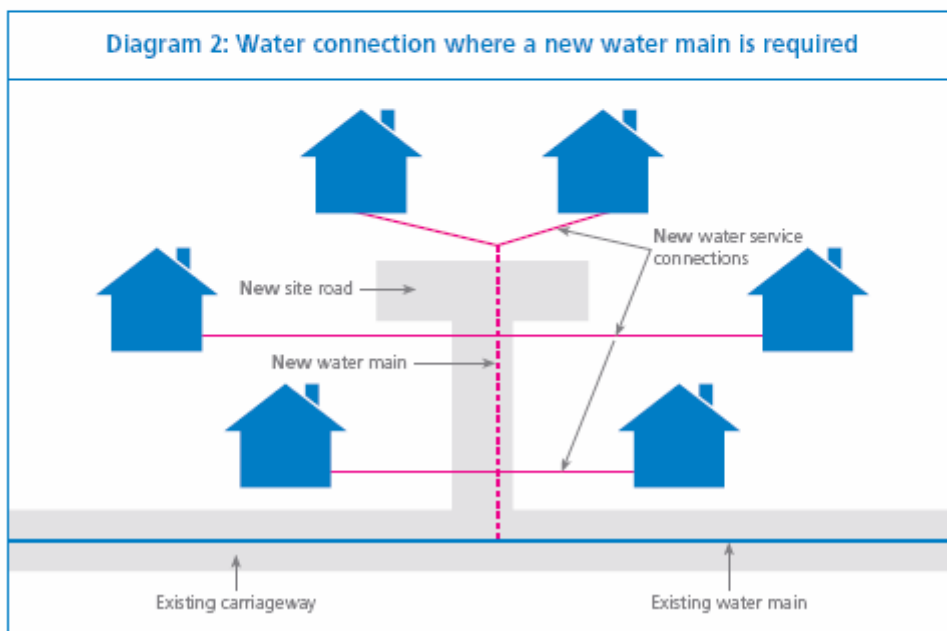
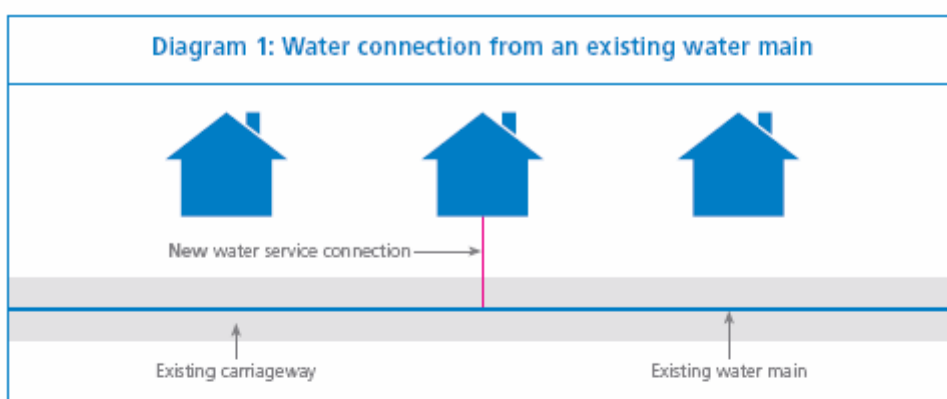


How to get connected to our water network, guidance and advice given by **anglianwater**

Contents

1. Step 1 – Making an application
2. Step 2 – Pre-installation survey (if applicable)
3. Step 3 – Confirmation of costs
4. Step 4 – Request connection
5. Step 5 – Internal water regulations and meter installation
6. Laying your service pipe
7. Useful information and fact sheets

This guide is designed for customers who would like to get a new property connected to water from our existing water network (see diagram 1 below) or where customers require a new water main to be laid (see diagram 2 below).





1. Step 1 – Making an application

In order to progress your application as quickly as possible, it is important that the correct application form is submitted. If you do not have the application form you require, please contact our Developer Liaison Centre on 0845 6066087 option 1 or you can print one from our website: www.anglianwater.co.uk/developers.

Which application form should you use?

For guidance on which form to complete, please refer to the table below.

Site details	Application form required
Temporary building water connection (includes temporary building supplies that will be made permanent connections, as well as temporary supplies that will be disconnected).	Application for new or replacement water connection or Application for a water supply (mains and connections).
Single new connection (See diagram 1 as example).	Application for new or replacement water connection.
Multiple new connections on development with no site road (See diagram 1 as example).	Application for new or replacement water connection.
Replacement water connection.	Application for new or replacement water connection.
New dwelling that includes a domestic fire sprinkler system.	Application for a domestic fire sprinkler.
Multiple new connections on a development with a new site road . (See diagram 2 as example).	Application for a water supply (mains and connections).
Existing or converted dwelling that is having a domestic fire sprinkler system.	Application for a domestic fire sprinkler connection.
Fire main.	Application for a water supply (mains and connections).
Diversion of an existing main.	Application for the diversion of an Anglian Water asset.
Any of the above where the Developer wishes to self lay the water mains and services.	Application to self lay water mains and/or services.

Completing the application form

Please fill out the form completely and return with the documentation requested on the application form.

When submitting the **Application for a water supply (mains and connections)** it is important that the appropriate **design fee** is submitted with the form. Failure to do so will result in your application being delayed.

Please refer to the relevant guidance notes when completing your application.

Non compliance with the requirements of the Water Supply (Water Fittings) Regulations 1999 will cause a delay in the application being processed.

Incomplete application forms or applications submitted without the appropriate documentation will be returned, which will result in your application for a new water supply being delayed.

If the site being developed has been used for any previous industrial, commercial or agricultural use, a soil report will be required with the application to determine whether the site is deemed to be contaminated. This is important so that the correct pipe material is selected to protect water quality.

In some cases zero rated VAT may be applicable:

- If the application is for a listed building, please provide details of the list description, and a copy of the planning application.
- If the application is for a relevant residential or charitable purpose, please provide documentation showing the registered charity number.

2. Step 2 – Pre-installation survey

Once we have received your completed application and supporting plans, we will assess your requirements.

If the connection you are applying for is from an existing main, it will be necessary to carry out an on site survey to determine what work is required to make the connection. It is beneficial to both parties for a site meeting to be arranged to carry out the survey. If you have requested a site meeting on your application, our surveyor will contact you to arrange a convenient date.

Should you choose not to do this and then request a site meeting at a later date, we reserve the right to charge a fee for this visit.

3. Step 3 – Confirmation of costs

Upon successful acceptance of your application, we will notify you accordingly and send you an invitation to pay detailing the cost of your connection and infrastructure charges if applicable.

If a new main is required you will be sent details of the contribution required towards the cost of installing the main. The invitation to pay for the service connections and infrastructure charges will be sent under separate cover, once the mainlaying terms have been accepted.

The mains design fee, which is payable upfront at the time of making the application, will be deducted from the contribution for the new mains.

The infrastructure charge applies to all new water and sewerage connections for domestic purposes. The charges may also be payable where a site is redeveloped and results in an increased water demand.

Payment should be made using any of the following methods:

- **By cheque** – Please send cheque and remittance advice to Developer Services, PO Box 495, Huntingdon, Cambridgeshire PE29 6YY.
- **By credit/debit card** – By either returning the remittance advice or by contacting the Income Team on 0845 6066087 option 4.
- **BACS**, account number 10276367, sort code 20-43-63, please quote your work order number (minus the first four zero's) as the reference number.

Costs quoted are valid for three months. Please note that although there is no separate charge for inspection of your supply pipe, we reserve the right to charge for abortive visits.

Our standard costs are reviewed annually; please refer to our summary of charges, copies of which are available from our website:

www.anglianwater.co.uk/developers.

Please be aware that receipt of payment will not automatically progress your connection. You must formally request the connection once you have allowed enough time for the payment to clear and the customer service pipe has been installed as per the Water Supply (Water Fittings) Regulations 1999.

4. Step 4 – Request connection

Assuming that the supply pipe has complied with the Water Supply (Water Fittings) Regulations 1999, you can request your connection by:

- Downloading and completing the Request for service connection form from our website and emailing it to: connectionrequest@anglianwater.co.uk.
- Downloading and completing the Request for service connection form from our website and faxing to 01223 201261.
- Telephoning on 0845 6066087 option1 (if the request is made by telephone a Request for service connection form must still be completed and sent by email, fax or post).

In all cases the job number and FULL postal address including postcode must be provided for each plot to be connected, **before** the connection request can be progressed.

Our timescales are as follows; these need to be taken into consideration when requesting your connection.

No traffic restrictions

- If a water regulations inspection is required, intent to connect within 15 working days.
- If no water regulations inspection is required, intent to connect within 10 working days.

Traffic restrictions

- If 3 or 4 way traffic lights are required minimum 3 months.
- If the road is deemed as traffic sensitive up to 30 working days.
- If a road closure is required minimum 3 months.

Access notices for private land

- If our water main is in private land and we need to serve notice on another party, this can take up to 90 days.

Chlorination

- If either the customer's pipe or the Anglian Water pipe needs to be chlorinated, additional time needs to be allowed.

In some circumstances other conditions may apply which will affect the date by which we can make the connection – we will contact you if this is the case.

If you are having manifold connections, all the services that will be connected to a manifold must be requested at the same time.

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.

Please note that if you request your service connection and then the site is not ready, an aborted job charge will be made.

5. Step 5 – Internal water regulations and meter installation

When making any application for a new water connection it is extremely important that you are aware of your responsibilities under the Water Supply (Water Fittings) Regulations 1999.

Your application must be accompanied by mechanical drawings showing the proposed layout of any cold, hot or recycled water pipework and fittings. **Failure to submit these with the application will result in your application not being processed until they are received.**

A materials schedule detailing the fittings to be installed should also be included with your application.

You must declare on the application form if you are installing any rainwater harvesting, grey water recycling or solar heating systems.

All internal and external pipework must be installed to comply with the Water Supply (Water Fittings) Regulations 1999. We would recommend the use of an Anglian Water approved plumber who will issue a certificate of compliance when the plumbing is complete.

Any rainwater harvesting and/or grey water recycling systems shall be installed in compliance with the relevant British Standards (BS 8515 Rainwater harvesting systems and BS 8525-1 Grey water systems)

When you are ready for the internal water regulations inspection and meter installation, please contact 0800 137631 (9am to 5pm Monday to Friday) quoting the Anglian Water job numbers. Please allow five working days for the internal water regulations and meter to be installed from the date requested. If the internal water regulations do not pass the inspection then the meter may not be installed until the remedial work is completed. At the time of the meter fit, Anglian Water will also record an accurate meter location as well as confirming the postal address, occupancy date and occupier if known, which will ensure accurate billing of our new customers.

6. Laying your service pipe

It is the applicant's responsibility to install the water service pipe from the property to the highway boundary. If you have opted for a wall mounted meter box, it is also the applicant's responsibility to purchase and install the wall mounted box prior to connection.

The service pipe should be installed at a minimum of 750mm deep and bedded in sand. In most circumstances MDPE pipe should be used, however if the land has been deemed as contaminated, then the pipe should be either an approved barrier pipe or plastic coated underground copper pipe.

The service pipe should be ducted where it enters a building and should have at least an internal stop tap installed prior to the connection being made. The end of the pipe at the property boundary should be sealed, and if there is more than one pipe, clearly marked as to which property it serves.

When installing your service pipe, please consider the following:

- Avoid laying pipes down driveways, as a number of Highway Authorities will not accept the meter chambers in vehicle cross overs and driveways where traffic is going to pass over them.
- Do not lay your service pipe to the boundary where there is other street furniture in the highway which may cause issue with making the connection; ie telecom chambers, sewer manhole chambers.
- Do not lay your service pipe to the boundary adjacent to traffic calming schemes, pedestrian crossings etc.
- All service pipes must be sealed at the end.
- If there are multiple service pipes they must be clearly marked to indicate which property they supply.

IMPORTANT: In order to safeguard water quality and public health, it is a requirement that all private supply pipes and private mains falling into any of the following categories are disinfected and tested, before a connection is allowed to the existing public water supply.

- Service pipes between 32mm and 63mm outside diameter and are greater than 100m in length.
- Any pipe greater than 63mm outside diameter.
- Any pipe where there has been any ingress, such as flood water, sewage, etc, either during the laying or storage of pipework.

Please liaise with our Developer Liaison Centre so that the connection can be booked within the chlorination validity period. Please also refer to our fact sheet [Disinfection, pressure testing and commissioning of private supply pipes and private mains for further guidance.](#)

Details of companies that carry out chlorination and testing of water mains and services can be found on our website:

www.anglianwater.co.uk/developers or can be requested by calling our Developer Liaison Centre on 0845 6066087 option 1.

If you require a temporary building supply, whether it is going to be disconnected following completion of building or made into a permanent supply, you must before connection:

- Install a pipe from within the site to the boundary.
- Standpipes must:
 - Be boxed and lagged.
 - Have a double non return valve fitted.
 - Have a tamper proof tap.

7. Useful information and fact sheets

There are a number of factors to be aware of when planning a connection; these are covered by our series of fact sheets.

For more information please refer to our website: www.anglianwater.co.uk/developers where our application forms, guidance notes and fact sheets are available.

Alternatively please contact the Developer Liaison Centre on 0845 6066087 option 1, who will be happy to help you.