

NEW AND REPLACEMENT WATER CONNECTIONS

TERMS AND CONDITIONS

General

1. Anglian Water will provide a quotation for the water connection within 20 working days of receipt of a full application.
2. In the majority of cases we will complete a desktop survey and the applicant will be contacted via telephone to discuss requirements. Should the applicant request an on site meeting, in most circumstances this will be chargeable.
3. The quotation for the works has been priced on the basis of the information provided by the applicant. If the work, including reinstatement, has to be suspended or varied at the customer's request or for any cause beyond the control of Anglian Water, or if the customer requires work to be done outside normal working hours, Anglian Water shall be entitled to make reasonable additional charges for the extra costs so incurred. Variations and alterations requested by the customer after the date of the quotation and approved by Anglian Water shall be paid for by the customer as an extra.
4. Where manifolds are to be used, the quotation is based on all the plots being ready to connect in one visit. Failure to do this will result in additional costs for revisits being charged to the applicant.
5. Where traffic management is required, the quotation is based on all the work within the area of the traffic management being completed in one visit, failure to do this will result in additional costs for revisits and traffic management being charged to the applicant.
6. The quotation is valid for three months or any relevant changes to Anglian Water's charges scheme as amended on 1st April of each calendar year, whichever is earlier. If the water connection has not been completed by this date, Anglian Water reserves the right to cancel the job and a new application will be needed.
7. The Developer shall provide ducts for any road crossings on new development sites.
8. The Developer shall ensure the ends of the ducts are exposed on the day the connection is carried out.
9. Anglian Water will not carry out any work until full payment is received, unless your company has a credit account (DART) in place.
10. Anglian Water shall levy an abort charge if they cannot make the connection on the day it is planned, due to the site not being ready, this includes scaffold still up above the work area.

11. The infrastructure charge is covered by section 146(2) of the Water Industry Act 1991. It is payable prior to the water connection being made. If not paid when due, interest will accrue from the date the connection is made or the date when the charge became payable, whichever is the later, at a rate of 2% above the Bank of England base rate.
12. Receipt of payment will not automatically instigate the commencement of the work; no work will be planned until it is requested by the applicant.
13. Anglian Water accepts no responsibility for any delays in completing the work, due to circumstances beyond its control.
14. All excavations in public highways are carried out under Anglian Water's power contained in the Water Industry Act 1991 and in accordance with the requirements of the Traffic Management Act 2004. Anglian Water will not submit any required notices to the Highway Authority until receipt of necessary payment from the customer. Charges incurred from alterations/suspension of Highway Authority notices which are outside the control of Anglian Water or its contractor's will be at the expense of the customer. Reinstatement of a public highway will be carried out by Anglian Water's contractors to the satisfaction of the Highway Authority.
15. The laying of the service pipe from the property to the highway boundary has to be undertaken by the customer at their expense, and must be laid at the minimum depth of 750mm from finished ground level. All installations to which the Company connect must comply with Water Supply (Water Fittings) Regulations 1999. Anglian Water reserves the right to inspect the pipework installation before the connection is carried out to ensure compliance if an approved plumber/contractor has not been used.
16. The service pipe must have a closed stop tap where the pipe enters the building before the connection is made, as the boundary box will need to be opened to pressure test the joints.
17. A separate service pipe must be provided to each premise, and all service pipes must be marked or labelled as to which plot they supply, and sealed at the boundary.
18. Where boundary box connections are required, Anglian Water will install the boundary box just inside the curtilage of the property so it is not in an adoptable area.
19. On replacement water connections the new service pipe, when laid, must in no way be linked to the existing common service pipe. The branch pipe from which the present supply is obtained must be completely disconnected and sealed at its junction with the common service pipe by the customer's nominated contractor at the customer's expense.
20. Anglian Water will install a trickle flow plug at the time of connection, with the exception of field supplies, temporary building supplies, landlord supplies and replacement connections. Anglian Water will not fit a meter until such time as the internal plumbing has been confirmed as compliant with the Water Supply (Water Fittings) Regulations 1999, either by inspection or self certification from an Approved Plumber.

21. At the time of the meter being fitted a billing account set up for the meter in the name of the applicant. It is the customer's responsibility to promptly notify the company of any change of hands upon completion of any sale to the property.
22. Any water reuse system shall be installed in compliance with the relevant British Standards, BS8515 Rainwater Harvesting Systems, and BS8525-1 Greywater Harvesting Systems. Anglian Water will not make the water connection until they are satisfied that the systems installed are compliant.
23. Postal addresses for new plots will be supplied to Anglian Water when requesting the service connections.

Internal meters

1. Anglian Water will allow internal meters to some flats and apartments where separate external meters are not possible. Where the requirement is for an internal metered solution the customer is to install suitable manifold fitting to house the meters.
2. All pipework and manifold fittings must comply with Water Supply (Water Quality) Regulations 2000, and Water Supply (Water Fittings) Regulations 1999.
3. Anglian Water will supply and install the meters.
4. The manifold shall be of metallic construction, and a maximum of one metre from finished floor level.
5. The installation shall include an isolation valve for each unit downstream of the meter.
6. The installation shall include a non return valve and drain off point up stream of the meter.
7. Meter manifolds shall be located in an area of common access, ie a meter cupboard, enclosure or plant room.
8. Each manifold port shall be tagged prior to meters being installed, detailing which unit it supplies.
9. Access for meters must be available 24 hours a day, 365 days a year.
10. If the meter cupboard is to be locked, then only the same system in common use for gas and electricity meters will be permitted.

Wall boxes

1. Wall boxes shall only be permitted on the front elevation of the property so they are accessible at all times for maintenance and operational requirements.
2. Wall boxes shall be procured and installed by the developer from the manufacture or one of their distributors
3. All wall box installations must comply with the water supply (water fittings) regulations 1999, and all pipework to the wall box to be insulated to a depth of 760mm.
4. All wall boxes must be installed to the manufacturer's installation instructions.
5. Anglian Water will not connect to the wall box until they are satisfied that the wall box installation is compliant.
6. On a new development site the developer will lay a continuous pipe from the wall box to the water main, including through any ducts if the main is the opposite side of the road.
7. See our Wall box fact sheet for more information.