

WWDS-DEV 001G

## Water supply (mains and service connections)

### Guidance notes and procedure

#### Step 1 Application form

Please complete the application form and return it with a site location plan to:

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

Tel: 01225 526 222 Email: section.41@wessexwater.co.uk

An acknowledgement letter will be sent to you within five calendar days and an estimate for the cost of the new main will normally be sent to you within 28 calendar days (subject to receiving all the necessary information). Please note, if your site layout changes and it is necessary to produce another estimate, additional charges may apply.

#### Step 2 Making payment

Payment can be made by cheque made payable to Wessex Water Services Ltd or by credit card.

#### Step 3 Construction

We will contact you and advise you of a number to ring to arrange for the main to be laid. When the main is laid, please contact New Connections to arrange for the connection surveys to be carried out.

### If you require a new service connection:

#### Step 1 Application form

Please complete the application form and return it with a site location plan to:

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

Tel 01225 526 222 Email supplyconnectionenquiries@wessexwater.co.uk

An acknowledgement letter will be sent to you within five calendar days and a supply survey and quotation for the work will normally be sent to you in 28 calendar days. Please note, if your site layout changes and it is necessary to carry out another supply survey, additional charges may apply.

#### Step 2 Water regulations approval

For certain types of development, 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 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 4 Making payment

Payment can be made by cheque made payable to Wessex Water Services Ltd or by credit card by contacting New Connections.

#### Step 5 Arranging the connection

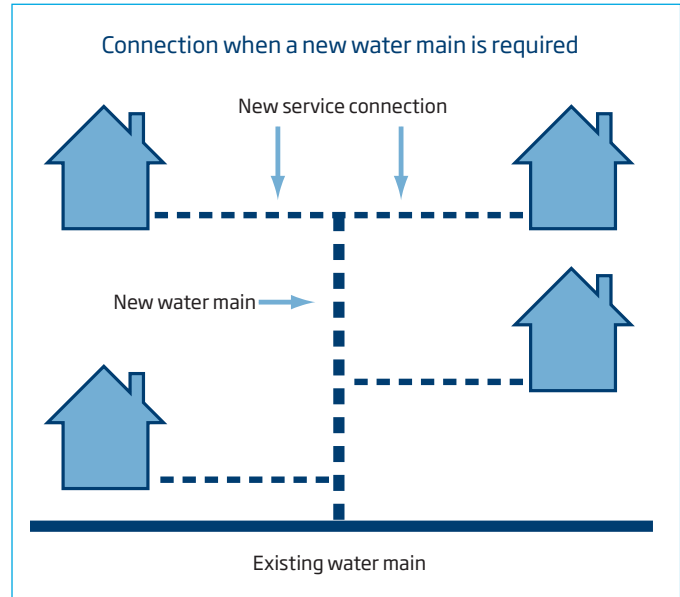
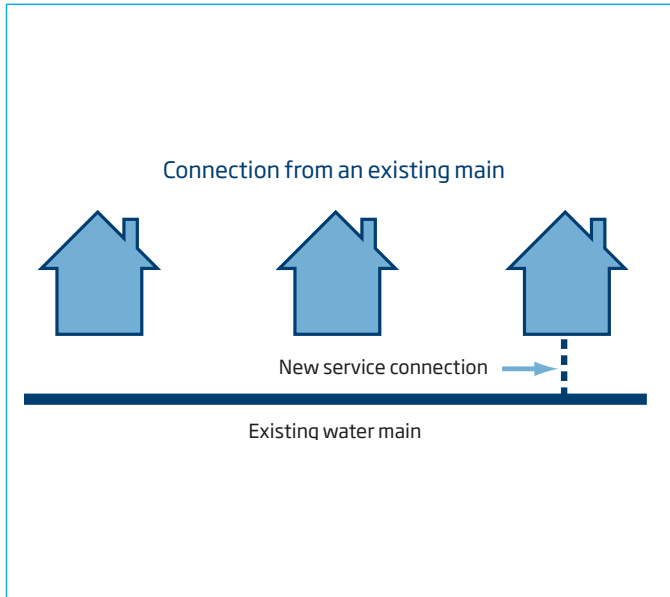
On completion of Steps 1-4 we will contact you and advise you of a number to ring to arrange the connection. Please allow 21 calendar days for connection. However, highway restrictions may cause a delay of up to three months.

Do not send any money with this application form. We will send you an estimate/quotation from the information you have provided. Please note that if a new public water main is required, quotations for the service connections cannot be produced until the new main has been laid.

These guidance notes are provided to assist you in completing the water supply (mains and connections) application form. All relevant sections should be completed as insufficient information can result in the application being delayed or returned.

## 1 Main and/or service connection

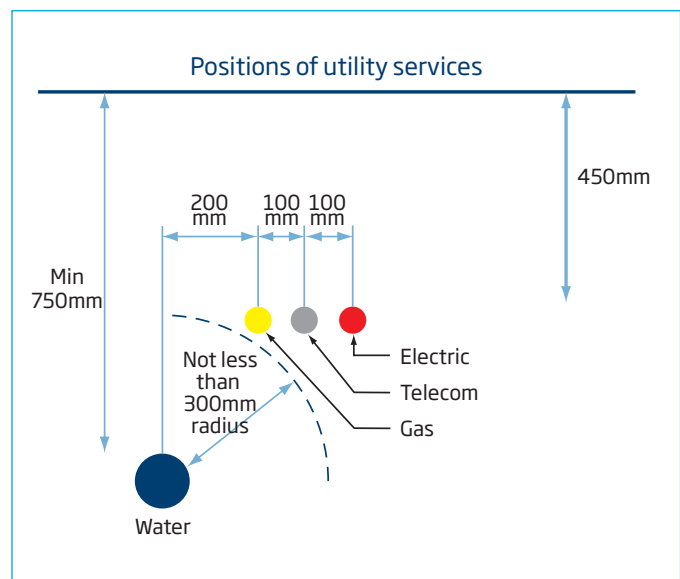
Please refer to the diagram below to determine whether you require a connection from our existing water supply system or whether you require a new water main and service connections.



## 2 New water mains

Wessex Water will lay new water mains in accordance with the National Joint Utilities Group (NJUG) guidelines on the positioning and colour coding of utilities apparatus and expects developers to ensure that other utilities also lay their apparatus in accordance with the NJUG guidelines. The reason for this is to safeguard the health and safety of our staff and to ensure that our apparatus remains accessible for future maintenance. Please refer to the diagram.

If Wessex Water's apparatus is obstructed by other utility apparatus laid subsequent to our own main laying operations or by other obstacles, ie, scaffolding etc, we reserve the right to suspend individual property tapplings or other related work, until the correct access is provided. In these instances, the developer will incur an abortive charge of £75 and pay any associated costs.



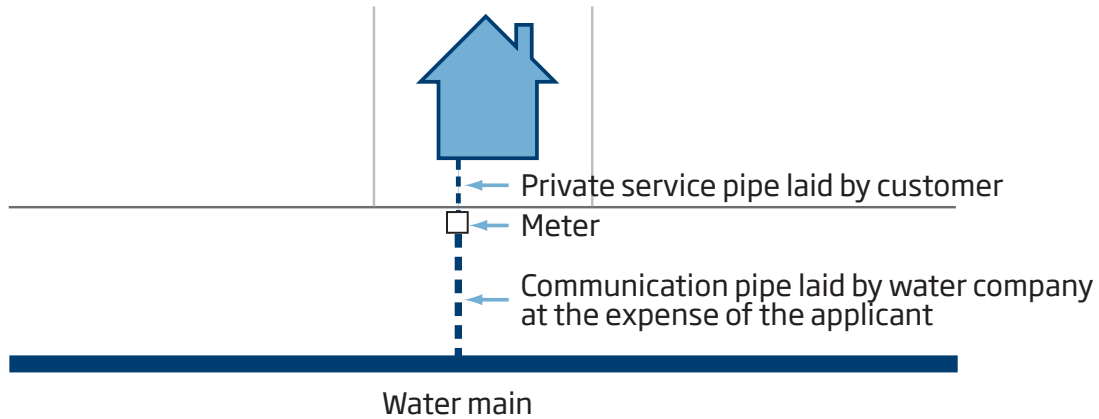
As an alternative to us laying the main, the developer can provide a main under self lay arrangements. The developer or its self lay provider (SLP) must be accredited.

We will provide an estimate of our costs. Upon completion of the main and connection to our network, we will make a contribution towards the cost of the main which reflects the income we are likely to receive from the properties expected to be served by it. Our self lay policy can be found on our website: [www.wessexwater.co.uk](http://www.wessexwater.co.uk)

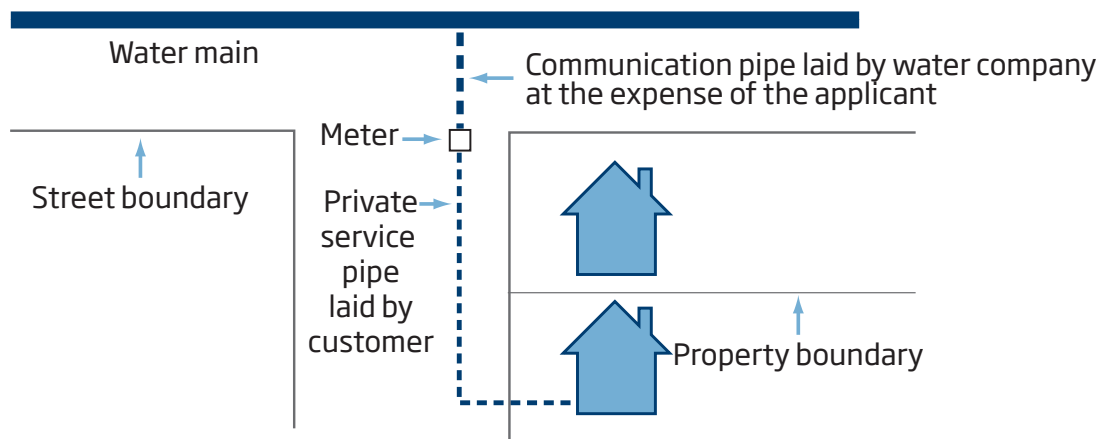
### 3 Service connections

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.

#### Connection where main is in the street fronting the property



#### Connection where no main is located in the street fronting the property



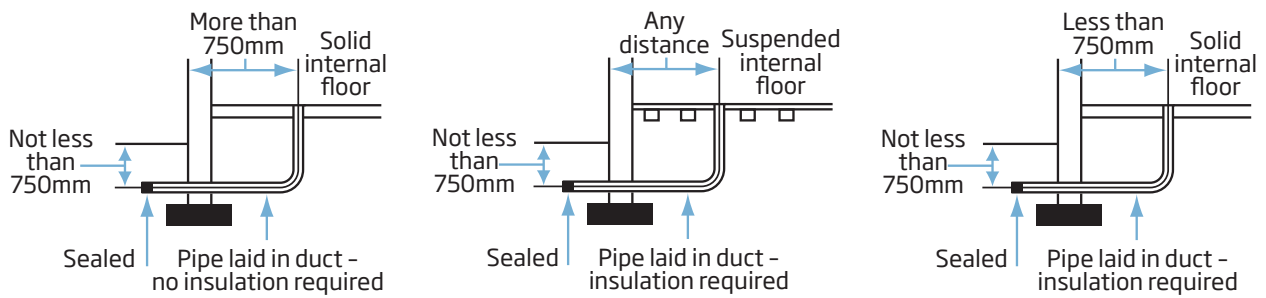
You must not, without Wessex Water's consent, attach any pipe or apparatus to a water main or to a service pipe which supplies water to a premises. It is a criminal offence under section 174(3) of the Water Industry Act 1991 ("the 1991 Act") to do this. The offence carries a penalty on conviction of up to £1,000.

It is Wessex Water's policy always to prosecute developers who attach pipes or apparatus to water mains in contravention of section 174(3) of the 1991 Act. 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.

Your pipe should be blue medium density polyethylene (mdpe) and laid in a trench at a depth of at least 750mm and no more than 1,350mm. The pipe should be laid on and protected from stones by sand or fine material, or installed in a suitable duct. The private service pipe should be at least 25mm diameter. Larger pipes may be needed for very long pipe runs. Developers will be required to provide a chlorination certificate for pipes of 50mm outside diameter and above before the connection can be carried out.

Where pipes enter the building they must be passed through a continuous duct and sized accordingly so that the service pipe can be readily removed and replaced. Pipes shall be insulated where necessary with a minimum of 19mm rubberised foam.

## Methods of service pipe entering a building



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

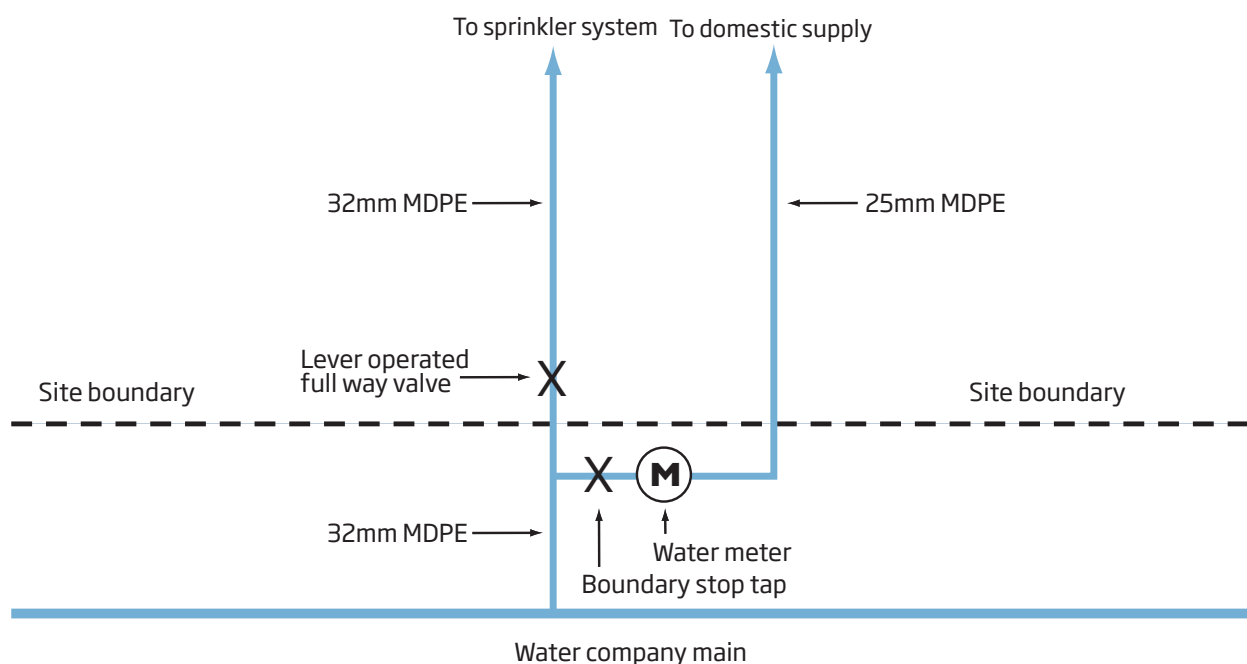
Service pipes and ducts should be laid in straight runs and should not cross neighbouring building plots. When laying multiple service pipes together, the tails of the pipes must be labelled to indicate plot numbers. Where multiple service pipes are laid in the same trench, we will require internal stop taps to have been fitted inside the new properties before fitting the meters. This will help to prevent misconnections and avoid future water metering issues with our customers. If the tails are not labelled, the connections will not be carried out and an abortive visit charge of £75 will be made.

For the safety of our staff we require ducts in the highway and on sites to be blue. We will not lay services in ducts of other colours or designation and will not share ducts with other utilities.

Where multiple occupations occur within a single curtilage, provision should 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.

For the safety of our staff we will not make connections or carry out work underneath or in the vicinity of scaffolding. Please ensure that all scaffolding is removed before requesting connection to avoid an abortive visit charge of £75.

## Typical domestic fire sprinkler installation



## 4 Water regulations

The water fittings regulations are national requirements for the design, installation and maintenance of plumbing systems, water fittings and water using appliances.

Their purpose is to prevent inefficient use of water, waste, misuse, undue consumption or erroneous measurement of it and, most importantly, to prevent contamination of drinking water.

In England and Wales they replace the former water supply byelaws.

Wessex Water has a legal duty to enforce the water regulations. Owners and occupiers of premises, and anyone who installs plumbing systems or water fittings, have the legal duty to ensure that the systems comply with the regulations.

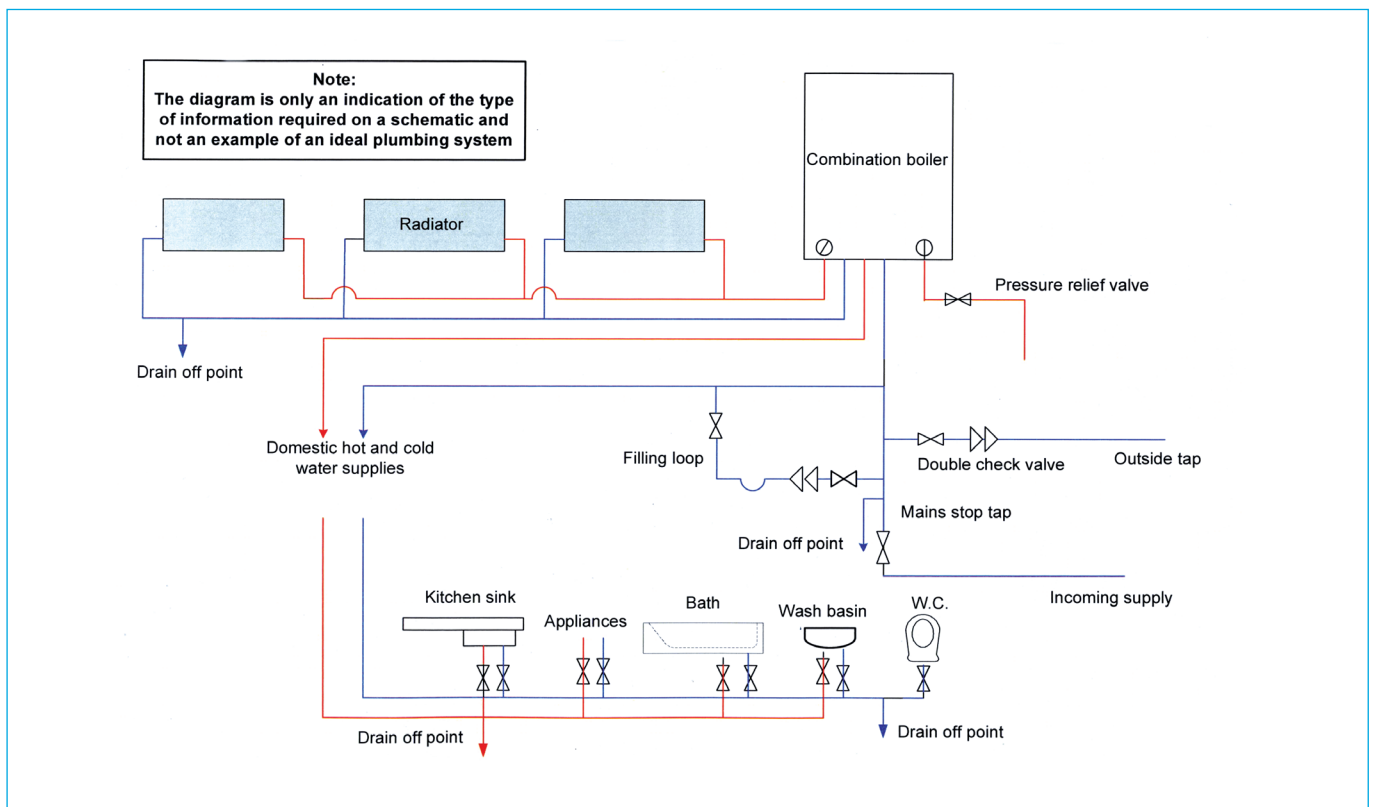
If you do not use a member of one of the schemes listed below, plans will be required for all new domestic premises as well as industrial, commercial and agricultural purposes:

- The Water Industry approved Plumbers' Scheme (WIAPS)
- Association of Plumbing and Heating Contractors (AHPC)
- Chartered Institute of Plumbing and Heating Engineering (CIPHE)
- Scottish & Northern Ireland Plumbing Employers' Federation (SNIPEF)
- Anglian Water's A Plus
- Severn Trent's Watermark
- Thames Water's TAPS

If you use a member of one of the above schemes, plans will not be required for new domestic premises, although they will be required for industrial, commercial and agricultural proposals. For further information on approved plumber schemes, please visit [www.watersafe.org.uk](http://www.watersafe.org.uk)

Please allow at least 10 working days for approval to be granted.

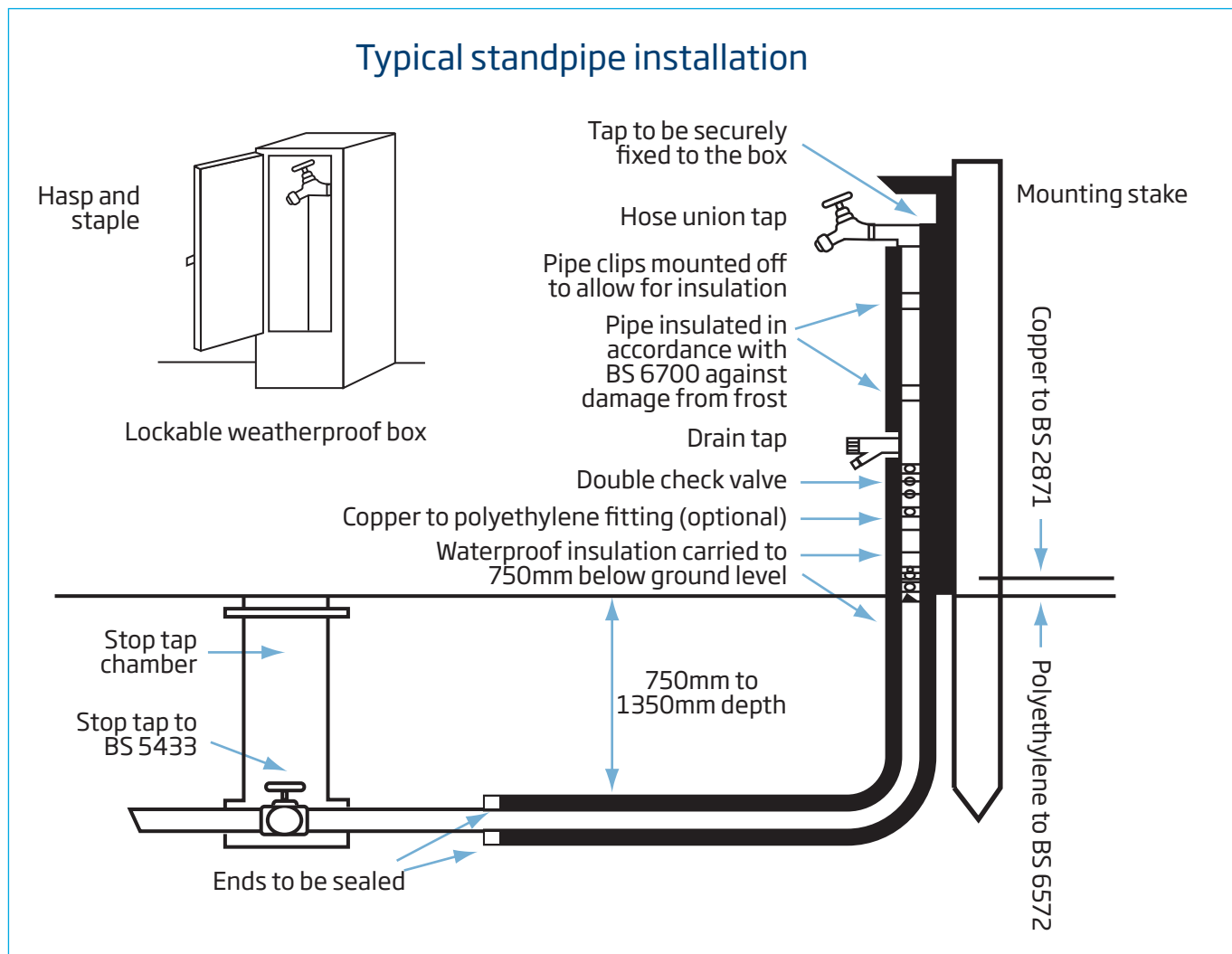
For the erection of any new building or structure, advance notification must be given to the water company before work starts on any proposed installation. We will provide water regulations type approval for large housing developments with properties of a similar design and plumbing arrangements. An example of the type of information required is given below.



Whole site back-flow protection. To prevent pollution of the public water supply system, the use of whole site backflow protection in addition to point of use protection will be required for high water users or where a development is categorised as high risk. The decision as to whether a development is high risk will be assessed on information provided with the water regulations notification.

The installation and maintenance of the back-flow device will be the responsibility of the customer. It is essential that routine maintenance is carried out on the device to prevent pollution to the public water supply. It shall be located as close to the site boundary as possible and be Water Regulations Advisory Scheme (WRAS) approved.

Although a schematic drawing is not required for a standpipe, trough or compound supply, these installations must comply with water regulations. Please see following typical installations.





## 6 Infrastructure changes

In addition to the water supply connection costs, infrastructure charges will normally be applicable. These charges are made under the Water Industry Act 1991 for anyone who wishes to build or develop a property. Infrastructure charges are used to cover the cost of improving our existing network to cope with providing extra capacity for these developments. Infrastructure charges are zero rated for VAT.

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 or siting new premises. This includes 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 indirect 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 multioccupation developments, ie, flats, offices etc, the charges will be based on the number of water taps and water using appliances.

All other properties 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 given a loading unit based on the amount of water it uses as shown in the table below:

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

Provided a live connection has existed to the site within the five years immediately preceding redevelopment, we will credit the RM for the old properties. For example, where a single house is converted into four flats we will only charge for three flats.

If your development is within Wessex Water's supply area, the charges will be included in the quote you receive for the water supply connection(s). A water supply will not normally be connected until all charges have been paid and all the plumbing works have been inspected and comply with the Water Supply Regulations.

In parts of our area where another water company supplies the water, they will notify us of the supply connection. Where applicable you will be invoiced for the sewerage infrastructure charge.



## Contact us

### For enquiries regarding obtaining a new water supply connection and water regulations please contact us on:

Tel: 01225 526 222

Email: [supplyconnectionenquiries@wessexwater.co.uk](mailto:supplyconnectionenquiries@wessexwater.co.uk)

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 526 294 or 01225 526 222

Email: [section.41@wessexwater.co.uk](mailto:section.41@wessexwater.co.uk)

### For enquiries regarding infrastructure charges please contact us on:

Tel: 01225 526 222

Email: [infrastructure.charges@wessexwater.co.uk](mailto:infrastructure.charges@wessexwater.co.uk)

For information, please visit our website: [www.wessexwater.co.uk/developers](http://www.wessexwater.co.uk/developers)

## Frequently asked questions

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

No - a supply survey will be carried out and you will be sent a quotation for the cost of the connection work normally within 28 calendar days of your application.

### • Can I connect to an existing private service pipe?

No - a separate connection is required direct from our public water mains.

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

You will need to seek the advice of a suitably qualified plumber/engineer.

### • Do you lay all the pipework to my property?

No - we are responsible for making a connection onto the public water main and laying a pipe from the main to the boundary of your property. You are responsible for laying the length of pipe from your property to the boundary.

### • Can I lay my pipe in the same trench as other utilities?

Yes - provided adequate clearance is provided between the water pipe and other utilities. Please see NJUG guidelines for requirements.

### • Where will my water meter be located?

Normally, the meter will be 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 that are used to cover the cost of improving our networks

(water and sewerage) to cope with providing extra capacity for new developments.

### • I've paid my quotation so when will the connection be carried out?

In addition to the connection cost it will also be necessary to carry out a trench inspection and obtain water regulations. Also, any pipes which are 50mm or over will require chlorinating and a copy of the certificate sent to New Connections prior to the work being carried out.

### • 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 to prevent contamination.

### • What is a schematic drawing?

This is a diagram showing the above water fittings 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?

No - they are in addition to the cost of providing the main.

### • Why do I need a soils report?

This is required so that we can assess the risk of potential contaminants in the ground and determine the pipe material to be used.

**Please read the guidance notes for more information**