

Connecting your water supply

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A step by step
guide to help you
get connected



10 steps

Connecting your water supply

Follow this 10 step process to get your domestic water supply connected.

What is InFlow?

InFlow has been designed to improve your experience with us and offers multiple functionalities such as:

- The ability to apply and pay online for your connection
- Real-time visibility of your connection journey
- Upload a shapefile or draw your site boundary using our mapping facility
- Request inspections
- Review and track the progress of your application(s)
- Communicate with us via our online 'Chatter' messaging facility.



1 Apply online

Complete your application online via **InFlow**.

To login or register, please go to inflow.anglianwater.co.uk

We will acknowledge receipt of your application within 5 calendar days and be in touch if further information is required via **InFlow**.



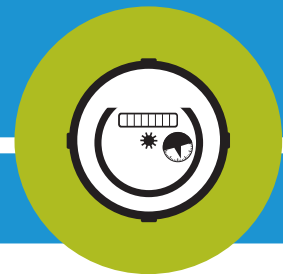
2 Survey and invitation to pay (within 28 days)

We'll be in touch via **InFlow** within 28 calendar days to discuss your survey. Your survey will detail the requirements needed for your connection, including what to lay, location and if any traffic management is required. You will also receive your cost advice and invitation to pay.



10 Homeowner moves in

We'll leave you with a copy of our 'Welcome to your new home' guide to pass onto the homeowner, along with an internal stop tap tag. Your property is now ready to be occupied.



9 Internal Water Regulations inspection and meter fit (within 5 days)

We'll inspect the internal fixtures/fittings and once passed, fit the meter.

NB: Please confirm your plot and/or postal address at this point.



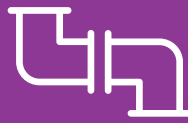
3

How to pay

In order to progress your connection, we will need to receive your payment. Payment can be made securely via **InFlow**, by bank transfer or over the phone. **See page 6 for details.**

Please note: we must receive payment before you book your inspections.

After payment please let us know when you are ready for your external pipework inspection.



4

Laying your pipe

Following the guidance provided in the survey at Step 2, please ensure you lay your pipe to the highway boundary ready for us to inspect. For more information, see anglianwater.co.uk/newbuild-waterregs

Once your pipe is laid, you can request your external pipework inspection appointment using **InFlow** or call **0345 60 66 087 (option 2, then option 1).**



5

External pipework inspection (within 7 days)

We'll visit your site to inspect the external pipework. **See our inspection checklist on page 11 to ensure your pipework passes.**

! If your property is high risk (non-domestic grey/black water reuse and rainwater harvesting) we need to complete some extra checks see page 9 for details.



8

Internal fixtures/fittings completed

Following connection, complete your property and fit internal fixtures/fittings. **See our inspection checklist on page 15 to see what we'll be checking for.** Once complete, you will need to request your Water Regulations inspection. You can do this by logging into **InFlow** or call **0800 137 631 (option 1).**

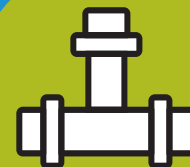
Please note: Please confirm your plot and/or postal address at this point.



7

Reinstatement

Once the connection has been made we'll reinstate the area. If a highway dig is required, we may use temporary tarmac and return at a later date to permanently reinstate the area. **See page 13.**



6

Connecting your pipework (within 14 days)*

Once you've passed the external pipework inspection, we'll connect your pipe to the mains and fit either a yellow or red plug, **see page 12 for more details.**

! **Please note:** *Connection can take anywhere between 14 – 93 days depending on the requirements of the job e.g. if highway permissions or additional water regulations inspections are required connection may take longer.



Step 1

step 1

Apply for connection

Register and apply online via **InFlow** at inflow.anglianwater.co.uk. The application form takes around 15 minutes to complete and you'll receive confirmation once it has been successfully submitted.

For queries, please call **0345 60 66 087** (option 2, then option 1).

step 2

Survey and invitation to pay

We'll be in contact through **InFlow** within 28 days of your application to discuss your site and conduct the survey with you.





Survey

We'll confirm what pipe size and material you need to lay and where the pipe needs to end at the highway boundary.

We'll let you know if there are any other requirements for your connection, such as if traffic management or additional permits are required. You'll also receive your cost advice detailing the charges.

Our charges explained

Your cost advice will be made up of the following charges:

- 1 **Connection charges** cover the cost of assessing the work required, materials needed and obtaining a permit from the Highway Authority if necessary.
- 2 **Zonal charges** cover the extra demands new connections put on existing water mains, sewers and infrastructure.

- 3 **Traffic management charges** cover activities needed to ensure safe working, and minimise inconvenience for the public. These include Transport Authority and/or Highway Authority charges e.g. traffic lights, road closures, bus stop suspensions, pedestrian crossings etc. Certain Highway Authorities require a permit fee to work in the street. This will be included in your quote if required.

- 4 **Road or lane closures** are sometimes necessary if we're unable to keep a safety zone for our workers and enough space for passing cars. The Highway Authority charges a fee in these cases and this is included in your quote if required.

- 5 **Traffic management drawings** can be requested by the Highway Authority for jobs which include road closures and three or four way traffic lights. They show how we'll keep traffic moving and ensure the site is safe.

Your cost advice is valid until 31st March, our charges change on the 1st April each year.





Step 3



How to pay

Payment of the full amount can be made by the following methods listed on the right. Please state the **InFlow** reference and plot numbers from your connection summary when making your payment by phone or bank transfer.

If you have queries about your quote or payment, please call **0345 60 66 087 (option 4, then option 1)**.

Please note: Your invitation to pay is valid for 90 days until 31st March each year when our charges scheme is reviewed, whichever is earliest.



Online:

Payment can be made by card securely online by logging in to **InFlow**.



By phone:

Call **0345 60 66 087 (option 4, then option 1)** to pay by card.

Please note: we do not accept American Express or Solo.



By bank transfer:

IMPORTANT: When paying by bank transfer please email remittance to dsincome@anglianwater.co.uk

Quote **InFlow** reference and plot numbers:

Anglian Water Services Ltd

Barclays Bank

Account: 10276367

Sort Code: 20 43 71

VAT no: 514060002

UTR no: 3751060020

Company Registration no: 2366656

IMPORTANT: Payment of the full amount is required before you can proceed to Step 5 - External pipework inspection.



step 4

Laying your pipe

Water Regulations compliance

The Water Supply (Water Fittings) Regulations 1999 are legal requirements and exist to prevent water being contaminated or wasted.

They state how underground pipework and plumbing must be installed and maintained and require all fittings and materials to be of an appropriate quality and standard.

We'll work with you to ensure your pipework meets regulations. Once you are compliant and have passed the inspections, we'll connect your pipework to the network.

Approved Plumber or Anglian Water to inspect

You may choose to use an Anglian Water approved underground installer (to install your external pipework) or approved plumbers (to install and self certify your internal plumbing). If these are not used Anglian Water will carry out Water Regulations inspections.

Appointing a contractor

We advise you appoint a reputable contractor who is familiar with the Water Regulations standards. You can find a list of approved plumbers/contractors on our website anglianwater.co.uk/approvedplumbers or alternatively, go to watersafe.org.uk, the national body of approved contractor schemes.

We require a copy of the self certificate once the inspection is complete. Please upload to your application on [InFlow](#) or email to: connections@anglianwater.co.uk

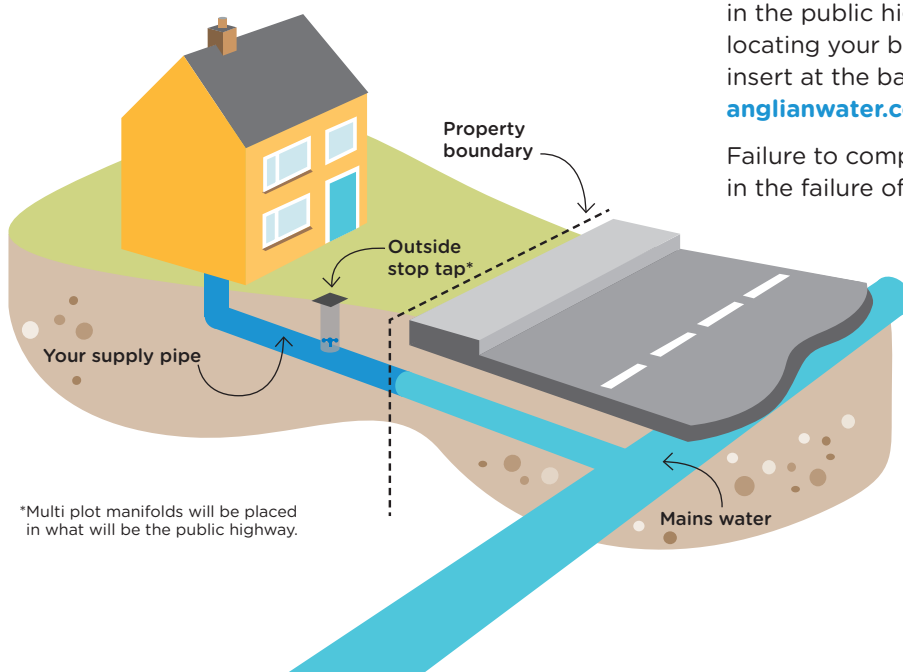
Pipework requirements

The diagram below shows the typical layout of pipework supplying a property. A standard home will be supplied by a pipe with an external diameter of either 25mm or 32mm, depending on the number of internal fittings (such as toilets and washing machines).

Boundary boxes

Single boundary boxes should typically be located 1000mm inside the private boundary. Multiport manifolds should be located at a minimum of 300mm in the public highway. For a detailed explanation to locating your boundary box, please see the guidelines insert at the back of this guide or go online at anglianwater.co.uk/developers/boundary-box.aspx.

Failure to comply with these requirements will result in the failure of underground inspections.



*Multi plot manifolds will be placed in what will be the public highway.



Step 4

Pipe laying checklist

- ✓ Your survey states the size of pipework required, material of pipe, and where your tail pipe should be left at the property boundary.

When connecting your property we lay a pipe from the water main to the highway boundary of your property to meet the supply pipe you/your contractor has laid.

- ✓ Nationally approved fittings must be used. See the Water Regulations Advisory Scheme website for more information wwwras.co.uk
- ✓ If a trench is required you/your ground worker are responsible for digging this. The supply pipe should be laid to the property boundary and fitted with a suitable internal stop valve.
- ✓ If pipework into an existing building can't be laid at the minimum depth required, call **0345 60 66 087** and we'll check if an alternative route is available. If this isn't possible, we'll check that the supply is adequately protected from freezing and damage.
- ✓ Pipework for new buildings should be laid 750mm in depth or lower.

Types of pipe

Polyethylene pipes - this is often known as MDPE and is blue in colour and installed up to size 63mm. The standard size is 25mm.

Barrier pipe - used for properties built on contaminated land; ground that has been exposed to spillage of hydrocarbons such as oil or petrol. In these circumstances, barrier pipes must be used to prevent water contamination. For more information see Essential requirements page 18.

Recommended pipe sizes

Supply pipe length in metres

up to 40m	40 to 100m	100 to 800m	800 to 2000m
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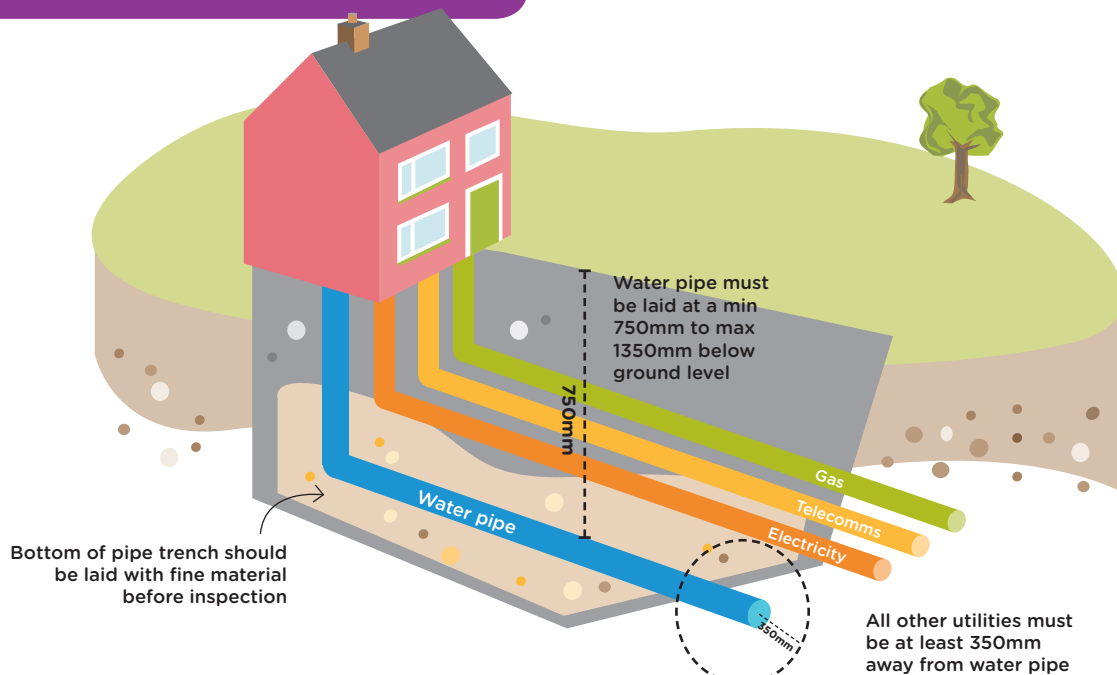
Recommended pipe size in millimetres

25mm	32mm	50mm	63mm
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Pipe position

All underground pipework (except for pipes laid under a building) should be at a depth of no less than 750mm.

Pipes must be at least 2m away from street furniture such as street lamps and utility poles and at least 350mm away from other utilities in the ground. This is to prevent pipework being penetrated by fluids or natural gases and allows for easier access if maintenance is required in the future.





Ducting

Pipes entering buildings at the approved depth should be passed through a duct and sealed at each end to prevent fluids, vermin or insects entering the pipe.

Where the incoming pipe enters a building at a level of less than 750mm, the pipe should be insulated within the duct.

Stop tap

A stop valve should be installed inside the property above floor level and as close as possible to the point of entry of every supply pipe. We fit an external stop valve (normally at the boundary) when the connection is made.

Multiple plots

If there are multiple plots, each pipe should be clearly marked to show which plot it serves. If any of the service connections on site are to be made using two, four or six-way manifolds, the service connections for those properties must be requested at the same time and must all be ready to be connected in one visit.

Temporary building supplies (TBS)

Where a temporary supply is required for construction purposes, a minimum standard of standpipe is required as follows:

- A double check valve must be fitted to each pipe serving a hose union tap
- A drain-cock must be fitted immediately downstream of the double check valve
- Pipework should be of a material which will reduce the damaging effects of freezing e.g. MDPE
- Pipework must be suitably protected to prevent frost or any other type of damage (e.g. depth of pipe 750mm or insulated)
- Standpipe must be securely attached to a fixed post or structure
- Where multiple standpipes are fitted, each must have a separate stop valve to isolate the tap
- A double check valve must be fitted in the chamber/pit of field supply/trough to prevent backflow.

If the temporary supply is to be used for domestic purposes such as site cabins or canteens, it must be protected from potential contamination from water used for construction.

This is best achieved by running the supply directly to the site cabins, at which point backflow protection (double check valves) should be installed before continuing to serve the rest of the site.

Please note: For all temporary supplies, a retailer is required before the connection can be made. For more information visit open-water.org.uk/Customers

Fire/sprinkler supply

Where a fire or sprinkler supply is present, the pipe must be clearly banded green and red and fitted with a single check valve in the chamber/pit to prevent backflow. It must be fitted in common areas to allow access at all times.

High risk connections

High risk connections include the following and require additional inspections:

- Non-domestic properties
- Connections with an alternative water source such as rainwater harvesting system
- Connections with external standpipes
- Connections with troughs for animal use
- Call **0345 60 66 087 (option 4, then option 2)** or email reg5@anglianwater.co.uk for more information on high risk connections.

For more information, please contact our Connections team:

Call
0345 60 66 087 (option 2, then option 1)

Email
connections@anglianwater.co.uk
anglianwater.co.uk/newbuild-waterregs



Step 5

step 5

External pipework Water Regulations inspection

Once your pipe has been laid, request your Water Regulations inspection via **InFlow** or call **0345 60 66 087** (option 2, then option 1). We'll carry out the inspection within seven days.

Inspections take approximately half an hour per connection and you will need to be present so we can discuss with you if the site passes or fails and if any remedial work is required.

The inspection covers the pipework from the property boundary to the inside stop valve.

Please make sure you leave the excavation open where it meets the building so we're able to view the ducting and see the depth at the boundary.

What if you fail the inspection?

If you are issued with a fail notice, we'll inform you of why the inspection has failed to allow you to amend your pipework. Once remedial work is complete, call us to arrange a reinspection.

Please note: If your pipework fails the inspection, your connection will be delayed and an abort fee will be charged. See our website for charges.



What we'll be checking for:

- The pipework you have laid is of the size and material indicated in our survey, at the right location at the highway boundary and away from any street furniture
- Pipe is laid at a depth of 750mm or below (measured to the crown of the pipe)
- If you can't leave the whole length of your trench open, there are 2* trial holes to enable us to check ducting and depth
- Pipe has ducting and insulation where it enters the building, with both ends of ducting sealed with a non-petroleum based product to prevent contamination. Please ensure all materials used are available for us to view
- Where there is a suspended floor or where pipe rises less than 750mm, that pipe has ducting and insulation
- Each tail needs to be labelled with the plot number and securely sealed

*This may vary depending on the length of your pipe.

- If pipe runs through concrete, that it's housed within a continuous piece of ducting so it can be removed if needed
- An approved internal stop valve has been fitted within the property. It should be fit for purpose with a cap end
- Any apparatus laid within the same trench as the water supply pipe is at least 350mm away from it
- The pipe is positioned so it can be accessed if it needs repairing or renewing
- If there's more than one supply, each pipe is tagged with plot number and postal address
- That a double check valve, drain off tap, servicing valve and tap have been fitted, these must be fitted to a post or wall, as well as mounted and insulated
- Pipes must not pass through the fabric of another property i.e. do not route through one apartment to reach another.



Step 6

step 6

Connecting your pipework

Once you've passed your Water Regulations external inspection, we'll call you to advise a date of when we expect to complete your connection.

Please note: You will not receive a full supply at Step 6 when your pipework is connected (unless you request a temporary building water supply). You will receive this at Step 9. See opposite page 'Plug type'.

How long will it take?

In most cases, you'll be connected to the water network within 14 days.

Sometimes work can be restricted for example by us being asked to limit our working hours, needing to gain relevant working permits such as for traffic management or permissions from the local Highways Authority or Network Rail. In these cases we allow up to three months to complete the connection work.

If private land is involved, we will send out a letter seven days in advance to advise the owner of our upcoming work.

In rare cases, the Highway Authorities may revoke our permit if other utilities are working within close proximity or emergency working are required. If this is the case, we'll agree a later connection date with you.

Please note: If your property is high risk (non domestic grey/black water reuse and rainwater harvesting) we need to complete some extra checks, see page 9 for details. This needs to be completed before we can connect you so your connection may take longer than 14 days.

The connection process

On average it takes three days to complete the connection and reinstatement. We'll give you a call 48 hours prior to starting work.

Once finished, the boundary box will be fitted and the external stop tap left off. We'll then fill in the trench and clear up the site.



Plug type

All new connections are fitted with a trickle flow (yellow) plug unless the connection is a temporary supply (meter fitted) or requires chlorination (red plug) or is larger than a 32mm supply.

The trickle flow plug allows you to test the internal plumbing system but isn't adequate to supply an occupied property. To test the system, run the tap until water comes through. This may take a number of hours, depending on length of pipework laid.

If a trickle flow plug has been fitted, please make sure all your internal fittings are ready for our final inspection. Call **0800 137 631 (option 1)** to book your internal inspection and meter fit. Once the meter is fitted you will have full flow of water.

Please note: It is a criminal offence for any unauthorised person to tamper with our plugs and equipment in any way and such action could result in prosecution.

step 7

Reinstatement

Once we've completed the connection, we'll return to reinstate the area.

You may notice that some of the excavation has been reinstated with temporary tarmac. If this is the case, we'll return to permanently reinstate the area within 90 days, often we complete this much sooner.

Reinstatement on your property is your responsibility.

Please note: In some cases we may have to leave as temporary tarmac and return at a later date to permanently reinstate.



Step 8

step 8

Internal fixtures/ fittings completed

After connection, complete your property and fit internal fixtures ready for inspection.

These need to be compliant with Water Regulations. Please see opposite for what we'll be checking for.

Once you've completed fitting your internal fixtures, you can request your Internal Water Regulations inspection and meter fit via [InFlow](#) or call **0800 137 631 (option 1)** to book.

Please note: The meter will only be fitted if you pass the Internal Water Regulations inspection.

step 9

Internal Water Regulations inspection and meter fit

We'll carry out an inspection to check your internal fittings/fixtures meet required Water Regulations standards.

Once you are ready for this contact us on **0800 137 631 (option 1)**.

Once passed, we will fit your water meter and you will receive full flow of water ready for property occupation.



What we'll be checking for:

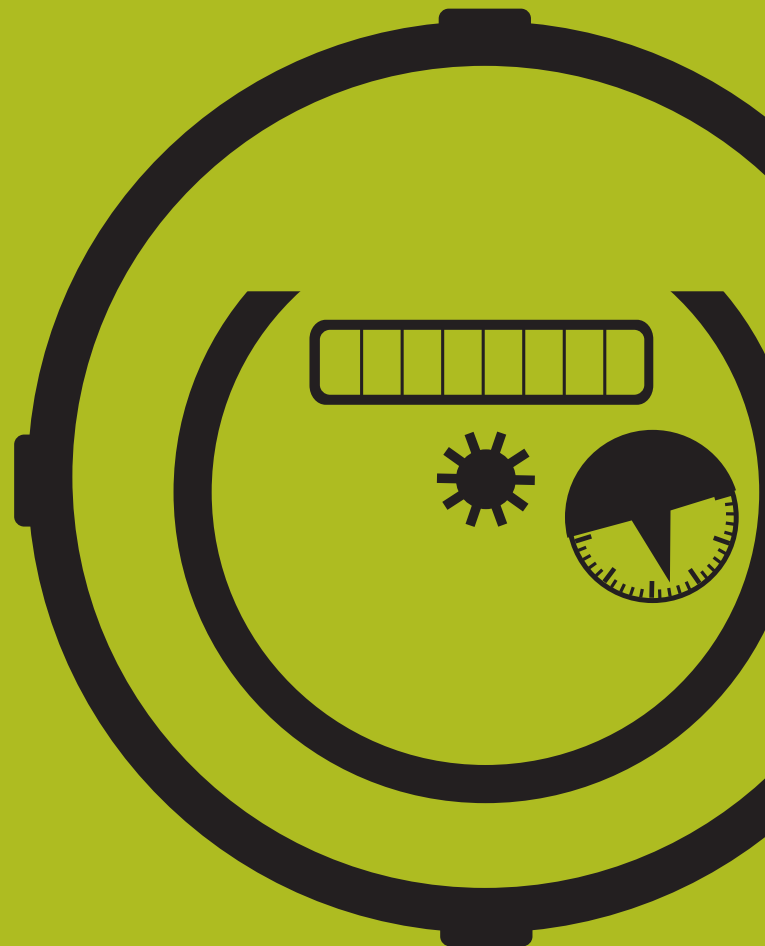
- Internal stop tap is readily accessible
- Drain off valves have been fitted to all low points
- Service valves have been fitted where necessary and are easily accessible (e.g. toilets)
- Hose retaining clips have been fitted where necessary (e.g. to stop a shower handset from reaching the spillover level/rim of the toilet/shower/bath)
- An in-line double check valve has been fitted on the supply to the garden tap to prevent backflow. This should have its own means of isolation
- Cylinders have had all safety devices fitted correctly
- All fittings used are WRAS/KIWA/CE Mark/British Standards approved.
- Pipework has been clipped and supported as per manufacturer's recommendations
- A double check valve has been fitted to all domestic washing machines and dishwashers to prevent backflow
- Some WC filling valves require additional backflow protection e.g. double check valve. Check the WRAS website or manufacturer's instructions.

A full list of regulations can be found in the Water Fittings Regulations Guide at wras.co.uk

What if you fail the inspection?

If you are issued with a fail notice, we'll inform you of the issues that need to be addressed to allow you to complete the remedial work required. Once completed, please call us to book a reinspection.

Please note: The meter will NOT be fitted until you have passed the internal Water Regulations inspection.





step
10

Homeowner moves in

We'll leave you with an Anglian Water 'Welcome to your new home' guide to pass on to the new homeowners, along with a tag under the kitchen sink giving the water meter serial number and location, ready for the customer to call us and set up their account.

Please ensure this information is passed on to the homeowner.





Essential requirements

Important information

Conversions

If you're converting a property into flats, please make sure there's a stop valve for each flat. These will ideally be located in a communal area along with the internal stop valve.

Commercial supplies

Commercial supplies must be fitted with a double check valve. We may advise you during our visit that we need a higher level of protection.

Chlorination

Chlorination of pipework must be carried out if the pipework is 32mm and above in size and is over 100m in length.

Anything less than 100m in length does **NOT** need chlorinating up to 63mm pipework.

Please be aware that **only** 90mm pipework needs to be chlorinated at any length.

There is a charge for chlorination tests. You can request an Anglian Water approved chlorinator to carry out this work.

For more details see anglianwater.co.uk/developer-info

Please note: Chlorination tests must be passed before connection can be made. A site where chlorination tests are required can take longer to get connected.



Essential requirements

Preventing contamination

Our primary concern is to protect the water supply network, and ensure that your water remains safe and drinkable at all times. It's important that your supply pipe is not laid in, or passes through, any areas that are likely to cause contamination.

These include:

- Soil which has biological contamination
- Soil that's near a gas main
- Refuse or refuse chutes
- Ash pits
- Sewers
- Drains
- Cesspools or inspection chambers
- Chemicals or petrol chemicals have been used.

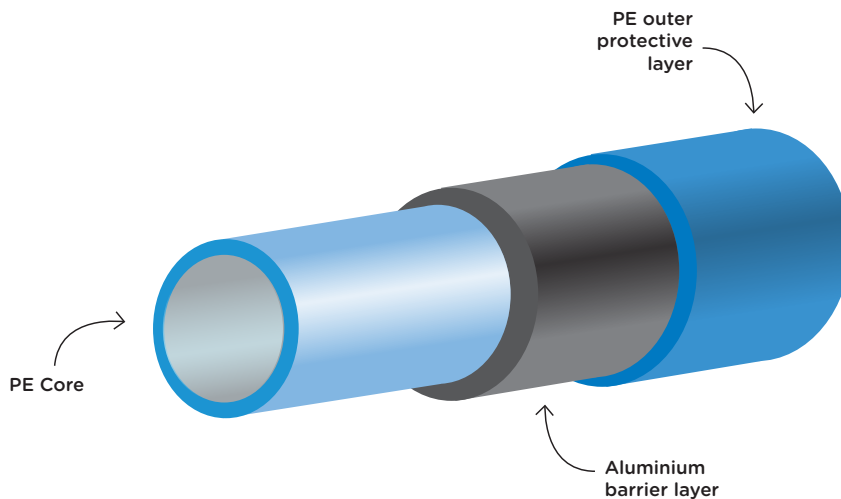
Barrier pipework

Where we classify ground as contaminated, 'barrier' pipework must be installed. This is a plastic pipe layered with aluminium. All joints must be wrapped in aluminium tape to prevent contaminants entering the water supply.

If the ground has been 'remediated' by removing the surface and replacing it with clean soil, please provide a remediation certificate and full chemical analysis to prove this.

Please note: Always use the pipe material specified in the survey before any installation work is carried out. We cannot accept responsibility for the cost of replacing incorrect pipework.

If you have any queries about the type of pipe needed for your connection call **0345 60 66 087** (option 2, then option 1).



For further information

Call: **0345 60 66 087**

Email: **developmentservices@anglianwater.co.uk**

anglianwater.co.uk/developers