



Replacement water connections, guidance and advice given by **anglianwater**

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1. What is a replacement water connection?

A replacement water connection is a new water supply to a property that is already supplied with potable water from Anglian Water, this can occur when:

- A property needs to upsize or relocate its water supply.
- The existing water supply is old and affecting water quality or pressure.
- The existing property is demolished for a new property or properties to be developed. Please refer to section 5 for further information.
- The existing property is on a common shared supply.
- The existing property is divided into flats or multiple properties. Please refer to section 5 for further information.

2. Charges for replacement water connections

In the majority of cases replacement water connections will be rechargeable to the applicant using our standard charges and subject to standard charge VAT. Infrastructure charges are not levied on replacement water connections.

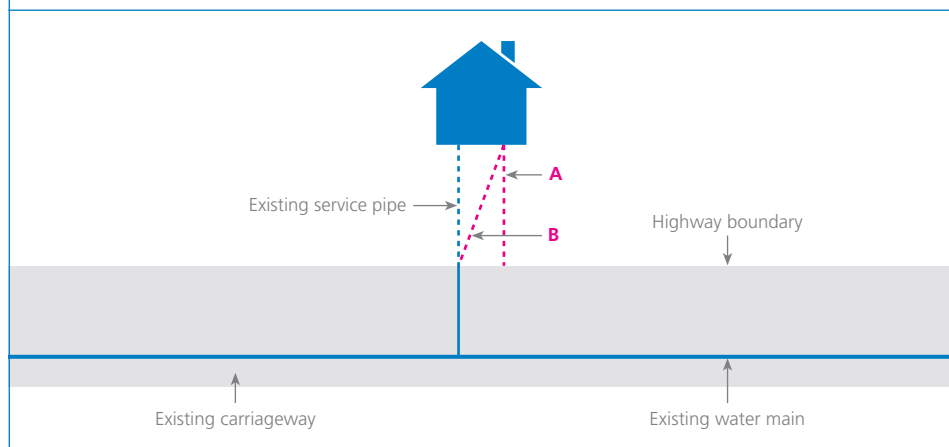
In some cases, if the existing service pipe is

lead, the replacement water connection may be free of charge. In order to qualify for a free of charge lead replacement water connection, the following must apply:

- The existing water service pipe from the property to the highway boundary must be lead pipe.
- The applicant must lay a new service pipe from the property to the highway boundary.
- The new service pipe must be the same size as the existing water service pipe (where existing pipe is 15mm diameter lead pipe we will replace in 20mm plastic pipe).
- The connection point for the new service pipe must be in the same position as the existing service pipe, ie, the applicant lays the new service pipe to the position of the existing stop tap at the highway boundary.

Diagram 1 (below) gives examples of what would qualify for a free lead replacement water connection. If you have a lead service pipe and are still not sure if you qualify for a free of charge lead replacement water connection, please contact our water connections team on 0845 6066087 for further advice.

Diagram 1: What would qualify for a free lead replacement water connection



New service pipe A – the replacement water service would be rechargeable as the connection point is different from the current service.

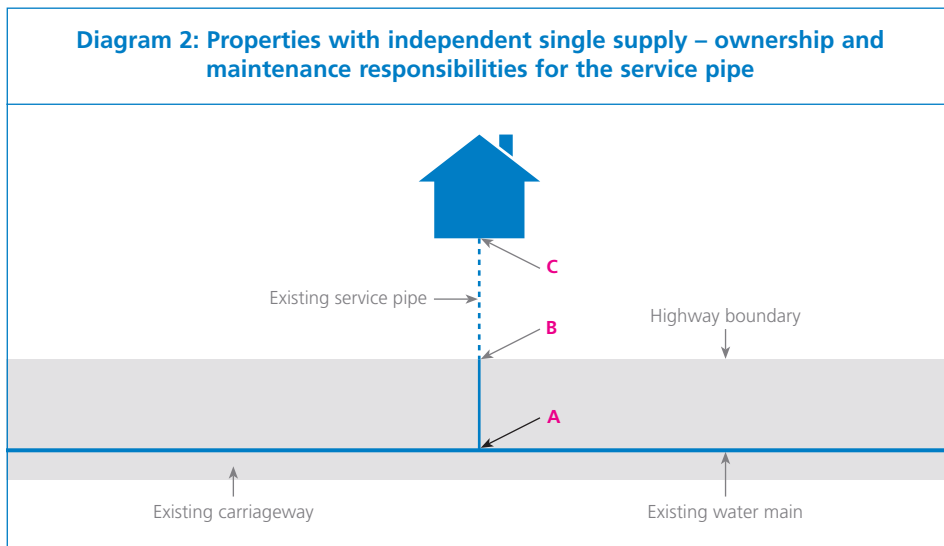
New service pipe B – the replacement water service would be free of charge as the connection point is in the same place as the existing service pipe.



3. Replacement water connection where existing connection is an independent single supply

Ownership and maintenance for water service pipes

For properties with an independent single supply, diagram 2 below details the ownership and maintenance responsibilities for the service pipe.



A to B – Anglian Water ownership and responsibility for maintenance.

B to C – owner/occupier ownership and responsibility for maintenance.

When a replacement water connection is carried out it is the owner/occupiers responsibility to lay a new service pipe to replace the service pipe they are responsible for. The new pipe must be installed to comply with the Water Supply (Water Fittings) Regulations 1999. Once it has been confirmed that the new water service pipe meets these requirements, Anglian Water will then replace the part of the water service pipe they are responsible for.

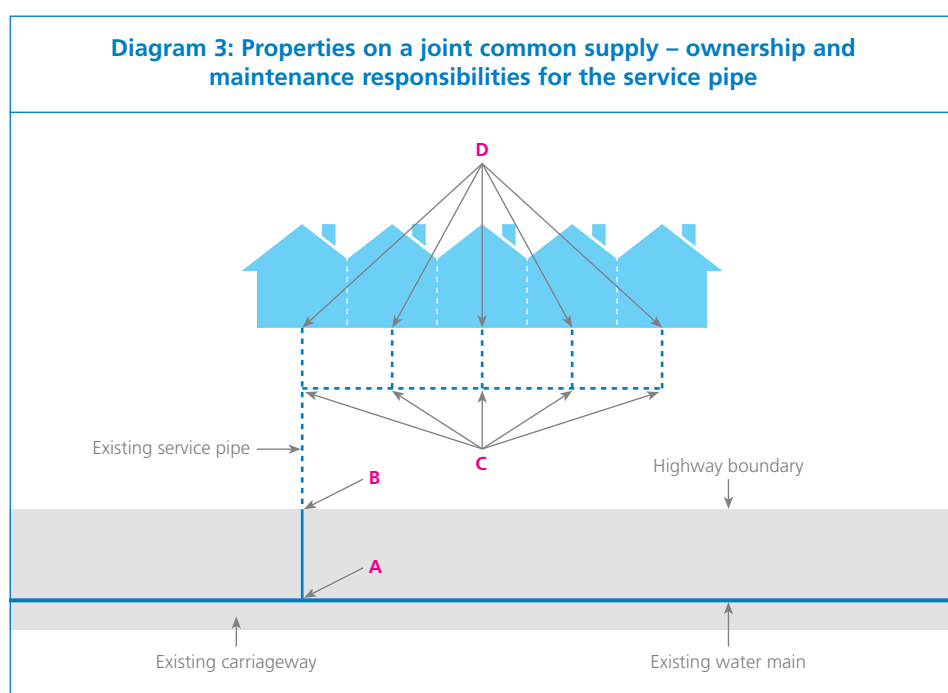
Disconnection of the old service pipe

Where a single independent supply is being replaced, it is Anglian Water's responsibility to disconnect the old water service pipe at the main.

4. Replacement water connection where existing connection is a common shared supply

Ownership and maintenance for water service pipes

For properties on a joint common supply, diagram 3 below details the ownership and maintenance responsibilities for the service pipe.



A to B – Anglian Water ownership and responsibility for maintenance.

B to C – all owners/occupiers have joint ownership and responsibility for maintenance.

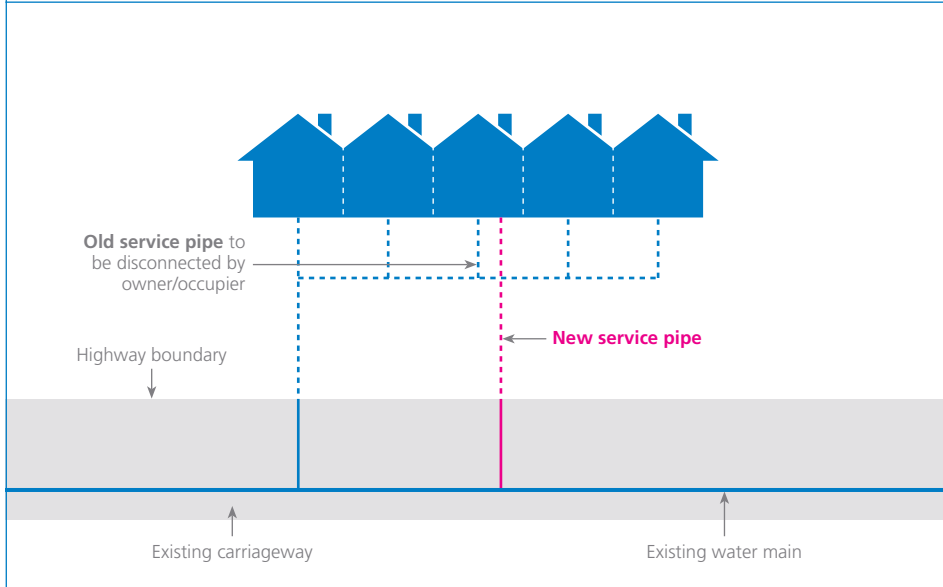
C to D – individual owner/occupier has ownership and responsibility for maintenance.

When a replacement water connection is carried out it is the owner/occupiers responsibility to lay a new service pipe to replace the service pipe they are responsible for. Where a property is on a joint common supply the owner/occupier must lay a new service pipe from the property to the highway boundary. The new pipe must be installed to comply with the Water Supply (Water Fittings) Regulations 1999. Once it has been confirmed that the new water service pipe meets these requirements, Anglian Water will then replace the part of the water service pipe they are responsible for.

Disconnection of the old service pipe

Where the property is on a joint common supply, it is the owner/occupiers responsibility to disconnect the old water service pipe. The disconnection of the old service pipe shall meet the requirement of the Water Supply (Water Fittings) Regulations 1999, and no 'dead legs' must be left in place, please see diagram 4 (on back page) as an example.

Diagram 4: Properties on a joint common supply – owner/occupiers responsibility to disconnect the old water service pipe



5. Redevelopment of sites with existing supplies

If you are developing a site where a previous property has been demolished or the existing property is being redeveloped and there is an existing live water supply, it is advisable not to use the existing water supply. All pipework to new and converted properties must comply with the Water Supply (Water Fittings) Regulations 1999, and therefore any pipework installed prior to 1999 may not be compliant. There can also be water quality risks if the existing pipework is lead or iron or if the pipe has been unused for more than six months. We would always recommend that all existing pipework is replaced with new pipework and a replacement water connection. In some cases the old pipework, with Anglian Water's approval may be used, following flushing, chlorination and a passed water sample.