

WWDS-DEV 001G

Water supply (service connections only)

Guidance notes and procedure

Step 1 Application form

Please complete the application form (preferably electronically) and return it with a site location plan to:

Email: supplyconnectionenquiries@wessexwater.co.uk

Post: New Connections, Developer Services, Wessex Water, Claverton Down, Bath, BA2 7WW

Your completed application will be acknowledged within five calendar days and a supply survey and quotation for the work sent within 28 calendar days. Please note, if your site layout changes, additional charges may apply. Please also note that where a road closure is required it can take 3 months to secure the permission from your local council.

Step 2 Water regulations approval

For certain types of development (non-domestic), you will be required to provide a schematic drawing of the hot and cold water systems and heating prior to the connection being carried out.

Step 3 Making payment

Payment can be made using Wessex Water's online payment portal, via online banking, by BACS. Please include your reference number for any quote we have provided:

Account name: Wessex Water Services Ltd.

Sort code: 40-01-95

Account number: 34418670

Step 4 Trench inspection

Your trench and private service pipe will need to be inspected prior to the connection being carried out. Please telephone New Connections on 01225 526 222 to arrange the inspection, giving at least two working days' notice.

Step 5 Arranging the connection

On completion of Steps 1-4 we will contact you to arrange the connection. Please allow 21 calendar days for connection. Should a road closure be required this will take 3 months.

Do not send any money with this application form. We will send you an estimate/quotation from the information you have provided.

The following guidance notes are provided to assist you in completing the water supply application form. All relevant sections should be completed: insufficient information can result in the application being delayed or returned.

1 Connecting to mains and service pipes

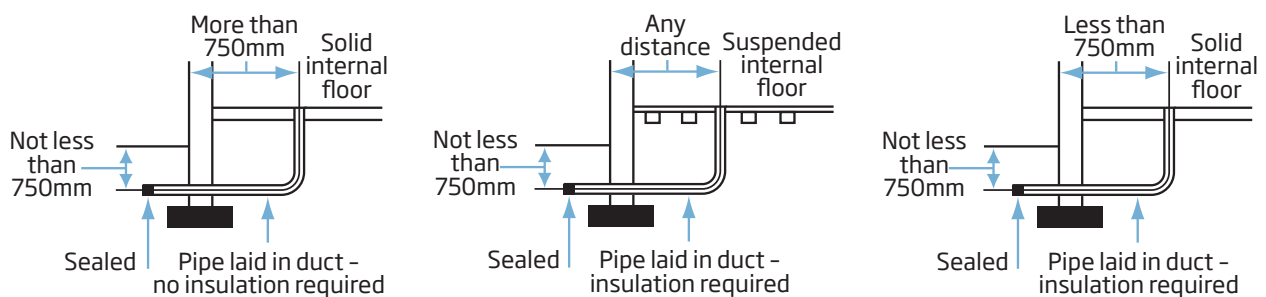
It is Wessex Water's policy always to prosecute developers who attach pipes or apparatus to water mains or service pipes in contravention of section 174(3) of the 1991 Act, without Wessex Water's permission. It is a criminal offence under section 174(3) of the Water Industry Act 1991 ("the 1991 Act") to attach any pipe or apparatus to a water main or to a service pipe which supplies water to a building. The offence carries a penalty on conviction of up to £1,000.

In addition, Wessex Water will take steps in the civil courts to recover any loss or damage it sustains as a result and will include a claim for the cost of separation of service pipes, the making of separate connections to its water mains and infrastructure charges where applicable.

2 Service connections

Our company pipe, at your expense, will be connected to your private service pipe at the nearest suitable water main. Where our main lies within a street, our company pipe will be brought to the edge of that street for connection to your service at the stop tap and meter box. It is your responsibility to arrange access to enter any private land and pay for and install any additional length of private service pipe needed between your property and the point of connection.

Methods of service pipe entering a building



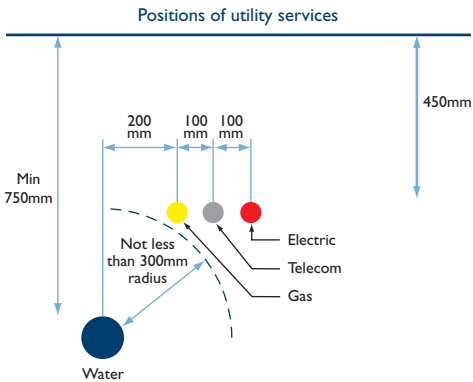
Where pipes enter the building, they must be passed through a continuous duct sized so that the service pipe can be readily removed and replaced.

The pipe must be terminated at a suitable stop valve, located inside the dwelling above floor level and near to the entry point of building. Stop valves in underground chambers or communal hallways will be an extra requirement on separately occupied/owned premises (eg, flats) above ground floor level.

Where multiple occupations occur within a single curtilage, provision shall be made to locate the meters at the boundary of the property or in a communal area with 24 hour access for reading and maintenance.

Please ensure that all scaffolding is removed before requesting connection to avoid abortive visit charges.

3 Trenching requirements



A trench shall provide no less than 750mm and no more than 1,350mm of cover to the water pipe.

Wessex Water supports the principle of sharing a trench with other utilities and will work with customers to do so, including facilitating the placement of ducting in a Wessex Water trench for other utilities where this is practical, and no delay occurs to its works. Any ducting placed in a Wessex Water trench shall be entirely at the customer's risk. Trenching and placement of ducting or other services in a shared trench shall be NJUG compliant and meet Wessex Water standards.

Where the customer excavates and reinstates a trench outside their property boundary they are responsible for employing a suitably licensed contractor and shall follow the NJUG guidance on relative depths and separation distances between different utilities. The customer shall be

responsible for the quality of the reinstatement for a period of 24 months.

The pipe (barrier piping/protective piping unless a full soils report has been provided and deemed clear) should be laid on, and protected from stones by, sand or fine material or installed in ducting that is blue in colour and 63mm or more in diameter. We will not lay services in ducts of any other colour or designation and will not share ducts with other utilities.

The private service pipe shall be at least 25mm diameter. Larger pipes may be needed for very long pipe runs.

Prior to a connection being made, a chlorination certificate will be required if the new private supply pipe either,

- a) has an external diameter of 50mm or greater, or
- b) is being laid over a distance of 20m or more, irrespective of diameter.

Service pipes and ducts shall be laid in straight runs and not cross neighbouring building plots.

All properties shall have internal stop taps installed prior to the meter being fitted. This will be checked as part of water regulations compliance.

When laying multiple water/supply service pipes together, the tails of the pipes must be labelled to indicate plot numbers and require internal stop taps to be fitted inside the properties before fitting the meters. This will help prevent misconnections and metering issues.

If the tails are not labelled, the connections will not be carried out and an abortive visit charge may be levied.

Pipes shall be insulated where necessary with a minimum of 19mm rubberised foam.

4 Water regulations

The Water Supply (Water Fittings) Regulations 1999 is national legislation for England and Wales that describes the design, installation and maintenance of plumbing systems, including all fittings and appliances, receiving mains water. Their purpose is to prevent the contamination, wastage, misuse, undue consumption and erroneous measurement of drinking water.

Wessex Water proactively enforces these regulations across its supply region. It is the responsibility of owners, occupiers and installers to ensure the plumbing complies with these regulations. Any premises that do not meet these regulations, will not be permitted connection to the mains water network.

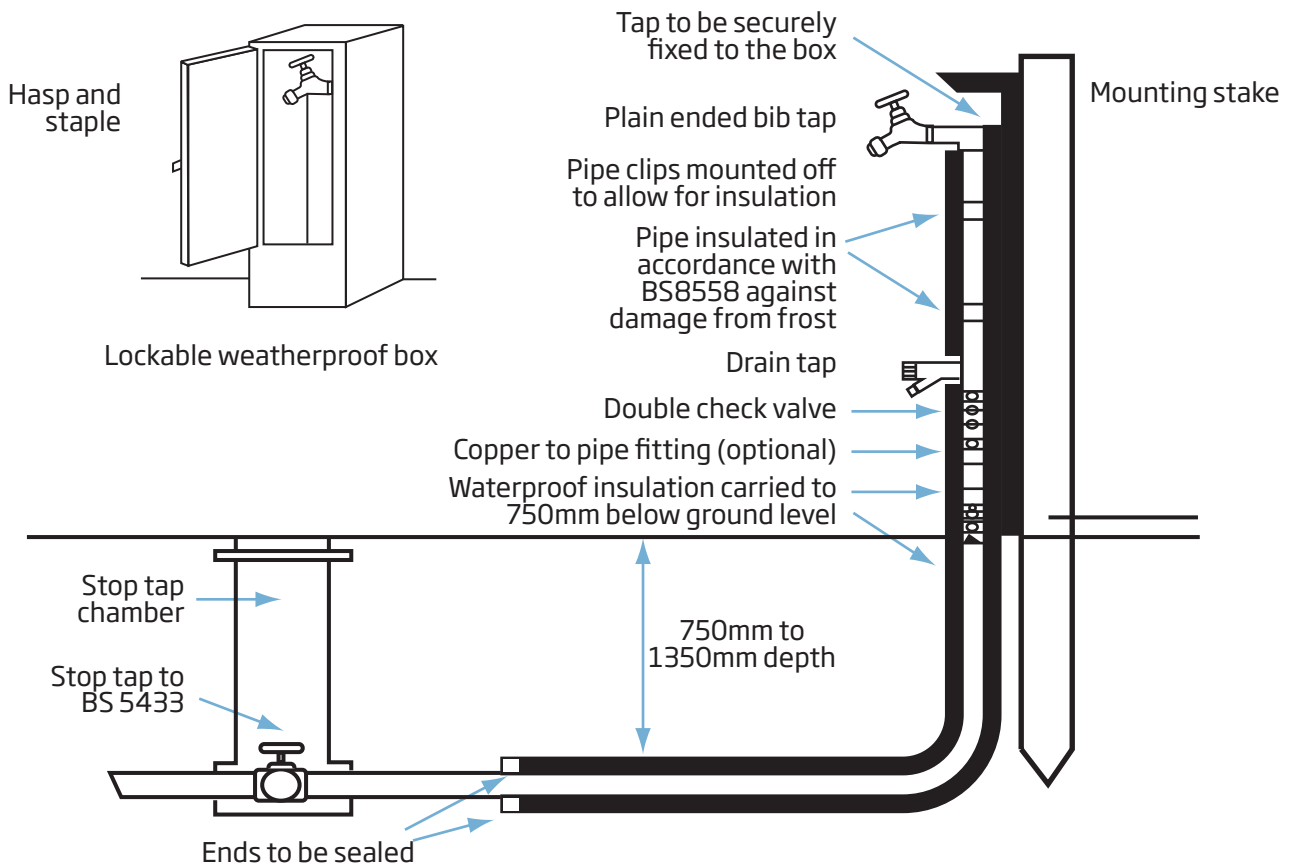
It is a requirement that all properties shall have an internal stop tap installed prior to the installation of a meter.

It is advised to use a plumbing contractor who is a member of an approved plumber scheme. Their work is checked by the water industry to meet the water fittings regulations and any breaches will be the plumber's responsibility to fix. They can be found by visiting www.watersafe.org.uk.

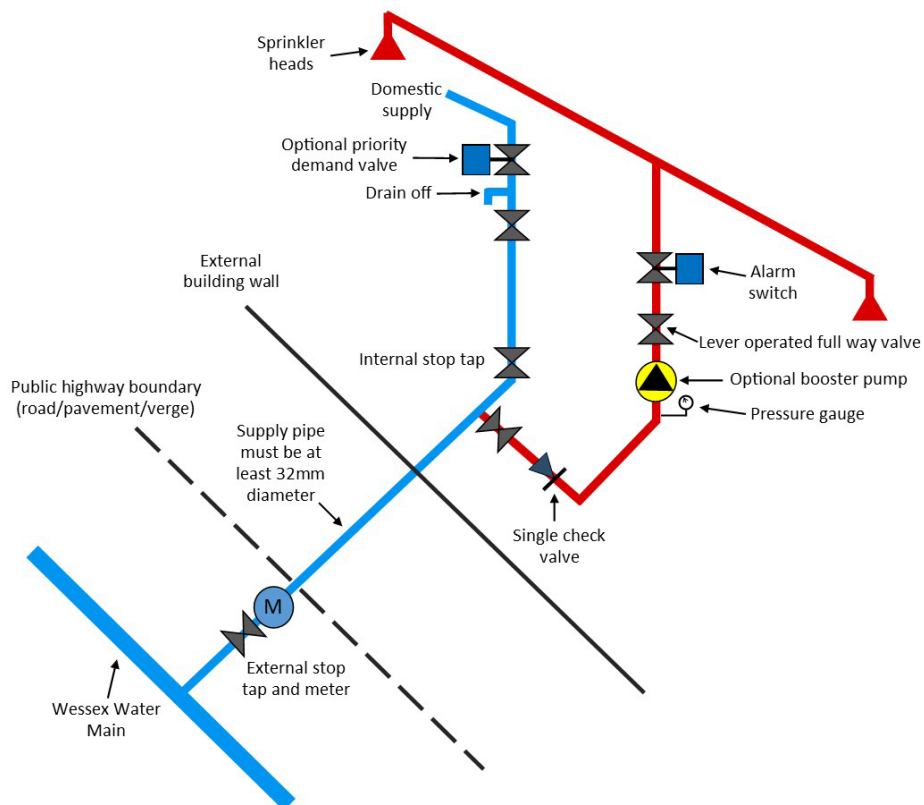
If you use a confirmed approved plumber, schematic plans will not be required for new domestic premises. Schematics will still be required for any non-household premises (eg, industrial, commercial, agricultural, etc.)

Once plans and details of fittings have been received, please allow 10 working days for plans to be assessed as to whether they're compliant with the regulations. Approval for the installation and new connection will either be granted or withheld depending on the information provided. Lack of information may delay the connection. In some circumstances a site visit by a regulations officer will be required.

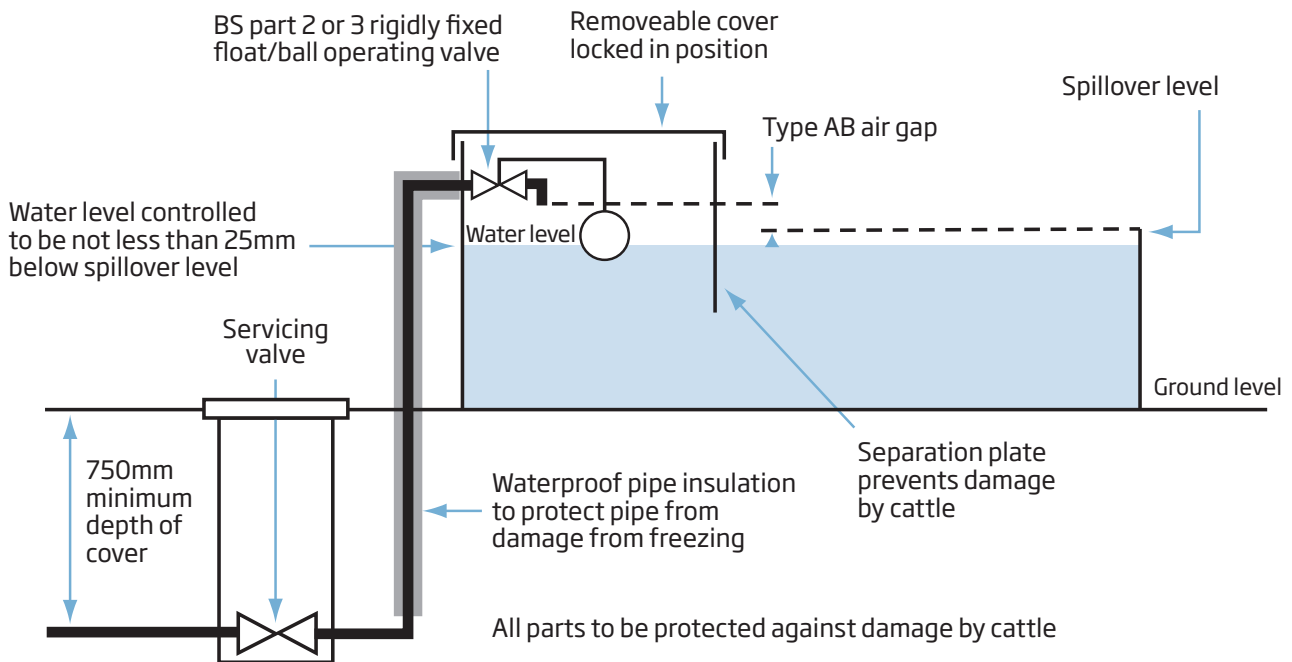
Typical standpipe installation



Mains direct shared domestic and fire-fighting supply



Typical animal drinking trough



5 Pipe material

Barrier pipe must be used for all new private service pipes unless specifically agreed with Wessex Water (and in compliance with the Water Supply (water Fittings) Regulations 1999).

If you would like to use a standard MDPE pipe, you will need to submit a Site Assessment Report meeting the specifications of Guidance for the Selection of Water Supply Pipes to be used in Brownfield Sites (UKWIR ref.10/WM/03/21) which can be found here (www.ukwir.org).

This information must be sufficient to allow Wessex Water to confirm the appropriate pipe or mitigation method. At minimum a desk study will need to be provided, that sets out whether the land through which the pipes are to be laid may be affected by contamination.

You will need our approval for MDPE before laying any pipe.

6 Infrastructure changes

In addition to the water supply connection costs, infrastructure charges for water and waste normally apply. These charges are made under the Water Industry Act 1991 and are charged at the time of the water connection as appropriate. Infrastructure charges cover the cost of improving our existing network to cope with extra capacity associated with developments.

You will be required to pay the charges for a mains water supply and/or sewerage/surface water connection to our system if you are:

- building new premises including: houses, flats, commercial premises, institutions, permanent caravans
- converting existing premises, eg, a house into flats
- connecting existing premises to our network for the first time

Connections can be direct to our systems or via private mains, drains or sewers. The amount payable depends on the type of development and whether a supply and/or sewer connection is required. In the case of multi-occupation developments (flats, offices etc), charges are based on the number and type of water fittings.

All other properties (commercial / non-domestic) are charged an amount calculated using the "relevant multiplier" (RM). The RM is based on the number of taps and water fittings in the property. Each fitting is then multiplied based on the following loading unit:

Water fitting/appliance	Loading units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Urinal	3
Bath (tap nominal size $\frac{3}{4}$ "/20mm)	10
Bath (tap nominal size $>\frac{3}{4}$ "/20mm)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ "/15mm)	3
Sink (tap nominal size $>\frac{1}{2}$ "/15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a min allowance of six loading units per accommodation unit)	3
Communal or commercial appliance not listed in table	10
Any other water fitting or outlet (including a tap - but excluding a urinal or water softener)	3
Swimming pool	24

Where a live connection to the site existed within the five years preceding redevelopment, you will pay for the net increase in the number and type of fittings, eg; where a single house is converted into four flats we you'll pay for three flats.

If your development is within Wessex Water's supply area, the charges (including the waste infrastructure charge) are included in the quote you receive for the water supply connection(s). A supply will not be connected until all charges have been paid and compliance with the Water Supply Regulations confirmed.

In parts of our area where other water companies supply the water, they notify us of the supply connection. Where applicable you will be invoiced separately by Wessex Water for the sewerage infrastructure charge.

Contact us

For enquiries regarding a new water supply connection or water regulations please contact us on:

Email: supplyconnectionenquiries@wessexwater.co.uk

Tel: 01225 526 222

Write to: New Connections, Developer Services Wessex Water, Claverton Down, Bath BA2 7WW

For enquiries regarding obtaining a new public water main, please contact us on:

Tel: 01225 526 285

Email: section.41@wessexwater.co.uk

For enquiries regarding infrastructure charges please contact us on:

Email: infrastructure.charges@wessexwater.co.uk

Tel: 01225 526 222

For information, please visit our website: www.wessexwater.co.uk/developers

Frequently asked questions

How much will a new supply cost?

For a single domestic property, the cost of a "standard connection" can be obtained from our website. We can't give an exact figure here, but it is in the region of £1500 where Wessex Water excavate outside your property boundary. In addition, we are obliged to pass through the road traffic management fees from the local council which for a road closure can be cost £2387. Non-standard connections are surveyed, and a bespoke quote issued.

I've paid my quotation, when will the connection be carried out?

Applying online will see your connection delivered in the quickest possible time. Otherwise the quoting and processing on your application can add to the timescales. We are targeted to complete connections within 21 days, or 4 months where a road closure is needed, from the date we release the job. A job is released when we have received payment and following a successful trench inspection plus water regulations where applicable.

Do I need to send any money with my application form?

No. If you have applied online for a standard connection, you can pay at the time of placing the order. If you have requested a bespoke quotation or completed an application off-line then the process is different: a survey will 1st be carried out to establish what works are required and you will be sent a quotation within 28 calendar days against which you can make a payment.

Can I connect to an existing private service pipe?

No - a separate connection is required.

How can I find out what pipe size and flow rates I require?

Seek the advice of a qualified plumber/engineer.

Do you lay all the pipework to my property?

No - you are responsible for laying the length of pipe from the boundary to your property.

Can I put ducting for your pipe in the same trench as other utilities?

Yes - provided you follow our guidelines and those of the NJUG.

Does Wessex Water excavate and reinstate the trench?

Yes, up to your property boundary and where you have commissioned us to do so as part of the quote. Alternatively, you can choose a licensed 3rd party to undertake the works beyond your boundary.

Where will my water meter be located?

Normally, the meter is located at the boundary of your site or at the location of our water main.

What are infrastructure charges?

Infrastructure charges are one-off payments used to cover the cost of improving our networks (water and sewerage) to provide extra capacity for new developments like yours.

What are water regulations?

These are national requirements for the design, installation and maintenance of the internal water fittings (ie, heating system; sinks; WCs etc). Their purpose is to prevent inefficient use of water and contamination of the water supply.

What is a schematic drawing?

A diagram/sketch showing the water fittings in the property including the appropriate backflow prevention and integration with boiler systems.

I haven't prepared a schematic drawing - will this delay the quotation?

No - we can carry on and provide the quotation without the schematic.

Are the connection costs included in the offer for the new water main?

If requested, yes. Otherwise they are quoted separately and in addition to the cost of providing the main.