



**South West
Water**

Guide to obtaining new or replacement water connections

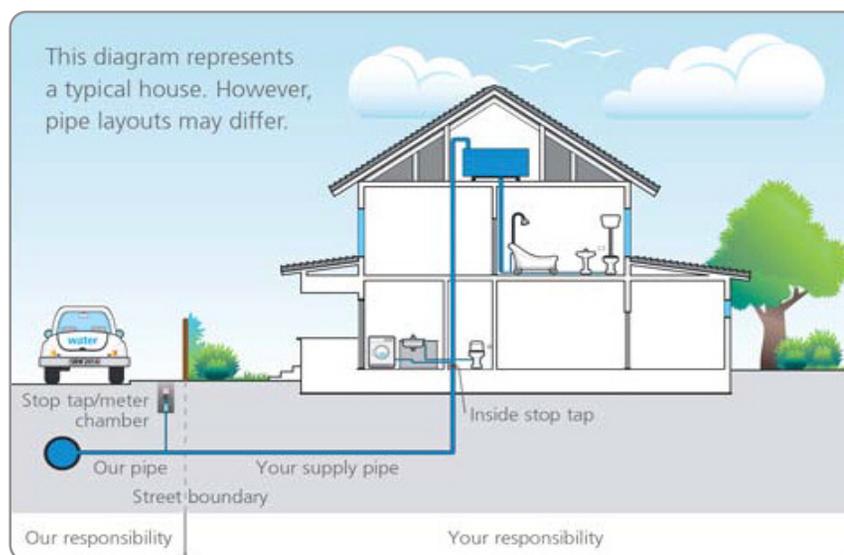
This guide details what you need to obtain new or replacement water connections. It includes the step-by-step process, as well as important information that you should be aware of. Please read this guide to understand the process and what's involved before you make an application.

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A typical water supply arrangement is shown here.

Please note: If your property is some distance away from our water main, it's likely you'll have a long supply pipe. You're responsible for the entire length of the supply pipe from your house to the boundary of the street in which our water main is laid (or to the water main itself if our water main is not laid in the street).



Step 1 – Application form

You'll need to complete and return both the application and water regulation forms to us. When we receive your forms, we will review, process and acknowledge receipt in writing within five calendar days and advise you of next step.

Please ensure you complete the application form fully and provide all the information required before submitting it to us. If you have any queries about the form, please refer to the accompanying guidance notes or contact us. Please also ensure you have the correct application form for the service(s) required:

What you need	What form to use
New or replacement water connections to an existing water main	Application for new or replacement water connections
An extension of our water main onto a site consisting of two or more new properties	Application for a water supply (mains and connections) or a water main diversion
A new connection to a public sewer	Application to communicate with a public sewer

Step 2 – Site survey

We aim to contact you within two working days of the date we acknowledge your application to arrange a site survey. At the survey, we'll discuss the job-specific details with you and agree where the connection will take place. We'll also inform you of any delays due to traffic management such as road closures or traffic lights and what you'll need to do before we start work. At this stage, we will not be able to confirm the cost of the work – this will be detailed in the quotation (see step 3).

You or a suitable representative will need to be on site to meet our inspector when they attend. This is to ensure everyone is clear about where the work will take place to avoid any potential delays later in the process.

Step 3 – Quotation

We aim to issue the quotation within 28 calendar days of receiving your materially complete application form. If you request a later survey date, we'll issue the quotation within 14 calendar days of the survey date. The quote will include all costs associated with the new water connections you request, from digging trenches and laying new pipes, to traffic management and infrastructure charges, where applicable. It will also include the site-specific details we obtain from the survey and information about your payment options. If anything changes following the survey that you think may affect the quotation, please contact us for a revised quotation.

New connection costs are detailed in our Charges Scheme, which is available on our website:

<https://www.southwestwater.co.uk/developer-services/developer-services-charges/>

Generally, South West Water makes the connection to the water main and installs the meter. However, you can use a private contractor or a Self Lay Provider (SLP) to carry out the contestable connection work, which includes excavation, pipe laying and reinstatement. If your contractors will be carrying out any work on private land, you'll need to get authorisation from the land owner(s) beforehand. Please note: We can't carry out any excavation, pipe laying or reinstatement on private land unless this is included in the quotation.

Step 4 – Payment

Once you accept the quotation, you'll need to make a payment in advance of the connection. You can pay by card over the phone, BACS or cheque as detailed on the quotation. However, the quickest method is by card over the phone – processing payments can take up to 10 working days for cheques and five working days for BACS.

Please note: Receipt of payment is not an automatic process for us to progress your connection to planning. You'll have to formally request the connection once you've allowed enough time for the payment to clear and you've completed all pre connection requirements as detailed below.

For further information about making a payment, please see our '[How do I pay for my new water connection?](https://www.southwestwater.co.uk/frequently-asked-questions/developer-services/how-do-i-pay-for-my-new-water-connection/)' guide. (<https://www.southwestwater.co.uk/frequently-asked-questions/developer-services/how-do-i-pay-for-my-new-water-connection/>)

Step 5 – Pre connection requirements

You'll need to satisfy all pre connection requirements before requesting a connection date. Before we can make a new water supply connection, you must obtain approval from our Water Regulation department for the proposed plumbing system and water fittings. To do this, please complete and return the separate water regulations notification form along with a drawing of the proposed plumbing system.

If your new connection is a replacement connection for an existing domestic dwelling and we already provide your water services, you won't need this approval.

a) External pipe and trench inspection – You or your chosen contractor must lay the private service pipe to the agreed point. Your trench and pipe work must comply with the Water Supply (Water Fittings) Regulations 1999. The standard pipe size is 25mm but larger diameter pipes may be needed if your demand for water is high or the pipe has to travel a long distance. You should contact your plumber for advice if you're unsure – see the 'Technical requirements' section for further information about trench and pipe specifications.

Once you're ready for a trench and pipe inspection, please contact us on 0800 083 1821 and we'll arrange for an inspector to attend within two working days. You should leave the trench at least partially open for the inspection, after which you may backfill it.

Please note: If you're using an Approved Contractor then you may not have to have a trench and pipe inspection – see the 'More information' section at the back of this guide.

b) Water Regulations – You must have approval from our Water Regulations department before you can request a connection date. We may contact you to arrange an inspection of the plumbing if you're not using an Approved Contractor.

Third-party land entry – If you carry out any work on private land, you'll need to obtain authorisation from the land owner(s) before work starts. Generally, this is in the form of an easement. If we are to work on private land, we'll issue a notice to the land owner(s) before we schedule a connection. Our notice will only cover the work that we'll be doing. You may incur additional costs if we have to excavate on private land.

c) Section 50 Streetworks Licence – If your private contractor is carrying out all excavation, pipe laying and reinstatement work, and our water main is situated within the public highway, we'll need to see a copy of their Section 50 Streetworks Licence before we schedule the connection. A Section 50 Streetworks Licence may be issued by the Highways Authority when an application is made to place new apparatus under the public highway.

d) Chlorination – To safeguard water quality and public health, all private supply pipes must be chlorinated before connection when:

- The supply pipe has an internal diameter greater than 50mm (63mm outside diameter).
- The supply pipe is longer than 50 metres.
- Contamination may have occurred, for example, fouling by sewage.
- A system hasn't been in regular use and hasn't been regularly flushed.
- The supply is being converted from a private water supply such as a borehole.

Please note: Chlorination needs to be carried out within 10 calendar days of the connection date. Therefore, it's vitally important that you do not arrange for the chlorination work to be carried out before we give you a connection date – see step 6. You can contact us or find information on our website for details about chlorination and companies that carry out the work.

Step 6 – Arranging connection

Once steps 1-5 have been completed and the minimum requirements have been met, you may request a connection date. For a household supply, we can only arrange a connection date when:

- The property is secure (roof, windows and doors).
- The pipe has an end use fitting such as a stop tap or an isolation point.
- The pipe has been capped off with approved fittings and is clear from contamination.
- The pipe tail(s) has been brought out to the correct location as agreed at the site survey.
- The pipes are identifiable for each property.
- The pipe size is as stated in the application and agreed at the site survey.

Please contact us on 0800 083 1821 when you're ready for a connection date. We'll go through some checks to confirm you're ready and then arrange for you to be contacted by our contractor's planning team to agree a suitable connection date. Please note: If you're told you need to chlorinate your supply, we'll get back to you to confirm a connection date and provide you with all the information you need.

Connection timescales

Once you're ready and call us to request a connection date, we'll normally carry out the connection within 21 calendar days of your request. However, you may need to take into account the following – they are beyond our control and could delay the connection taking place:

What could happen	How long it will take
Road needs to be closed	A minimum of 14 weeks for planned works as we need to give notice to the Highways Authority
Traffic lights need to be used	A minimum of 3 weeks for planned works as we need to give notice to the Highways Authority
An embargo	Timescales for this can vary as the Highways Authority won't allow anyone to carry out planned work for a period of time, for example, during summer. Please contact us for more information
We need to work on private land	A maximum of 4 weeks as we need to give notice to the land owner(s)
Third party constraints, for example, working near Network Rail	Timescales for this can vary as we'll need to liaise with the affected third party to ensure restrictions to services are minimised. Please contact us for more information

Technical requirements

Trench and pipe work:

- The pipe should be laid at a depth of at least 750mm but no more than 1350mm from the top of the pipe.
- The pipe must be protected from stones by either bedding in fine sand/pea gravel/selected fine soil or laid in a suitable ducting.
- The pipe should be capped off with mechanical fittings and clear from any contamination.
- Where multiple pipes are being laid in the same trench, each pipe should be labelled to identify the plot it serves.
- The area should be safe and clear from obstructions, for example, scaffolding.
- The pipe must be a minimum of 350mm away from any other utility service, such as gas or electric if it's being laid in the same trench.

Where your pipe enters the building it should be through a duct, which must be continuous from the underground entry point to the internal finished floor level. The pipe must be insulated where necessary and must be fitted with a suitable stop valve, which should be located inside the building, above floor level and as close as possible to where the pipe enters the building.

Fig. 1

Drawing of Trench Requirements

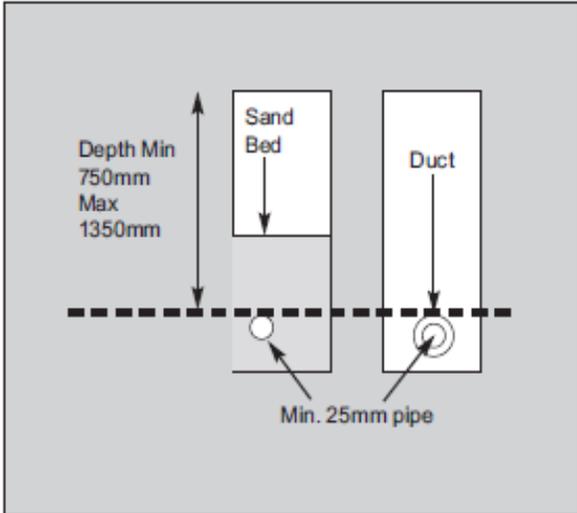
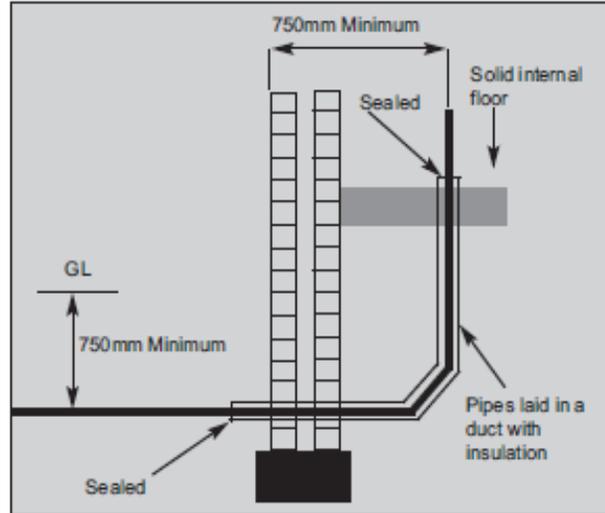


Fig 2.

Drawing of Pipe Entry to Building



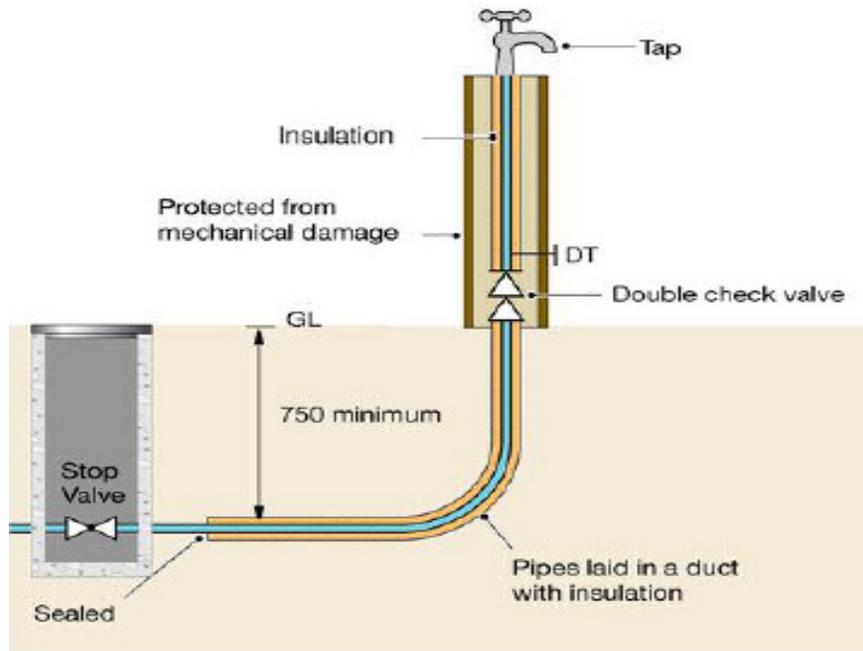
Your pipe should also terminate at the correct location as shown on your plan and agreed at the site survey. Deviation from this plan could delay your connection and affect your quotation. Please contact us if you have any concerns.

Temporary building / welfare supply:

We can provide a supply to either a temporary standpipe or temporary site welfare facilities. All standpipes and welfare facilities must comply with the Water Supply (Water Fittings) Regulations 1999. All standpipes and/or taps that a hose may be connected to must be fitted with a double-check valve and all pipe work should be protected from both mechanical and frost damage.

A temporary supply shouldn't be in place for more than 12 months and only one is allowed per site. Once you no longer require the temporary supply, you must contact us in writing to arrange for disconnection.

If you want to use the temporary supply as a permanent supply to the new property, you'll need to contact us as soon as possible after construction is completed to convert the supply. During construction, you'll need to decide on a suitable meter position.



Standpipe hire:

There are times when you may require a supply of water outside our normal supply arrangements. In these instances, a standpipe could be the ideal solution. Standpipes are portable devices, which can be used to obtain a temporary water supply from our distribution network.

Unauthorised access to our hydrants creates a potential risk to water quality, which could result in public health issues, and could damage our infrastructure. It can also interfere with our operations or fire service activities. As a result, we only allow connection to our distribution network by using standpipes hired from our approved supplier. For more information please visit <https://www.southwestwater.co.uk/standpipehire>

More information

Contact us

Telephone 0800 083 1821
 Website <https://www.southwestwater.co.uk/>
 Letter New Connections (Water), Developer Services, South West Water, Peninsula House, Rydon Lane, Exeter, EX2 7HR

For any queries relating to the Water Regulations:

Telephone 0800 083 1821
 Letter Water Regulations, South West Water, Peninsula House, Rydon Lane, Exeter, EX2 7HR

Process timescales

The service you require	How long it will take
Request an application pack	Issued within 2 working days
Acknowledgement of receipt of application form	Email/ letter sent within 5 calendar days
Site survey	Appointment offered within 10 working days or at a date more convenient for you
Quotation	Issued within 28 calendar days of receipt of your materially complete application or within 14 calendar days of the survey date if a later survey appointment is agreed due to a delay on your part
Trench inspection	Inspector attends within 2 working days
Connection date	Connection made within 21 calendar days provided you're ready – this is dependent on the considerations beyond our control as listed in the 'Connection timescales' section

Approved Contractors

An Approved Contractor can certify that any plumbing, installation or maintenance work satisfies the Water Supply (Water Fittings) Regulations 1999. This may remove the need for us to inspect the plumbing. If any breaches of regulations are found in the certified work, the Approved Contractor is legally responsible, not the owner or occupier of the property. Plumbers registered with the Water Industry Approved Plumbers Scheme (WIAPS) are qualified, know the Regulations and have liability insurance cover. You'll find a list of WIAPS plumbers, as well as advice on the Regulations at www.wras.co.uk.

Please note: Your Approved Contractor is required to provide you with a certificate, a copy of which must be sent to us to protect you from the risk of prosecution if the plumbing is later found to be non-compliant.

Watersafe is a national umbrella body bringing together plumbers from all the approved contractor schemes under one postcode-based search facility. For more information, go to www.watersafe.org.

Contaminated ground

What is contaminated ground?

Some industries (like fuel stations) and other land use, can leave deposits of chemicals, metals and other potentially harmful substances in the soil. If the ground on which you're building or laying pipes in was used for one of these purposes, it may contain substances which could be harmful if they entered your water supply.

What sorts of substances can contaminate the ground?

Metals, hydrocarbons such as diesel, fuel and oil, animal waste, chemicals such as arsenic from tin mining, and solvents and resins used in fibre-glassing.

The land hasn't been used for many years – surely it's safe now?

Some contaminants can take 50-100 years or more to break down to safe levels, which means you need to consider the entire history of the site.

How do I know if the ground is contaminated?

In January 2011, UK Water Industry Research (UKWIR) published "Guidance for the selection of Water Supply Pipes to be used in Brownfield Sites" (ref 10/WM/03/21; the 'UKWIR guidance'). Its aim is to ensure that the correct materials are selected for water pipes and components to be used below ground in Brownfield sites to protect the quality of drinking water while taking into account the service life of the distribution system. It supersedes the Water Regulations Advisory scheme (WRAS) Information and Guidance Note 9-04-03 "Laying Pipes in Contaminated Land" which has been withdrawn.

The UKWIR guidance is for use by developers, self-lay organisations, water companies and consultants (the 'Developer') when planning, designing and constructing water mains and/or services in Brownfield sites. It defines Brownfield sites as "land or premises that have previously been used or developed. They may be vacant or derelict. However, they are not necessarily contaminated." The UKWIR guidance states that it does not apply to Greenfield sites; however we consider this UKWIR guidance as being equally suitable for application to Greenfield sites potentially affected by contamination. Therefore we require submission of the relevant Site Assessment Report (SAR) in accordance with this UKWIR guidance.

Please refer to the UKWIR guidance on their website at www.ukwir.org for further information on the installation of water supply pipes in contaminated land.

If the ground is contaminated, can I still lay water pipes?

Usually yes, although it's best to try and lay the pipes around the contaminated area if you can. If that's not possible or may be too expensive, you can still lay pipes, but you'll need to take added precautions. You may need to use 'barrier pipe' – plastic pipe with a metal core to help prevent anything penetrating the water supply.