

## How to help

### Check your home is connected right.

Are the drains in your home connected to the right sewer? If not fix them.

### Only rain down the drain!

Use your local household waste site to dispose of chemicals, paints, cooking and motor oils.

### Bin it, don't block it!

Dispose of cooking fats, oils and grease in the bin to avoid pollution from blocked drains and overflowing sewers.

### Bag it and bin it!

Dispose of household items such as nappies, cotton buds, wet wipes, razors, tampons and syringes in the bin, as these block drains and cause overflowing sewers.

### Report it, don't ignore it!

Report water pollution to the Environment Agency's incident hotline on **0800 80 70 60**.

**Connect** with your local environment and do the *right* thing.

**Help keep your local rivers and beaches clean and healthy.**

## Useful contacts

### Water and Sewerage Companies

Anglian Water	0345 714 5145
Dwr Cymru Welsh Water	0800 085 3968
Northern Ireland Water	0345 744 0088
Northumbrian Water	0345 717 1100
Scottish Water	0845 601 8855
Severn Trent Water	0345 750 0500
South West Water	0344 346 1010
Southern Water	0330 303 0368
Thames Water	0800 316 9800
United Utilities	0345 672 3723
Wessex Water	0345 600 4600
Yorkshire Water	0345 124 2424

### Other useful contacts

Environment Agency Enquiry line	03708 506 506
Environment Agency & Natural Resources Wales Incident Hotline	0800 80 70 60
Natural Resources Wales	0300 065 3000
Local Authority Building Control	0207 091 6860
Chartered Institute of Environmental Health	0207 928 6006
Consumer Council for Water	0121 345 1000
Chartered Institute of Plumbing and Heating Engineering	0170 847 2791

To find out more visit  
[www.connectright.org.uk](http://www.connectright.org.uk)



## Is your home connected right?



**connect  
right** ✓  
Stop pollution

**connect  
right** ✓  
Stop pollution

We're working hard to reduce water pollution in your local rivers and beaches to make them cleaner and safer for people and wildlife. But we need your help. To prevent pollution, we need you to check the plumbing in your home.

### How could my home be causing pollution?

The dirty water in your home could be draining straight into your local river or beach. This can happen when a new appliance is plumbed in, when a property is being extended or renovated, or even when it was originally built.

### How does this happen?

For most houses built after 1920, the waste water drains into a separate sewer system allowing clean rainwater to drain to the *surface water* sewer and into a local river or beach. If any dirty water pipes from appliances, sinks, baths, showers or toilets are connected to the surface water system, this pollutes your local river or beach. Similarly, if gutters and gulleys are wrongly connected, they will be sending clean rainwater into the *foul water* sewer, overwhelming it and causing flooding.

### Who is responsible?

As the property owner you are responsible for fixing any misconnections, even if these were in place prior to you owning the property. It is often simple and cheap to fix. **If you do not fix a misconnection, you're directly affecting your local environment and could face a fine of up to £50,000.**

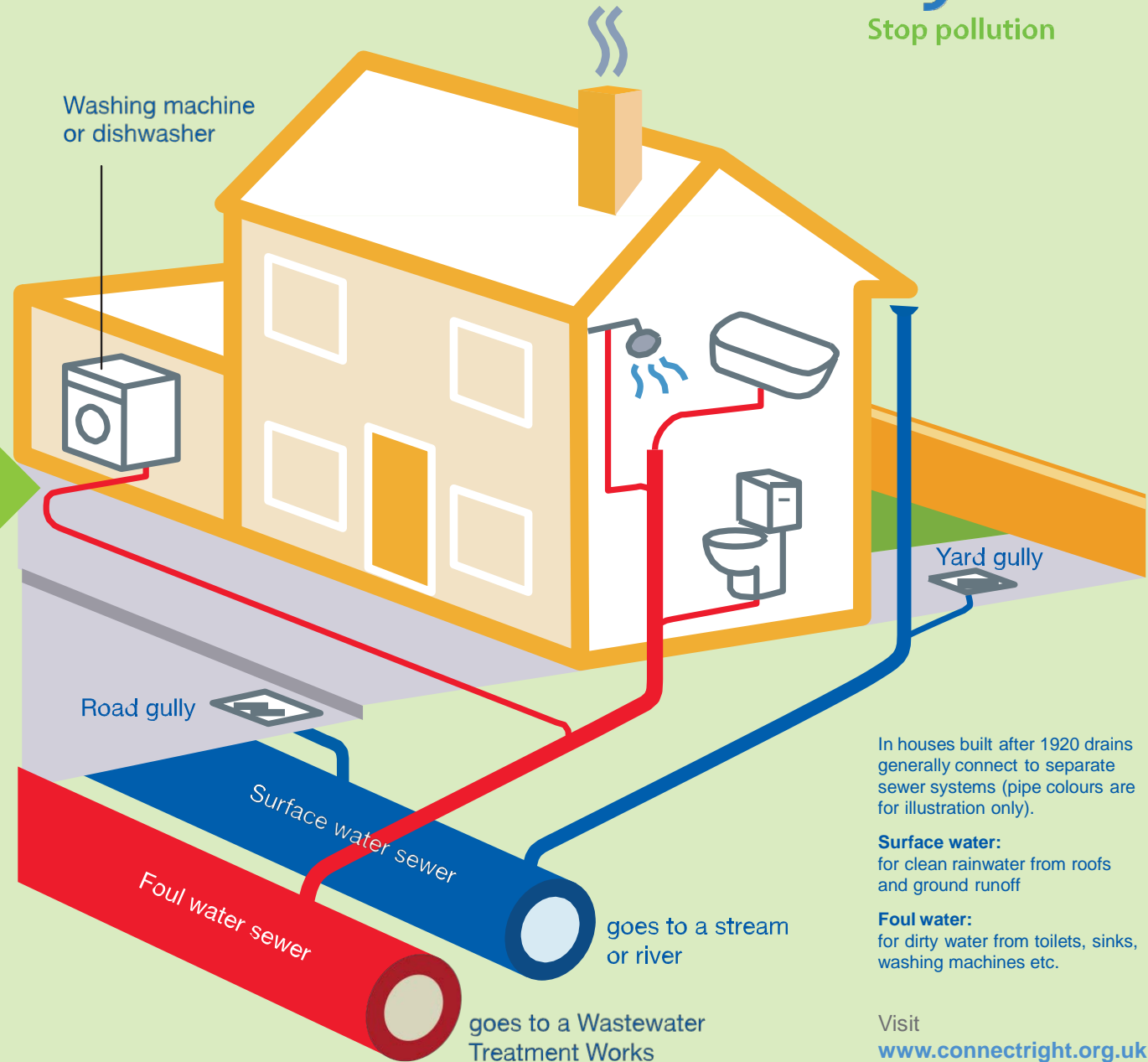
### What can I do?

Check you have the right connections in your home for all *surface water* and *foul water* plumbing. If you are unsure what to do, please visit [www.connectright.org.uk](http://www.connectright.org.uk) for more information and to find contact details for your water company or a trusted plumber near you.

**Connect** with your local environment and do the *right* thing.  
**Check your plumbing today.**

## Correct Drainage Connections Illustrated

connect  
right ✓  
Stop pollution



In houses built after 1920 drains generally connect to separate sewer systems (pipe colours are for illustration only).

**Surface water:**  
for clean rainwater from roofs and ground runoff

**Foul water:**  
for dirty water from toilets, sinks, washing machines etc.

Visit  
[www.connectright.org.uk](http://www.connectright.org.uk)